



BMG Research Report

Herefordshire Voice – Panel Survey 11 : Community Safety
Commissioned by the Herefordshire Partnership
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Because people matter.

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1 Key findings

Some of the key neighbourhood issues include speeding vehicles, reckless driving and lack of facilities for young people. However, more than three quarters of residents also mention crime in general.

Residents generally feel safe in Herefordshire, except when walking in their neighbourhood at night, and particularly where children are out after dark. Furthermore, there are few activities which residents avoid because they are afraid of crime, although muggings and assaults do prevent a sizeable proportion from going out after dark, particularly into the town centre.

A small minority of residents have been a victim of crime recently, particularly vandalism, and most of these reported the crime. However, there is a fairly high level of fear of crime, with sizeable proportions of residents being slightly concerned that they may become a victim in the future. People feel that local media (TV and newspapers) is a particular cause of this.

Whether or not residents are aware of CCTV cameras or Police Community Support Officers, the majority believe they are/would be a benefit to their neighbourhood.

2 Executive Summary

Local community

Concerns about Local Neighbourhood¹

Three quarters (74%) of respondents are generally concerned about crime in their local area, including 25% who are very concerned. One in five (22%) are not concerned about crime.

Community safety Concerns

Most common safety concern is the risk of being burgled (79%) followed by having residents' property vandalised (70%). Respondents are least concerned about being harassed by their neighbours (25%) than any other issue.

Feeling of Safety

More than nine in ten respondents feel safe at home during the day (96%) and at night (90%). One in four feels unsafe walking in their neighbourhood at night.

Safety of Children

About a half of panel (51%) members feel their children are safe going outside the home in their neighbourhood in daylight. One in three (31%) feel their children are safe outside the home after dark and the same proportion (28%) feel it is safe for them to do so in daylight.

Fear of Crime

The overwhelming majority of respondents (98%) do not avoid going out in daylight because they are afraid of being a victim of crime. Predictably, the percentage of residents who are not afraid of going after dark is slightly lower at 81%.

Safety on Public Transport

Over nine in ten panel members use public transport both in daylight (96%) and after dark (91%) without being afraid of becoming a victim of crime.

Eighteen residents are afraid of being attacked when using public transport after dark

Safety in Cities/Towns

Over a half (55%) of respondents feel closely associated with Hereford City followed by Leominster (14%).

Nine in ten (90%) respondents have no concerns when visiting town centres in daylight. Eight percent have.

In contrast, a little over a half (52%) of respondents are concerned of becoming a victim of crime when visiting after dark. They are more likely to be concerned about being mugged (50%)

¹ For the purpose of this survey, a neighbourhood is the area within a 5 minute walking distance from home.

CCTV

About six in ten (63%) panel members know that CCTV operates in their town centre. One in thirteen (8%) said they do not.

About a third (35%) feel safer knowing that they have CCTV while a half (49%) feel about the same.

Victims of Crime

The overwhelming majority (86%) of respondents have not been victims of crime over the last twelve months. Fourteen percent have been a victim at least once over the same time period.

About a half (47%) of those affected by crime were victims of vandalism and one in five (21%) were victims of burglary.

Reporting crimes to the police

About seven out of ten (68%) respondents reported some or all crimes they were affected by to the police, including 49% who reported all crimes. About three in ten (28%) did not report any crime to the police.

Respondents (12 residents) who did not report crimes to the police dealt with the problem themselves and 8 did not think the police would be unable to help.

Four in ten (41%) respondents are now more afraid of becoming a victim of crime because of their experience. Three in ten (29%) were never afraid of becoming a victim of crime and their recent experience has not changed anything.

About eight in ten (77%) panellists are concerned, including 13% who are very concerned of becoming a victim of crime at some point in the future. One in five are not at all concerned.

Most likely factors to affect residents' fear of crime are: regional television news programmes (45%); regional newspapers (44%); and friends and relatives experience of crime (36%). The area where respondents live is the least likely factor (17%) to do so.

Causes of Crime in Local Area

About six in ten (59%) respondents believe that crime in their neighbourhood is as a result of poor parenting. A half believes it is as a result of the abuse of alcohol (55%) and the abuse of illegal drugs (52%).

Getting Advice and Information

Over a half of residents knows where to find advice on domestic violence (55%), alcohol abuse (59%), drug misuse (54%) and for young people drug or alcohol problems (51%). Forty four percent does not know where to get advice or information for young people with alcohol or drug problem.

Alcohol

The majority (75%) of respondents believe additional policing would be required if alcohol were on sale 24 hours a day. Six per cent feel that no additional services would be necessary.

Disorderly behaviour is the most common alcohol related problem experienced by panellists (34%). About six in ten (56%) respondents did not experience any problems.

Consumer Rights

About eight in ten (78%) respondents are well informed about their rights as consumers including 21% who are very *well informed*. One in twenty (5%) are not at all informed.

Sixty five per cent of respondents believe it is easy to get information and advice about their entitlements if they were sold a faulty product or received poor service, including 16% who thought it is very easy. One in twenty (6%) thinks it is not at all easy.

Priorities For Local Area

A large majority of residents think all services are important. Ninety six per cent think health services are the most important, including 76% who think it is very important. Shopping facilities (73%) and leisure facilities for adults (73%) are seen as the least important services.

Facilities and Activities for Different Age Groups

Panel members think facilities and activities for children (54%), teenagers (51%), adults (68%) and elderly (57%) have stayed the same over the past three years. A quarter of respondents think services for teenagers have got worse.

Community Safety Projects

Eight in ten (82%) panel members have not heard of any community safety projects whereas one in five (18%) said they have.

Respondents identified roads speed humps (21%) and speed restrictions (22%) as changes that have had an effect on their community.

Community Support Officers

Two thirds (67%) of respondents have not seen a police community safety officer (PCSO) in their local area. A third (33%) have.

One in three respondents feel safer in their presence of PCSOs. One in six respondents feel the same and Only 6% said they would feel less safe.

Two-thirds (67%) of respondents think it would be beneficial to have PCSOs in their community while about one in seven (14%) think it would not.

Initiatives that can enhance community safety

Apart from services provided by the police, 62% of respondents think that crime can be reduced and community safety improved in their neighbourhood if there were more neighbourhood watch schemes. A half (52%) of respondents think an increase in community involvement would have the desired effects.

3 Introduction

Background

The modernisation agenda presents local authorities with a broad range of challenges and opportunities. Central to this agenda is the need to consult with the public. As part of their consultation strategy, Herefordshire Partnership, which includes Herefordshire Council, the Chamber of Commerce for Herefordshire and Worcestershire, the Herefordshire Health Authority, West Mercia Police, voluntary organisations and Advantage West Midlands, commissioned BMG to recruit a panel of 1000 residents with whom they could consult on a range of local issues.

This report presents the findings of the eleventh survey of the panel. The principle aims of the current survey were to investigate community safety issues surrounding:

- Views about the local community;
- Community priorities for Herefordshire.

Methodology

Refreshment of the panel was undertaken as part of this survey. At the start of the current survey process, the panel size was 955. All those who had not responded to any of the last three surveys (438 members) were taken off the panel database, leaving 517 members.

In order to replace those panel members deleted, 3460 residents in the Herefordshire Electoral Role were sent a survey questionnaire with additional profile questions. 294 residents returned completed questionnaires representing a response rate of 8.5%.

The 517 remaining members were mailed a questionnaire on 2nd July 2004. Those who had not replied were remailed on 30th August. 312 completed questionnaires were returned, representing a 60% response rate.

The total sample for this survey (606) is thus subject to a maximum standard error of $\pm 4.0\%$ at the 95% confidence level on an observed statistic of 50%. Thus, we can be 95% confident that responses are representative of those that would be given by the total population, if a census had been conducted, to within $\pm 4\%$ of the percentages reported.

In addition to this written report, data tabulations have been produced which present the data as a whole, and broken down by the following groups: gender of the respondent; age of the respondent; ward in which the respondent lives; the length of time the respondent has been resident in Herefordshire; housing ownership; housing type; illness/disability; benefits received; marital status; children in household; ICT access; household car access; and employment status.

Profile

The table below shows key demographic information (unweighted) on the respondents returning questionnaires for this survey. Where respondents do not add up to 100%, indicates that some respondents did not provide an answer to this question

Profile of respondents		
	%	TOTAL
Age		
16-24	3	19
25-34	7	41
35-44	17	101
45-54	23	139
55-64	15	93
65+	21	129
Gender		
Female	43	263
Male	56	342
Benefits Received		
Family Credit	8	48
Housing or Council Tax Benefit	6	36
Income Support	3	19
None of these	74	451
Housing ownership		
Home owner	82	494
Rented	14	83
Household Car Access		
No	9	53
Yes	91	549
Time in area		
0-1 Year	1	9
1-5 Years	11	67
5+ Years	85	516
TOTAL	100	606

4 Local community

Concerns about Local Neighbourhood

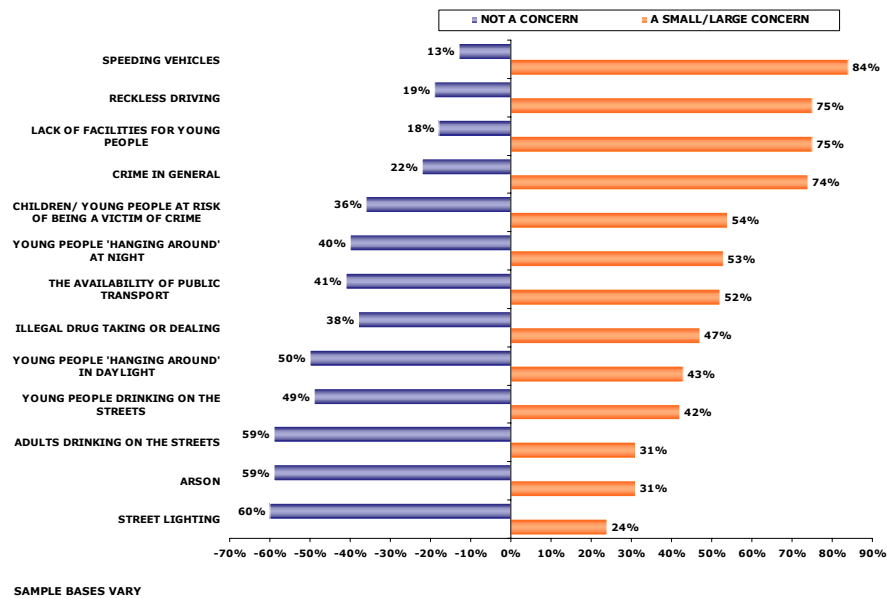
Three quarters (74%) respondents are generally concerned about crime in their local area, including 25% who are very concerned. One in five (22%) are not concerned about crime.

Respondents who live in Hereford City are more likely to be concerned about crime in their local area than those from other areas (82%, compared with 70%).

More specifically, about eight in ten (84%) panel members are concerned about speeding vehicles, 75% about reckless driving and the lack of facilities for young people. The full range of responses can be seen in the figure below.

Figure 1

WHETHER ANY OF THE FOLLOWING ISSUES ARE A CONCERN IN RESPONDENT'S NEIGHBOURHOOD (ALL RESPONDENTS)

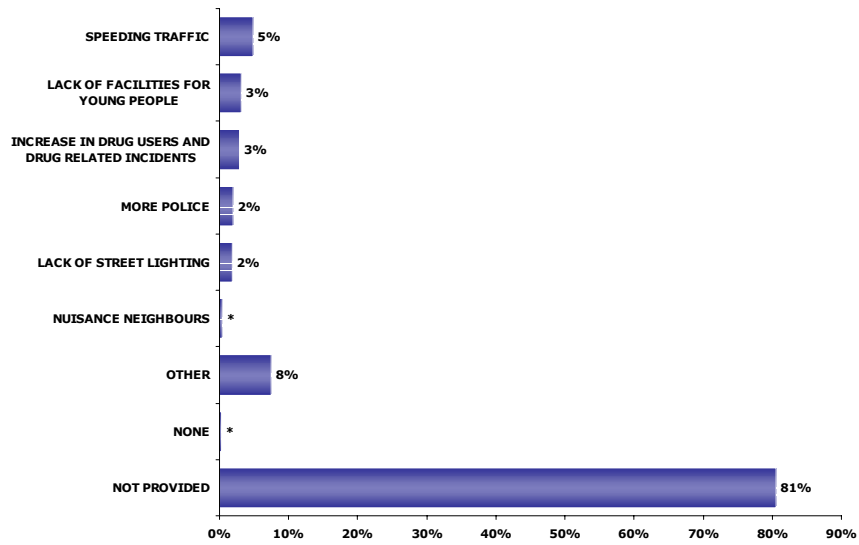


Further analysis by subgroups revealed that those who received family credit are more likely to have a concern (87%) about the lack of facilities for young people than any other subgroup. There are no significant difference between the concerns of the other subgroups and those of the overall panel.

Panel members were then asked whether there are any other issues of concern, which were not mention previously. Twelve panel members said there should be more police officers and 2 thought nuisance neighbours were a further concern.

Figure 2

RESPONDENTS FURTHER CONCERNS ABOUT THE NEIGHBOURHOOD
(ALL RESPONDENTS)



SAMPLE BASE = 606

Community Safety Fears

Residents' most common safety concern is the risk of being burgled (79%) followed by having their property vandalised (70%) and being in a road traffic collision whilst driving (69%). Respondents are least concerned about being harassed by their neighbour (25%). The full range of responses can be seen in the figure below.

Figure 3

WHETHER RESPONDENTS ARE CONCERNED ABOUT ANY OF THE FOLLOWING HAPPENING IN THEIR NEIGHBOURHOOD (ALL RESPONDENTS)				
	A CONCERN	NOT A CONCERN	DON'T KNOW/ NOT APPLICABLE	NOT PROVIDED
	%	%	%	%
BEING BURGLED	79	19	1	1
HAVING ANY OF THEIR PROPERTY VANDALISED	70	28	1	1
HAVING A ROAD TRAFFIC COLLISION WHILE DRIVING	69	23	5	3
HAVING THEIR CAR BROKEN INTO	69	25	4	2
HAVING A ROAD TRAFFIC COLLISION WHILST BEING A PEDESTRIAN	67	30	2	1
HAVING THEIR CAR STOLEN	65	29	4	2
BEING CONNED BY BOGUS TRADERS/ CALLERS	61	36	1	2
HAVING THEIR LOCAL SHOPS OR BUSINESSES VANDALISED OR BROKEN INTO	54	35	9	2
HAVING A ROAD TRAFFIC COLLISION WHILST CYCLING	52	29	17	2
BEING ASSAULTED	49	47	2	2
FINDING USED DRUG NEEDLES IN PUBLIC PLACES	49	43	7	2
HAVING THEIR BICYCLE STOLEN	44	34	19	3
BEING HARASSED BY DRUNKEN PEOPLE	37	57	3	2
PUBLIC BINS BEING SET ALIGHT	32	58	8	2
BEING SEXUALLY HARASSED OR SEXUALLY ASSAULTED	27	65	6	2
BEING HARASSED BY THEIR NEIGHBOURS	25	69	3	3
BEING ATTACKED OR THREATENED WHILST WAITING FOR OR WALKING TO PUBLIC TRANSPORT	25	61	13	2
BEING ATTACKED OR THREATENED ON PUBLIC TRANSPORT	22	61	14	2
HAVING THEIR DRINK SPIKED EITHER WITH DRUGS OR MORE ALCOHOL	21	62	15	2
SAMPLE BASE = 606				

After further analysis by area where respondents live, those from Hereford City are more likely to be concerned about having their car broken into (76%) than those from other areas (66%). They are also more concerned about their property being vandalised (83%) and being sexually harassed or assaulted (38%) than those living in other areas at (63%) and (22%) respectively.

When analysed by number of cars in household, respondents without cars are more concerned about being assaulted (67%) than residents with cars (47%). They are also more concerned about having a road traffic collision while driving (71%) and harassed by drunken people (62%) compared with 45% and 35% respectively for those without cars.

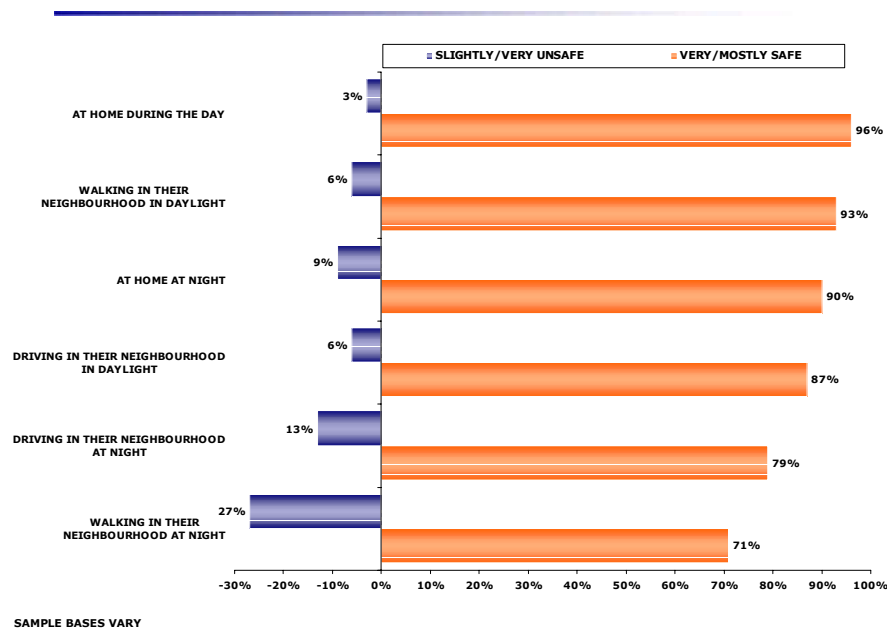
Further analysis by housing ownership shows that residents who own their home are less concerned about being harassed by their neighbours (72%) than residents who rented their property (48%).

Feelings of Safety

As can be seen in the figure below, a quarter of respondents feel unsafe walking in their neighbourhood at night. More than nine in ten respondents feel safe at home during the day (96%) and at night (90%).

Figure 4

HOW SAFE DO YOU FEEL/ WOULD YOU FEEL IN THE FOLLOWING SITUATIONS
(ALL RESPONDENTS)



There are some differences by subgroups. Amongst those most likely to feel unsafe walking in their neighbourhood after dark is:

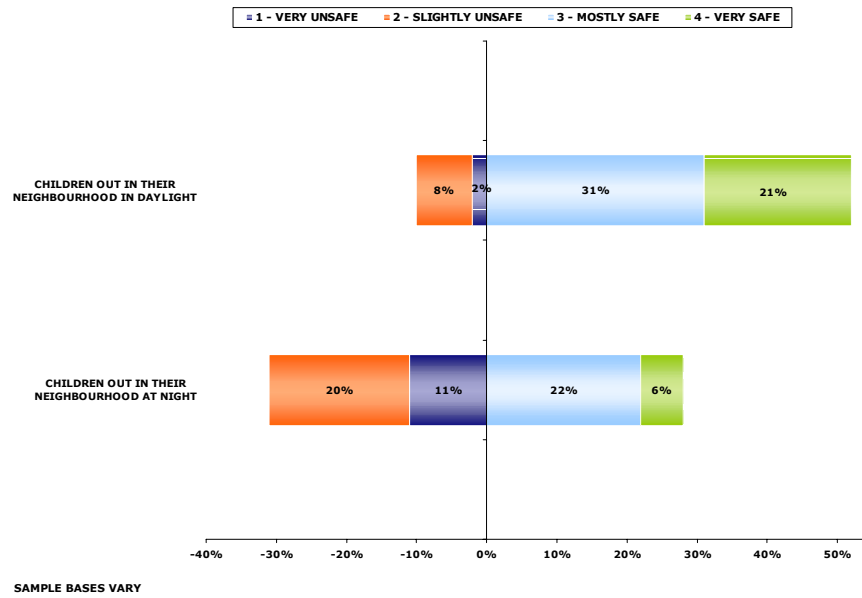
- Those with a disability (18% cf. those without 7%)
- Those living Hereford City only (40% cf. other areas 20%)
- Household with access to cars (44% cf. those without 25%)

Safety of Children

One in three panel members feel their children are unsafe outside the home after dark and the same proportion feel it is safe for them to do so. About a half of panel members feel their children are safe going outside the home in their neighbourhood during the day.

Figure 5

WHETHER RESPONDENTS FEEL THEIR CHILDREN ARE SAFE IN SPECIAL SITUATIONS
(ALL RESPONDENTS)



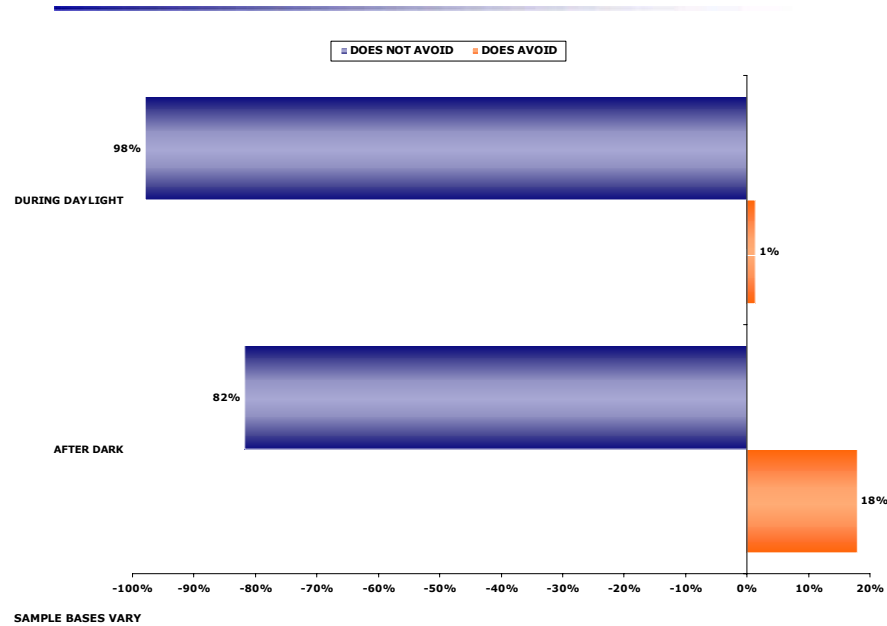
When analysed by housing ownership, residents who lived in rented accommodations are more likely to feel unsafe about their children being outside after dark (50% cf. 29% own home).

Fear of Crime

The overwhelming majority of respondents (98%) do not avoid going out during the day because they are afraid of being a victim of crime. Predictably, the percentage of residents who are not afraid of going after dark is slightly lower at 81%.

Figure 6

WHETHER RESPONDENTS AVOID GOING OUT BECAUSE THEY ARE AFRAID OF BEING A VICTIM OF CRIME (ALL RESPONDENTS)



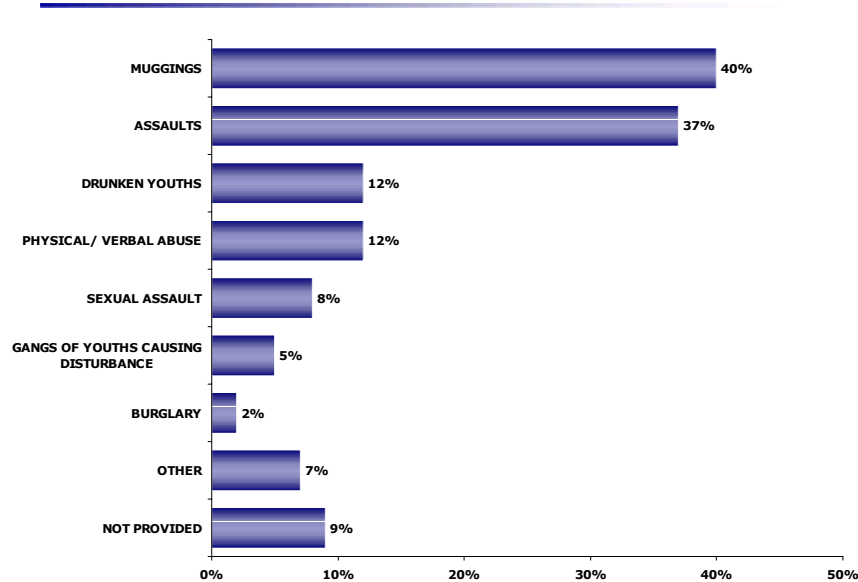
When analysed by area where respondents live, those who live in Hereford City are significantly more afraid (29%) of going out after dark than those who live in other areas (13%). Respondents who do not have access to a car are more afraid (30 %) of going out after dark than those with access to cars (18%).

Panellists were then asked what crimes they are most afraid of in daylight and after dark. Those who were afraid of going out in daylight are only afraid of being mugged (three panel members).

Panellists who are afraid of going out after dark are most likely to be afraid of being mugged (40%) followed by the fear of being assaulted (37%).

Figure 7

CRIMES RESPONDENTS ARE MOST AFRAID OF AFTER DARK
(WHERE RESPONDENTS ARE AFRAID AFTER DARK)



SAMPLE BASE = 119

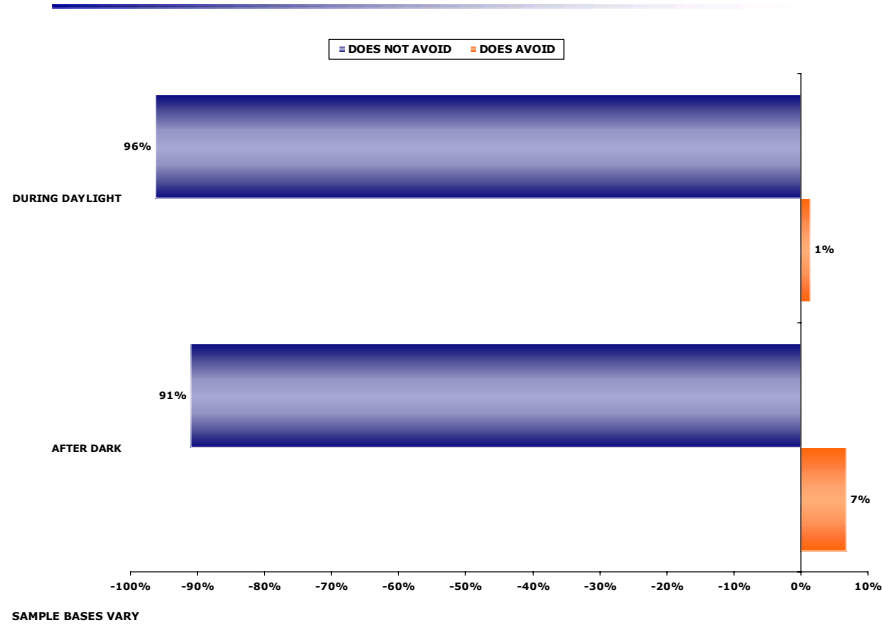
Further analysis by gender and access to cars, showed that males are most likely to be afraid of being assaulted (34%), whereas females are most likely to be afraid of being mugged (45%).

Safety on Public Transport

Over nine in ten panel members use public transport both in daylight (96%) and after dark (91%) without being afraid of becoming a victim of crime.

Figure 8

WHETHER RESPONDENTS AVOID USING PUBLIC TRANSPORT BECAUSE THEY ARE AFRAID OF BEING A VICTIM OF CRIME (ALL RESPONDENTS)



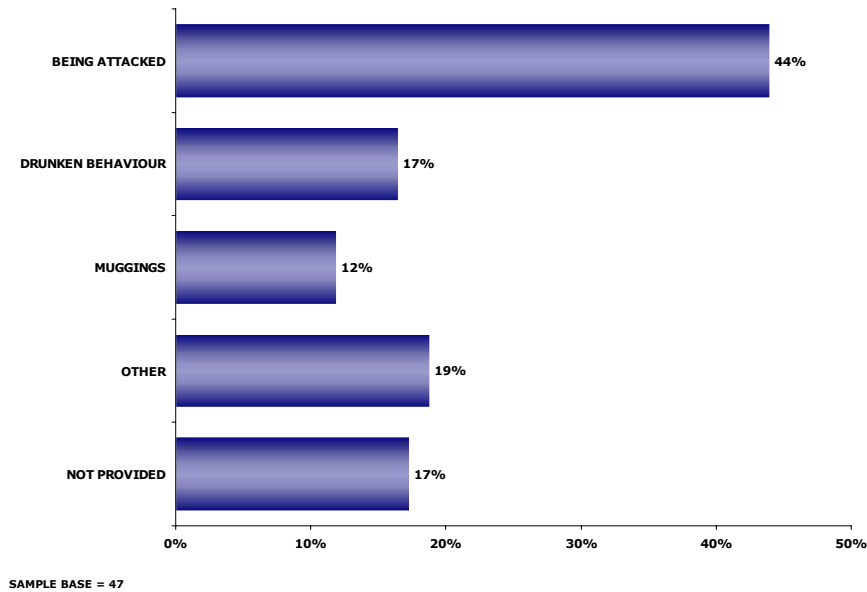
Further analysis across other key respondent groups, revealed no significant differences in opinion to the overall panel.

Respondents who were afraid of going out (in daylight or after dark) were then asked what crimes they are most afraid of becoming a victim of crime. Those who were afraid of going out in daylight (8 residents) did not mention any crimes they were frightened of becoming victims.

Eighteen respondents are afraid of being attacked after dark. Other responses are summarised below.

Figure 9

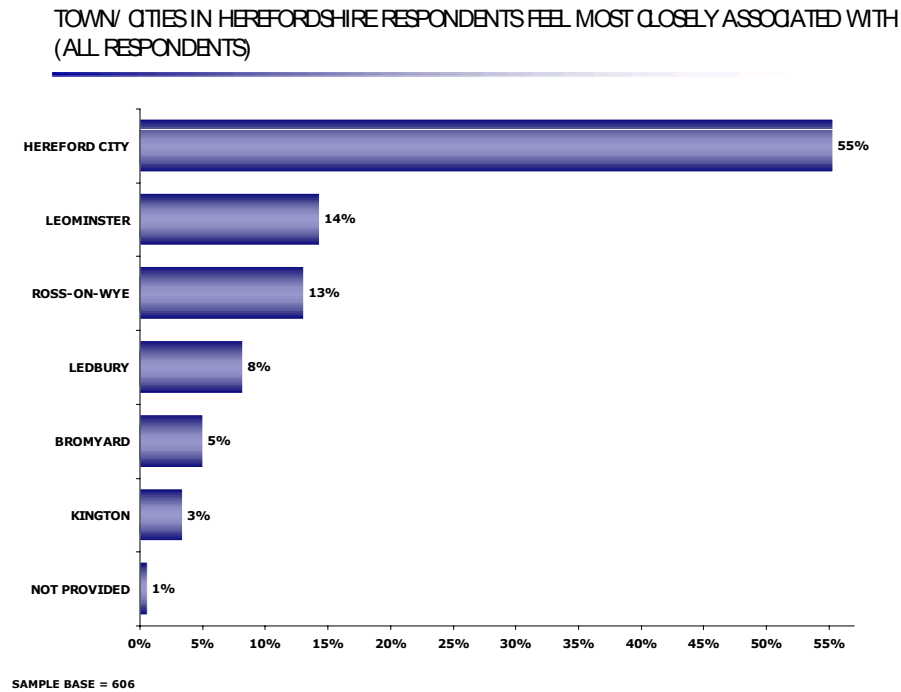
CRIMES RESPONDENTS ARE MOST AFRAID OF WHEN USING PUBLIC TRANSPORT AFTER DARK (WHERE RESPONDENTS ARE AFRAID AFTER DARK)



Safety in Cities/Towns

Panel members were asked which City or town they feel most closely associated with. Over a half (55%) of respondents felt closely associated with Hereford City followed by Leominster (14%).

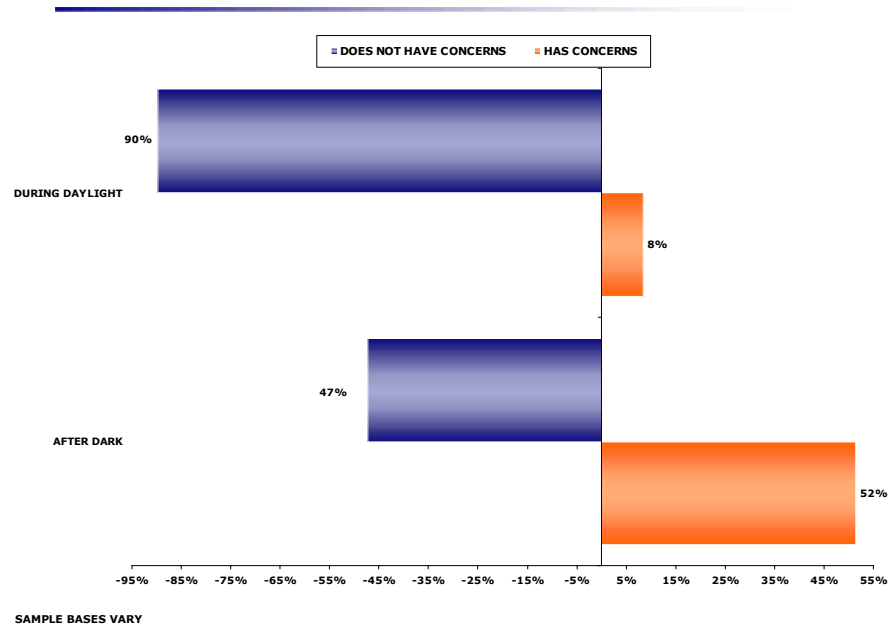
Figure 10



Panel members were then asked whether they were concerned about being a victim of crime when visiting town centres in daylight and after dark. Nine in ten respondents have no concerns when visiting in daylight. In contrast, a little over a half (52%) are concerned about becoming a victim of crime when visiting after dark.

Figure 11

WHETHER RESPONDENTS ARE CONCERNED ABOUT BEING A VICTIM OF CRIME WHEN VISITING THEIR TOWN CENTRE (ALL RESPONDENTS)



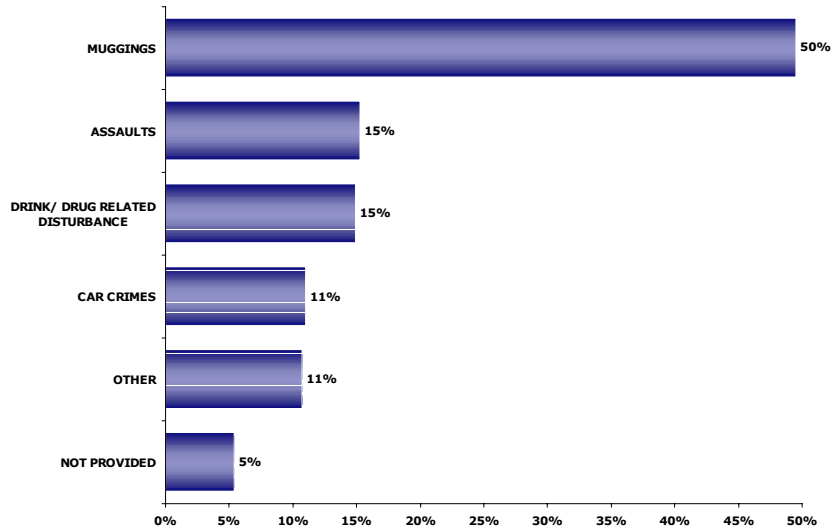
Across key respondent subgroups, the proportion who indicated that they are afraid of visiting the town centres after dark do not vary significantly by housing ownership, marital status, or disability cohort. However, there are variations in the proportions afraid of visiting after dark according to:

- Respondent gender. Females (57%) are general more concerned about visiting town centres after dark than their male (47%) counterparts.
- Area where respondents live. Those who live in Hereford City (61%) are more concerned of visiting their town centre than respondents from any other area (Leominster and Ross-On-Wye (44%), Ledbury (36%), Bromyard (38) and Kington (28%).
- Respondent age. Those who are between the ages of 25 –34 (60%) are the most concerned about visiting their town centre after dark amongst all age groups .
- Panellist who use public transport are far less concerned about visiting the their town centre than those who have never used public transport (44% and 54% respectively)
- Social group. Small employers and own account workers are the most concerned (six in ten) of visiting their town centre after dark.

Respondents who were afraid of visiting their town centre in daylight were asked what crimes they are most afraid of when visiting their town centre in daylight. A half of respondents (25 out of 52) were afraid of being mugged followed by eight respondents afraid of being assaulted.

Figure 12

CRIMES RESPONDENTS ARE MOST AFRAID OF WHEN VISITING THE TOWN CENTRE IN DAYLIGHT (WHERE RESPONDENTS HAVE CONCERNS DURING DAYLIGHT)

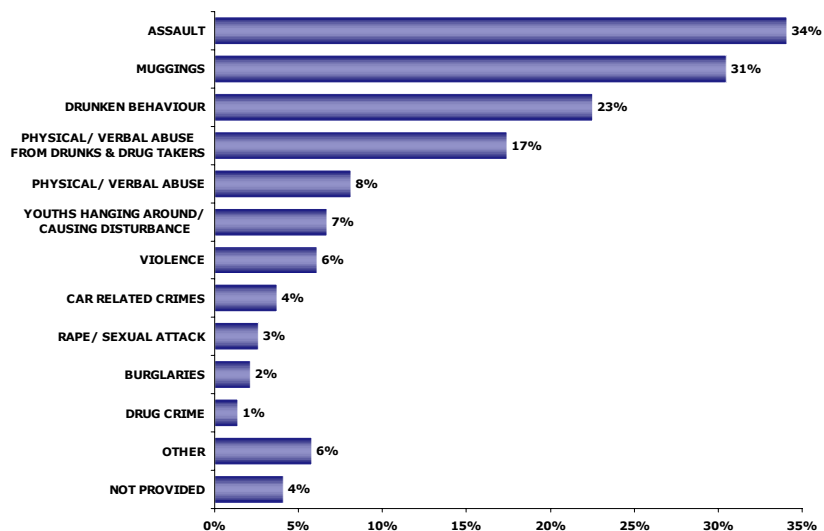


SAMPLE BASE = 52

When asked about crimes after dark, a third of respondents are afraid of being assaulted. Three in ten were afraid of being mugged followed by about one in four (23%) being afraid of drunken behaviour.

Figure 13

CRIMES RESPONDENTS ARE MOST AFRAID OF WHEN VISITING THE TOWN CENTRE AFTER DARK (WHERE RESPONDENTS HAVE CONCERNS AFTER DARK)



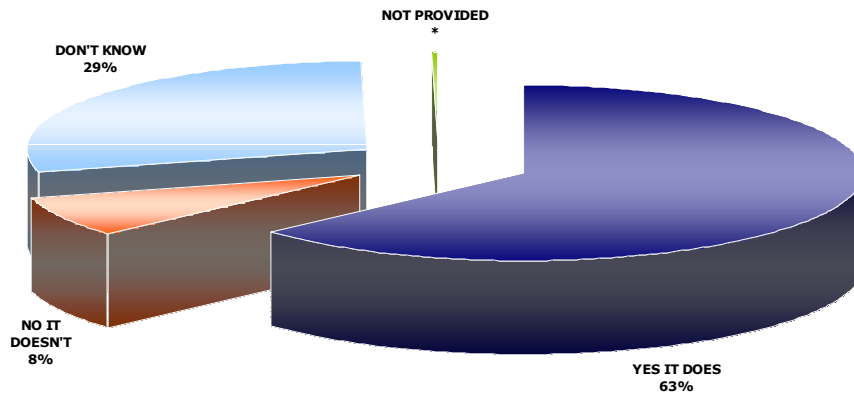
SAMPLE BASE = 315

CCTV

Just over six in ten (63%) panel members were aware that CCTV operates in their town centre. One in thirteen (8%) said they were unaware.

Figure 14

WHETHER RESPONDENTS KNOW IF CCTV OPERATES IN THEIR TOWN CENTRE
(ALL RESPONDENTS)



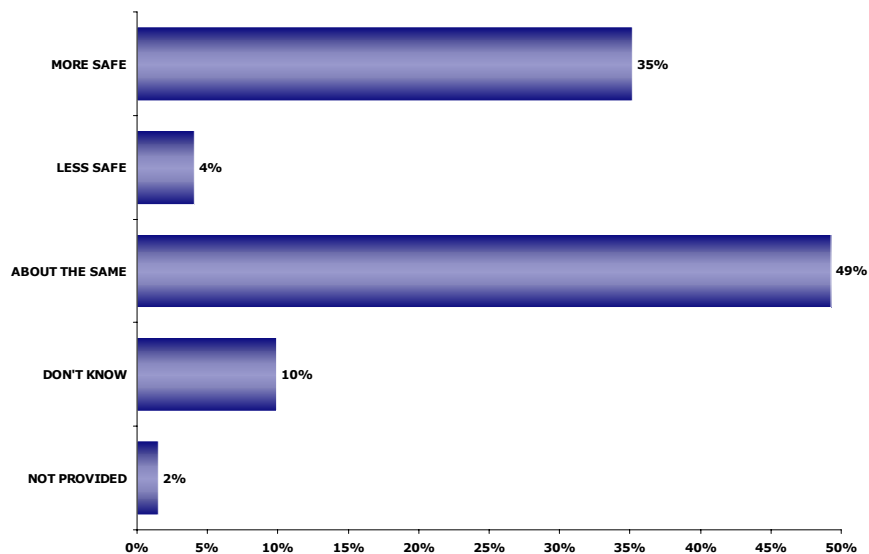
SAMPLE BASE = 606
* DENOTES ALL FIGURES LESS THAN 0.5%

Panellists who live in Hereford City were more likely to know whether CCTV operates in the City than those from other areas (83% and 54% respectively)

When asked whether they feel safer in their town centre knowing or not knowing they have CCTV. About a third (35%) feel safer knowing that they have CCTV.

Figure 15

WHETHER RESPONDENTS FEEL MORE OR LESS SAFE IN THEIR TOWN CENTRE KNOWING/ NOT KNOWING THEY HAVE CCTV (ALL RESPONDENTS)



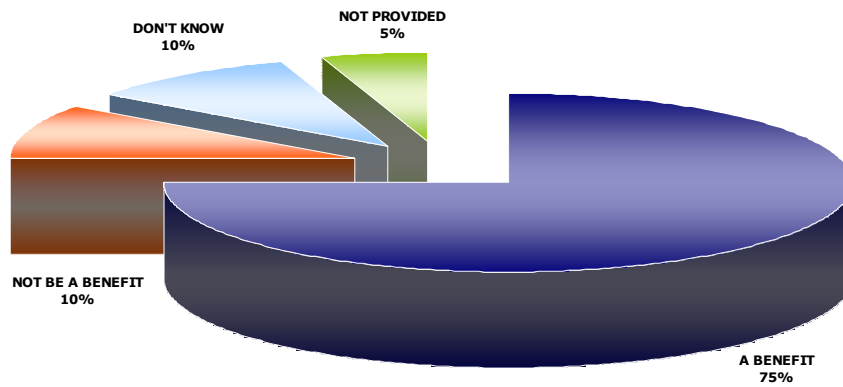
SAMPLE BASE = 606

Further analysis by disability showed that respondents who have a limiting condition are the most likely (50%) subgroup to feel safer knowing they have CCTV. When analysed by age, it showed that as age increases respondents tend to feel safer.

Finally respondents were asked whether the presence of CCTV benefits their town centre, three quarters (75%) feel it did.

Figure 16

WHETHER RESPONDENTS THINK CCTV IS/ WOULD BE A BENEFIT TO THEIR TOWN CENTRE
(ALL RESPONDENTS)



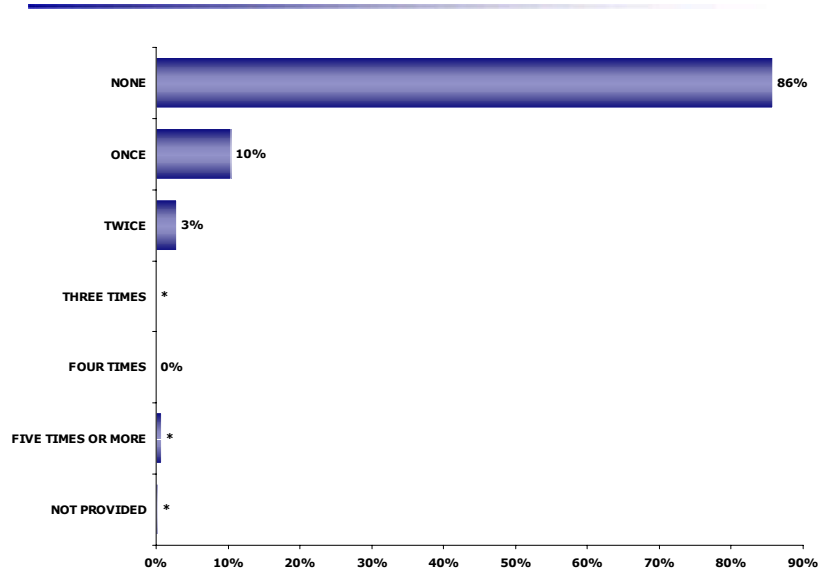
SAMPLE BASE = 606

Victims of Crime

About one in fifteen residents at least once over the last twelve have been victims of crime, including 3% who have been victims twice.

Figure 17

NUMBER OF TIMES RESPONDENTS HAVE BEEN A VICTIM OF CRIME IN THE LAST 12 MONTHS (ALL RESPONDENTS)



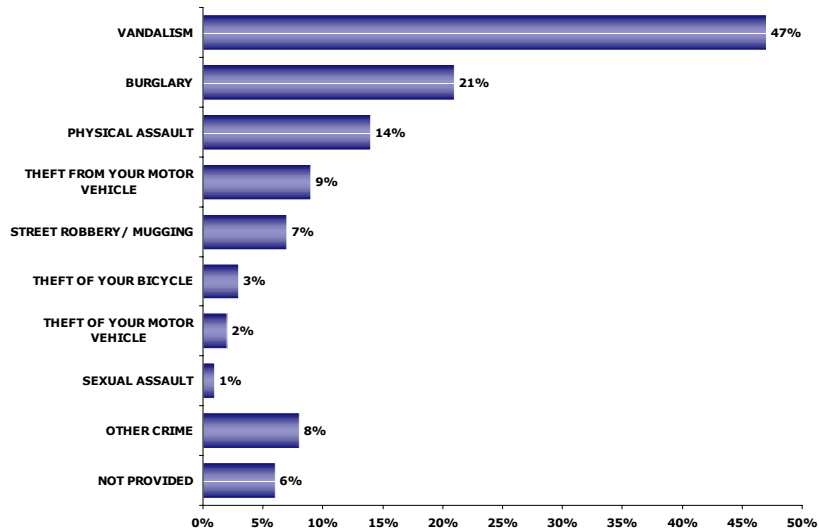
SAMPLE BASE = 606
 * DENOTES FIGURES LESS THAN 0.5%

Further analysis by age, revealed that about one in four (28%) respondents between the ages of 16 -24 have been a victim of crime at least once over the last twelve months. When analysed by ICT access, one in five respondents with mobile phones have been victims of crime at least once over the same time period.

Panel members who have been victims of crime were then asked what type of crime they were victims of. About a half have been a victim of vandalism and one in five were victims of burglary.

Figure 18

WHAT TYPE OF CRIME(S) WERE RESPONDENTS A VICTIM OF
(WHERE RESPONDENTS HAVE BEEN A VICTIM OF CRIME)



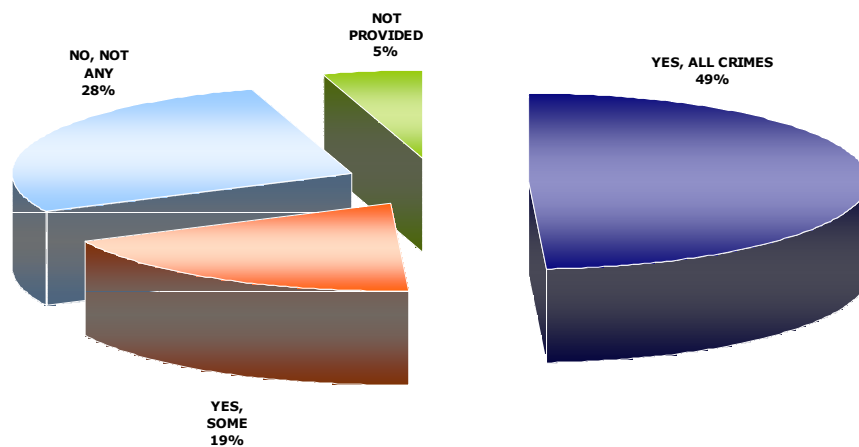
SAMPLE BASE = 83

Reporting crimes to the police

About seven out of ten (68%) respondents who were victims of crime reported some or all crimes to the police, including 49% who reported all crimes (figure 20). About three in ten (28%) did not report any crime to the police.

Figure 19

WHETHER RESPONDENTS REPORTED THE CRIME TO THE POLICE
(WHERE RESPONDENTS HAVE BEEN A VICTIM OF CRIME)

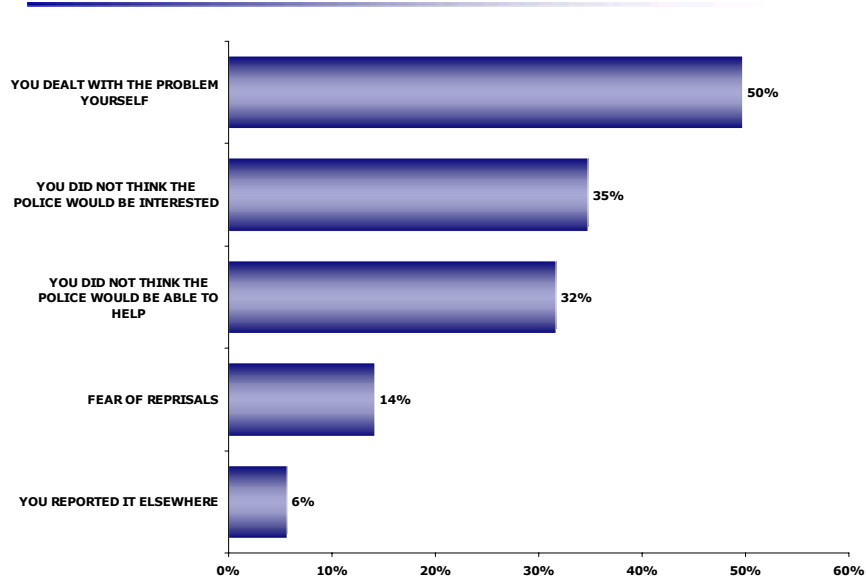


SAMPLE BASE = 83

The 26 respondents who did not report crimes to the police were then asked for their reasons for not doing so. Twelve respondents dealt with the problem themselves and 8 did not think the police would be able to help.

Figure 20

WHY DID RESPONDENTS NOT REPORT SOME OR ALL OF THE CRIMES TO THE POLICE
(WHERE RESPONDENTS DID NOT REPORT ANY CRIMES)

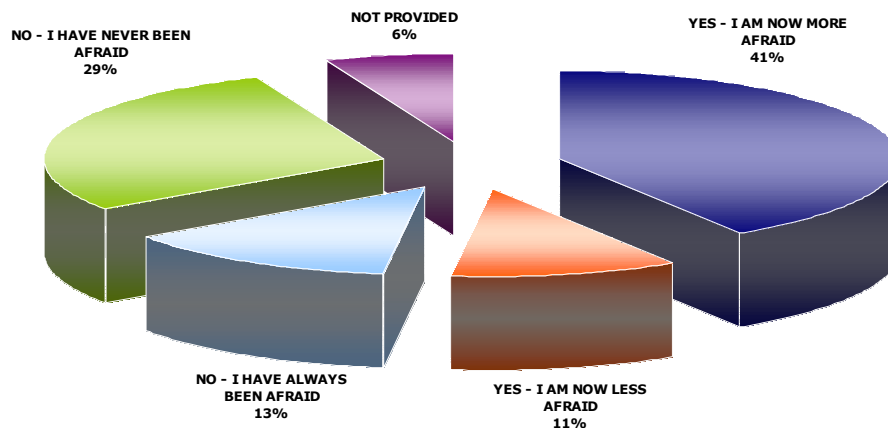


SAMPLE BASE = 26

Respondents were further asked whether their recent experience of crime affected their fear of crime. Four in ten (41%) respondents were more afraid of becoming a victim of crime since their experience. Three in ten (29%) residents had felt afraid of becoming a victim of crime and their recent experience had not change anything.

Figure 21

WHETHER RECENT EXPERIENCES OF CRIME AFFECTED RESPONDENTS FEAR OF CRIME
(WHERE RESPONDENTS HAVE BEEN A VICTIM OF CRIME)

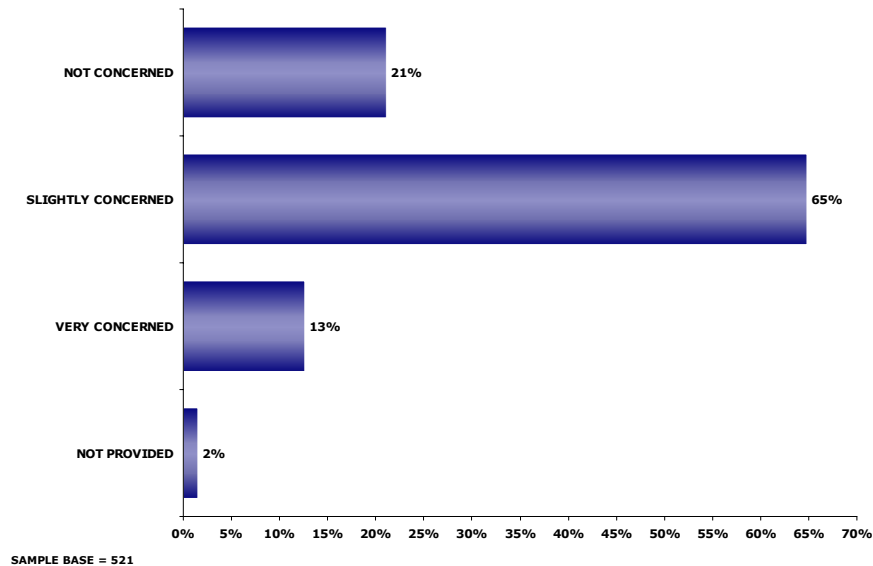


SAMPLE BASE = 83

Panel members were then asked how concerned they were of becoming a victim of crime at some point in the future. Just under eight in ten (77%) panellists are concerned including 13% who are very concerned. One in five are not concerned at all.

Figure 22

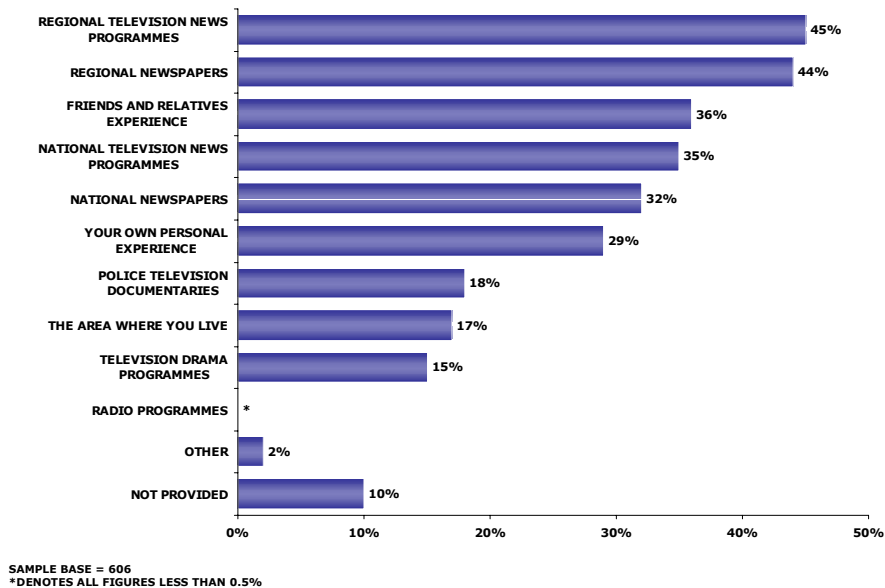
HOW CONCERNED ARE RESPONDENTS THAT THEY WILL BE A VICTIM OF CRIME AT SOME POINT IN THE FUTURE (RESPONDENTS WHO HAVE NOT BEEN A VICTIM OF CRIME)



Panel members felt that regional television news programmes (45%), regional newspapers (44%) and friends and relatives experience of crime (36%) are the most likely factors to affect their fear of crime. The area where a respondent lives is the least likely factor (17%).

Figure 23

WHICH IF ANY OF THE FOLLOWING HAS AFFECTED RESPONDENTS FEAR OF CRIME (ALL RESPONDENTS)

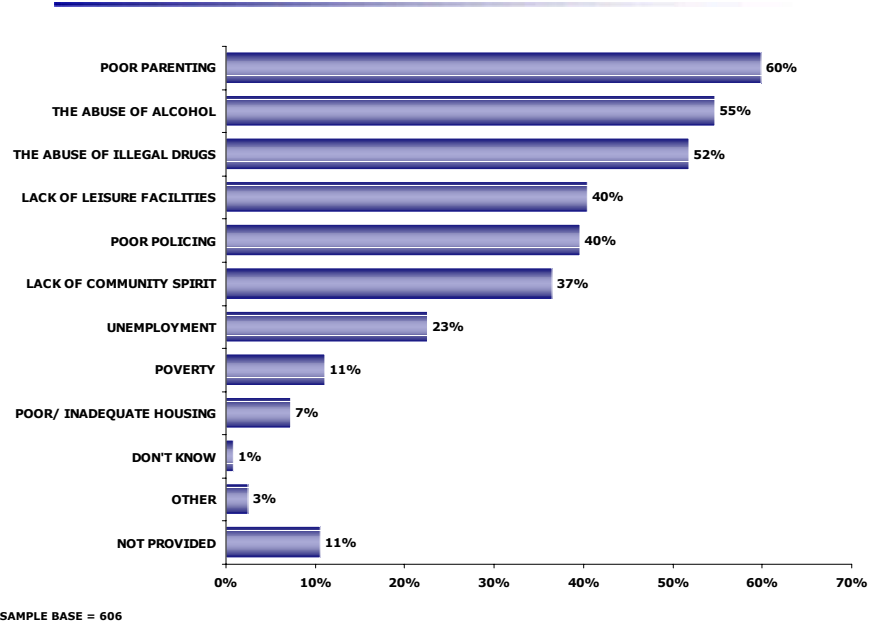


Causes of Crime in Local Area

About six in ten (60%) respondents believe that crime in their neighbourhood is a result of poor parenting. A half believes it is a result of the abuse of alcohol (55%) and the abuse of illegal drugs (52%).

Figure 24

WHETHER RESPONDENTS THINK THAT CRIME IN THEIR NEIGHBOURHOOD IS A RESULT OF ANY OF THE FOLLOWING (ALL RESPONDENTS)

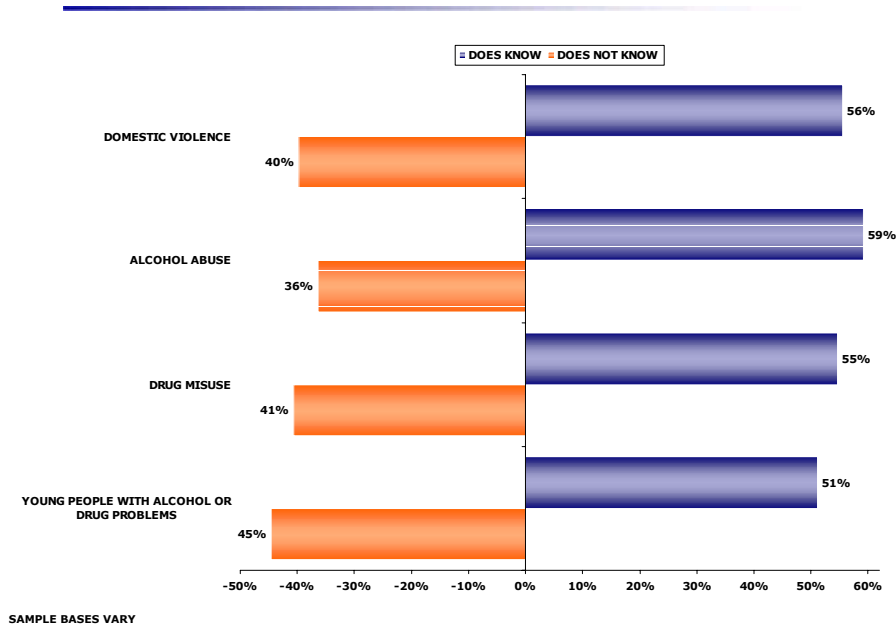


Getting Advice and Information

Over a half of residents know where to find advice on domestic violence, alcohol abuse, drug misuse and young people with drug or alcohol problems. Forty four percent do not know where to get advice or information on young people with alcohol or drug problem.

Figure 25

WHETHER RESPONDENTS KNOW WHERE TO GET INFORMATION/ ADVICE IF THEY OR SOMEONE THEY KNOW HAVE CONCERNS ABOUT CRIME (ALL RESPONDENTS)



Further analysis by subgroups showed that residents who have lived in Herefordshire for five years or less are the least likely to know where to get information or advice on domestic violence (51%) and on young people with alcohol or drugs problem (54%) compared to the overall panel.

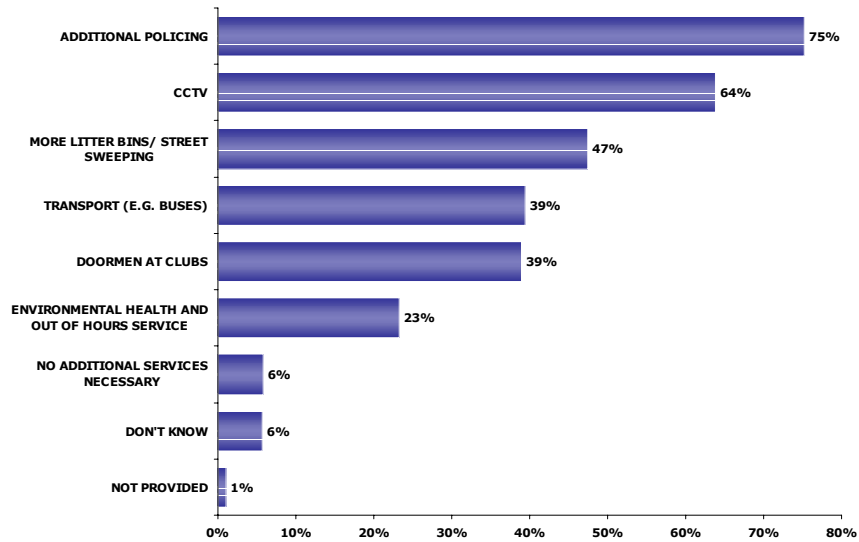
Respondents between the ages of 16 – 24 are least likely to be able to find information and advice on domestic violence (69%), alcohol abuse (52%), drug misuse (55%) and young peoples with alcohol or drug problem (59%) compared to the overall panel’s average.

Alcohol

Three quarters (75%) of respondents believe additional policing would be required if alcohol were on sale 24 hours a day, followed by six in ten (64%) who believe more CCTV would be required. Six per cent feel that no additional services would be necessary.

Figure 26

IN WHICH OF THE FOLLOWING AREAS DO RESPONDENTS FEEL THERE WOULD BE A NEED FOR ADDITIONAL SERVICES IF ALCOHOL WERE ON SALE 24 HOURS A DAY IN YOUR AREA (ALL RESPONDENTS)

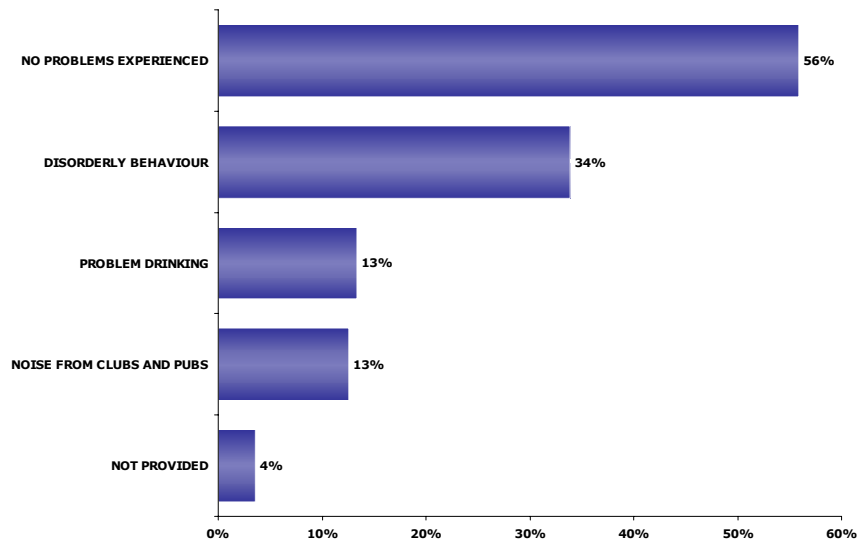


SAMPLE BASE = 606

Respondents were prompted with a number of alcohol related problems and asked whether they had experienced any in their neighbourhood over the last twelve months. Just under six in ten (56%) respondents did not experience any problems. A third (34%) have experienced disorderly behaviour.

Figure 27

WHICH, IF ANY, OF THE FOLLOWING ALCOHOL RELATED PROBLEMS HAVE RESPONDENTS EXPERIENCED IN THEIR NEIGHBOURHOOD IN THE LAST 12 MONTHS (ALL RESPONDENTS)



SAMPLE BASE = 606

Further analysis by subgroup revealed the following:

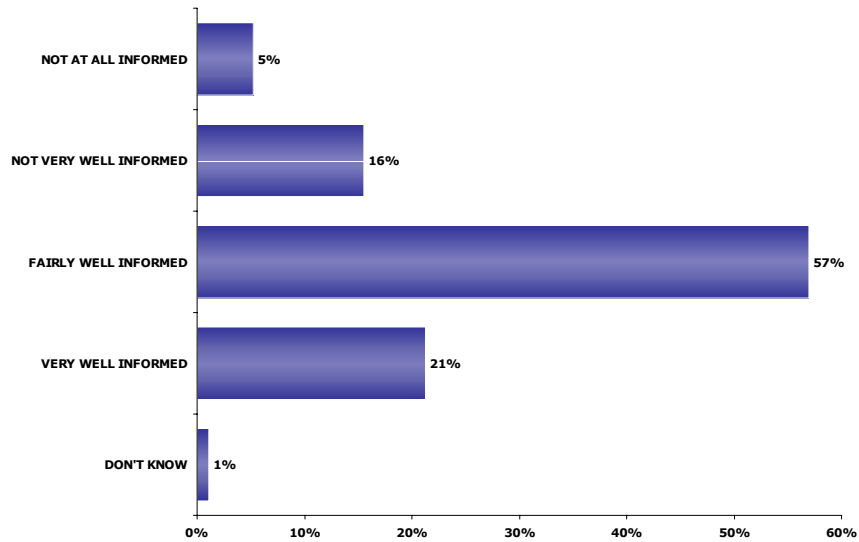
- A half (51%) of respondents who live in Hereford City have experienced disorderly behaviour. Compared to about one in four (26%) for those who live in other areas.
- 52% of those who do not have a car and 48% who live in rented accommodation have experienced disorderly behaviour compared to the overall panel (34%).

Consumer Rights

Just under eight in ten (78%) respondents are well informed about their rights as a consumer including 21% who are very *well informed*.

Figure 28

HOW WELL INFORMED DO RESPONDENTS FEEL ABOUT THEIR RIGHTS AS CONSUMERS, IF SOMETHING THEY'VE BOUGHT IS FAULTY OR A SERVICE IS POOR (ALL RESPONDENTS)



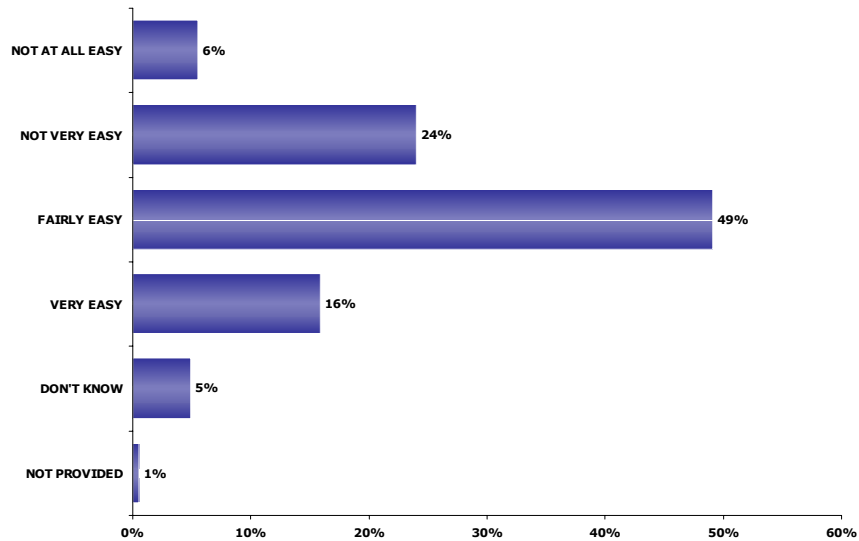
SAMPLE BASE = 606

Further analysis by age, showed that respondents between the ages of 16 – 24 are the least informed about consumer rights (60% compared with the overall panel 21%). Other subgroups did not show any significant variation in opinion with the panel as a whole.

Sixty five per cent of respondents believed it was easy to get information and advice about what they were entitled to if they were sold a faulty product or received poor service, including 16% who thought it were very.

Figure 29

HOW EASY OR DIFFICULT DO RESPONDENTS THINK IT IS TO GET INFORMATION OR ADVICE ABOUT WHAT THEY ARE ENTITLED TO IF THEY ARE SOLD A FAULTY PRODUCT, OR RECEIVE A POOR SERVICE (ALL RESPONDENTS)



SAMPLE BASE = 606

Further analysis by age, revealed that a half of respondents between the ages of 16 – 24 think it is not easy to get information or advice on their entitlements as consumers compared to the other age groups (around 30%).

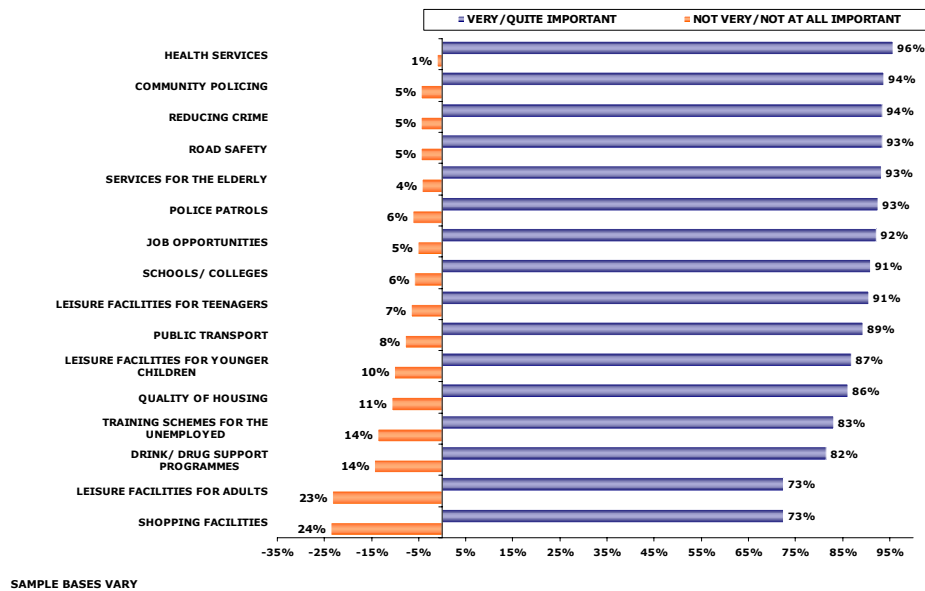
5 Priorities For Local Area

The Council can only spend a limited amount of money on public services in any given year. In order to ascertain which services are top priorities to residents, they were asked to rate on a three-point scale the importance of a number of specified services in Herefordshire. Their responses can be seen in the figure below.

A large majority of residents think all services are important. Ninety six per cent think health services are the most important, including 76% who think they are very important. In contrast shopping facilities (73%) and leisure facilities for adults (73%) are seen as the least important services.

Figure 30

HOW IMPORTANT DO RESPONDENTS FEEL THE FOLLOWING ISSUES ARE IN HEREFORDSHIRE (ALL RESPONDENTS)



Residents across all subgroups feel the same about each service.

Residents were then probed further to find out which service is the most important to *them*. One in seven (17%) mentioned health services and a similar proportion police patrol (14%).

Figure 31

WHICH PRIORITIES ARE THE MOST IMPORTANT ISSUES (ALL RESPONDENTS)	
	TOTAL
	%
HEALTH SERVICES	17
POLICE PATROLS	14
REDUCING CRIME	9
SCHOOLS/ COLLEGES	8
COMMUNITY POLICING	7
ROAD SAFETY	6
LEISURE FACILITIES FOR TEENAGERS	6
JOB OPPORTUNITIES	4
SERVICES FOR THE ELDERLY	3
PUBLIC TRANSPORT	3
LEISURE FACILITIES FOR YOUNG CHILDREN	3
CLEANER STREETS	2
SHOPPING FACILITIES	2
DRINK/ DRUG SUPPORT PROGRAMMES	2
LEISURE FACILITIES FOR ADULTS	1
QUALITY OF HOUSING	1
TRAINING SCHEMES FOR THE UNEMPLOYED	1
NOT PROVIDED	13
SAMPLE BASE = 606	

Panel members were further asked to suggest other services, which were important to them but not mentioned previously.

Figure 32

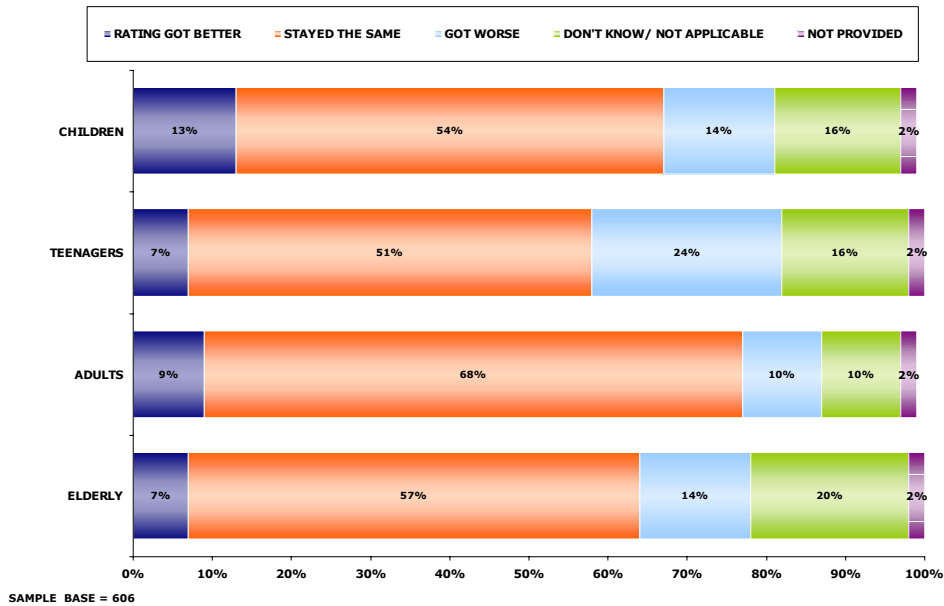
OTHER PRIORITIES WHICH ARE VERY IMPORTANT TO RESPONDENTS (ALL RESPONDENTS)	
	TOTAL
	%
RECYCLING	2
TRAFFIC CALMING MEASURES	1
REPAIR PAVEMENTS	1
TRAFFIC CONGESION	1
ROAD IMPROVEMENT AND MAINTENANCE	*
PARKING	*
NO OTHER ISSUE	*
NOT PROVIDED	88
OTHER	8
SAMPLE BASE = 606	
*DENOTES ALL FIGURES LESS THAN 0.5%	

Facilities and Activities for Different Age Groups

Panel members think facilities and activities for children (54%), teenagers (51%), adults (68%) and the elderly (57%) have stayed the same over the past three years. About one in seven (13%) think that activities and facilities for children have got worse. A quarter of respondents think services for teenagers have got worse.

Figure 33

DO RESPONDENTS THINK FACILITIES AND ACTIVITIES FOR THE AGE GROUPS LISTED BELOW HAVE GOT BETTER OR WORSE OR STAYED THE SAME OVER THE PAST THREE YEARS (ALL RESPONDENTS)



Further analysis by facilities and activities for *children* crossed by length of residence revealed that a quarter of residents who have lived in Herefordshire over the past 1 – 5 years think services for children have got worse (compared to 14% of the panel as a whole) over the same time period.

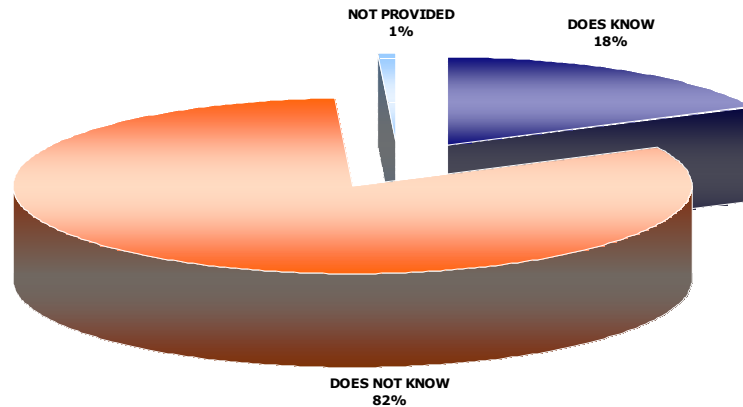
Analysis by facilities and activities for *teenagers* and age of respondents revealed that a half (51%) of 16 – 24 years old think services for teenagers have got worse compared to the overall panel (24%).

Community Safety Projects

Just over eight in ten panel members have not heard of any community safety projects. One in five heard of them.

Figure 34

IN THE LAST THREE YEARS DO RESPONDENTS KNOW OF ANY COMMUNITY SAFETY PROJECTS (EG. CHANGES IN ROAD LAYOUTS, PROJECTS AIMED AT REDUCING CRIME, DISORDER OR DRUGS) THAT HAVE HAD AN EFFECT IN THEIR NEIGHBOURHOOD (ALL RESPONDENTS)



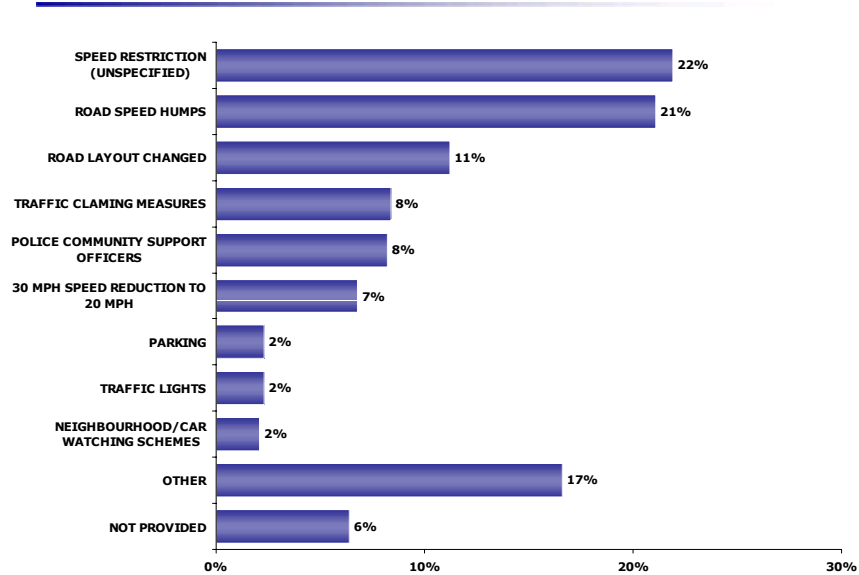
SAMPLE BASE = 606

Over a quarter (27%) of residents from Hereford City are aware of community safety projects compared to 14 % in other areas. Other sub groups did not show any significant variation from the views expressed by the panel as a whole.

Respondents who have heard of community safety projects were then asked to outline what effects they have had on the local community. One in five mentioned changes such as roads speed humps (21%) and speed restrictions (22%).

Figure 35

WHAT HAS CHANGED OR WHAT EFFECT COMMUNITY SAFETY PROJECTS HAS HAD (WHERE RESPONDENTS HAVE KNOWN OF COMMUNITY SAFETY PROJECTS)



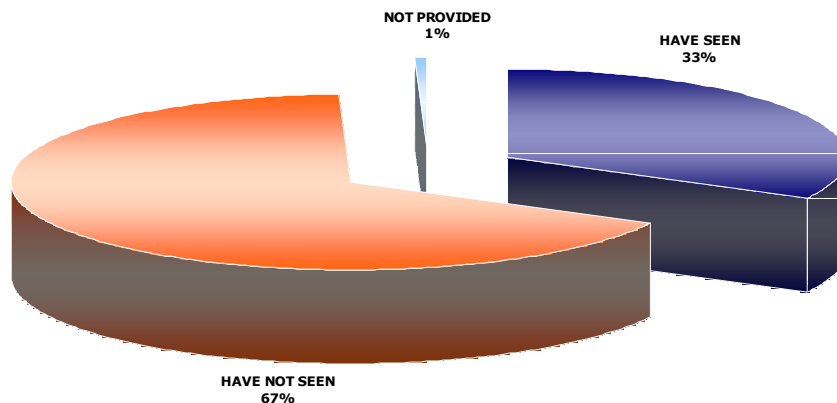
SAMPLE BASE = 105

Community Support Officers

A thirds of respondents can remembering seeing a police community safety officer (PCSO) in their local area. A third have not.

Figure 36

WHETHER RESPONDENTS HAVE SEEN A POLICE COMMUNITY SUPPORT OFFICER IN THEIR AREA (ALL RESPONDENTS)

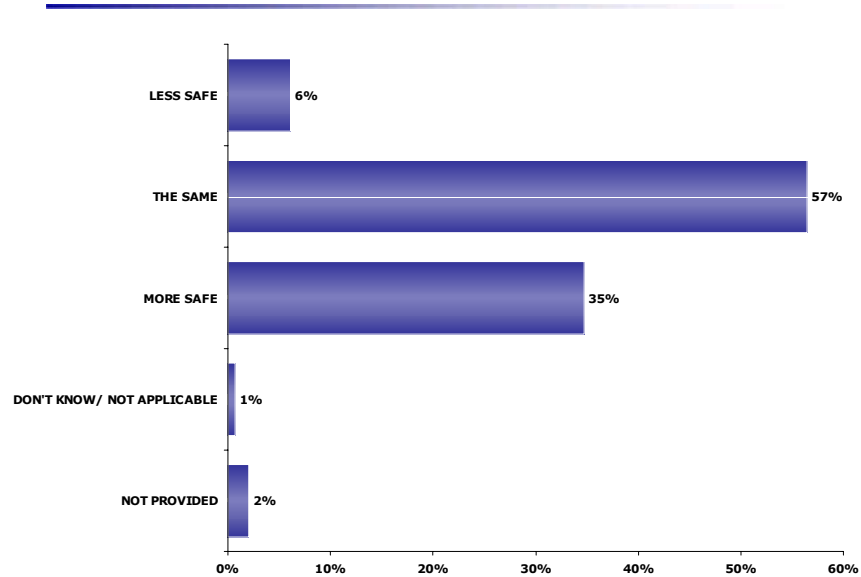


SAMPLE BASE = 606

Respondents who have seen PCSO were then asked how their presence made them feel. One in three feel safer in their presence. Only 6% said they felt less safe.

Figure 37

HOW DID THE PRESENCE OF A POLICE COMMUNITY SAFETY OFFICER MAKE THEM FEEL
(WHERE RESPONDENTS HAVE SEEN A POLICE COMMUNITY SAFETY OFFICER)



SAMPLE BASE = 197

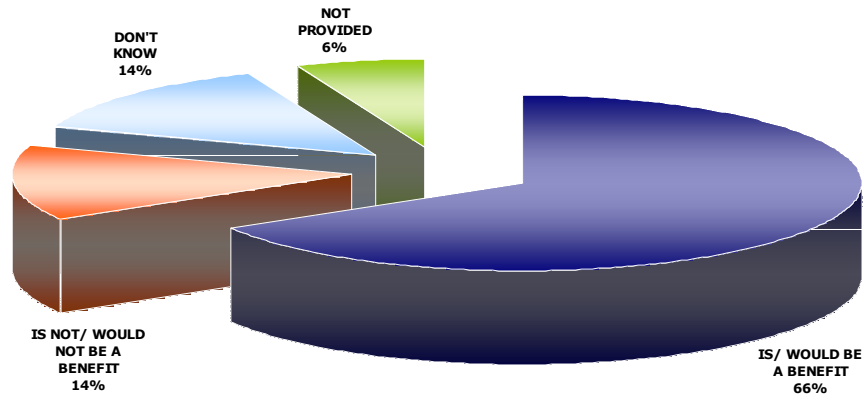
When analysed by gender, 41% of females feel safer in the presence of PCSOs compared to 27% of males.

Analysis by age band shows that 55% of residents between the ages of 35-44 feel safer with PCSOs, which represented the highest percentage amongst all subgroups.

Panel members were then asked whether PCSOs are or would be of benefit to their local neighbourhood. Two thirds think they would be beneficial and about one in seven think they would not.

Figure 38

WHETHER RESPONDENTS THINK HAVING A POLICE COMMUNITY SUPPORT OFFICER IS OR WOULD BE OF BENEFIT TO THEIR NEIGHBOURHOOD (ALL RESPONDENTS)



SAMPLE BASE = 606

Analysis by area where people lived revealed that 73% of residents in Hereford City think PCSOs are or would be of benefit to the community compared to 63% of panellist from other areas.

Initiatives that can enhance community safety

Apart from what is presently being done by the police, 62% of respondents think that crime can be reduced and community safety improved in their neighbourhood if there were more neighbourhood watch schemes. A half (52%) of respondents think an increase in community involvement would have the desired effect.

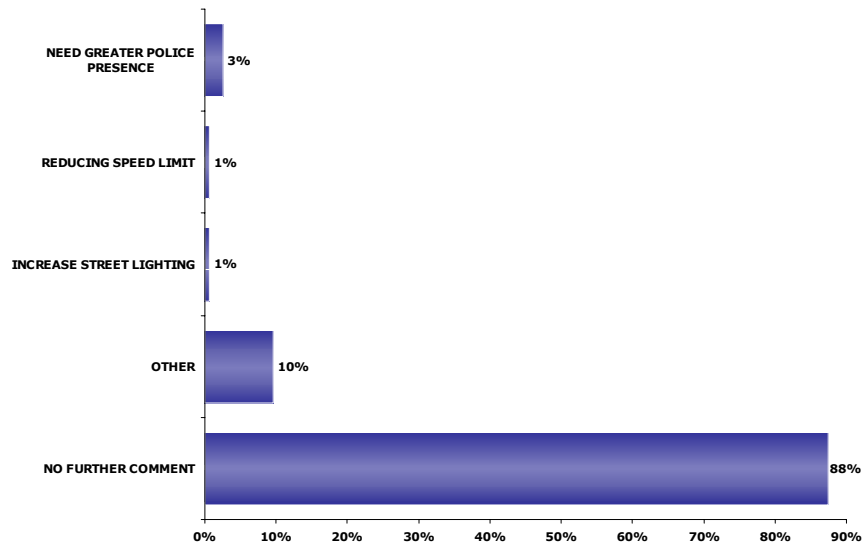
Figure 39

APART FROM THE WORK OF THE POLICE, HOW DO RESPONDENTS THINK CRIME CAN BE REDUCED AND COMMUNITY SAFETY IMPROVED IN THEIR NEIGHBOURHOOD (ALL RESPONDENTS)	
	TOTAL
	%
NEIGHBOURHOOD WATCH SCHEMES	62
INCREASED COMMUNITY INVOLVEMENT	52
MORE LEISURE FACILITIES	48
MORE COMMUNITY SUPPORT OFFICERS	44
MORE SPEED RESTRICTIONS ON ROADS	43
MORE USE OF CLOSE CIRCUIT TELEVISION (CCTV)	36
INCREASED COUNCIL FUNDING	30
LESS UNEMPLOYMENT/ POVERTY	30
IMPROVED HOME SECURITY	29
IMPROVED PUBLIC TRANSPORT	25
AN IMPROVED ROLE FOR PARISH/ TOWN COUNCILS	24
BETTER STREET LIGHTING	20
IMPROVED CAR PARK SECURITY	19
OTHER	2
NOT PROVIDED	2
MORE PARENTAL CONTROL OVER THEIR CHILDREN	1
SAMPLE BASE = 606	

Finally respondents were asked about further issues which are important to them but were not already mentioned in the survey. Sixteen respondents felt that there is a need for greater police presence in their community.

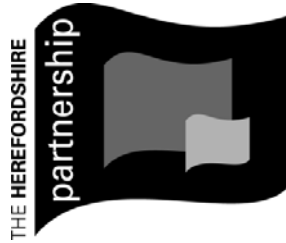
Figure 40

WHETHER THE RESPONDENT HAS ANY FURTHER ISSUES
(ALL RESPONDENTS)



SAMPLE BASE = 197

Appendix : Questionnaire



COMMUNITY SAFETY IN HEREFORDSHIRE

Panel Reference No: «Panel_no»

Survey reference : 4085

Having read the letter accompanying this questionnaire, please confirm that you are happy to join Herefordshire Voice.

_____ Yes ₁ _____ No ₂

Thank you very much for agreeing to join Herefordshire Voice, the Herefordshire Council Citizens' Panel. In this questionnaire, we would like to find out some details about you, enabling us to ensure that the people who join the Panel represent all residents from Herefordshire.

All the information you provide will be kept entirely confidential. It will be used to ensure that the services Herefordshire Council provides meet the needs of all people living in the area.

Your answers will help us to improve the services currently provided and help us to plan for the future. All views are very important, even if you do not currently use a service, and the information you provide will be kept entirely confidential.

Please complete this questionnaire by ticking the box(es) for each question or writing in where appropriate. Please return your completed questionnaire in the prepaid envelope provided. If you have any questions or queries about Herefordshire Voice or this questionnaire, please contact the BMG Helpline on 0800 3580337.

All completed questionnaires will be entered in a prize draw. One Panel Member each draw will be treated to one of the following prizes. Please tick which one would be your choice.

A hamper of Herefordshire produce	<input type="checkbox"/> ₁
3 months membership of Marches fitness at one of Herefordshire Council's leisure facilities	<input type="checkbox"/> ₂
A day at a local sporting event	<input type="checkbox"/> ₃

Before returning your questionnaire, please check your details on the letter which accompanied this questionnaire. If there are any incorrect details or changed information, please specify below.

NAME :

ADDRESS :

SECTION 1 : COMMUNITY SAFETY

Herefordshire Community Safety and Drugs Partnership are producing a strategy for Crime & Disorder, Anti-Social Behaviour and Drugs in the County.

As part of this work, we are interested to know your views about community safety and drugs in your local area, and also your priorities and suggestions about possible solutions. This information is vital and will play a part in deciding what the strategy will focus on.

Your views about your neighbourhood

Q1. Are any of the following issues a concern in your neighbourhood? (For the purpose of this survey, a neighbourhood is the area within a 5 minute walking distance of your home).

PLEASE TICK ONE BOX PER ISSUE

		Not a concern	A small concern	A large concern	Don't know/Not applicable
a)	Street lighting	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
b)	The availability of public transport	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
c)	Adults drinking on the streets	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
d)	Young people drinking on the streets	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
e)	Illegal drug taking or dealing	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
f)	Speeding vehicles	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
g)	Reckless driving	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
h)	Young people 'hanging around' in daylight	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
i)	Young people 'hanging around' at night	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
j)	Lack of facilities for young people	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
k)	Children/young people at risk of being a victim of crime	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
l)	Arson	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
m)	Crime in general	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q2. Please use the space below if you would like to give us more information about your concern(s).

Q3. Are you concerned about any of the following happening in your neighbourhood?

PLEASE TICK ONE BOX PER ISSUE

	Not a concern	Slightly concerned	Very concerned	Don't know/Not applicable
a) Having a road traffic collision while driving	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
b) Having a road traffic collision when you're a pedestrian	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
c) Having a road traffic collision whilst cycling	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
d) Being burgled	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
e) Having your car stolen	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
f) Having your car broken into	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
g) Having your bicycle stolen	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
h) Having any of your property vandalised	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
i) Being assaulted	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
j) Being harassed by drunken people	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
k) Being sexually harassed or sexually assaulted	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
l) Being harassed by your neighbours	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
m) Being attacked or threatened on public transport	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
n) Being attacked or threatened whilst waiting for or walking to public transport	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
o) Having your local shops or businesses vandalised or broken into	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
p) Having your drink spiked either with drugs or more alcohol	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
q) Being conned by bogus traders/callers	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
r) Public bins being set alight	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
s) Finding used drug needles in public places	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q4. How safe do you feel, or would you feel, in the following situations?

PLEASE TICK ONE BOX PER ISSUE

	Very safe	Mostly safe	Slightly unsafe	Very unsafe	Don't know/Not applicable
a) <u>At home during the day</u>	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₅
b) <u>At home at night</u>	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₅
c) <u>Walking in your neighbourhood in daylight</u>	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₅
d) <u>Walking in your neighbourhood at night</u>	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₅
e) <u>Driving in your neighbourhood in daylight</u>	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₅
f) <u>Driving in your neighbourhood at night</u>	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₅

Q5. Do you feel your children are safe if:- PLEASE TICK ONE BOX PER ISSUE

	Very safe	Mostly safe	Slightly unsafe	Very unsafe	Don't know/Not applicable
i) <u>Out in your neighbourhood in daylight</u>	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₅
ii) <u>Out in your neighbourhood at night</u>	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁	<input type="checkbox"/> ₅

Q6. Do you ever avoid going out because you are afraid of being a victim of crime in daylight or after dark?

PLEASE TICK ONE BOX FOR EACH ROW

	Yes	No
i) <u>In daylight</u>	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
ii) <u>After dark</u>	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

Q7. **If yes in daylight or after dark**, what crime(s) are you most afraid of? PLEASE WRITE IN

In daylight :

After dark :

Q15. Do you think CCTV is or would be a benefit to your town centre?

PLEASE TICK ONE BOX ONLY

Yes ₁ No ₂ Don't know ₃

Q16. How many times have you been a victim of crime in the last 12 months? PLEASE TICK ONE BOX

None ₅ One ₁ Two ₂ Three ₃ Four ₄ Five or more ₅

If you have not been a victim of crime over the last 12 months, please go to Q21.

Q17. **If you have been a victim of crime in the last 12 months**, what type of crime(s) were you a victim of? PLEASE TICK AS MANY BOXES AS APPLICABLE

<input type="checkbox"/> ₁ Theft of your motor vehicle	<input type="checkbox"/> ₂ Physical assault
<input type="checkbox"/> ₃ Theft from your motor vehicle	<input type="checkbox"/> ₄ Sexual assault
<input type="checkbox"/> ₅ Theft of your bicycle	<input type="checkbox"/> ₆ Street robbery/mugging
<input type="checkbox"/> ₇ Burglary	<input type="checkbox"/> ₈ Vandalism
<input type="checkbox"/> ₉₅ Other crime (please write in)	

Q18. **If you have been a victim of crime in the last 12 months**, did you report the crime(s) to the police? PLEASE TICK ONE BOX

Yes, all ₁ Yes, some ₂ No, not any ₃

Q19. **If you did not report all or any of these crimes**, why was that? PLEASE TICK AS MANY BOXES AS APPLICABLE

<input type="checkbox"/> ₁ You dealt with the problem yourself	<input type="checkbox"/> ₂ Fear of reprisals
<input type="checkbox"/> ₃ You did not think the police would be interested	<input type="checkbox"/> ₄ You did not think the police would be able to help
<input type="checkbox"/> ₅ You reported it elsewhere	<input type="checkbox"/> ₉₅ Other crime (please specify below)

Q20. **If you have been a victim of crime in the last 12 months**, have your recent experiences of crime affected your fear of crime? PLEASE TICK ONE BOX ONLY

<input type="checkbox"/> ₁ Yes – I am now more afraid	<input type="checkbox"/> ₂ Yes – I am now less afraid
<input type="checkbox"/> ₃ No – I have always been afraid	<input type="checkbox"/> ₄ No – I have never been afraid

Q21. If you have not been a victim of crime in the last 12 months, how concerned are you that you will be a victim at some point in the future? PLEASE TICK ONE BOX

Not concerned	<input type="checkbox"/> ₁	Slightly concerned	<input type="checkbox"/> ₂	Very concerned	<input type="checkbox"/> ₃
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Q22. Which if any of the following has affected your fear of crime? PLEASE TICK AS MANY BOXES AS APPLICABLE

Your own personal experience	<input type="checkbox"/> ₁	The area where you live	<input type="checkbox"/> ₂
Friends and relatives experience	<input type="checkbox"/> ₃	Police television documentaries	<input type="checkbox"/> ₄
Television drama programmes	<input type="checkbox"/> ₅	National television news programmes	<input type="checkbox"/> ₆
Regional television news programmes	<input type="checkbox"/> ₇	National newspapers	<input type="checkbox"/> ₈
Regional newspapers	<input type="checkbox"/> ₉	Other (please write in)	<input type="checkbox"/> ₉₅

Q23. Do you think that crime in your neighbourhood is a result of any of the following? PLEASE TICK AS MANY BOXES AS APPLICABLE

The abuse of illegal drugs	<input type="checkbox"/> ₁	The abuse of alcohol	<input type="checkbox"/> ₂
Unemployment	<input type="checkbox"/> ₃	Poor/inadequate housing	<input type="checkbox"/> ₄
Poor parenting	<input type="checkbox"/> ₅	Poor policing	<input type="checkbox"/> ₆
Lack of leisure facilities	<input type="checkbox"/> ₇	Lack of community spirit	<input type="checkbox"/> ₈
Poverty	<input type="checkbox"/> ₉	Other (please write in)	<input type="checkbox"/> ₉₅

Q24. Do you know where to get information/advice if yourself or someone you know have concerns about: PLEASE TICK ONE BOX IN EACH ROW

	Yes	No
Domestic Violence	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Alcohol abuse	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Drug misuse	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Young people with alcohol or drug problems	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

Q25. In which of the following areas do you feel there would be a need for additional services if alcohol were on sale 24 hours a day in your area? PLEASE TICK AS MANY BOXES AS APPLICABLE

CCTV	<input type="checkbox"/> ₁	Doormen at clubs	<input type="checkbox"/> ₂
More litter bins / street sweeping	<input type="checkbox"/> ₃	Transport (e.g. buses)	<input type="checkbox"/> ₄
Additional policing	<input type="checkbox"/> ₅	No additional services necessary	<input type="checkbox"/> ₆
Environmental Health and out of hours service	<input type="checkbox"/> ₇	Don't know	<input type="checkbox"/> ₈

Q26. Which, if any, of the following alcohol related problems have you experienced in your neighbourhood in the last 12 months? PLEASE TICK AS MANY BOXES AS APPLICABLE

Problem drinking	<input type="checkbox"/> ₁	Noise from clubs and pubs	<input type="checkbox"/> ₂
Disorderly behaviour	<input type="checkbox"/> ₃	No problems experienced	<input type="checkbox"/> ₄

Q27. How well informed do you feel about your rights as a consumer, for example, knowing what you are entitled to if something you've bought is faulty, or a service is poor? PLEASE TICK ONE BOX ONLY

Very well informed	<input type="checkbox"/> ₄	Fairly well informed	<input type="checkbox"/> ₃
Not very well informed	<input type="checkbox"/> ₂	Not at all informed	<input type="checkbox"/> ₁
		Don't know	<input type="checkbox"/> ₅

Q28. How easy or difficult do you think it is to get information or advice about what you are entitled to if you are sold a faulty product, or receive a poor service? PLEASE TICK ONE BOX ONLY

Very easy	<input type="checkbox"/> ₄	Fairly easy	<input type="checkbox"/> ₃
Not very easy	<input type="checkbox"/> ₂	Not at all easy	<input type="checkbox"/> ₁
		Don't know	<input type="checkbox"/> ₅

Your Priorities for your area

Q29. As you are aware, all public services have a limited amount of money to spend. Bearing this in mind, how important do you feel the following issues are in Herefordshire? PLEASE TICK ONE BOX PER ISSUE UNDER 'RATING OF IMPORTANCE' BELOW

	Very important	Quite important	Not very important	Not at all important
a) Cleaner streets	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
b) Public transport	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
c) Shopping facilities	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
d) Leisure facilities for adults	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
e) Leisure facilities for teenagers	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
f) Leisure facilities for younger children	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
g) Services for the elderly	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
h) Health services	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
i) Schools/colleges	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
j) Training schemes for the unemployed	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
k) Job opportunities	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
l) Quality of housing	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
m) Drink/drug support programmes	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
n) Reducing crime	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
o) Community policing	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁

Q29 continued		Very important	Quite important	Not very important	Not at all important
p)	Police patrols	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁
q)	Road safety	<input type="checkbox"/> ₄	<input type="checkbox"/> ₃	<input type="checkbox"/> ₂	<input type="checkbox"/> ₁

Q30. Which of the issues in Q29 is the most important to you?
PLEASE WRITE IN THE RELEVANT LETTER FROM Q35 IN THE BOX BELOW

Q31. If there is another issue not mentioned in Q29 that you believe to be very important please write it in the space provided below. PLEASE WRITE IN BELOW

Q32. Thinking about your local area, do you think facilities and activities for the age groups listed below have got better or worse or stayed the same over the past three years? PLEASE TICK ONE BOX ONLY

		Got better	Stayed the same	Got worse	Don't know/Not applicable
a)	Children	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
b)	Teenagers	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
c)	Adults	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
d)	Elderly	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

Q33. In the last three years do you know of any community safety projects (e.g. changes in road layouts, projects aimed at reducing crime, disorder or drugs) that have had an effect in your neighbourhood?
PLEASE TICK ONE BOX ONLY

<u> </u> Yes	<input type="checkbox"/> ₁	<u> </u> No	<input type="checkbox"/> ₂
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Q34. If **yes**, PLEASE SPECIFY what has changed and what affects it has had.

Q40. To ensure that we have people of all ages on the Citizens' Panel, please write in your age below
PLEASE WRITE IN BELOW IN THE BOX. If you prefer to indicate only your age group. PLEASE
TICK ONE BOX ONLY

PLEASE WRITE IN AGE

16-18 years	<input type="checkbox"/>	19-24 years	<input type="checkbox"/>
25-34 years	<input type="checkbox"/>	35-44 years	<input type="checkbox"/>
45-59 years	<input type="checkbox"/>	60-74 years	<input type="checkbox"/>
75 plus years	<input type="checkbox"/>		

Q41. How long have you lived in the Herefordshire area? PLEASE TICK ONE BOX ONLY

Less than 1 year	<input type="checkbox"/>	1 – 5 years	<input type="checkbox"/>
More than 5 years	<input type="checkbox"/>	I cannot recall	<input type="checkbox"/>

Q42. Do you have any long term illness, health problem or disability which limits your daily activities or the work you can do? PLEASE TICK ONE BOX ONLY

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Q43. **If you have a long term illness**, does this illness or disability limit your activities in any way?
PLEASE TICK ONE BOX ONLY

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Q44. Could you tell me which of these best describes your current situation? PLEASE TICK ONE BOX ONLY

Married / living with partner	<input type="checkbox"/>	Widowed	<input type="checkbox"/>
Single	<input type="checkbox"/>	Divorced / separated	<input type="checkbox"/>
		Other PLEASE WRITE IN BELOW	<input type="checkbox"/>

Q45. Including yourself, how many people are there living in your household? PLEASE WRITE IN THE NUMBER OF ADULTS (OVER 15 YEARS) AND CHILDREN (UP TO 15 YEARS) BELOW

Adults (over 15 years) Children (up to 15 years)

Q46. Including yourself, what are the age groups of all members in household? PLEASE WRITE IN THE NUMBER FOR EACH AGE GROUP BELOW

0 – 3 years	<input type="text"/>	4 – 7 years	<input type="text"/>
8 – 15 years	<input type="text"/>	16 – 17 years	<input type="text"/>
18 – 24 years	<input type="text"/>	25 – 44 years	<input type="text"/>
45 – 59 years	<input type="text"/>	60 – 74 years	<input type="text"/>
75 plus years	<input type="text"/>		<input type="text"/>

Q47. Which of the following do you have access to at home? PLEASE TICK ALL THAT APPLY

<input type="checkbox"/> A computer	<input type="checkbox"/> 1	<input type="checkbox"/> The internet	<input type="checkbox"/> 2
<input type="checkbox"/> E-mail	<input type="checkbox"/> 3	<input type="checkbox"/> A mobile phone	<input type="checkbox"/> 4
<input type="checkbox"/> A telephone (land-line)	<input type="checkbox"/> 5	<input type="checkbox"/> None	<input type="checkbox"/> 6

Q48. ***If you have e mail***, Would you be interested in receiving panel questionnaires by e-mail at home? **PLEASE TICK ONE BOX ONLY. PLEASE ALSO WRITE IN YOUR E MAIL ADDRESS BELOW**

<input type="checkbox"/> Yes	<input type="checkbox"/> 1	<input type="checkbox"/> No	<input type="checkbox"/> 2	<input type="checkbox"/> Not sure	<input type="checkbox"/> 3
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Q49. ***If you have a telephone***, what is your telephone number (including dialling code)? PLEASE WRITE IN CLEARLY BELOW

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ALL RESPONDENTS :

Q50. Do you currently receive any of the following benefits? PLEASE TICK ALL THAT APPLY

<input type="checkbox"/> Income Support	<input type="checkbox"/> 1	<input type="checkbox"/> Family Credit	<input type="checkbox"/> 2
<input type="checkbox"/> Council Tax Benefit	<input type="checkbox"/> 3	<input type="checkbox"/> Housing Benefit	<input type="checkbox"/> 4
<input type="checkbox"/> None	<input type="checkbox"/> 5		

Q51. Is your home. . .? PLEASE TICK ONE BOX ONLY

<input type="checkbox"/>bought outright or being bought with a mortgage	<input type="checkbox"/> 1	<input type="checkbox"/>rented from Herefordshire Council or a housing association	<input type="checkbox"/> 2
<input type="checkbox"/>rented from a private landlord	<input type="checkbox"/> 3	<input type="checkbox"/> Other PLEASE WRITE IN BELOW	<input type="checkbox"/> 4

Q52. What type of housing do you live in? PLEASE TICK ONE BOX ONLY

<input type="checkbox"/> Detached house	<input type="checkbox"/> 1	<input type="checkbox"/> Semi-detached house	<input type="checkbox"/> 2
<input type="checkbox"/> Terraced house	<input type="checkbox"/> 3	<input type="checkbox"/> Bungalow	<input type="checkbox"/> 4
<input type="checkbox"/> Flat or maisonette	<input type="checkbox"/> 5	<input type="checkbox"/> Something else	<input type="checkbox"/> 6

Q53. To which of the following groups do you consider that you belong? PLEASE TICK ONE BOX ONLY

British	<input type="checkbox"/>	Irish	<input type="checkbox"/>
Other white group	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>
White and Black African	<input type="checkbox"/>	White and Asian	<input type="checkbox"/>
Other mixed group	<input type="checkbox"/>	Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Other Asian group	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
African	<input type="checkbox"/>	Other Black group	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Other group PLEASE WRITE IN BELOW	<input type="checkbox"/>

Q54. How often do you use public transport? PLEASE TICK ONE BOX ONLY

More than once per week	<input type="checkbox"/>	About once per week	<input type="checkbox"/>
Less than once per week	<input type="checkbox"/>	Never	<input type="checkbox"/>
Don't know	<input type="checkbox"/>		

Q55. How many cars or vans are there normally available for use by you or any other member of your household? Please include transport provided by employers if available for private use and exclude vehicles used solely for the carriage of goods. PLEASE TICK ONE BOX ONLY

No cars/vans	<input type="checkbox"/>	One car/van	<input type="checkbox"/>
Two cars/vans	<input type="checkbox"/>	Three or more cars/vans	<input type="checkbox"/>

Q56. Do you have access to a vehicle at all times, sometimes or never? PLEASE TICK ONE BOX ONLY

At all times	<input type="checkbox"/>	Sometimes	<input type="checkbox"/>
Never	<input type="checkbox"/>		<input type="checkbox"/>

Q57. Which of the following best describes what you are doing at present? PLEASE TICK ONE BOX ONLY

Employed full-time – working more than 30 hours per week	<input type="checkbox"/>	Employed part-time – working 30 hours or less per week	<input type="checkbox"/>
Self-employed (full- or part-time)	<input type="checkbox"/>	On a government supported training programme (e.g. modern apprenticeship / national traineeship / training for work / adult training)	<input type="checkbox"/>
In full-time education - school / college / university	<input type="checkbox"/>	Unemployed and available for work	<input type="checkbox"/>
Permanently sick / disabled	<input type="checkbox"/>	Wholly retired from work	<input type="checkbox"/>
Looking after the home / full-time carer	<input type="checkbox"/>	Other PLEASE WRITE IN BELOW	<input type="checkbox"/>

Q58. Thinking about your current or previous occupation, in which of the following groups would you put yourself? PLEASE TICK ONE BOX ONLY

GROUP	EXAMPLE JOBS	
Non working	Never worked, unemployed for more than 6 months, long-term sick please note : if worked in the last 6 months, tick occupation below	<input type="checkbox"/> ₁
Routine occupations	Sales reps, sales assistants, cashiers, telesales clerk, florists etc	<input type="checkbox"/> ₂
Semi-routine occupations	Food processors, plant/machine operators, assemblers, line workers, packers, drivers etc	<input type="checkbox"/> ₃
Lower supervisory, craft and related occupations	Builders, bricklayers, electricians, welders, car mechanics, sewers, knitters, printers, joiners, bakers, butchers, carpenters etc	<input type="checkbox"/> ₄
Intermediate occupations	Admin. Assistants, typists, accounting clerks, filing clerks, receptionists etc	<input type="checkbox"/> ₅
Small employers & own account workers	Lab technicians, cad designers, nurses, artists, software programmers, musicians, insurance brokers, professional sportsmen etc	<input type="checkbox"/> ₆
Lower managerial & professional occupations	Scientists, professional engineers, doctors, surgeons, teachers, lawyers, architects, accountants etc	<input type="checkbox"/> ₇
Higher managerial & professional occupations	Corporate managers, government administrators, proprietors, specialist divisional managers etc	<input type="checkbox"/> ₈

Q59. Please look at the following list and tick the box for the group in which your total family income falls, that is either weekly or annually, from all sources, before tax and other deductions. PLEASE TICK ONE BOX ONLY

Up to £87 weekly / £4,500 annually	<input type="checkbox"/> ₁	Up to £144 weekly / £7,500 annually	<input type="checkbox"/> ₂
Up to £221 weekly / £11,500 annually	<input type="checkbox"/> ₃	Up to £298 weekly / £15,500 annually	<input type="checkbox"/> ₄
Up to £385 weekly / £20,000 annually	<input type="checkbox"/> ₅	Up to £673 weekly / £35,000 annually	<input type="checkbox"/> ₆
Up to £962 weekly / £50,000 annually	<input type="checkbox"/> ₇	Over £962 weekly / £50,000 annually	<input type="checkbox"/> ₈

Q60. If you have any further comments you would like to make on any other issues, please do so in the space provided. PLEASE WRITE IN BELOW.

Thank you for completing the questionnaire. If you have any queries please contact the BMG Panel Helpline on 0800 358 0337

Please return the questionnaire in the pre-paid envelope to BMG, 7 Holt Court, Heneage Street West, Aston Science Park, Birmingham B7 4AX