

# Bournemouth Opinion Survey 2015 Boscombe West Results



Produced by the Corporate Consultation and Research Team

January 2016



## Contents

<b>1</b>	<b>Introduction .....</b>	<b>1</b>
1.1	Methodology .....	1
1.2	Results.....	1
<b>2</b>	<b>Overall satisfaction .....</b>	<b>2</b>
<b>3</b>	<b>Residents' priorities .....</b>	<b>3</b>
<b>4</b>	<b>Satisfaction with Bournemouth Council and Dorset Police .....</b>	<b>7</b>
<b>5</b>	<b>Service satisfaction and usage .....</b>	<b>8</b>
5.1	Keeping public land clear of litter and refuse.....	10
5.2	Refuse collection .....	11
5.3	Doorstep recycling .....	12
5.4	Local transport information.....	13
5.5	Local bus services .....	14
5.6	Sport & leisure facilities.....	15
5.7	Libraries.....	16
5.8	Museums & galleries.....	17
5.9	Theatres & concert halls .....	18
5.10	Parks & open spaces .....	19
5.11	Seafront.....	20
<b>6</b>	<b>Your community .....</b>	<b>21</b>
6.1	People from different ethnic backgrounds get on well together .....	22
6.2	Unpaid help .....	23
<b>7</b>	<b>Community safety .....</b>	<b>24</b>
7.1	Feeling safe after dark .....	24
7.2	Feeling safe during the day.....	25
<b>8</b>	<b>Anti-social behaviour .....</b>	<b>26</b>
8.1	Overall perceptions of anti-social behaviour.....	26
8.2	Noisy neighbours and loud parties .....	28
8.3	Rubbish or litter lying around .....	28
8.4	Vandalism, graffiti and other deliberate damage .....	29
8.5	People using or dealing drugs.....	29
8.6	People being drunk or rowdy in public places .....	30
8.7	Groups hanging around the streets.....	30
8.8	Untidy gardens and other private land .....	31

<b>9</b>	<b>Communication .....</b>	<b>32</b>
9.1	Boscombe Regeneration Partnership .....	33
9.2	Council news and information .....	34
<b>10</b>	<b>Health and wellbeing.....</b>	<b>35</b>
10.1	Social contact .....	36
10.2	Satisfaction with life .....	37
<b>11</b>	<b>Conclusion.....</b>	<b>38</b>
	<b>Appendix 1: Respondent profile .....</b>	<b>39</b>
	<b>Appendix 2: Table of figures .....</b>	<b>40</b>

## **1 Introduction**

Bournemouth Borough Council conducted the Bournemouth Opinion Survey in September and October 2015. The results for the ward of Boscombe West are reported in this document.

As part of the Backing Boscombe campaign under the Boscombe Regeneration Partnership the survey results allow the regeneration team to monitor Boscombe West resident's perceptions about the area that they live in. The Boscombe Regeneration Team have carried out residents' surveys since the 2008 Place Survey to ensure that the Partnership is focussing on the issues that matter most to the residents, to establish baseline figures to set targets against and to monitor changes in residents' perceptions over time.

### **1.1 Methodology**

The Bournemouth Opinion Survey (BOS) 2015 was a paper survey and an option for online completion was offered.

The survey was issued on Wednesday 2<sup>nd</sup> September with a reminder on Monday 5<sup>th</sup> October and closed on Monday 9<sup>th</sup> November. A total of 8,345 surveys were issued to a randomly selected sample of households in the borough of Bournemouth. In addition to this a further 3,210 surveys were sent to a sample of residents living in Boscombe West and West Howe. In total, 2000 surveys were sent to residents in Boscombe West.

### **1.2 Results**

In total 467 responses were received from residents in Boscombe West which equates to a response rate of 23% from that ward. The number of responses is sufficient that we can have a reasonable level of confidence in the results. On an observed statistic of 50%, the 95% confidence interval is +/-4.4%. This means that we can be reasonably confident that if we surveyed the whole population of Boscombe West the result would fall between 45.6% and 54.4%.

Results have been weighted by gender, age group, disability and ethnicity. In addition, the results were weighted by ward so that the boosted samples in Boscombe West and West Howe did not unduly bias the overall results. In order to remain consistent with the results reported separately for the Borough as a whole, this weighting has been retained for this report. The ward weighting does not impact on the percentage results for Boscombe West, but where the base number of respondents is shown it will appear much smaller than the actual number of responses received. Appendix 1 shows the weighted and unweighted respondent counts for each of the demographic groups.

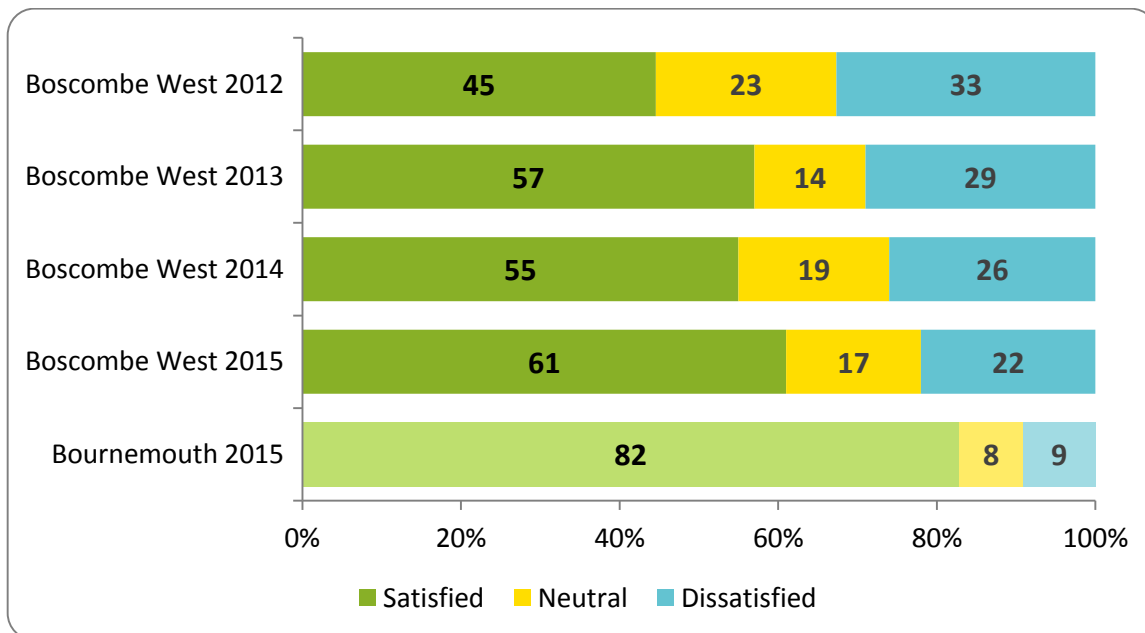
Figures in this report are presented as a percentage of people who answered the question i.e. excluding 'don't know', 'not applicable' and 'no reply'.

The percentages in this report will not always add up to 100% this can be because of rounding or because respondents are allowed to select more than one response.

## 2 Overall satisfaction

Residents were asked “Overall, how satisfied or dissatisfied are you with your local area as a place to live.” The local area is defined as the area within 15-20 minutes’ walk from where you live. Satisfaction with the local area has increased by 6%, from 55% in 2014 to 61% in 2015 and is now 16% higher than in 2012. The proportion of residents dissatisfied with the local area has decreased from one third (33%) in 2012 to less than one quarter (22%) in 2015.

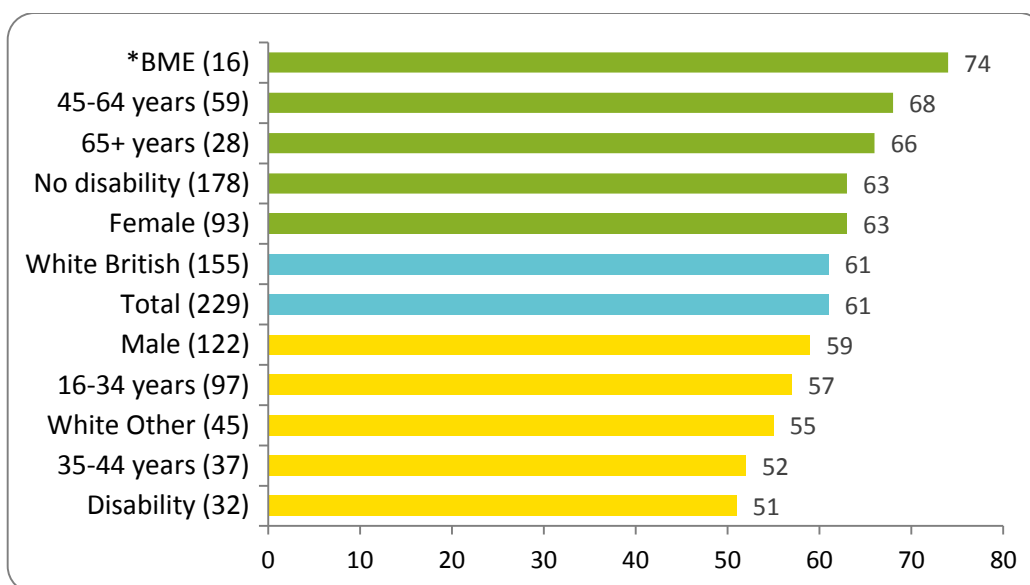
**Figure 1: Overall satisfaction with local area (% respondents)**



BASE: All respondents

Respondents aged 45 and over are more likely to be satisfied with their local area as a place to live than younger respondents. Respondents with a disability are least satisfied with their local area as a place to live.

**Figure 2: Satisfaction with local area (% satisfied)**



BASE: Varied as labelled

\*Very small base

### 3 Residents' priorities

Residents were asked which things are most important in making somewhere a good place to live. They were asked to identify up to five issues from a list of twenty-one as well as having the option to tick an 'other' box.

The list of options changed slightly since the 2014 survey with the inclusion of Care Services. As this was one of the more popular choices it is likely to have had an impact on the scores for the other options so direct comparisons to 2014 are not possible. The table below shows how Boscombe West respondents compare to those across the whole Borough in choosing the most important factors in making somewhere a good place to live. Figures in bold show where a difference is statistically significant.

The top five things that respondents identified as being the most important in making somewhere a good place to live were the level of crime (67%), clean streets (49%), affordable decent housing (46%), health services (40%) and parks and open spaces (38%).

The top five things that respondents in Boscombe West identified as being most important were the same top five things as Bournemouth overall. However, the proportion of respondents identifying crime levels and affordable decent housing as important was higher in Boscombe West compared to Bournemouth overall. A lower proportion of respondents in Boscombe West identified health services as important compared to Bournemouth overall.

**Table 1: Things making somewhere a good place to live (% selected as one of top 5)**

Things that are most important in making somewhere a good place to live	Boscombe West 2015	Bournemouth 2015	Difference
The level of crime	67%	55%	<b>12%</b>
Clean streets	49%	47%	2%
Affordable decent housing	46%	39%	<b>7%</b>
Health services	40%	49%	<b>-9%</b>
Parks and open spaces	38%	39%	-1%
Public transport	27%	25%	2%
Access to nature	27%	21%	<b>6%</b>
Wage levels and local cost of living	23%	19%	4%
Job prospects	21%	20%	1%
Shopping facilities	20%	20%	-
Care services / supporting vulnerable people	19%	26%	<b>-7%</b>
The level of traffic congestion	19%	25%	<b>-6%</b>
Education provision	16%	23%	<b>-7%</b>
Activities for teenagers	14%	11%	3%
Road and pavement repairs	13%	21%	<b>-8%</b>
Sports and leisure facilities	9%	10%	-1%
Community activities	9%	6%	3%
The level of pollution	9%	7%	2%
Facilities for young children	8%	10%	-2%
Cultural facilities (e.g. libraries, museums)	8%	10%	-2%
Race relations	4%	2%	2%

BASE: All respondents

Residents were also asked, from the same list, which things most needed improving in the local area. The top five things that respondents identified as most needing improvement were the level of crime (66%), affordable decent housing (43%), clean streets (36%), the level of traffic congestion (31%) and wage levels and cost of living (28%).

Twice as many respondents in Boscombe West identified the level of crime as needing improvement compared to Bournemouth overall. A significantly lower proportion of respondents in Boscombe West identified traffic congestion and road and pavement repairs as needing improvement compared to Bournemouth overall.

**Table 2: Things that most need improving (% selected as one of top 5)**

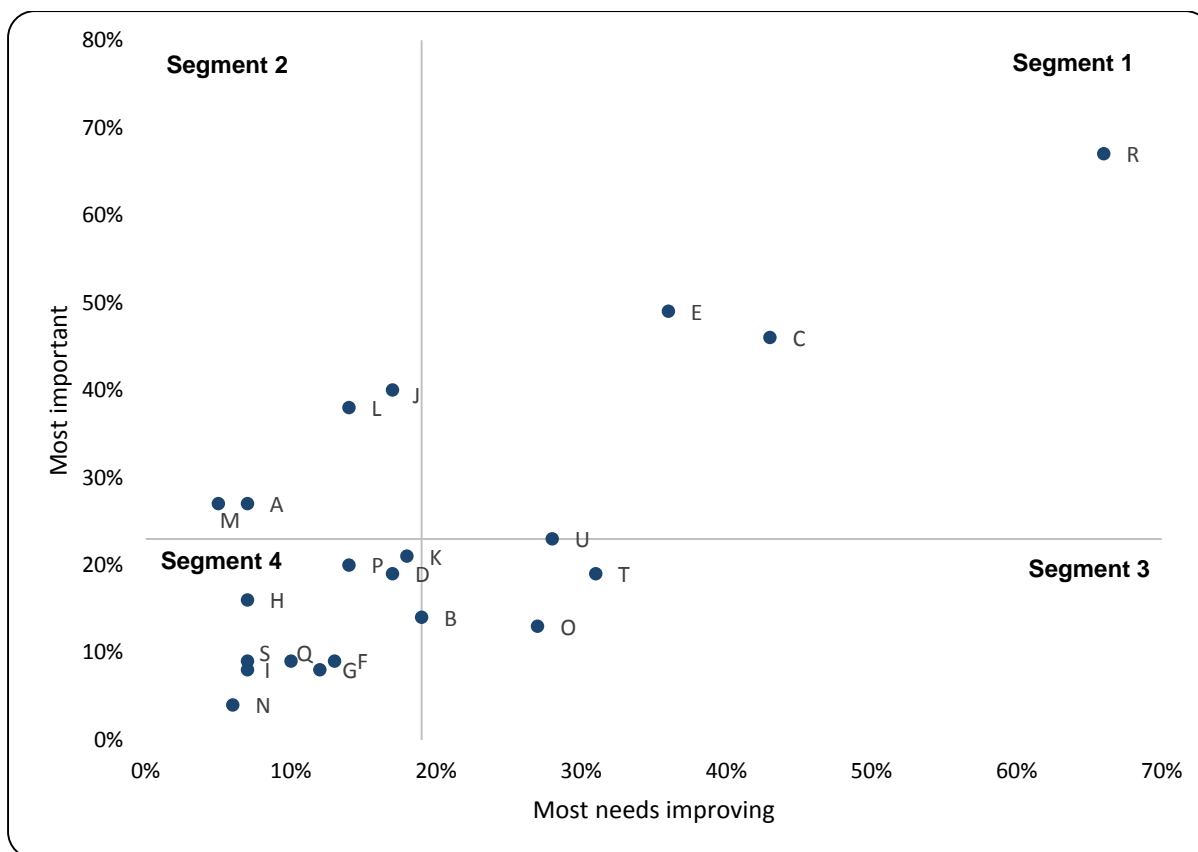
<b>Things that most need improving</b>	<b>Boscombe West 2015</b>	<b>Bournemouth 2015</b>	<b>Difference</b>
The level of crime	66%	33%	<b>33%</b>
Clean streets	36%	30%	<b>6%</b>
Affordable decent housing	43%	41%	2%
The level of traffic congestion	31%	49%	<b>-18%</b>
Wage levels and local cost of living	28%	25%	3%
Road and pavement repairs	27%	44%	<b>-17%</b>
Activities for teenagers	19%	18%	1%
Job prospects	18%	15%	3%
Care services / supporting vulnerable people	17%	22%	<b>-5%</b>
Health services	17%	21%	-4%
Parks and open spaces	14%	10%	4%
Shopping facilities	14%	8%	<b>6%</b>
Community activities	13%	11%	2%
Cultural facilities (e.g. libraries, museums)	12%	8%	4%
Sports and leisure facilities	10%	7%	3%
The level of pollution	7%	7%	-
Education provision	7%	7%	-
Access to nature	7%	4%	3%
Facilities for young children	7%	11%	-4%
Race relations	6%	3%	3%
Public transport	5%	10%	<b>-5%</b>

BASE: All respondents



The graph below shows the things that respondents see as important plotted against the things that they see as most in need of improvement.

**Figure 3: Importance vs. Improvement (% respondents)**



BASE: All respondents

A	Access to nature	L	Parks and open spaces
B	Activities for teenagers	M	Public transport
C	Affordable decent housing	N	Race relations
D	Care services / vulnerable people	O	Road and pavement repairs
E	Clean streets	P	Shopping facilities
F	Community activities	Q	Sports and leisure facilities
G	Cultural facilities (e.g. libraries, museums)	R	The level of crime
H	Education provision	S	The level of pollution
I	Facilities for young children	T	The level of traffic congestion
J	Health services	U	Wage levels and local cost of living
K	Job prospects		

When respondents' perceptions of importance and improvement are plotted against each other, four segments are created which can help inform priorities for improvement. The four segments are as follows:

Segment 1: Things respondents see as most in need of improvement and as most important

- The level of crime
- Clean streets
- Affordable decent housing

## Segment 2: Things respondents see as important but are not priorities for improvement

- Health services
- Parks and open spaces
- Access to nature
- Public transport

## Segment 3: Things ranked below average importance but are above average in needing improvement

- Wage levels and local cost of living
- The level of traffic congestion
- Road and pavement repairs
- Activities for teenagers

## Segment 4: Things which are ranked below average importance and improvement

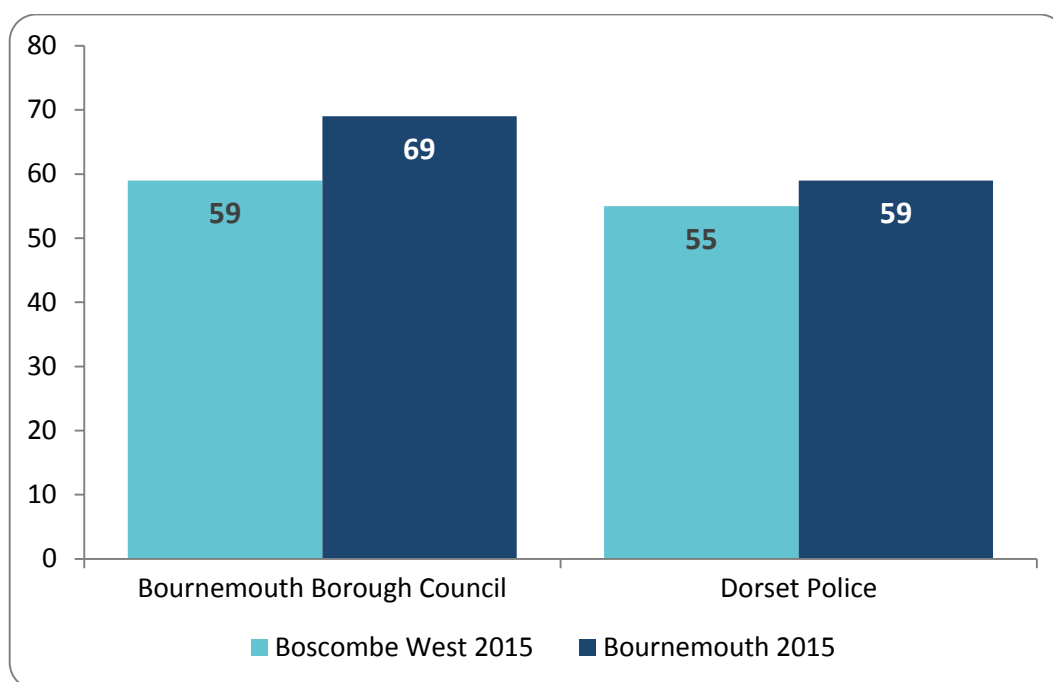
- Job prospects
- Shopping facilities
- Care services / supporting older, disabled and vulnerable people
- Education provision
- The level of pollution
- Sports and leisure facilities
- Community activities
- Facilities for young children
- Cultural facilities
- Race relations

#### 4 Satisfaction with Bournemouth Council and Dorset Police

Just under six in ten respondents (59%) in Boscombe West are satisfied with the way Bournemouth Borough Council runs things. This is 10% less than the 69% of respondents in Bournemouth overall who are satisfied with the way Bournemouth Borough Council run things. Just under one quarter of respondents (23%) in Boscombe West are dissatisfied with the way the Council run things compared to 16% of respondents in Bournemouth overall.

A new question was included in the 2015 survey which asked residents how satisfied they are with Dorset Police. Over half of respondents (55%) in Boscombe West are satisfied with Dorset Police whilst 30% are neutral and 15% are dissatisfied. These results are broadly in line with the results form Bournemouth overall where almost three fifths of respondents (59%) are satisfied with Dorset Police, 29% are neutral and 12% are dissatisfied.

**Figure 4: Overall satisfaction with Bournemouth Council and Dorset Police (% satisfied)**

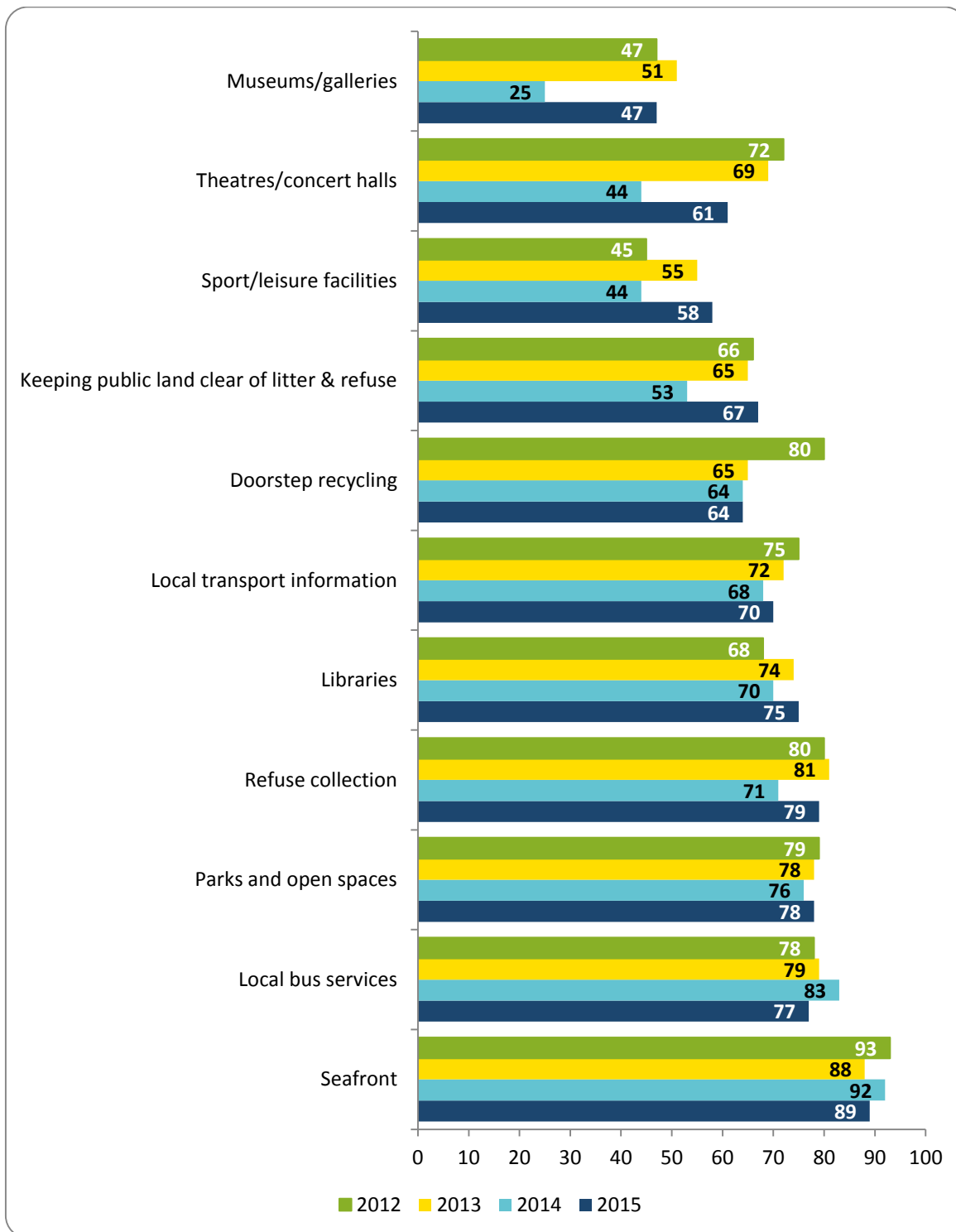


BASE: All respondents

## 5 Service satisfaction and usage

The majority of services have seen an increase in satisfaction since 2014, most notably with museums and galleries, theatres and concert halls, sport and leisure facilities and keeping public land clear of litter. Satisfaction with each service is reported in more detail later in this section.

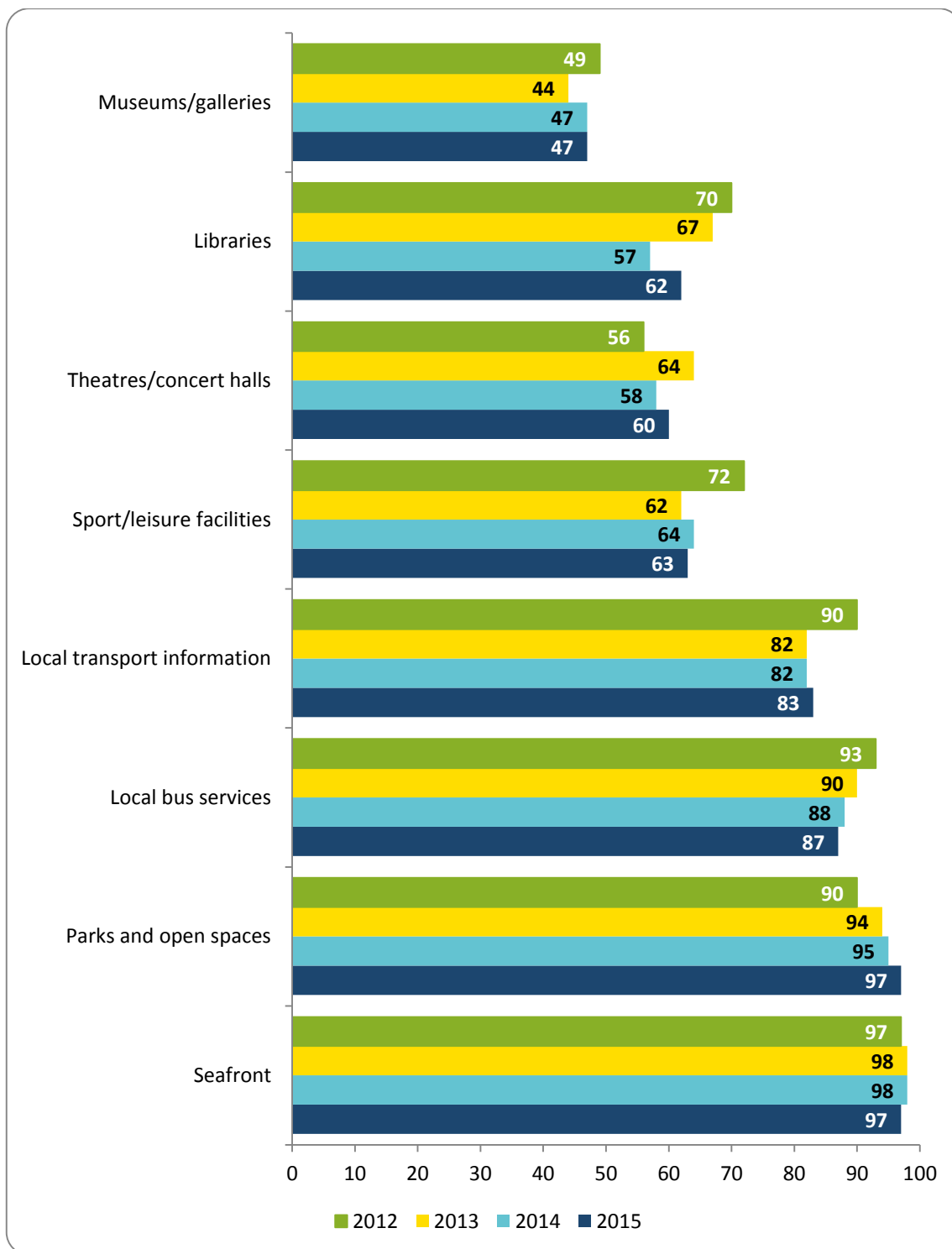
**Figure 5: Satisfaction with Council services (% satisfied)**



BASE: All respondents

Overall usage of the majority of council services has remained fairly consistent since 2014. The biggest change has been in the use of libraries which has increased by 5% following a significant decrease between 2013 and 2014.

**Figure 6: Usage of Council services (% used in the last twelve months)**

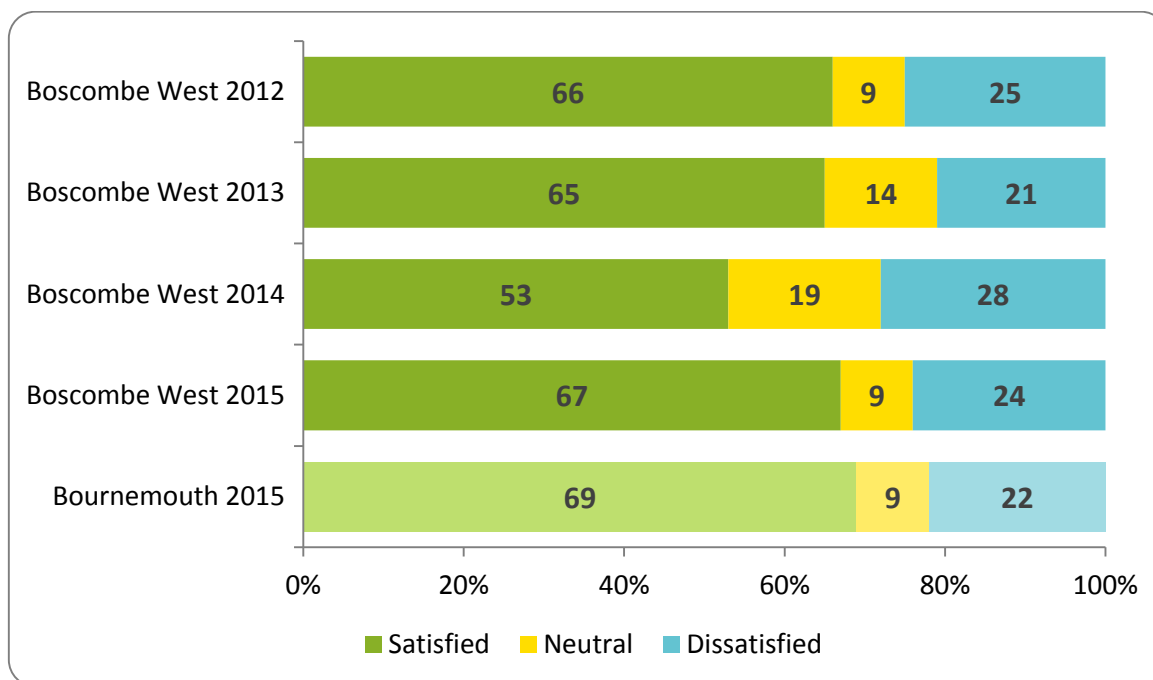


BASE: All respondents

## 5.1 Keeping public land clear of litter and refuse

Just over two thirds of respondents (67%) are satisfied with keeping public land clear of litter and refuse. This is an increase of 15% when compared to the 53% who were satisfied in 2014. Satisfaction levels are now broadly in line with Bournemouth overall.

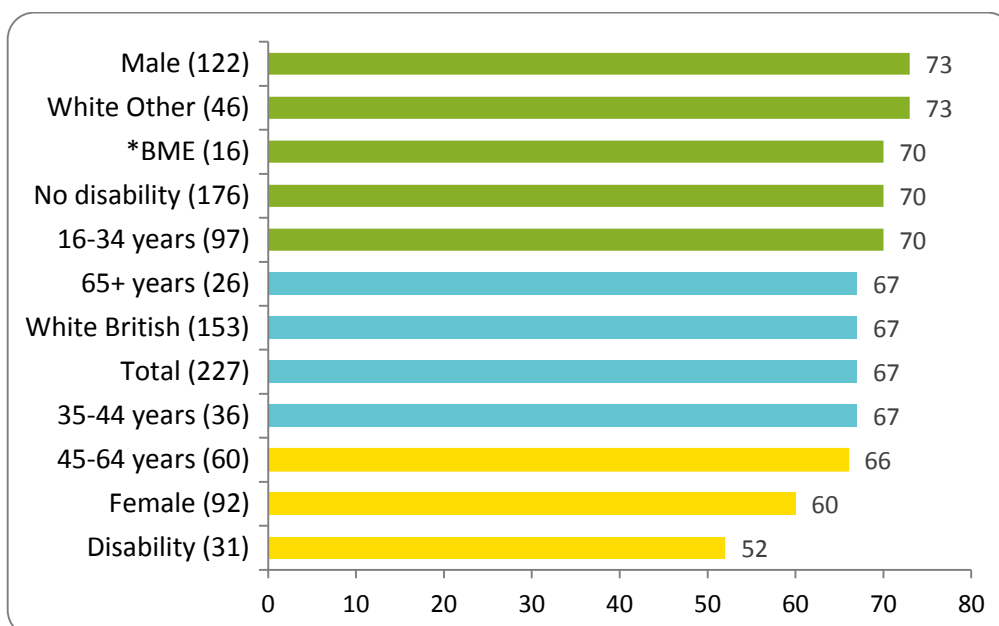
**Figure 7: Keeping public land clear of litter and refuse (% respondents)**



BASE: All respondents

Male respondents are significantly more satisfied than females with keeping public land clear of litter. Respondents with a disability are significantly less satisfied than those without a disability with keeping public land clear of litter.

**Figure 8: Satisfaction with keeping public land clear of litter and refuse (% satisfied)**



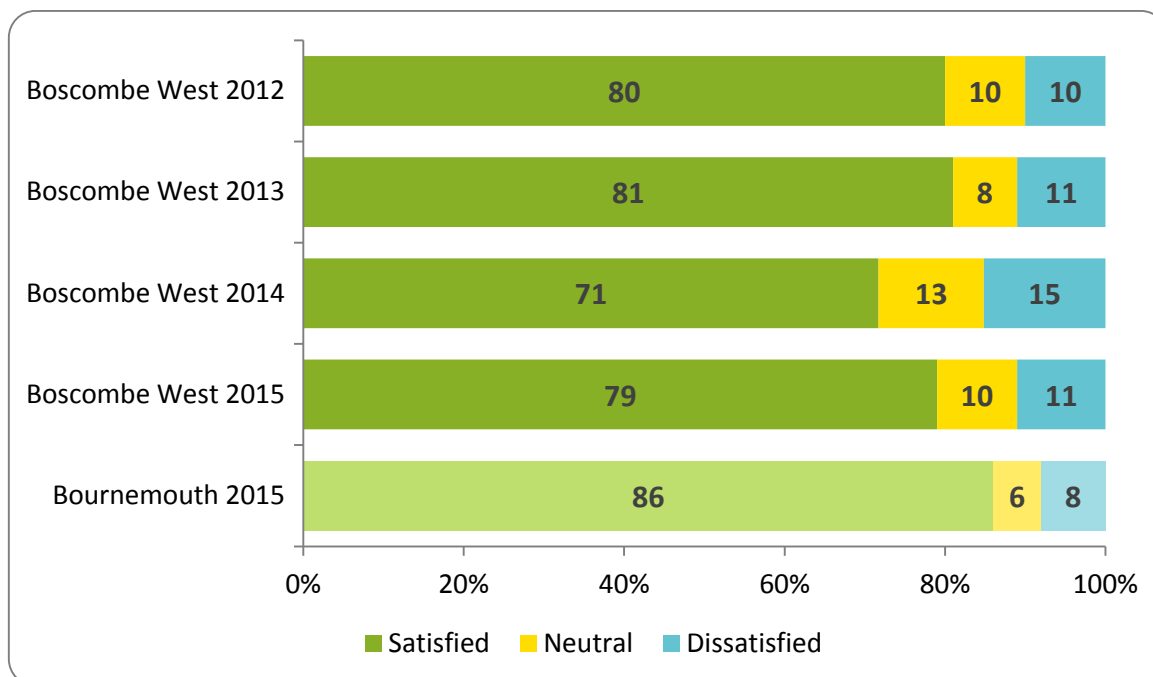
BASE: Varied as labelled

\*Very small base

## 5.2 Refuse collection

Just under eight in ten respondents (79%) are satisfied with refuse collection. This is an increase of 8% since 2014 and is back in line with levels from 2012 and 2013.

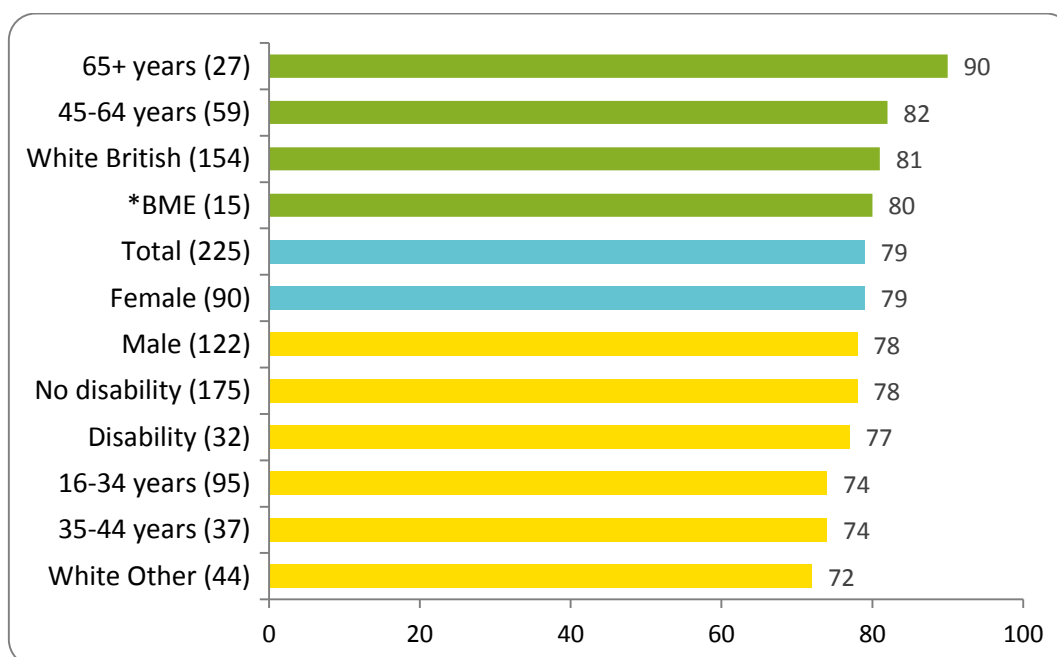
**Figure 9: Refuse collection (% respondents)**



BASE: All respondents

Respondents aged 65 and over are significantly more satisfied with refuse collection than those age under 45. Respondents from other white backgrounds are least satisfied with refuse collection.

**Figure 10: Satisfaction with refuse collection (% satisfied)**



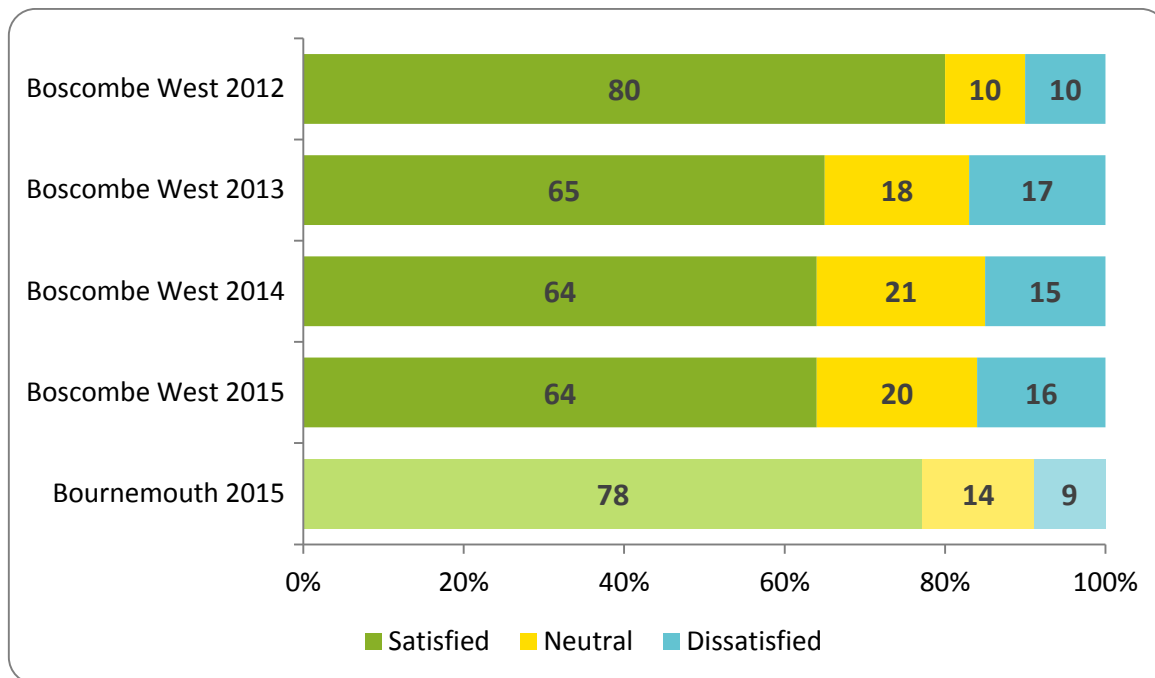
BASE: Varied as labelled

\*Very small base

### 5.3 Doorstep recycling

Following a significant decrease in satisfaction with doorstep recycling after 2012, levels have remained consistent since 2013.

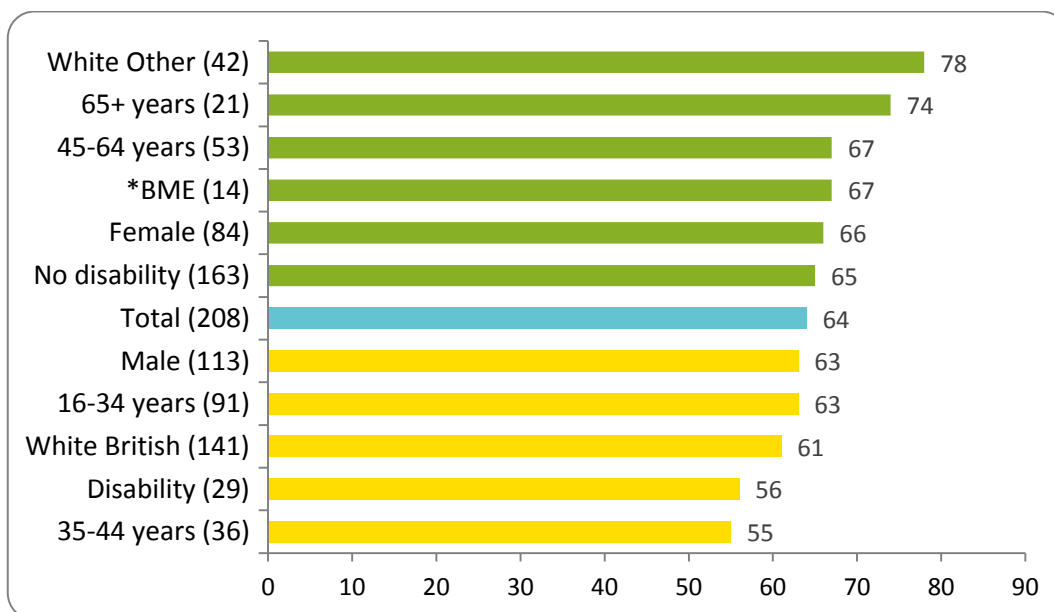
**Figure 11: Doorstep recycling (% respondents)**



BASE: All respondents

Respondents from other white backgrounds are significantly more satisfied than white British respondents. Respondents aged 35 to 44 and those with a disability are least satisfied with doorstep recycling.

**Figure 12: Satisfaction with doorstep recycling (% satisfied)**



BASE: Varied as labelled

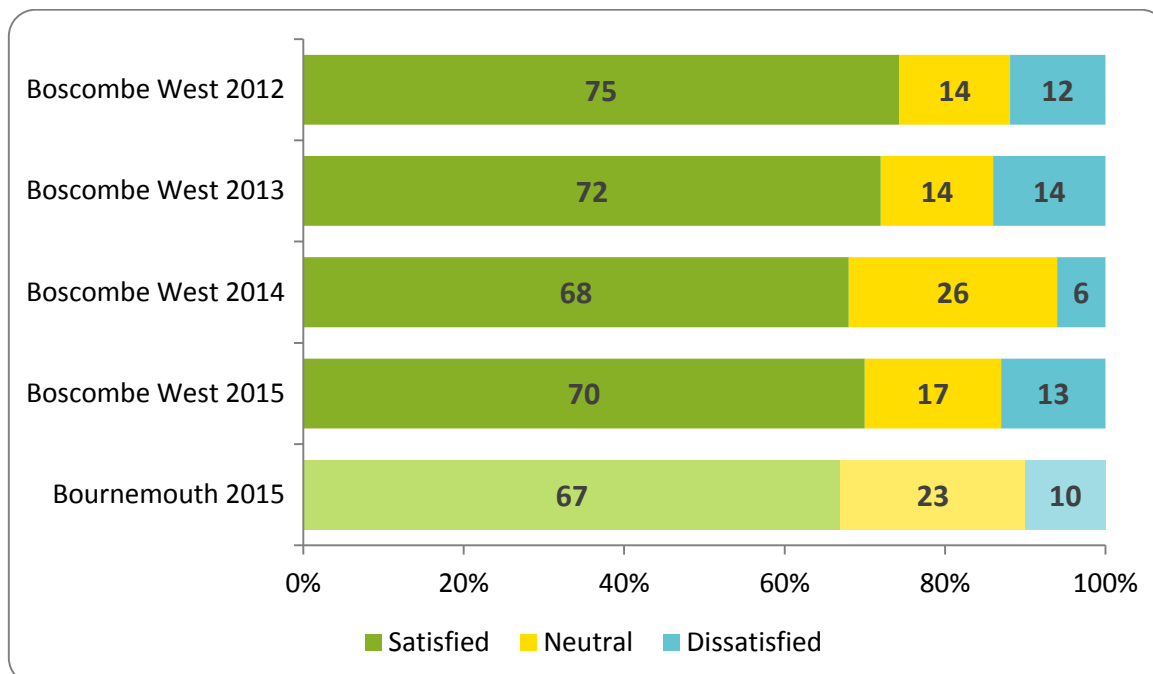
\*Very small base



## 5.4 Local transport information

Seven in ten respondents (70%) are satisfied with local transport information and satisfaction is now higher than Bournemouth overall. Although satisfaction with local transport information has marginally increased since 2014, dissatisfaction has more than doubled; from 6% in 2014 to 13% in 2015.

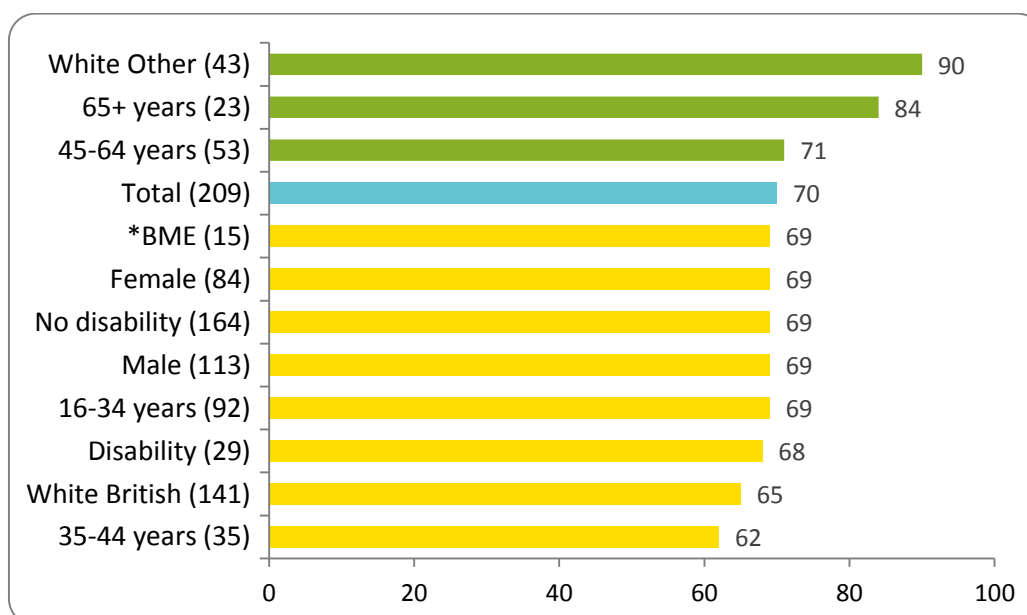
Figure 13: Local transport information (% respondents)



BASE: All respondents

Respondents from other white backgrounds are significantly more satisfied than white British and BME respondents. Respondents aged 65 and over are significantly more satisfied than other age groups.

Figure 14: Satisfaction with local transport information (% satisfied)



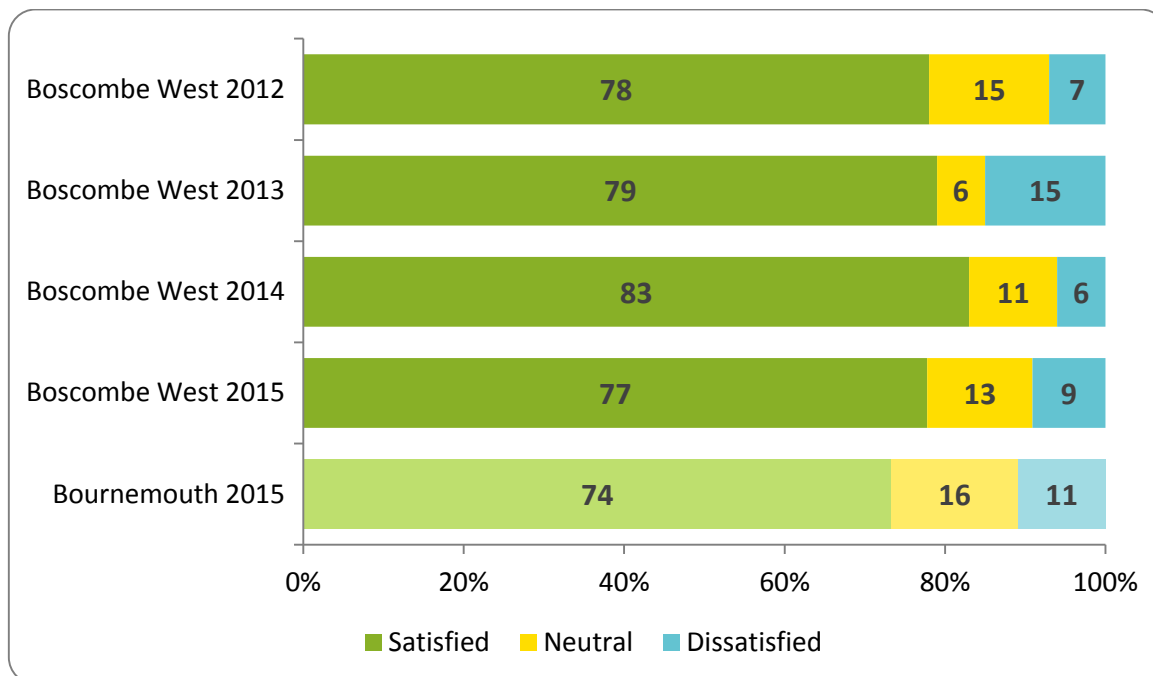
BASE: Varied as labelled

\*Very small base

## 5.5 Local bus services

Over three quarters of respondents (77%) are satisfied with local bus services which is a slight decrease compared to 2014 and more in line with 2012 and 2013 results. Bus usage has decreased slightly year on year, from 93% of respondents in 2012 to 87% in 2015. However, bus usage in Boscombe West is still high compared to Bournemouth overall (79%).

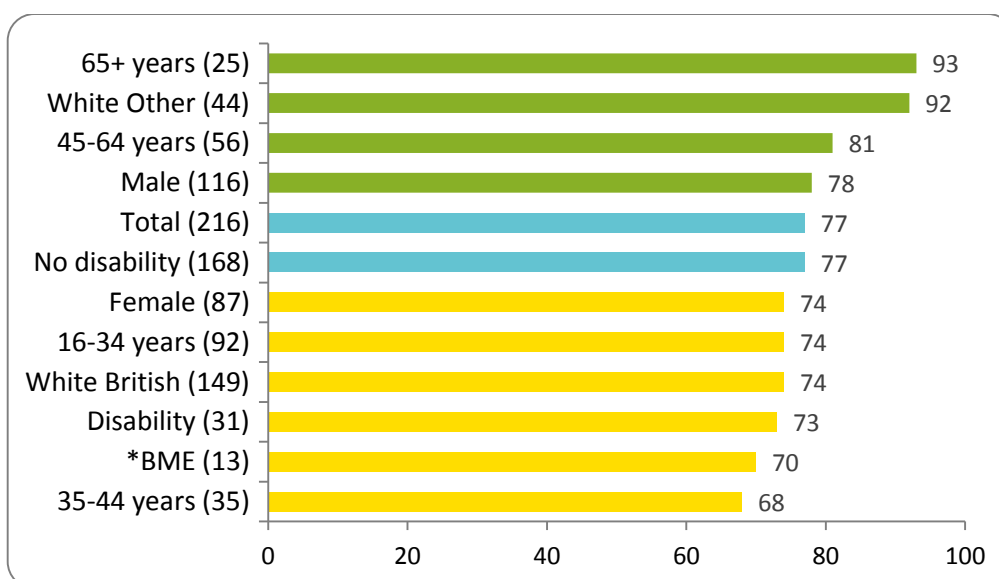
**Figure 15: Local bus services (% respondents)**



BASE: All respondents

Respondents aged 65 and over are significantly more satisfied with local bus services than those aged under 45. Respondents from other white backgrounds are significantly more satisfied than white British and BME respondents.

**Figure 16: Satisfaction with local bus services (% satisfied)**

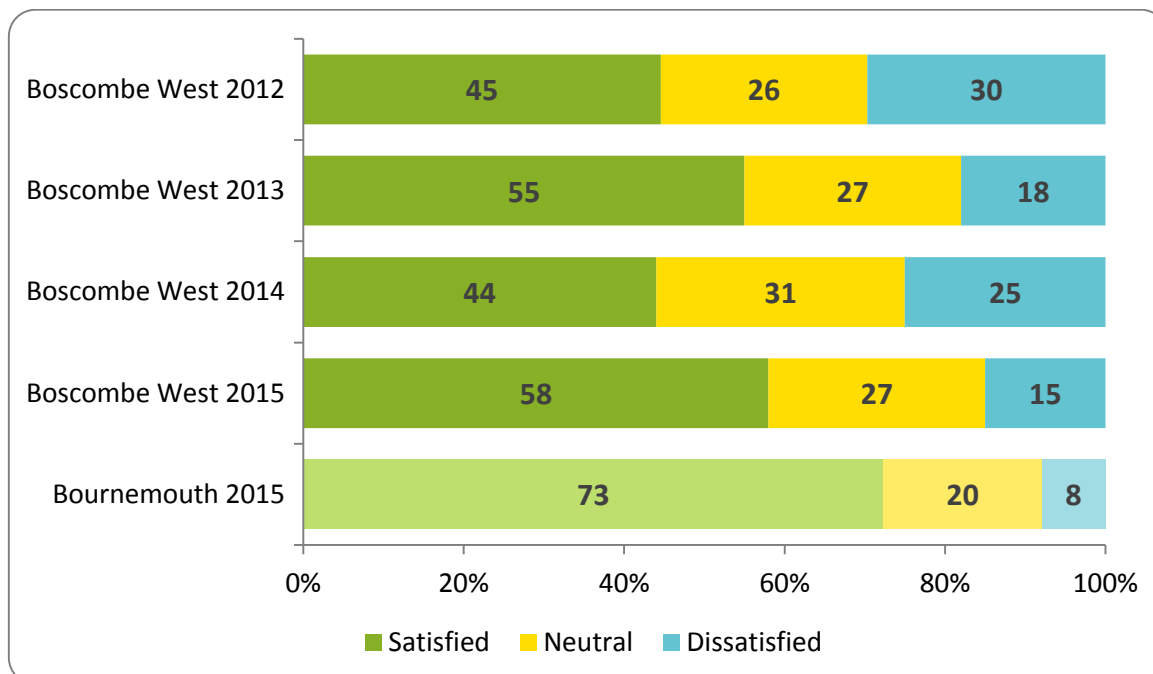


BASE: Varied as labelled  
\*Very small base

## 5.6 Sport & leisure facilities

Almost three fifths of respondents (58%) are satisfied with sport and leisure facilities which is an increase of 14% when compared to 2014. Just under two thirds of respondents (63%) have used sport and leisure facilities in the last twelve months which is fairly consistent with the previous two years.

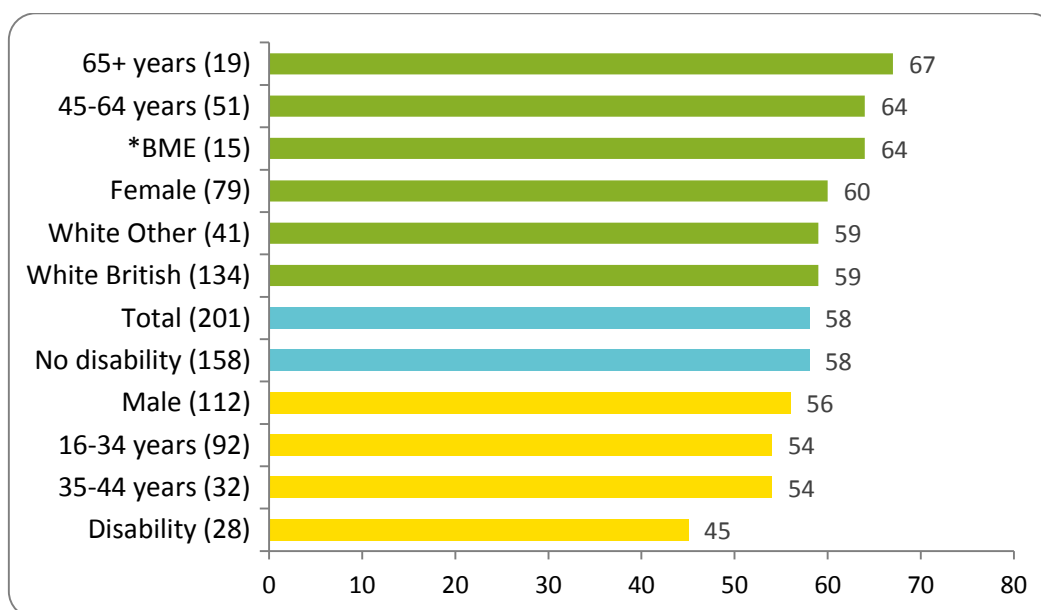
**Figure 17: Sport and leisure facilities (% respondents)**



BASE: All respondents

Respondents aged 45 and over are more satisfied with sport and leisure facilities than those aged under 45. Respondents with a disability are least satisfied with sport and leisure facilities.

**Figure 18: Satisfaction with sport and leisure facilities (% satisfied)**



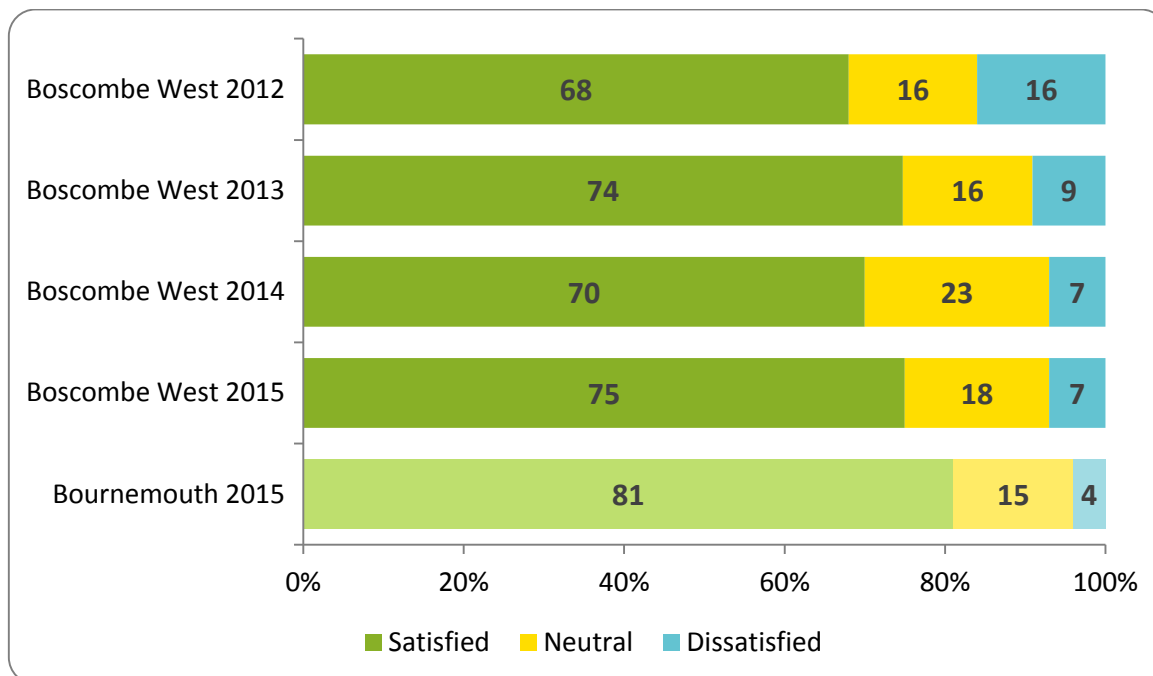
BASE: Varied as labelled

\*Very small base

## 5.7 Libraries

Three quarters of respondents (75%) are satisfied with libraries which is an increase of 5% compared to 2014. Dissatisfaction remains at 7%. The proportion of respondents using libraries in the last twelve months has also increased by 5%, from 57% in 2014 to 62% in 2015 but is still lower than in 2012 and 2013 (70% and 67% respectively). Usage of libraries in Boscombe West is consistent with Bournemouth overall.

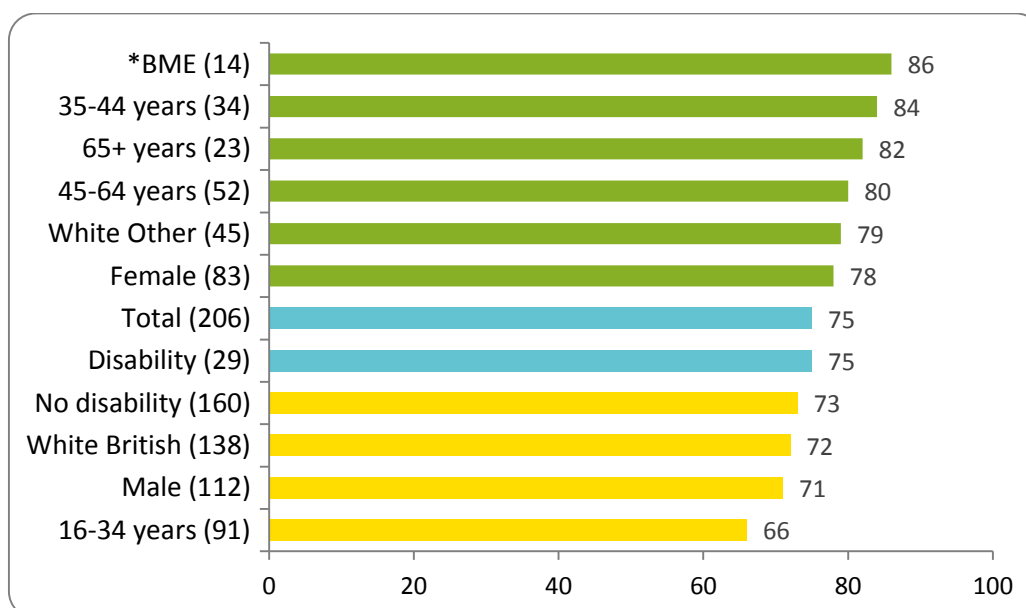
**Figure 19: Libraries (% respondents)**



BASE: All respondents

Respondents from BME backgrounds are more satisfied with libraries than white British and other white respondents. Respondents aged 16 to 34 are least satisfied with libraries.

**Figure 20: Satisfaction with libraries (% satisfied)**

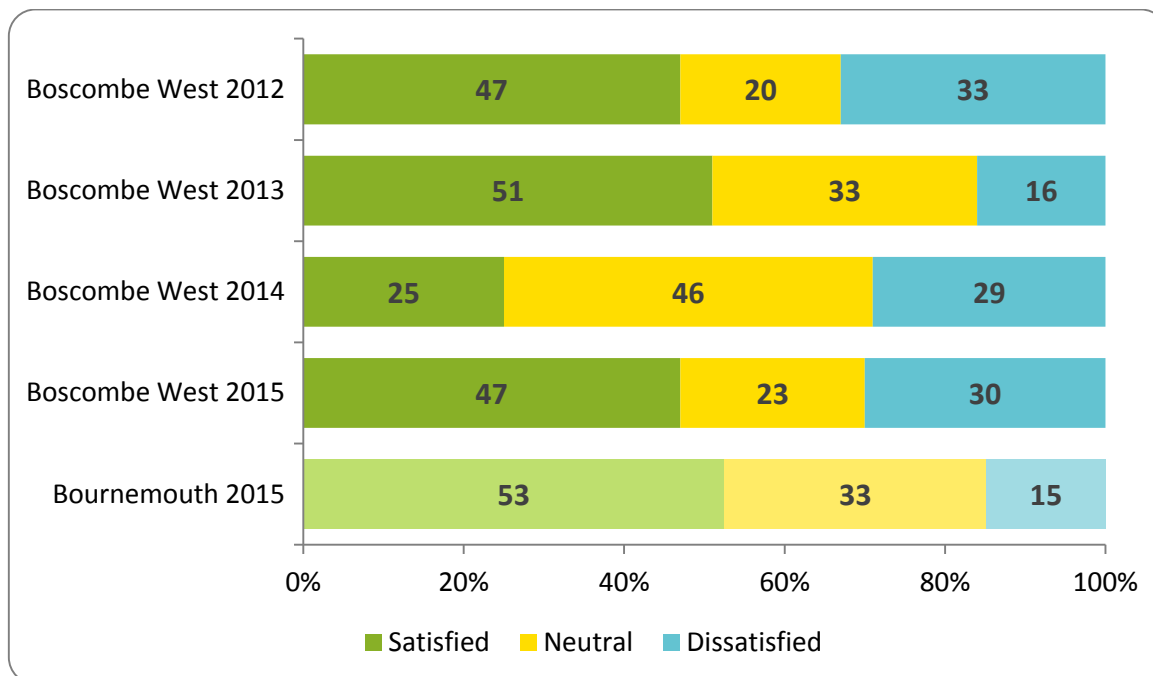


BASE: Varied as labelled  
\*Very small base

## 5.8 Museums & galleries

Satisfaction with museums and galleries has almost doubled since 2014 and is back in line with levels in 2012 and 2013. Dissatisfaction levels have remained consistent since 2014. It is therefore the neutral response which has decreased. The proportion of respondents giving a neutral response has halved since 2014. Usage of museums and galleries has remained fairly consistent since 2012 and is broadly in line with Bournemouth overall.

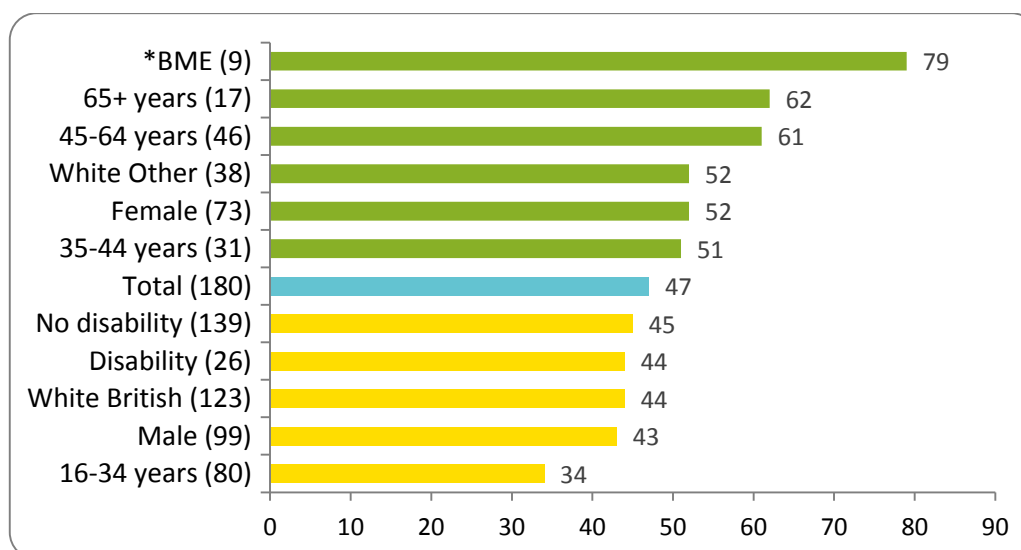
**Figure 21: Museums and galleries (% respondents)**



BASE: All respondents

Respondents aged 45 and over are significantly more satisfied with museums and galleries than those aged 16 to 34. Respondents from BME backgrounds are significantly more satisfied than any other group but this should be treated with caution due to a very small base.

**Figure 22: Satisfaction with museums and galleries (% satisfied)**

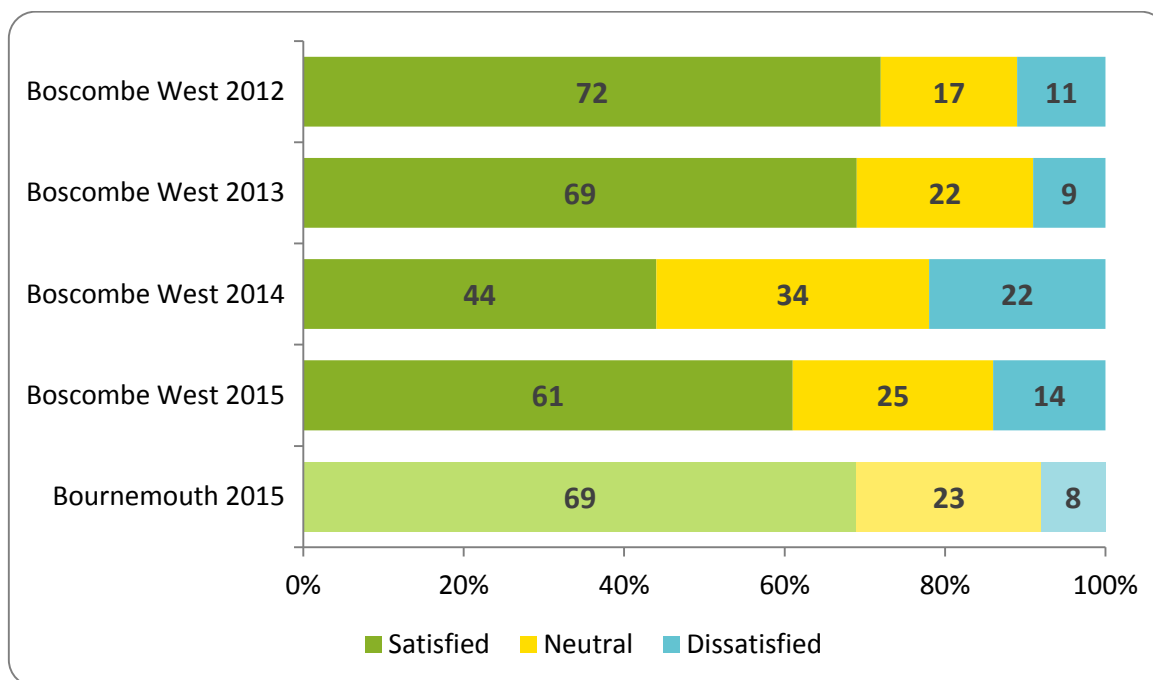


BASE: Varied as labelled  
\*Very small base

## 5.9 Theatres & concert halls

Satisfaction with theatres and concert halls has increased by 17%; from 44% in 2014 to 61% in 2015 but is still lower than in 2012 and 2013. Usage of theatres and concert halls has remained fairly consistent with 2013.

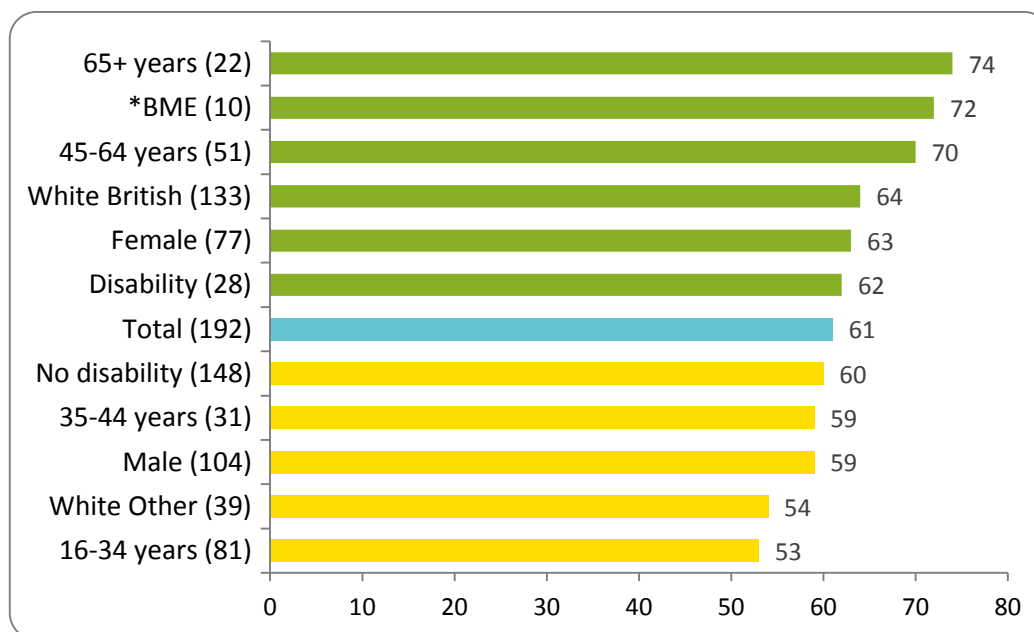
**Figure 23: Theatres and concert halls (% respondents)**



BASE: All respondents

Respondents aged 65 and over are significantly more satisfied with theatres and concert halls than respondents aged under 45.

**Figure 24: Satisfaction with theatres and concert halls (% satisfied)**



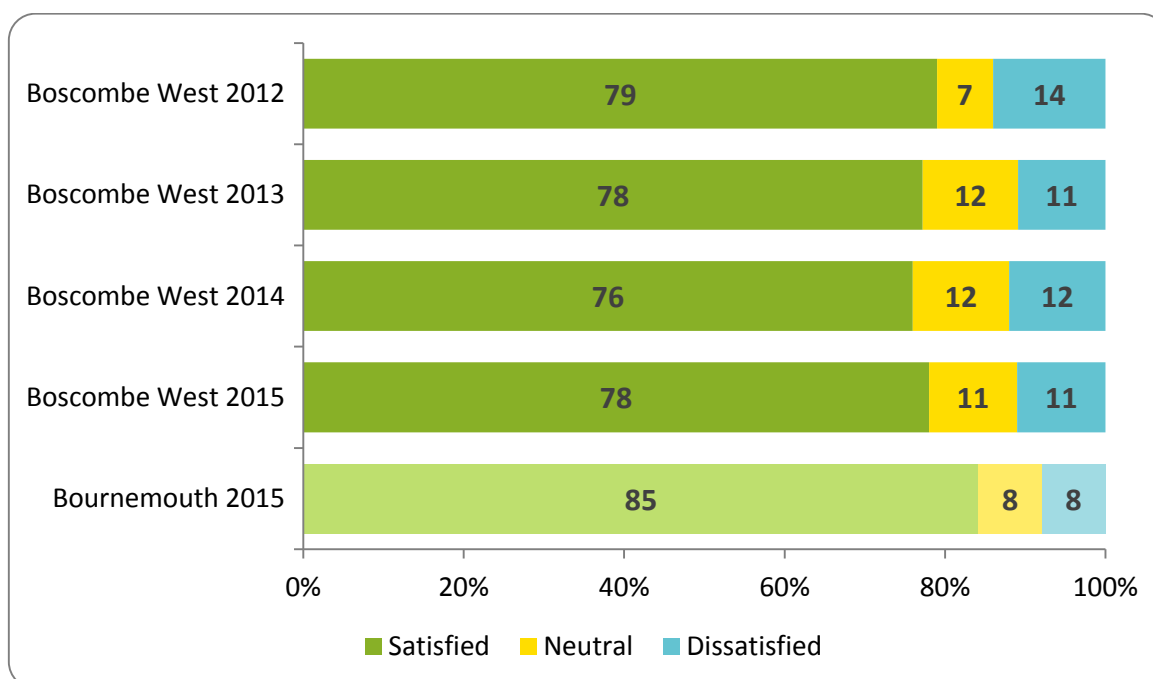
BASE: Varied as labelled

\*Very small base

## 5.10 Parks & open spaces

Almost four fifths of respondents (78%) are satisfied with parks and open spaces. This figure has remained fairly consistent over the last four years. Usage of parks and open spaces has gradually increased since 2012 and now stands at 97%.

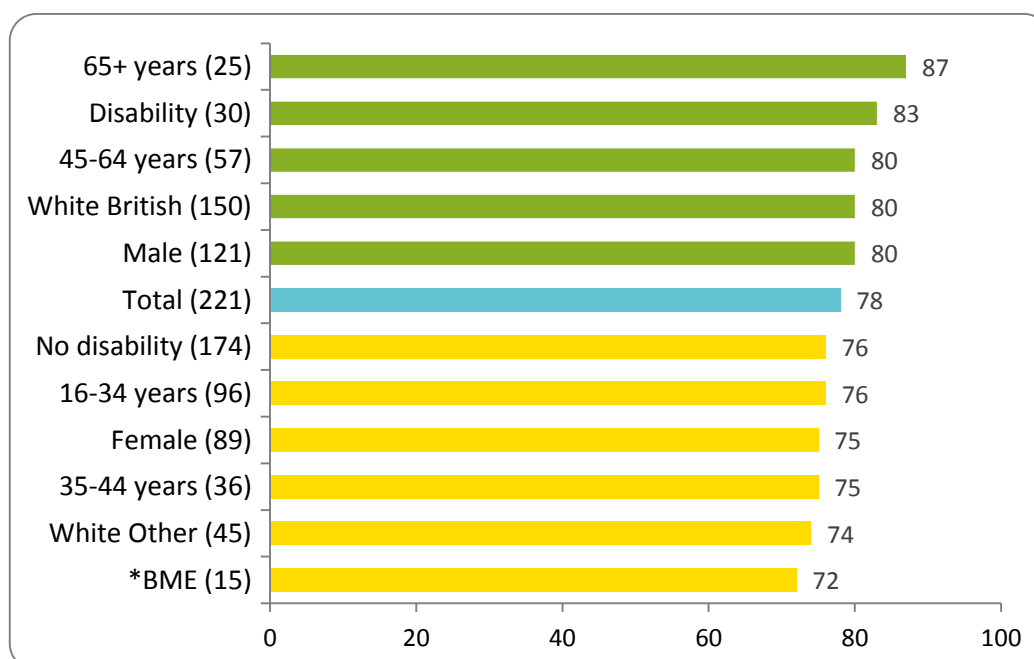
**Figure 25: Parks and open spaces (% respondents)**



BASE: All respondents

Respondents aged 65 and over and those with a disability are most satisfied with parks and open spaces whilst non-white British respondents are least likely to be satisfied.

**Figure 26: Satisfaction with parks & open spaces (% satisfied)**



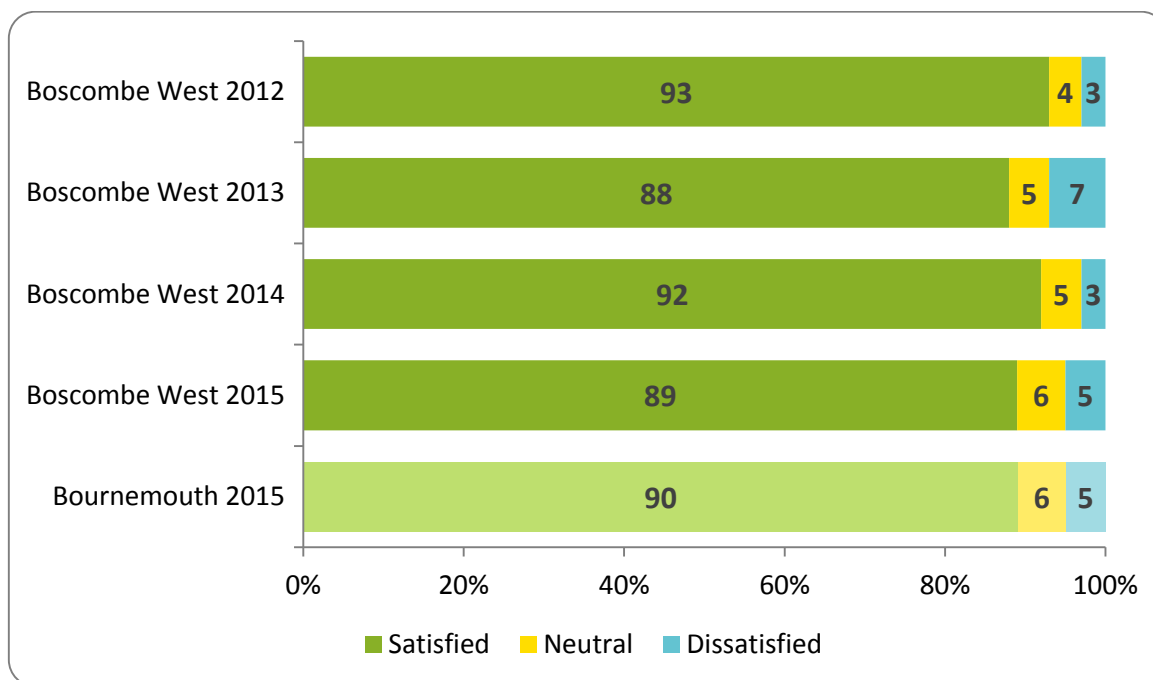
BASE: Varied as labelled

\*Very small base

## 5.11 Seafront

Almost nine in ten respondents (89%) are satisfied with the seafront and satisfaction remains consistently high. Use of the seafront remains extremely high with 97% of respondents using the seafront in the last twelve months. This is in line with Bournemouth overall.

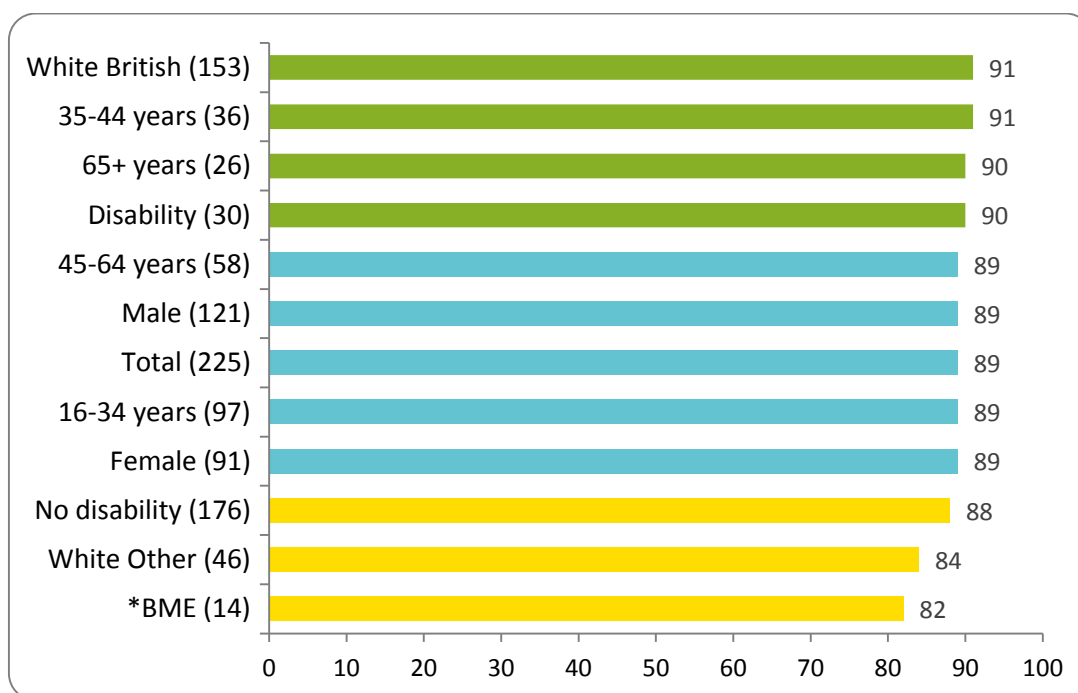
**Figure 27: Seafront (% respondents)**



BASE: All respondents

Satisfaction with the seafront is fairly consistent across all demographic groups with the lowest satisfaction being amongst non-white British respondents.

**Figure 28: Satisfaction with seafront (% satisfied)**



BASE: Varied as labelled

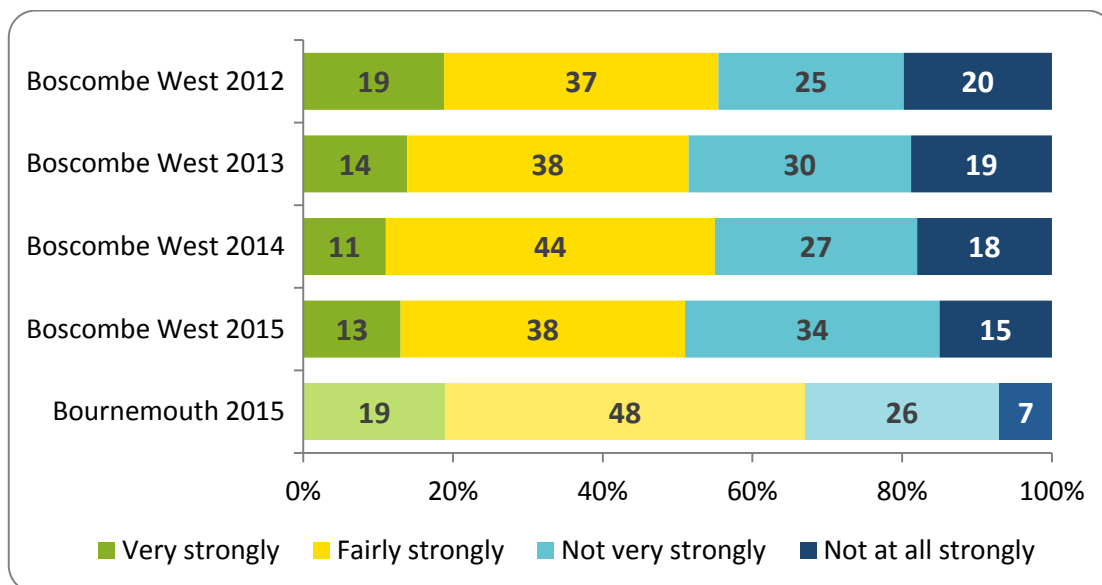
\*Very small base



## 6 Your community

Just over half of respondents (51%) say that they feel they belong to their local area. This is a slight decrease of 4% when compared to the 55% of respondents in 2014 saying they felt they belonged to their local area but is within the margin of error. The proportion of respondents in Boscombe West who feel they belong to the local area is 16% lower than the proportion of respondents in Bournemouth overall (67%).

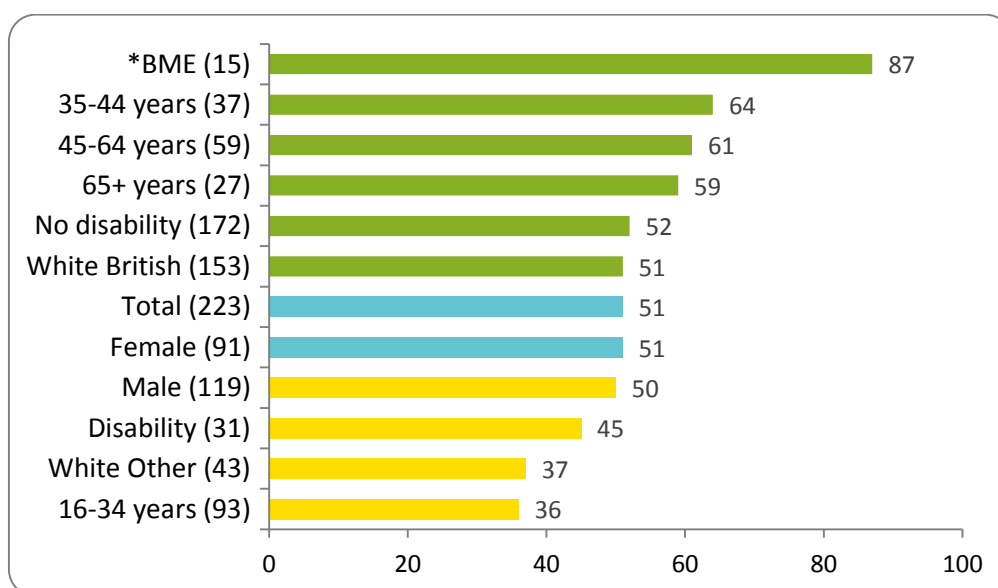
**Figure 29: How strongly do you feel you belong to your local area? (% respondents)**



BASE: All respondents

Respondents from BME backgrounds are significantly more likely to have a sense of belonging than any other group but this should be treated with caution as it is a very small base (although results from Bournemouth overall also found that BME groups have a higher sense of belonging). Respondents aged 16 to 34 and those from other white backgrounds are least likely to feel a sense of belonging.

**Figure 30: Sense of belonging to local area (% belonging)**

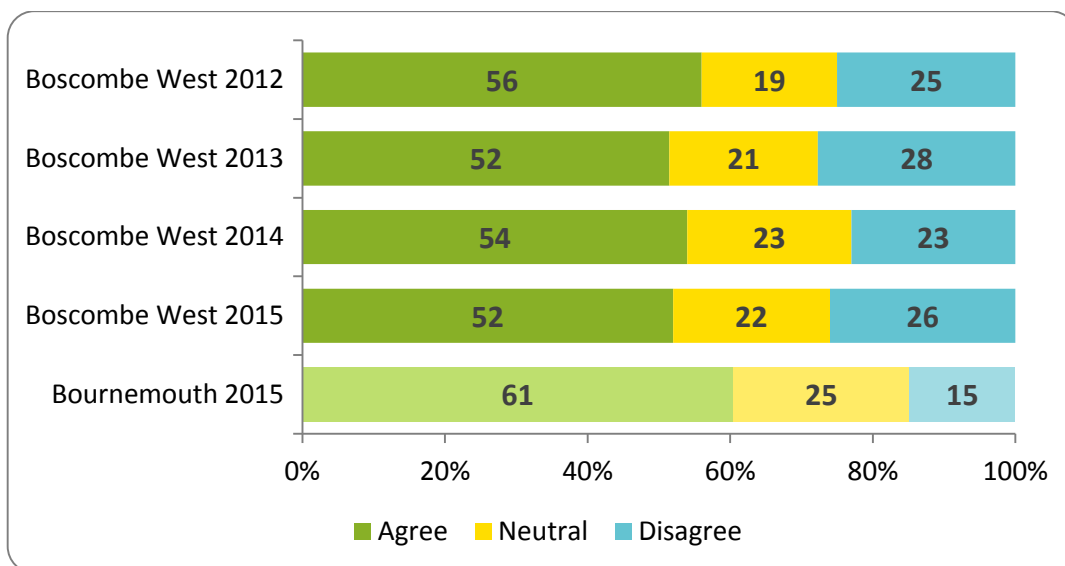


BASE: Varied as labelled  
\*Very small base

## 6.1 People from different ethnic backgrounds get on well together

Just over half of respondents (52%) agree that people from different ethnic backgrounds get on well together which is fairly consistent with previous years. Almost one quarter of respondents (23%) gave a neutral response to this question. The proportion of respondents in Boscombe West who agree that people from different ethnic backgrounds get on well together is 9% lower than the proportion of respondents in Bournemouth overall (61%).

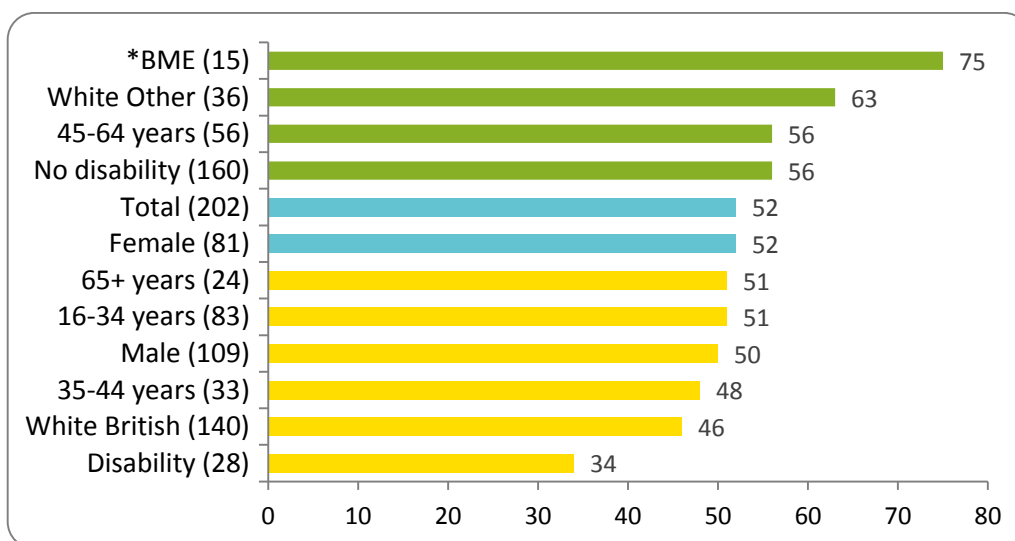
**Figure 31: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (% respondents)**



BASE: All respondents

Respondents from BME backgrounds are significantly more likely to agree that people from different ethnic backgrounds get on well together but this should be treated with caution as it is a very small base (although results from Bournemouth overall also found that BME groups are more likely to agree different ethnic backgrounds get on well together). Respondents with a disability are least likely to agree that people from different ethnic backgrounds get on well together.

**Figure 32: Different ethnic backgrounds get on well together (% agree)**



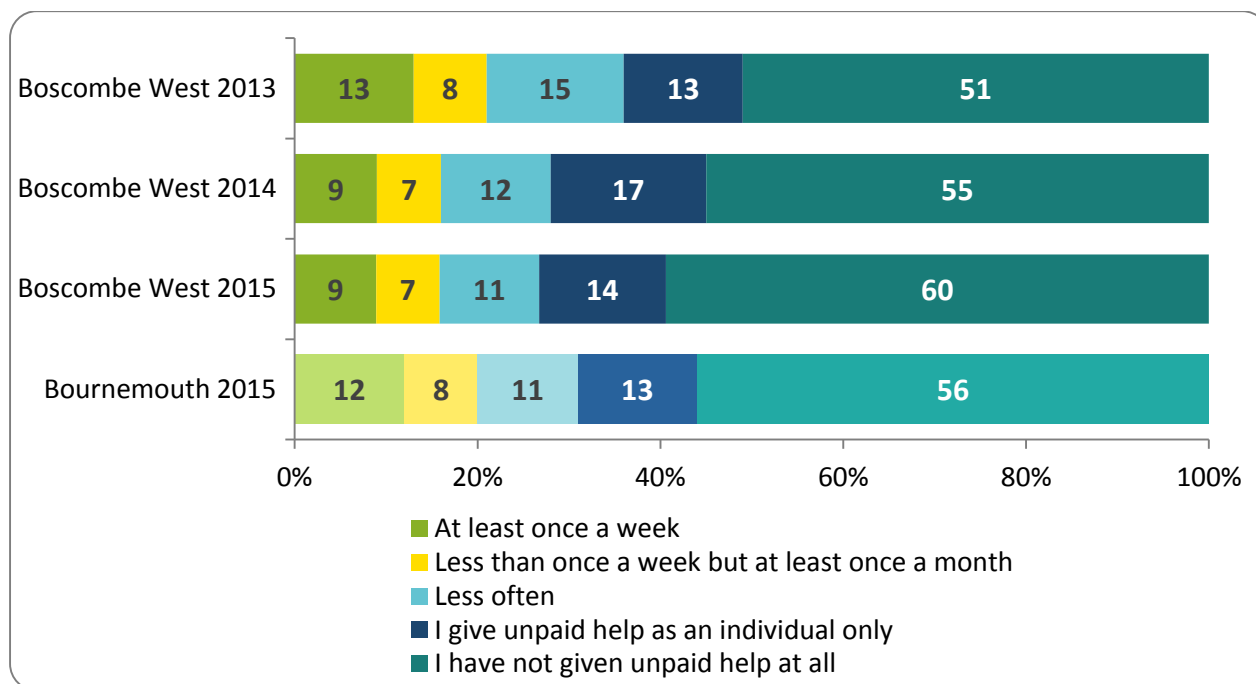
BASE: Varied as labelled

\*Very small base

## 6.2 Unpaid help

A question about unpaid help was introduced in 2013. Overall, just over one quarter of respondents (26%) have given unpaid help to groups, clubs or organisations in the last 12 months which is in line with 2014. The proportion of respondents in Boscombe West who give unpaid help is 5% lower than the proportion of respondents in Bournemouth overall (31%).

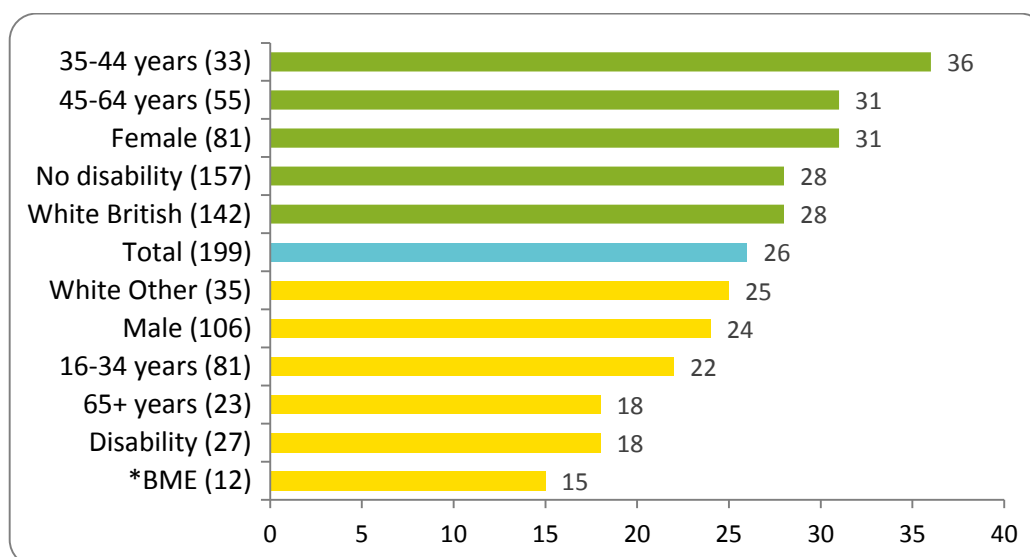
**Figure 33: Overall, about how often over the last 12 months have you given unpaid help to any groups, clubs or organisations? (% respondents)**



BASE: All respondents

Respondents aged 35 to 64 and female respondents are most likely to give unpaid help whilst respondents from BME backgrounds, those with a disability and respondents aged 65 and over are least likely.

**Figure 34: Unpaid help to groups, clubs or organisations (% given help in last twelve months)**



BASE: Varied as labelled

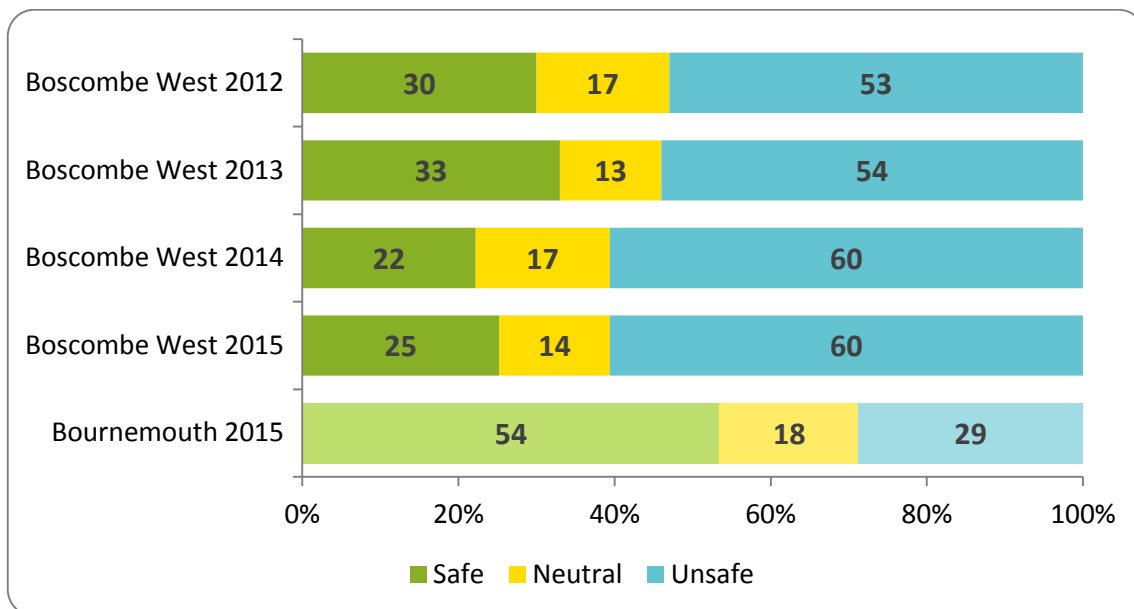
\*Very small base

## 7 Community safety

### 7.1 Feeling safe after dark

One quarter of respondents (25%) feel safe after dark which is a slight increase compared to 2014 but is within the margin of error. The proportion of respondents who feel safe after dark in Boscombe West is less than half that of Bournemouth overall (54%). Although the proportion of respondents who feel unsafe has remained at 60%, the proportion who feel very unsafe has decreased from 30% in 2014 to 23% in 2015.

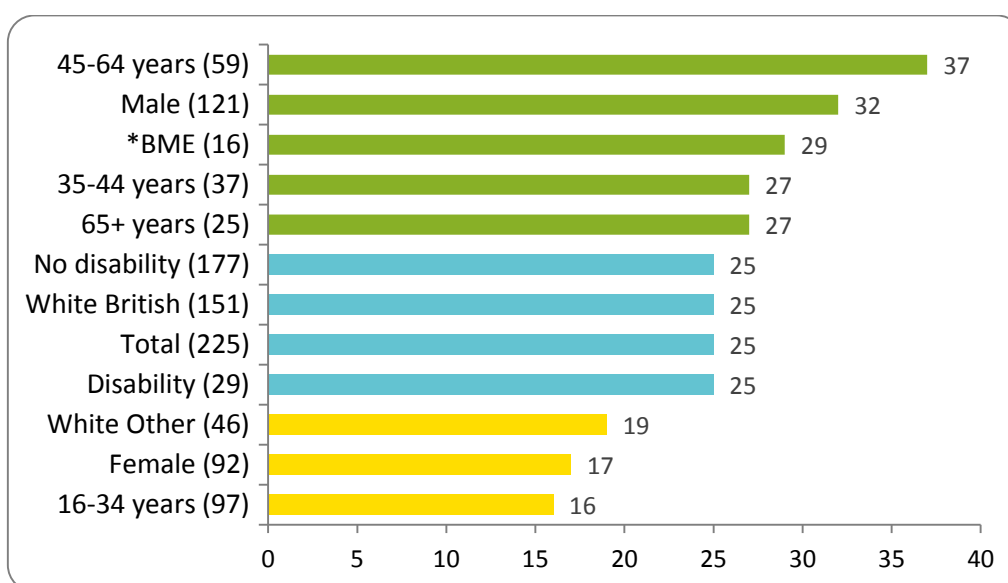
**Figure 35: Feelings of safety in local area after dark (% respondents)**



BASE: All respondents

As with previous years, female respondents feel significantly less safe after dark compared to male respondents. Respondents aged 16 to 35 feel significantly less safe after dark than older age groups.

**Figure 36: Feelings of safety in local area after dark (% feel safe)**



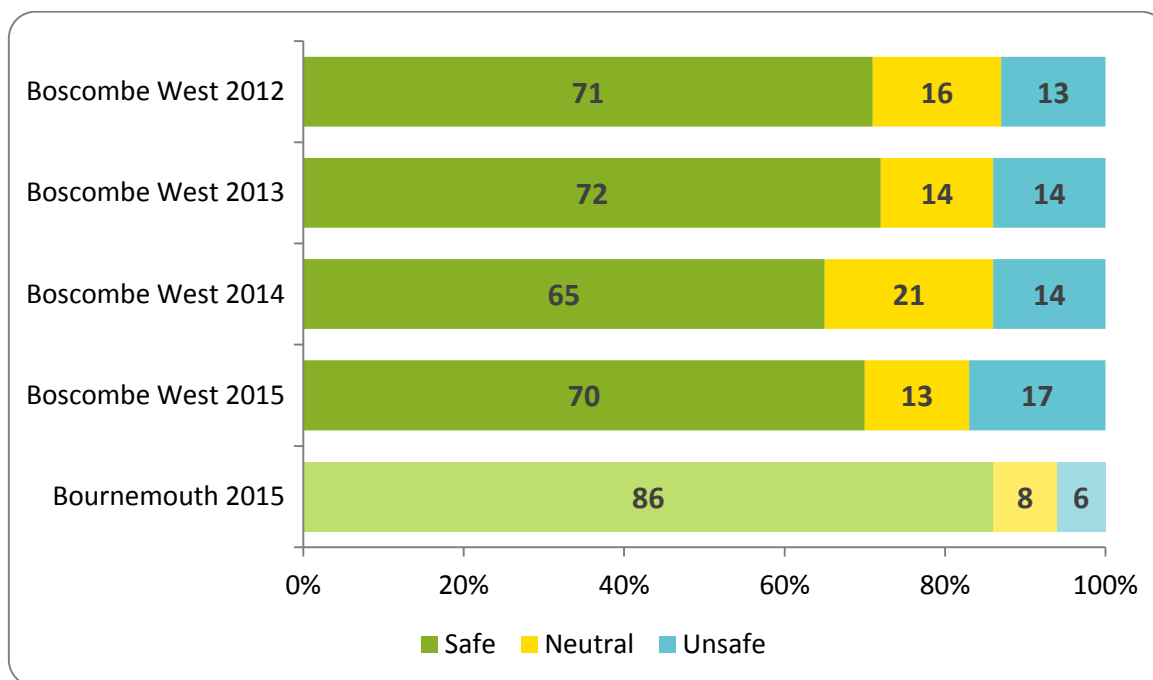
BASE: Varied as labelled

\*Very small base

## 7.2 Feeling safe during the day

Seven in ten respondents (70%) feel safe during the day which is a 5% increase compared to 2014 and back to similar levels seen in 2012 and 2013. The increase of 5% has been in those respondents who said they feel very safe.

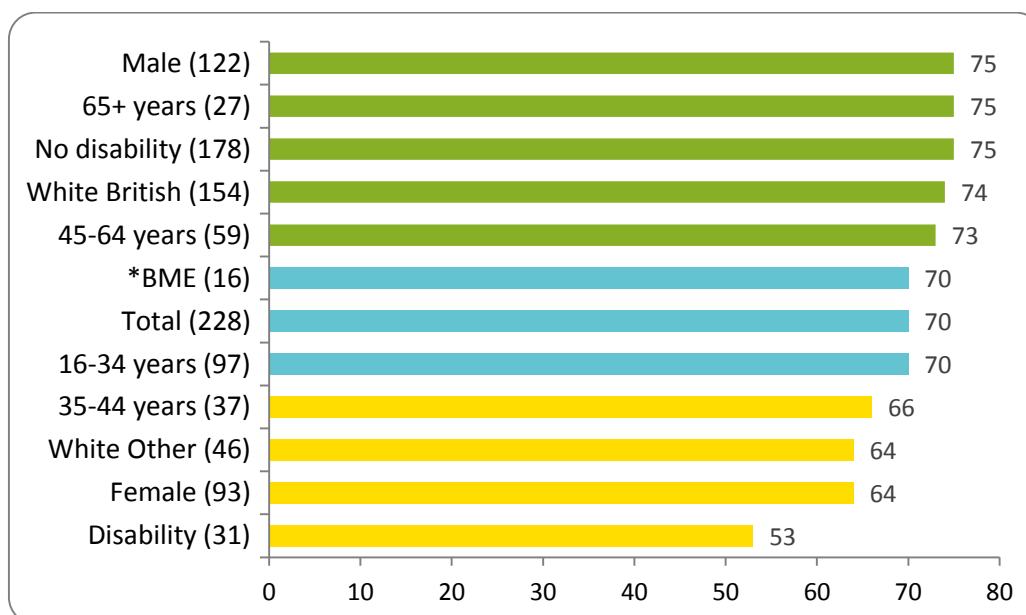
**Figure 37: Feelings of safety in local area during the day (% respondents)**



BASE: All respondents

Male respondents feel significantly safer than female respondents during the day. Respondents with a disability feel significantly less safe during the day than those without a disability.

**Figure 38: Feelings of safety in local area during the day (% feel safe)**



BASE: Varied as labelled

\*Very small base

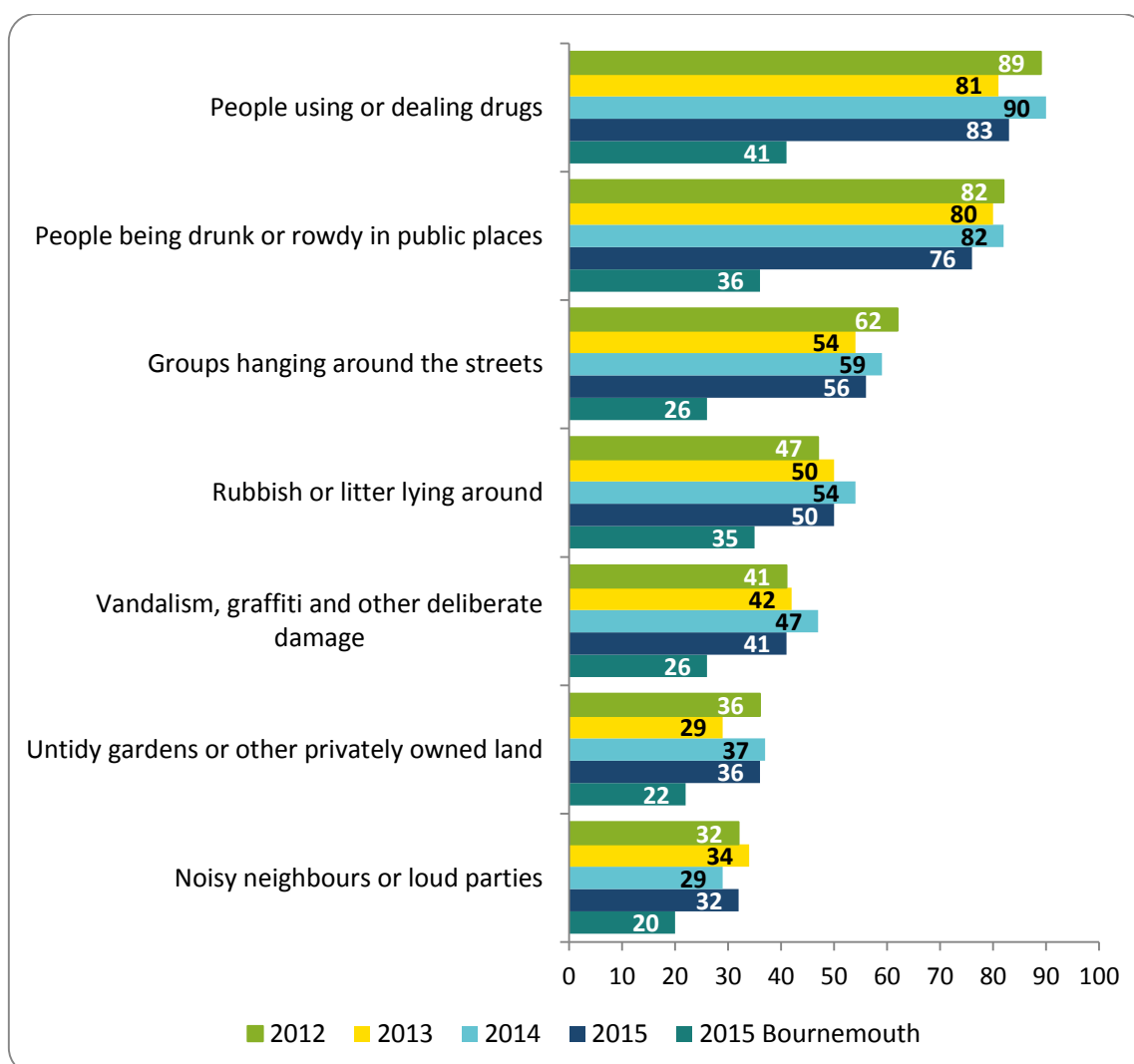
## 8 Anti-social behaviour

The BOS survey identified seven different types of anti-social behaviour and asked respondents how much of a problem each of those behaviours are in their local area. Six of these indicators (all except 'untidy gardens and other private land') are used by the Crime Survey for England & Wales to measure anti-social behaviour. Scores are allocated according to how big a problem the respondent perceives for each indicator, and the scores are combined to give an overall score. The BOS survey uses a similar methodology<sup>1</sup>. Combining the scores for the six indicators from the Crime Survey, the highest possible score is 18 and scores of 10 or more indicate a high perception of anti-social behaviour.

### 8.1 Overall perceptions of anti-social behaviour

The proportion of respondents who feel that there is a problem with anti-social behaviour has decreased across all types of behaviour since 2014 with the exception of 'noisy neighbours or loud parties'. The most significant decrease is the proportion of respondents who consider people using or dealing drugs is a problem which has decreased by 7%.

**Figure 39: Perception of anti-social behaviour (% a problem)**

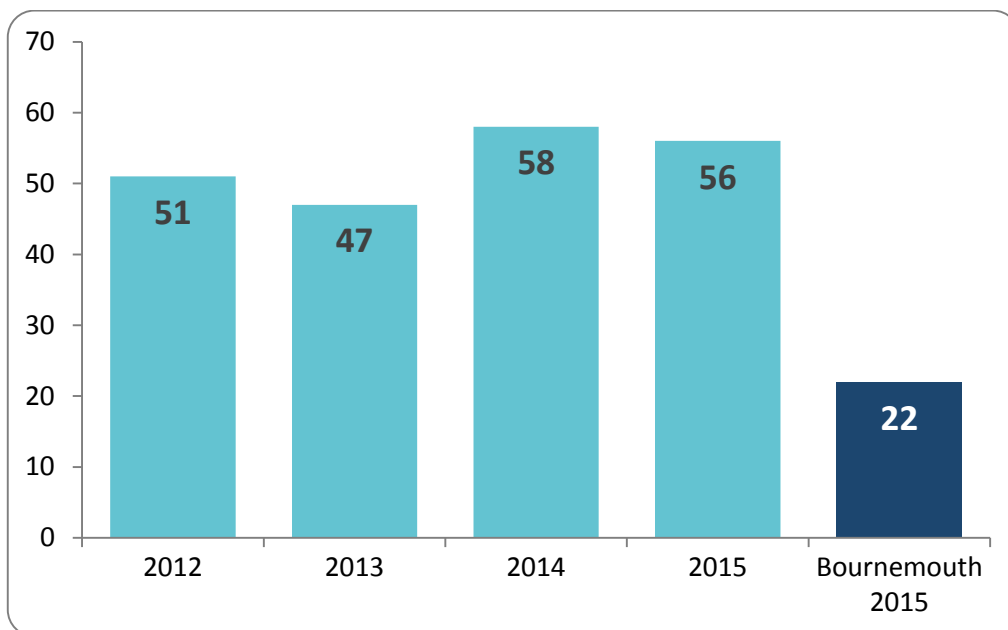


BASE: All respondents

<sup>1</sup> The Crime Survey for England & Wales includes a seventh indicator, 'burned out cars and other vehicles' which is not captured in the residents' survey so results are not directly comparable.

The proportion of respondents who have a high perception of anti-social behaviour (combined score of ten or more) has decreased slightly since 2014 but is within the margin of error. The proportion of respondents in Boscombe West who perceive high levels of anti-social behaviour is more than double the proportion of respondents in Bournemouth overall.

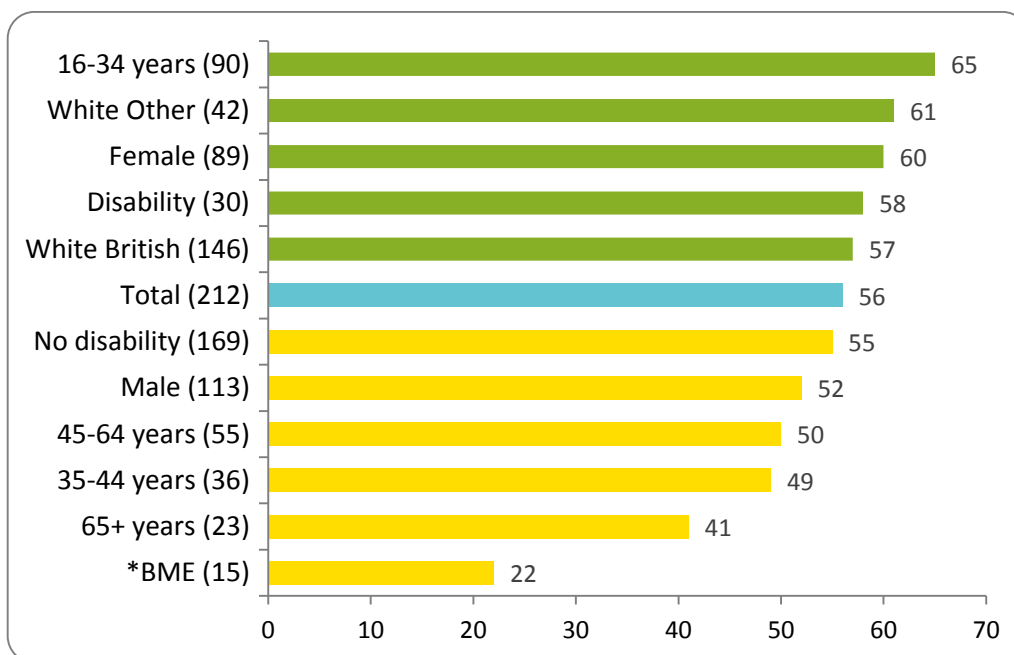
**Figure 40: Perception of anti-social behaviour (% high perception)**



BASE: All respondents

Respondents from BME backgrounds are significantly less likely to perceive high levels of anti-social behaviour compared to any other group but this should be treated with caution due to a very small base (and this finding is not reflected in the overall Bournemouth results). Respondents aged 16 to 34 are significantly more likely to perceive high levels of anti-social behaviour compared to those aged 35 and over.

**Figure 41: High perception of anti-social behaviour (% respondents)**



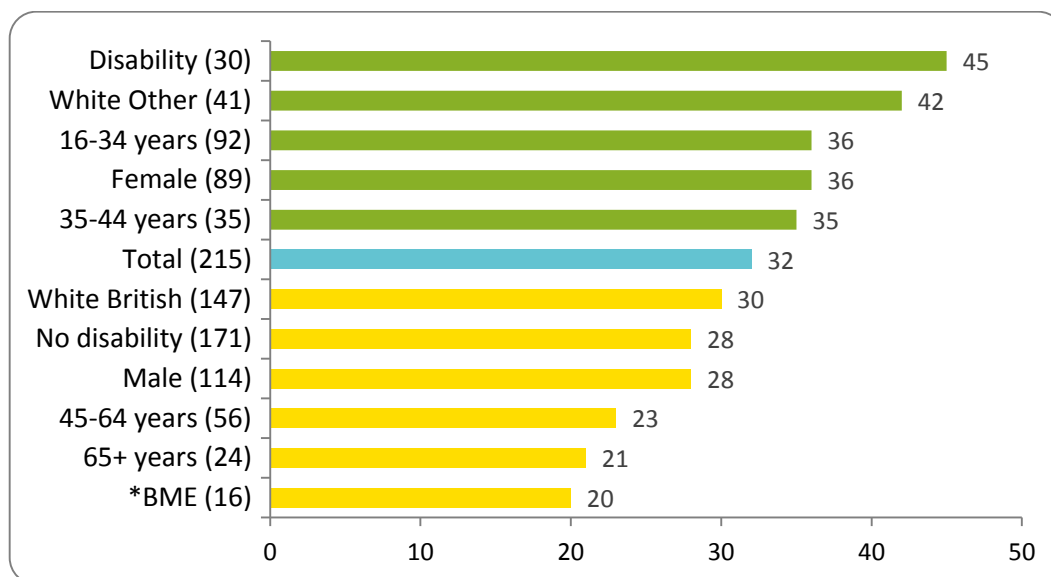
BASE: Varied as labelled

\*Very small base

## 8.2 Noisy neighbours and loud parties

Respondents most likely to feel there is a problem with noisy neighbours and loud parties are those with disabilities and those from other white backgrounds whilst respondents from BME backgrounds and those aged 45 and over are least likely to perceive it as a problem.

**Figure 42: Problem with noisy neighbours & loud parties (% problem)**

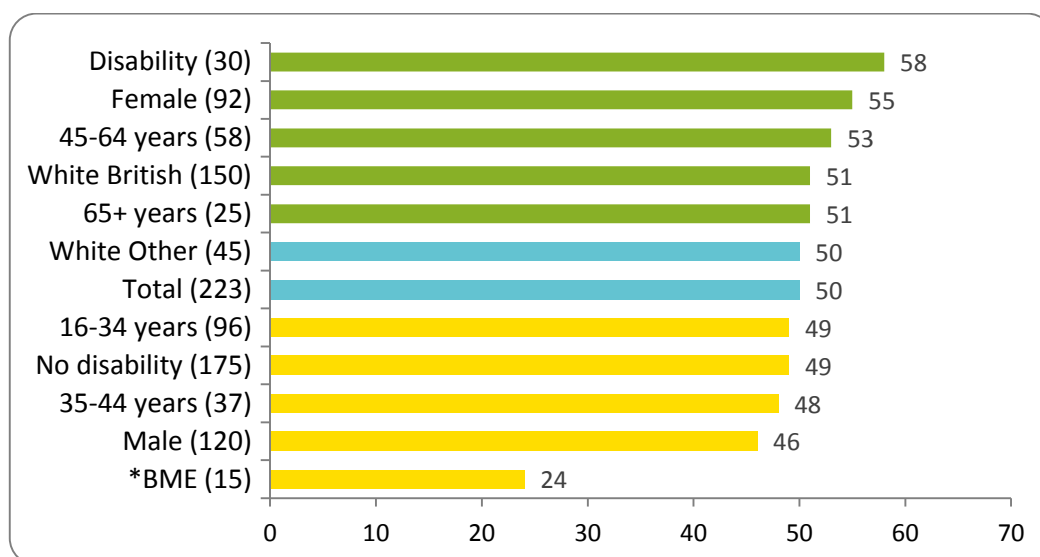


BASE: Varied as labelled  
\*Very small base

## 8.3 Rubbish or litter lying around

Female respondents and those with a disability are most likely to feel there is a problem with rubbish or litter lying around. Respondents from BME backgrounds are significantly less likely than any other group to perceive a problem with rubbish or litter lying around but this should be treated with caution due to a very small base (although results from Bournemouth overall also found that BME groups found rubbish or litter less of a problem).

**Figure 43: Problem with rubbish or litter lying around (% problem)**



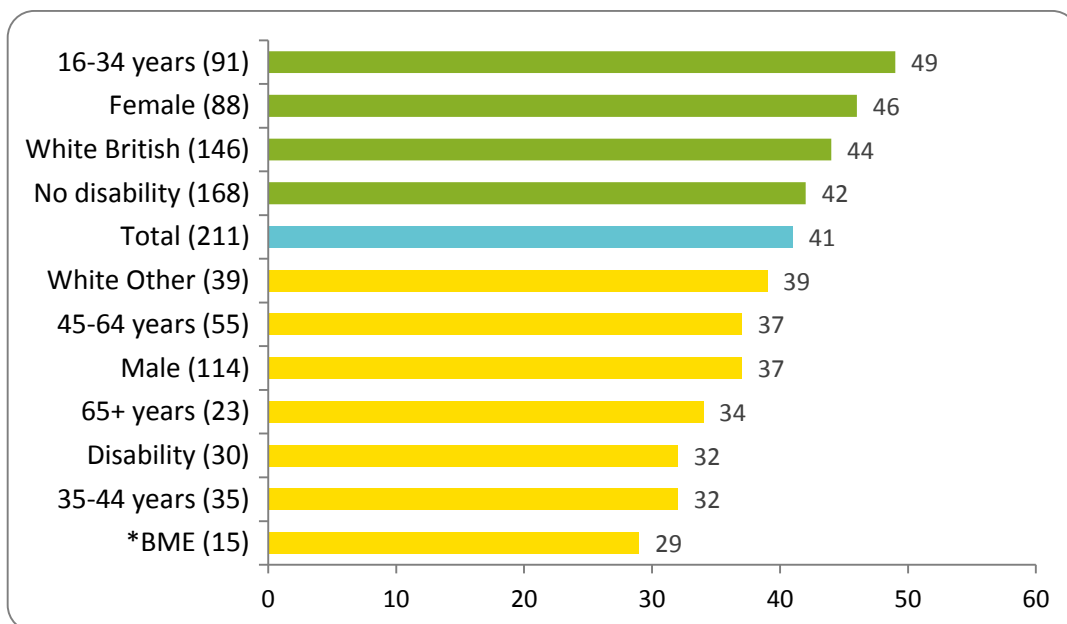
BASE: Varied as labelled  
\*Very small base



### 8.4 Vandalism, graffiti and other deliberate damage

Respondents aged 16 to 34 and female respondents are most likely to perceive vandalism and graffiti as a problem whilst those from BME backgrounds are least likely.

**Figure 44: Problem with vandalism & graffiti (% problem)**

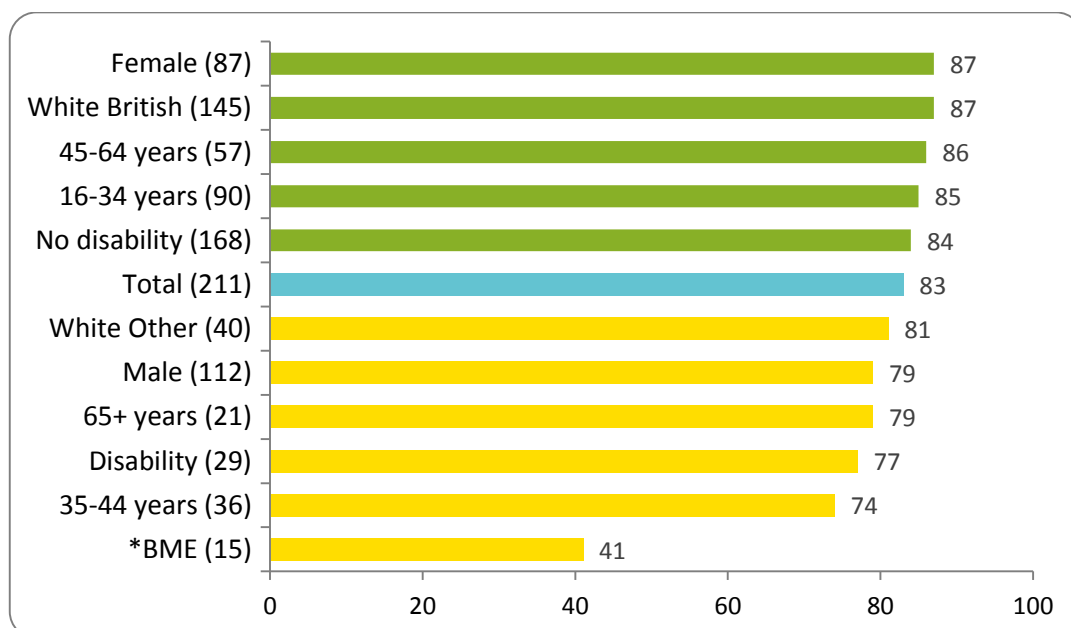


BASE: Varied as labelled  
 \*Very small base

### 8.5 People using or dealing drugs

Perception of people using or dealing drugs is high across all groups with the exception of respondents from BME backgrounds but this should be treated with caution due to a very small base (and this finding is not reflected in the overall Bournemouth results).

**Figure 45: Problem with people using or dealing drugs (% problem)**

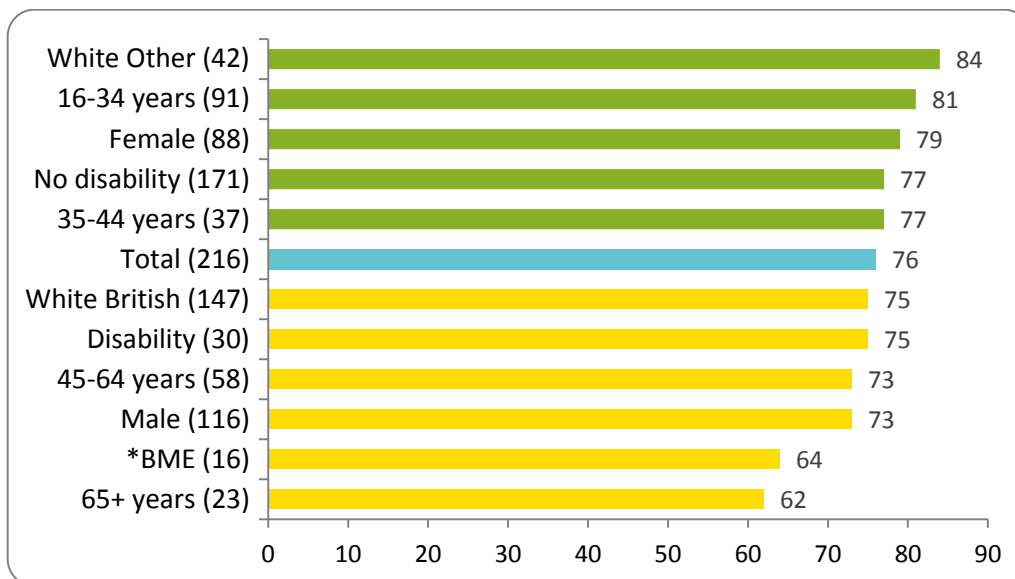


BASE: Varied as labelled  
 \*Very small base

## 8.6 People being drunk or rowdy in public places

Respondents from other white backgrounds and those aged 16 to 34 are most likely to perceive a problem with people being drunk or rowdy in public places. Respondents from BME backgrounds and those aged 65 and over are least likely to perceive it as a problem.

**Figure 46: Problem with people being drunk or rowdy in public places (% problem)**

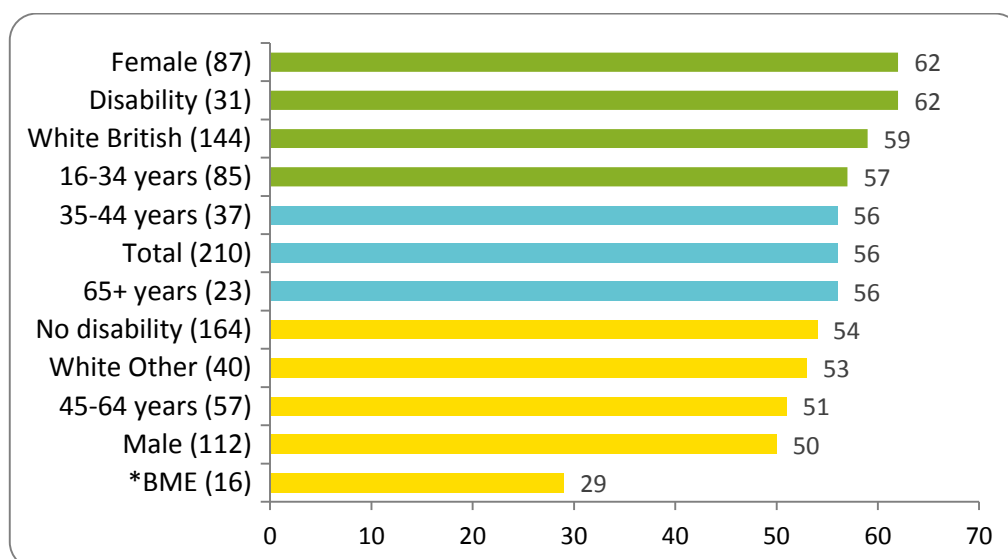


BASE: Varied as labelled  
\*Very small base

## 8.7 Groups hanging around the streets

Female respondents and those with a disability are most likely to perceive a problem with groups hanging around the streets. Respondents from BME backgrounds are significantly less likely than any other group to perceive this as a problem but this should be treated with caution due to a very small base (and this finding is not reflected in the overall Bournemouth results).

**Figure 47: Problem with groups hanging around the streets (% problem)**

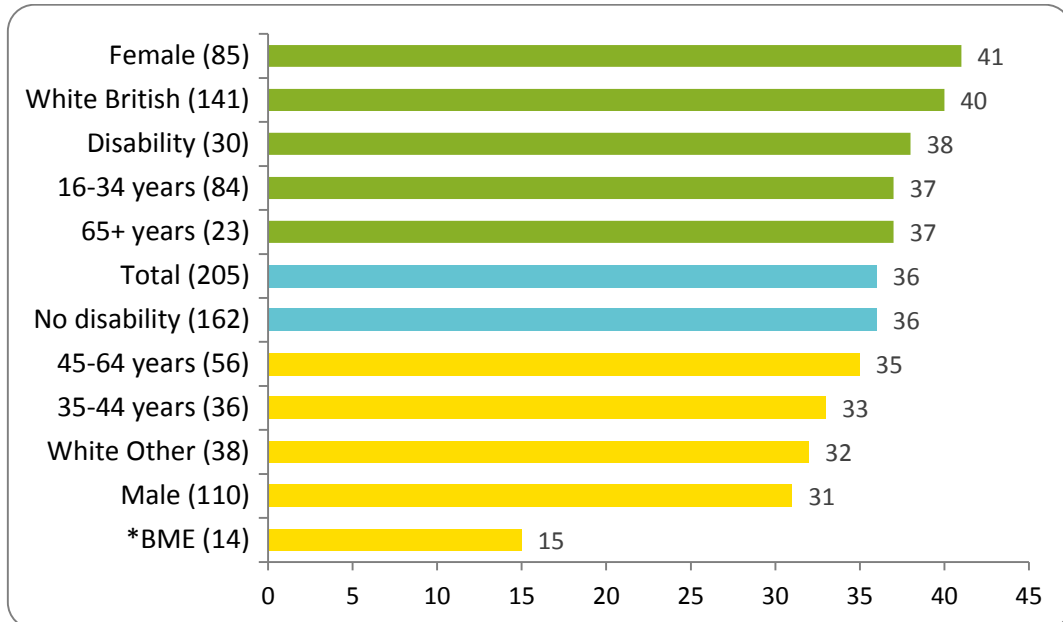


BASE: Varied as labelled  
\*Very small base

## 8.8 Untidy gardens and other private land

White British respondents and females are most likely to perceive untidy gardens as a problem. Respondents from BME backgrounds are significantly less likely than any other group to perceive untidy gardens as a problem but this should be treated with caution due to a very small base (and this finding is not reflected in the overall Bournemouth results).

**Figure 48: Problem with untidy gardens or other private land (% problem)**



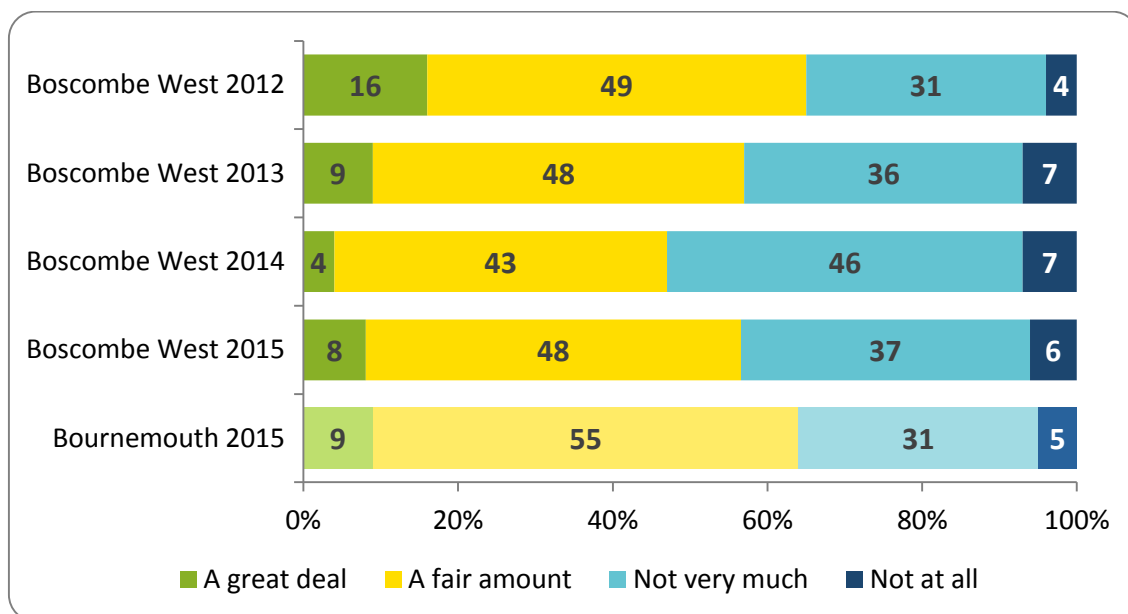
BASE: Varied as labelled

\*Very small base

## 9 Communication

The proportion of respondents who think that the Council acts on concerns of local residents has increased by 9%; from 47% in 2014 to 56% in 2015 and is back to similar levels in 2013. Over two fifths of respondents (43%) feel that the Council doesn't act on concerns of local residents very much, if at all.

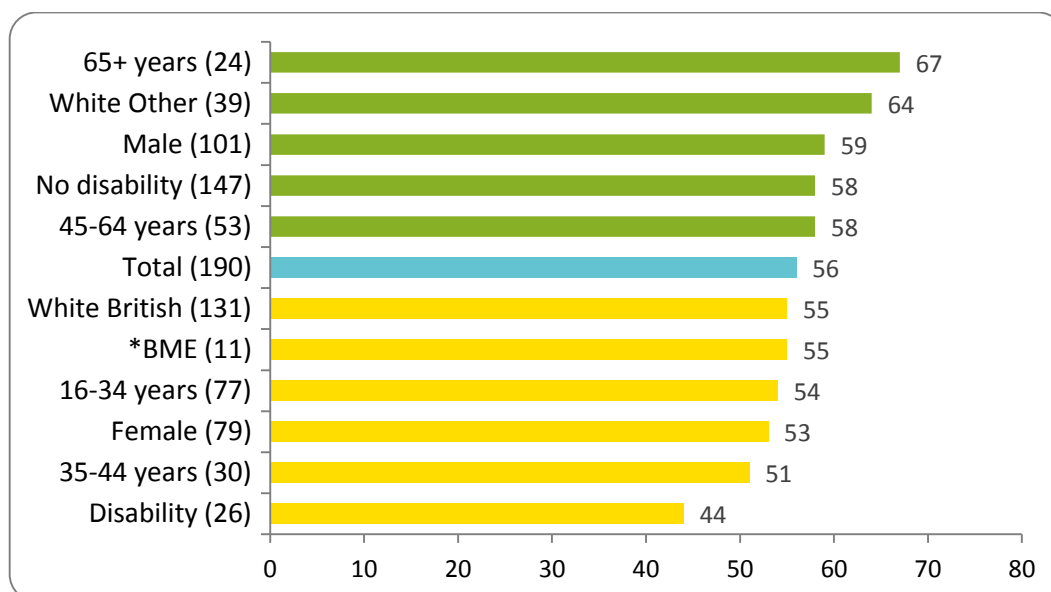
**Figure 49: To what extent do you think Bournemouth Borough Council acts on the concerns of local residents? (% respondents)**



BASE: All respondents

Respondents aged 65 and over and those from other white backgrounds are most likely to feel that the Council acts on concerns of local residents whilst respondents with a disability are least likely.

**Figure 50: Bournemouth Borough Council acts on the concerns of local residents (% a great deal/a fair amount)**



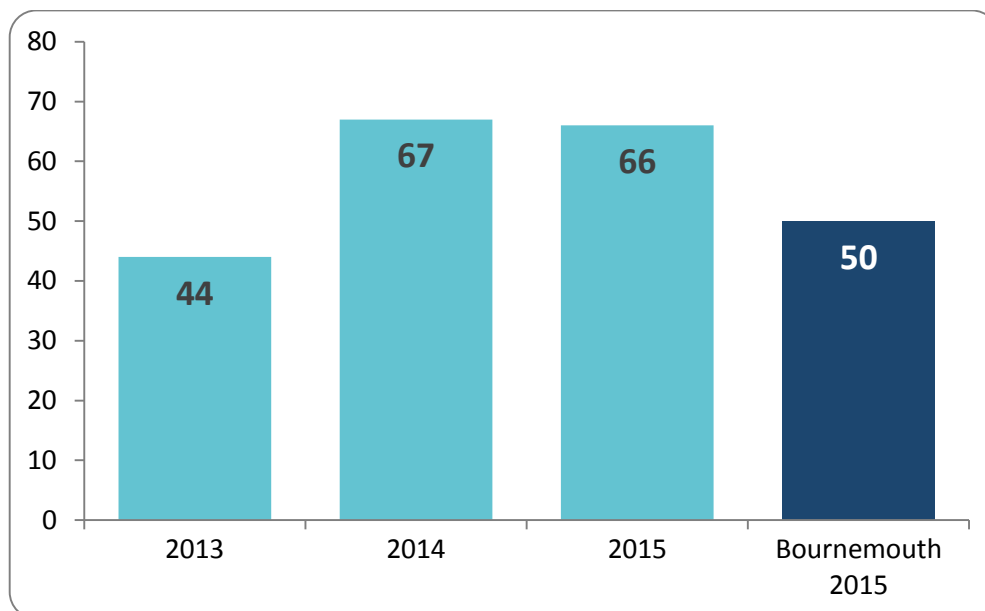
BASE: Varied as labelled

\*Very small base

## 9.1 Boscombe Regeneration Partnership

A question was introduced in 2013 asking respondents whether they have heard of any of the work being done by the Boscombe Regeneration Partnership to improve Boscombe. Two thirds of respondents (66%) have heard of the work of the partnership which is consistent with 2014 and is 16% higher than Bournemouth overall where 50% of respondents have heard of the work being done by the partnership.

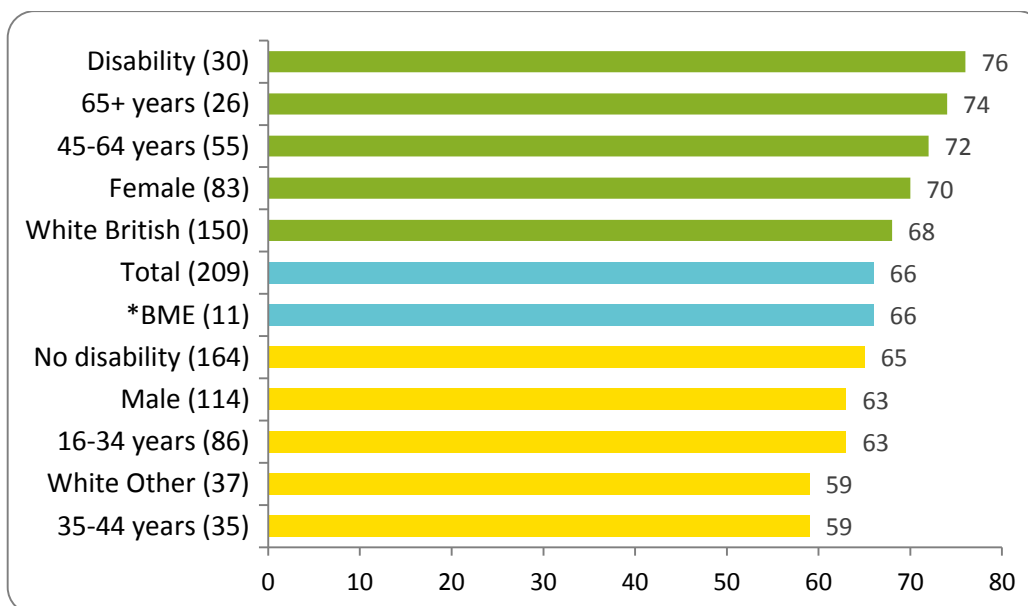
**Figure 51: Have you heard of any of the work being done by the Boscombe Regeneration Partnership to improve Boscombe? (% yes)**



BASE: All respondents

Respondents aged 45 and over and those with a disability are most likely to have heard of work being done by the partnership whilst respondents from other white backgrounds and those aged 35 to 44 are least likely.

**Figure 52: Work being done by Boscombe Regeneration Partnership (% heard)**



BASE: Varied as labelled

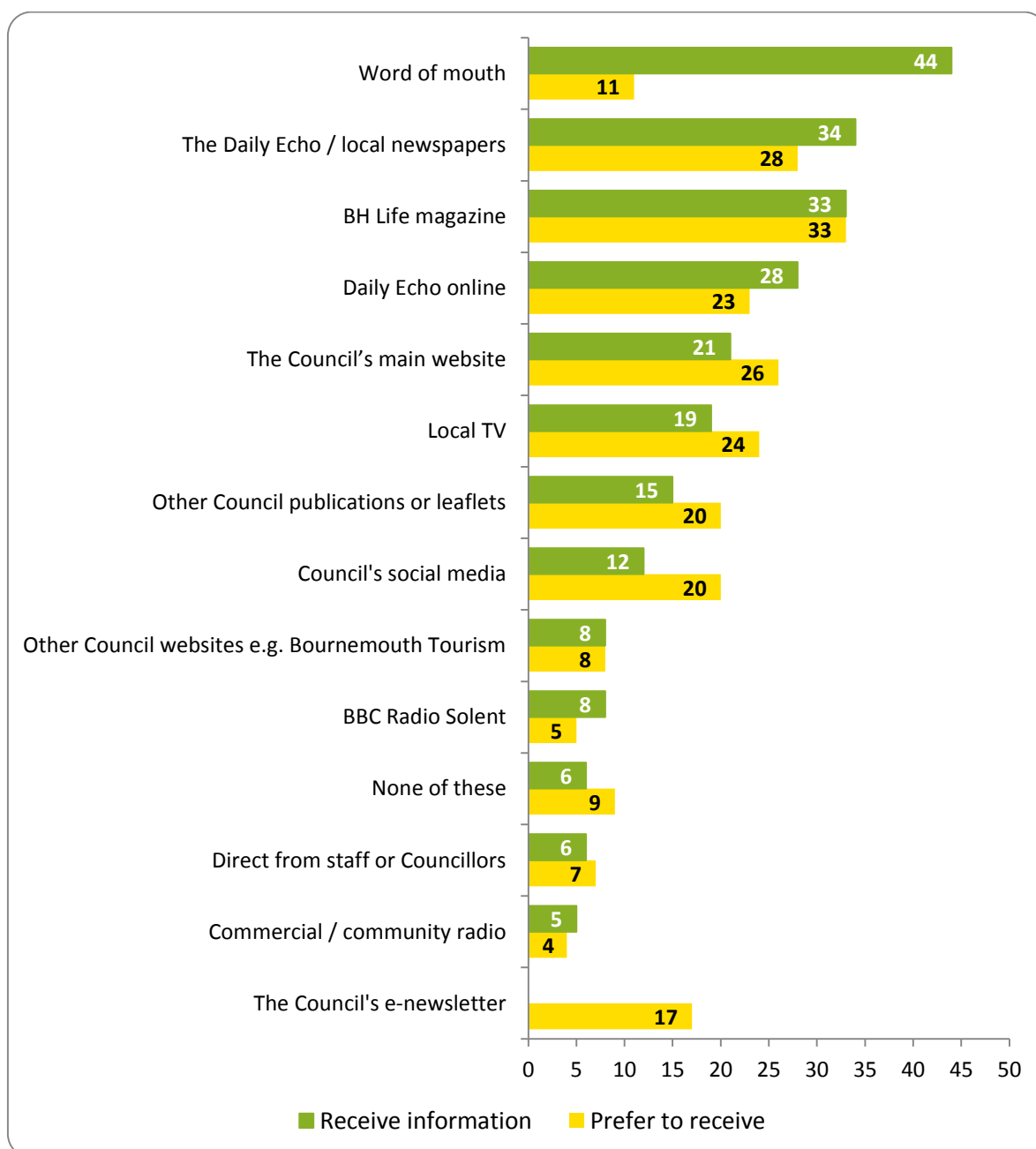
\*Very small base

## 9.2 Council news and information

The top three sources of information that residents in Boscombe West use to find out about council news and decisions are word of mouth, the Daily Echo and BH Life magazine. These are also the top three sources for residents in Bournemouth overall. However, in results from Bournemouth overall, BH Live is the top source with 54% of residents getting information in this way. In Boscombe West, twice as many residents receive information about the Council through word of mouth compared to Bournemouth overall (22%).

The top three sources that residents in Boscombe West would prefer to use to find out about Council news and decisions are BH Life magazine, the Daily Echo and the Council's main website. This is consistent with Bournemouth overall.

**Figure 53: How do you find out about and how would you prefer to find out Council news and decisions? (% respondents)**

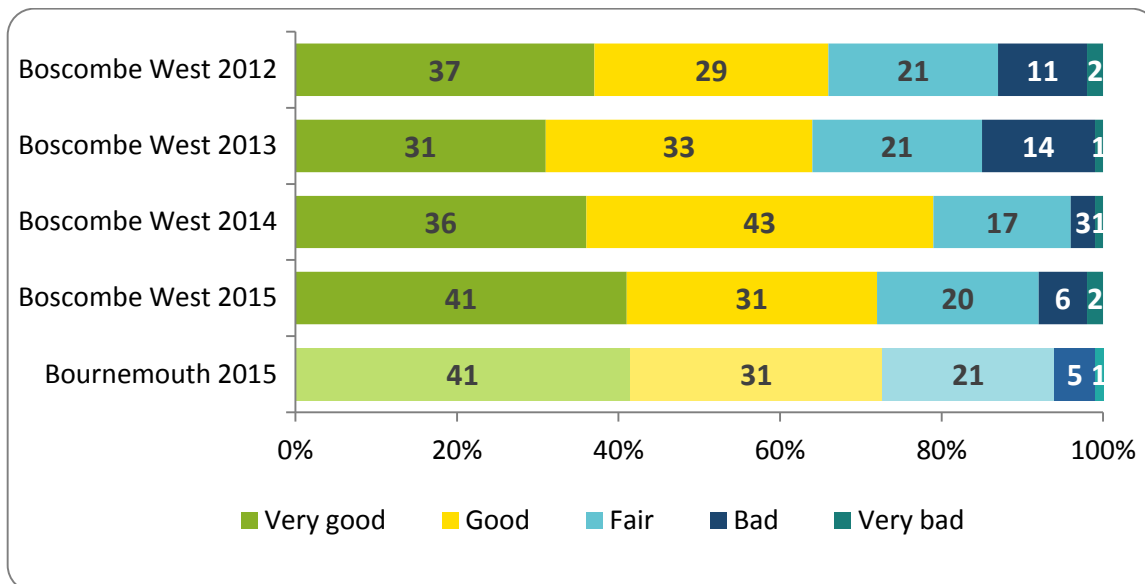


BASE: All respondents

## 10 Health and wellbeing

Just over seven in ten respondents (72%) describe their health as 'very good' or 'good', which is a decrease of 7% compared to the 79% of respondents in 2014 who described their health and wellbeing as 'very good' or 'good'. However, the proportion of respondents describing their health as 'very good' as increased by 5% and is currently at the highest rate recorded and in line with Bournemouth overall. The proportion of respondents describing their health as 'bad' or 'very bad' has doubled; from 4% in 2014 to 8% in 2015.

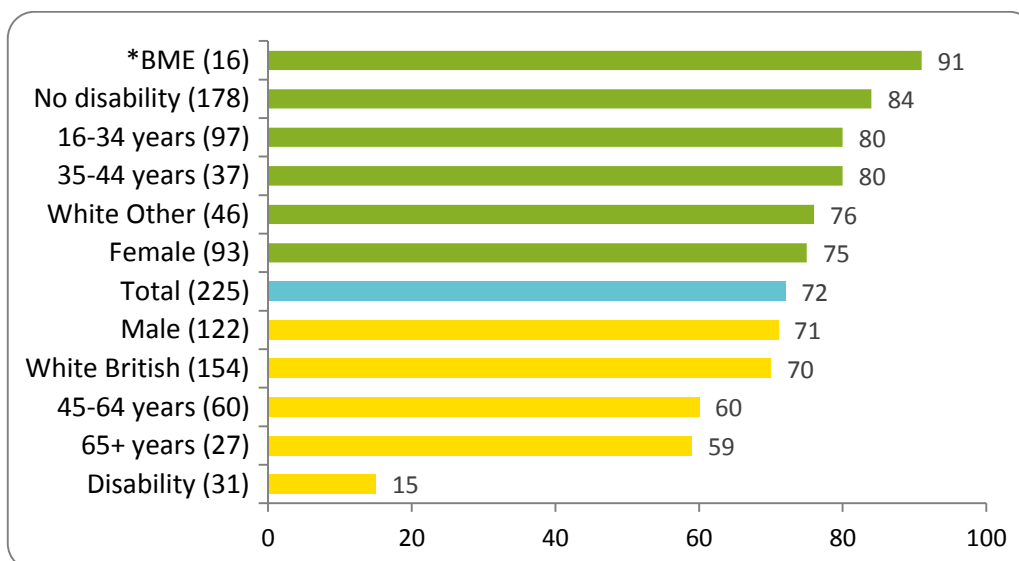
**Figure 54: How is your health and wellbeing in general? (% respondents)**



BASE: All respondents

Respondents with a disability are significantly less likely than any other groups to describe their health and wellbeing as 'good' or 'very good'. Respondents aged 16 to 44 were significantly more likely than those aged 45 and over to describe their health and wellbeing as 'good' or 'very good'. Respondents in social housing are significantly less likely to have good health compared to those in private rented or owner/occupiers.

**Figure 55: Health and wellbeing (% good/very good)**



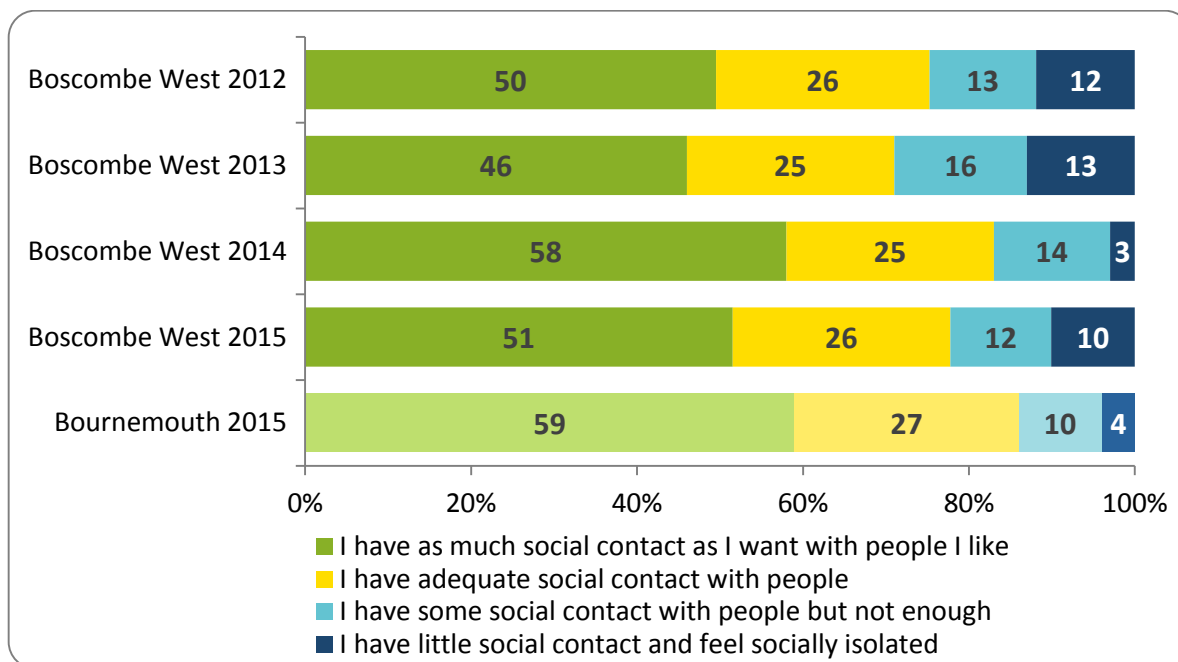
BASE: Varied as labelled

\*Very small base

### 10.1 Social contact

Just over three quarters of respondents (77%) have sufficient social contact which is a decrease of 6% when compared to the 83% of respondents in 2014 who had sufficient social contact. The proportion of respondents who say they have little social contact and feel socially isolated has more than trebled; from 3% in 2014 to 10% in 2015 but is back to similar levels in 2012 and 2013.

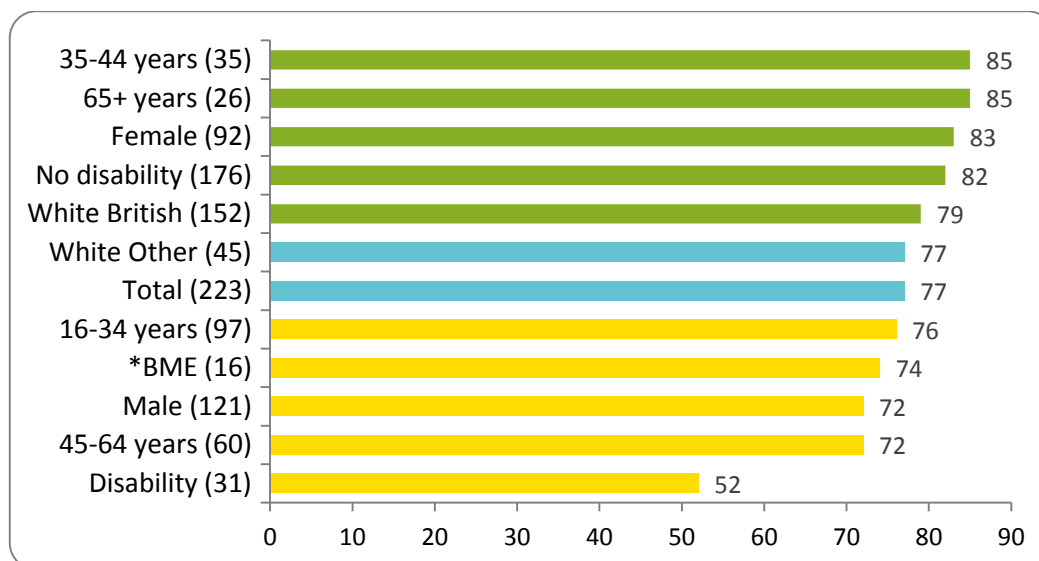
**Figure 56: Which of the following statements best describes your social situation? (% respondents)**



BASE: All respondents

Respondents with a disability are significantly less likely than any other group to say that they have sufficient social contact. Female respondents are significantly more likely than male respondents to say that they have sufficient social contact.

**Figure 57: Social contact (% at least adequate social contact)**



BASE: Varied as labelled

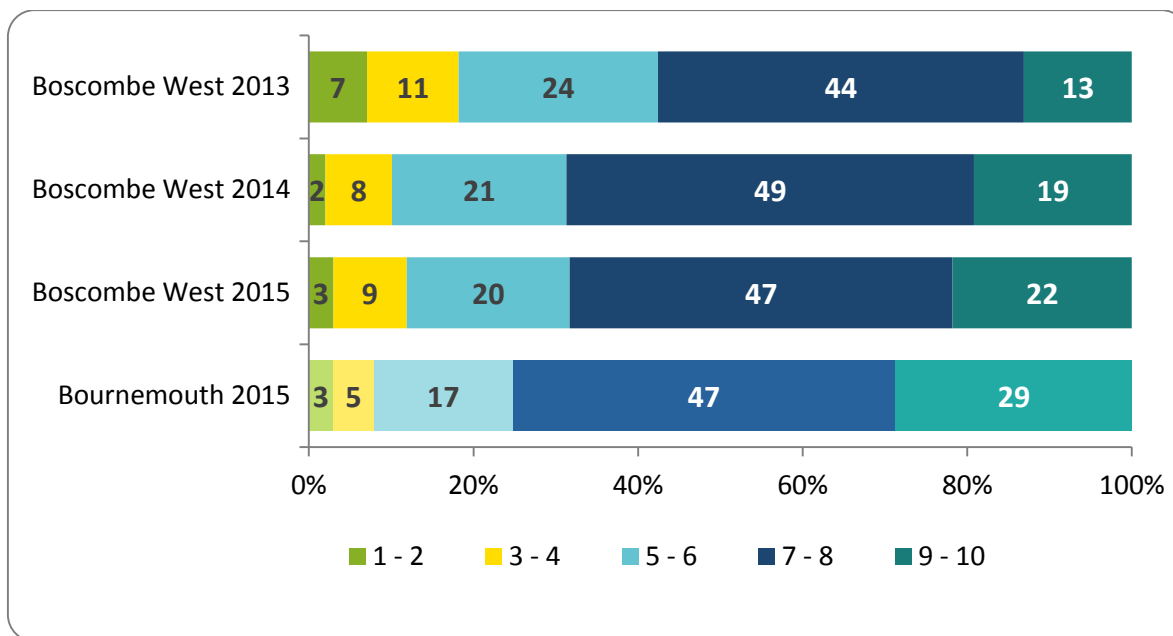
\*Very small base



## 10.2 Satisfaction with life

A question about satisfaction with life was introduced in 2013. Respondents are asked to rate their life on a scale of 1 to 10. Over two thirds of respondents (69%) rate their life as 7 or more which is in line with 2014. The proportion of respondents rating their life as 4 or less has also remained broadly in line with 2014.

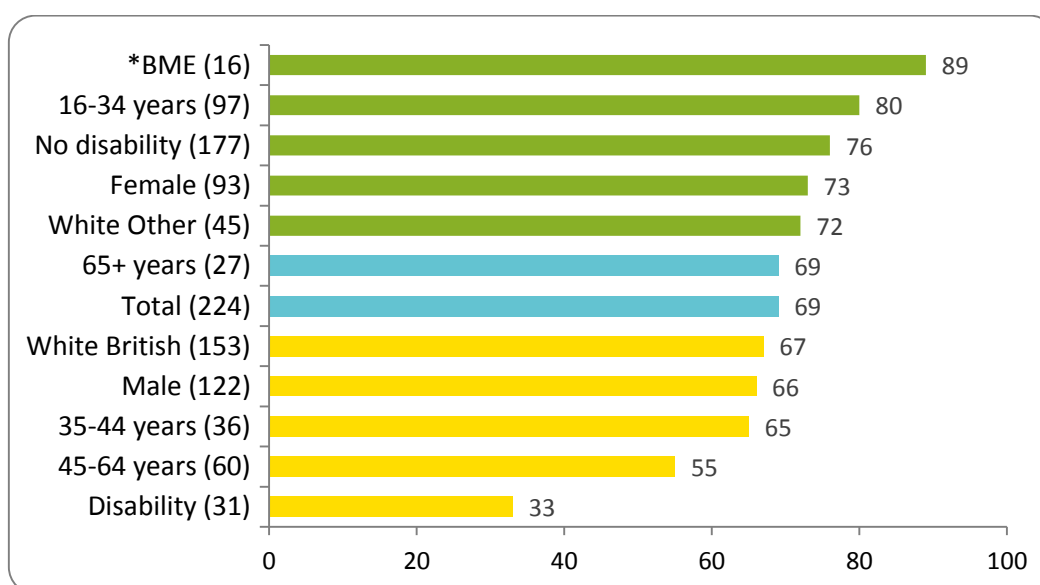
**Figure 58: On a scale of 1 to 10, how satisfied are you overall with your life nowadays? (% respondents)**



BASE: All respondents

Respondents from BME backgrounds and those aged 16 to 34 are most likely to rate their lives as seven or more out of ten whilst respondents with a disability are least likely. Respondents in social housing are significantly less likely to rate their life as seven or more compared to those in private rented or owner/occupiers.

**Figure 59: Current life satisfaction (% 7 or more out of 10)**



BASE: Varied as labelled

\*Very small base

## 11 Conclusion

Overall findings show an improvement in many areas. The areas which have seen an increase in performance outside the margin of error are:

- Satisfaction with museums and galleries
- Satisfaction with theatres and concert halls
- Satisfaction with sport and leisure facilities
- Keeping public land clear of litter and refuse
- Satisfaction with refuse collection
- Satisfaction with libraries
- Feeling safe during the day
- People using or dealing drugs being a problem
- People being drunk or rowdy in public places being a problem
- Vandalism, graffiti and other deliberate damage being a problem
- Bournemouth Borough Council acting on concerns of local residents

There are only three areas which have seen a decline in performance outside the margin of error. These are:

- Satisfaction with local bus services
- Health and wellbeing
- Social contact

To help more fully understand the results from the Bournemouth Opinion Survey for Boscombe West, it is recommended that further research and engagement is carried out with local residents such as focus groups on particular topics.

## Appendix 1: Respondent profile

		Weighted	Unweighted
Gender	Male	123	200
	Female	93	240
Age	16 - 34 years	97	71
	35 - 44 years	37	63
	45 - 64 years	61	180
	65+ years	28	134
Disability	Yes	32	90
	No	178	336
Ethnicity	White British	156	351
	White Other	46	69
	BME	16	22
Religion	No religion	93	139
	Christian	108	275
	Other religion	18	28
Sexual Orientation	Heterosexual	202	410
	Bisexual, Gay, Lesbian	12	20
Accommodation	Owner / Occupier	71	201
	Renting - Social	21	52
	Renting - Private	124	185
Employment	In employment	148	229
	Unemployed	10	14
	Retired	30	132
	Economically inactive	30	62
Children 17 and under	None	74	170
	One	30	45
	Two or more	19	28
Adults 18 and over	One	85	187
	Two	102	175
	Three or more	12	18

## Appendix 2: Table of figures

Figure 1: Overall satisfaction with local area (% respondents) .....	2
Figure 2: Satisfaction with local area (% satisfied) .....	2
Figure 3: Importance vs. Improvement (% respondents) .....	5
Figure 4: Overall satisfaction with Bournemouth Council and Dorset Police (% satisfied) .....	7
Figure 5: Satisfaction with Council services (% satisfied) .....	8
Figure 6: Usage of Council services (% used in the last twelve months) .....	9
Figure 7: Keeping public land clear of litter and refuse (% respondents) .....	10
Figure 8: Satisfaction with keeping public land clear of litter and refuse (% satisfied) .....	10
Figure 9: Refuse collection (% respondents) .....	11
Figure 10: Satisfaction with refuse collection (% satisfied) .....	11
Figure 11: Doorstep recycling (% respondents) .....	12
Figure 12: Satisfaction with doorstep recycling (% satisfied) .....	12
Figure 13: Local transport information (% respondents) .....	13
Figure 14: Satisfaction with local transport information (% satisfied) .....	13
Figure 15: Local bus services (% respondents) .....	14
Figure 16: Satisfaction with local bus services (% satisfied) .....	14
Figure 17: Sport and leisure facilities (% respondents) .....	15
Figure 18: Satisfaction with sport and leisure facilities (% satisfied) .....	15
Figure 19: Libraries (% respondents) .....	16
Figure 20: Satisfaction with libraries (% satisfied) .....	16
Figure 21: Museums and galleries (% respondents) .....	17
Figure 22: Satisfaction with museums and galleries (% satisfied) .....	17
Figure 23: Theatres and concert halls (% respondents) .....	18
Figure 24: Satisfaction with theatres and concert halls (% satisfied) .....	18
Figure 25: Parks and open spaces (% respondents) .....	19
Figure 26: Satisfaction with parks & open spaces (% satisfied) .....	19
Figure 27: Seafront (% respondents) .....	20
Figure 28: Satisfaction with seafront (% satisfied) .....	20
Figure 29: How strongly do you feel you belong to your local area? (% respondents) .....	21
Figure 30: Sense of belonging to local area (% belonging) .....	21
Figure 31: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (% respondents) .....	22
Figure 32: Different ethnic backgrounds get on well together (% agree) .....	22
Figure 33: Overall, about how often over the last 12 months have you given unpaid help to any groups, clubs or organisations? (% respondents) .....	23
Figure 34: Unpaid help to groups, clubs or organisations (% given help in last twelve months) .....	23
Figure 35: Feelings of safety in local area after dark (% respondents) .....	24
Figure 36: Feelings of safety in local area after dark (% feel safe) .....	24
Figure 37: Feelings of safety in local area during the day (% respondents) .....	25
Figure 38: Feelings of safety in local area during the day (% feel safe) .....	25
Figure 39: Perception of anti-social behaviour (% a problem) .....	26
Figure 40: Perception of anti-social behaviour (% high perception) .....	27
Figure 41: High perception of anti-social behaviour (% respondents) .....	27
Figure 42: Problem with noisy neighbours & loud parties (% problem) .....	28
Figure 43: Problem with rubbish or litter lying around (% problem) .....	28
Figure 44: Problem with vandalism & graffiti (% problem) .....	29
Figure 45: Problem with people using or dealing drugs (% problem) .....	29
Figure 46: Problem with people being drunk or rowdy in public places (% problem) .....	30

Figure 47: Problem with groups hanging around the streets (% problem) .....	30
Figure 48: Problem with untidy gardens or other private land (% problem).....	31
Figure 49: To what extent do you think Bournemouth Borough Council acts on the concerns of local residents? (% respondents) .....	32
Figure 50: Bournemouth Borough Council acts on the concerns of local residents (% a great deal/a fair amount) .....	32
Figure 51: Have you heard of any of the work being done by the Boscombe Regeneration Partnership to improve Boscombe? (% yes) .....	33
Figure 52: Work being done by Boscombe Regeneration Partnership (% heard) .....	33
Figure 53: How do you find out about and how would you prefer to find out Council news and decisions? (% respondents) .....	34
Figure 54: How is your health and wellbeing in general? (% respondents).....	35
Figure 55: Health and wellbeing (% good/very good) .....	35
Figure 56: Which of the following statements best describes your social situation? (% respondents).....	36
Figure 57: Social contact (% at least adequate social contact).....	36
Figure 58: On a scale of 1 to 10, how satisfied are you overall with your life nowadays? (% respondents).....	37
Figure 59: Current life satisfaction (% 7 or more out of 10) .....	37
Table 1: Things making somewhere a good place to live (% selected as one of top 5) .....	3
Table 2: Things that most need improving (% selected as one of top 5).....	4