

Bournemouth Opinion Survey 2017

Boscombe West Report



Building a Better Bournemouth

| PRODUCED BY THE INSIGHT TEAM

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1 Introduction

Bournemouth Borough Council conducted the Bournemouth Opinion Survey in September and October 2017. 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) 2017 was mailed to 9,200 households selected at random from the council's address database on Tuesday 5 September. This included over sampling in Boscombe West and West Howe in order to have a larger number of responses on which to base separate reports for these areas. Whilst it was a paper survey, respondents had the option to complete it online.

A reminder postcard was sent on Tuesday 26 September and the survey was re-administered to those who had not responded on Tuesday 17 October to boost response. The survey fieldwork was due to close on Tuesday 31 October, but forms were accepted up until Monday 6 November as questionnaires were still arriving during the week.

In total, 1974 surveys were sent to residents living in Boscombe West.

1.2 Results

Overall, 474 responses were received from Boscombe West which equates to a 24% response rate. 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 +/-4.3%. This means that we can be reasonably confident that if we surveyed the whole population of Boscombe West the result would fall between 45.7% and 54.3%.

As with the BOS and previous Boscombe West residents' surveys, the results have been weighted by age group, gender, disability and ethnicity. The results within this report have been weighted to reflect the population of Boscombe West. Therefore, the results within this report may vary slightly to the Boscombe West results within the BOS report which were weighted to reflect the Bournemouth population.

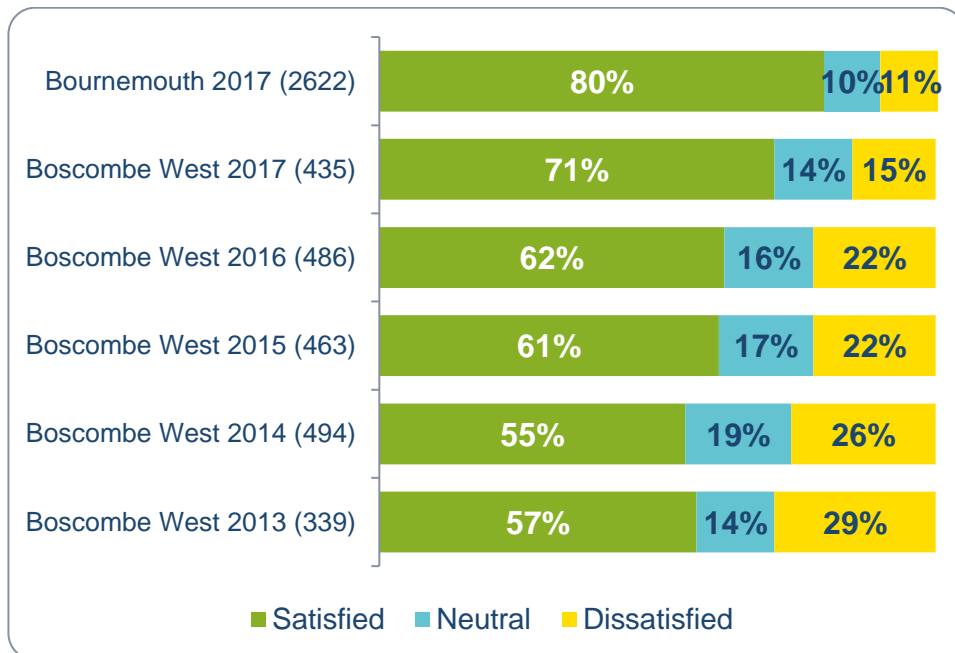
Base numbers are shown on charts to indicate the size of the sample on which the result is based. The smaller the base, the less confidence we have in the result. This is particularly pertinent when comparing different demographic groups; where the base number is small, caution should be used when comparing results to the wider population. The text commentary with each chart will indicate which results are statistically significant (i.e. we have a reasonable degree of confidence that there's an actual difference of opinion).

Where applicable, the 2017 results have been compared to previous Boscombe West results. Figures in this report are presented as a percentage of respondents 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 significantly by 9% since 2016. Dissatisfaction with the local area has nearly halved over the last four years, from 29% in 2013 to 15% in 2017.

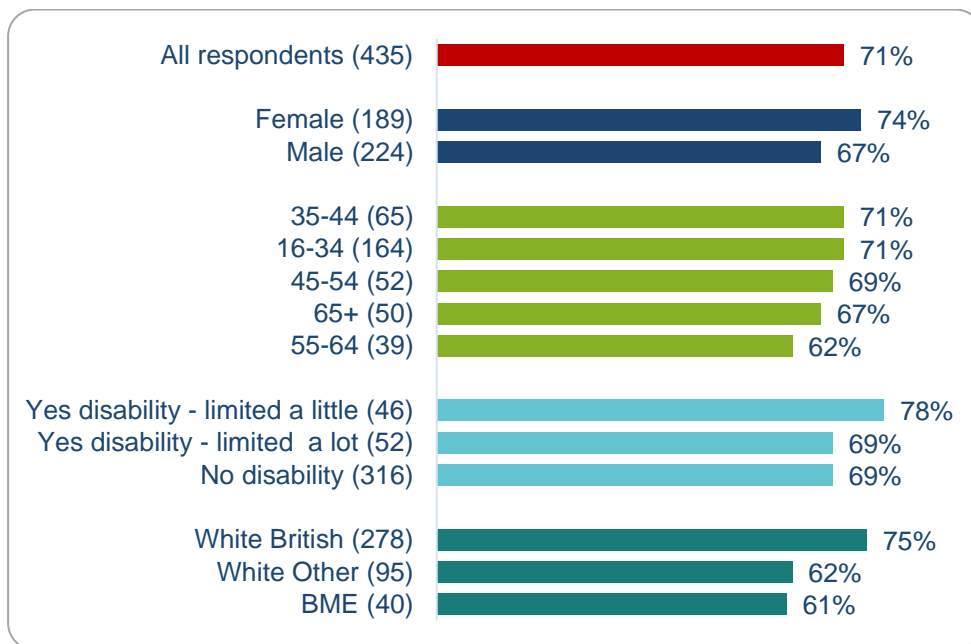
Figure 1: Overall satisfaction with local area (% respondents)



BASE: Varied as labelled

Respondents from other white backgrounds are significantly less satisfied with the local area compared to white British respondents.

Figure 2: Satisfaction with local area by protected characteristics (% satisfied)



BASE: Varied as labelled

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-two as well as having the option to tick an 'other' box.

The table below shows how responses compare to 2016. 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 has remained consistent since 2016 although the order has changed. The top five things were the level of crime (53%), affordable decent housing (53%), health services (45%), clean streets (45%) and parks and open spaces (33%).

Although the level of crime remains as the most important thing in making somewhere a good place to live, it has decreased significantly from 68% in 2016 to 53% in 2017. Affordable decent housing and health services have remained in the top five but have increased significantly by 9% and 10% respectively. Other significant changes include the importance of shopping facilities which has decreased by 13% since 2016 and parks and open spaces and public transport which have both decreased by 7% since 2016.

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	2017	2016	Difference
The level of crime	53%	68%	-15%
Affordable decent housing	53%	44%	9%
Health services	45%	35%	10%
Clean streets	45%	46%	-1%
Parks and open spaces	33%	40%	-7%
Access to nature	29%	26%	3%
Care services / supporting older, disabled and vulnerable people	25%	-	-
Wage levels and local cost of living	24%	18%	6%
Job prospects	24%	26%	-2%
Shopping facilities	22%	35%	-13%
Public transport	22%	29%	-7%
Cultural facilities (e.g. libraries, museums)	15%	16%	-1%
Education provision	15%	14%	1%
Road and pavement repairs	14%	15%	-1%
Sports and leisure facilities	13%	13%	0%
The level of traffic congestion	11%	13%	-2%
The level of pollution	11%	7%	4%
Community activities	8%	9%	-1%
Race relations	6%	6%	0%
Facilities/activities for teenagers aged 13-19	4%	-	-
Facilities for families with children aged 5-12	3%	-	-
Facilities for families with young children aged 0-4	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 has remained consistent since 2016 although the order has changed. The top five things were the level of crime (58%), affordable decent housing (42%), road and pavement repairs (37%), clean streets (36%), and the level of traffic congestion (32%).

Although the level of crime remains as the thing that most needs improving, it has decreased significantly from 67% in 2016 to 58% in 2017. Clean streets has remained in the top five but has decreased by 6%. Other significant changes include the wage levels and local cost of living which has decreased by 10% since 2016 and race relations which has decreased by 6% since 2016.

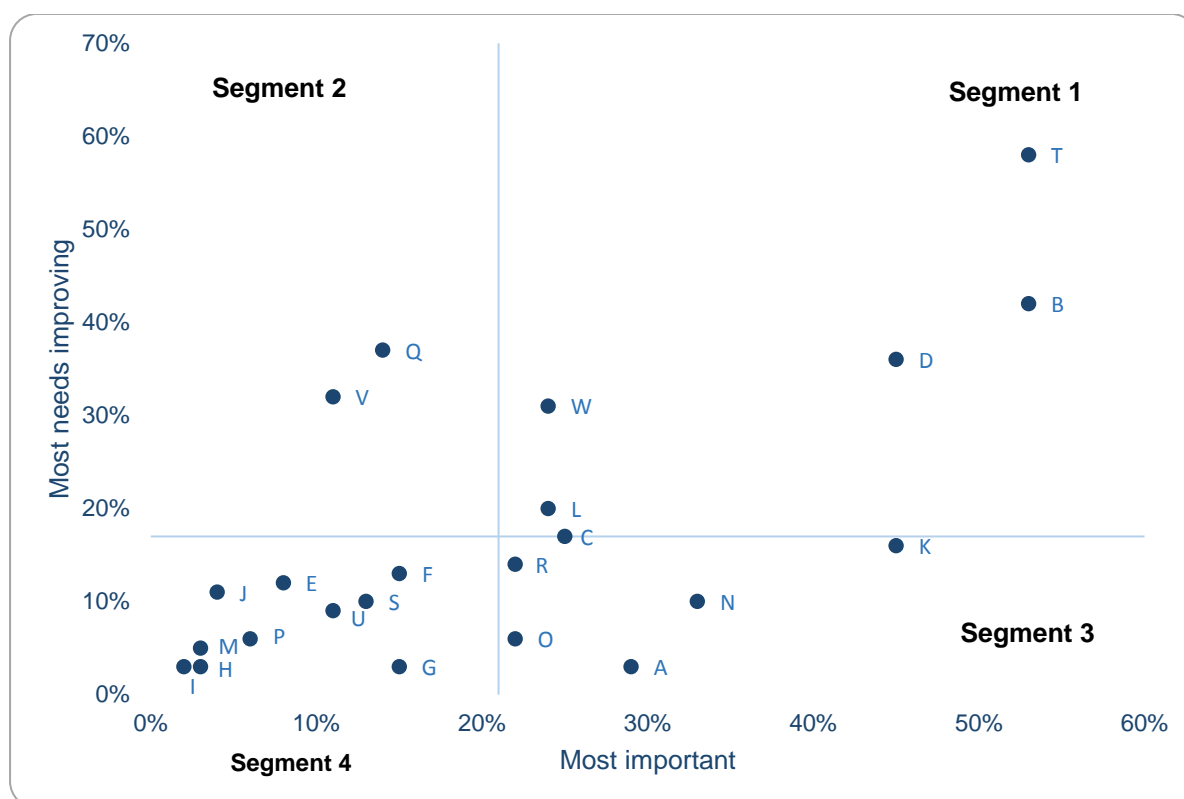
Table 2: Things that most need improving (% selected as one of top 5)

Things that most need improving	2017	2016	Difference
The level of crime	58%	67%	-9%
Affordable decent housing	42%	39%	3%
Road and pavement repairs	37%	36%	1%
Clean streets	36%	42%	-6%
The level of traffic congestion	32%	27%	5%
Wage levels and local cost of living	31%	21%	10%
Job prospects	20%	19%	1%
Care services / supporting older, disabled and vulnerable people	17%	-	-
Health services	16%	11%	5%
Shopping facilities	14%	15%	-1%
Cultural facilities (e.g. libraries, museums)	13%	10%	3%
Community activities	12%	7%	5%
Facilities/activities for teenagers aged 13-19	11%	-	-
Parks and open spaces	10%	9%	1%
Sports and leisure facilities	10%	10%	0%
The level of pollution	9%	4%	5%
Public transport	6%	6%	0%
Race relations	6%	12%	-6%
Access to nature	3%	2%	1%
Education provision	3%	5%	-2%
Facilities for families with young children aged 0-4	3%	-	-
Facilities for families with children aged 5-12	3%	-	-

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	M	Other
B	Affordable decent housing	N	Parks and open spaces
C	Care services / supporting older, disabled and vulnerable people	O	Public transport
D	Clean streets	P	Race relations
E	Community activities	Q	Road and pavement repairs
F	Cultural facilities (e.g. libraries, museums)	R	Shopping facilities
G	Education provision	S	Sports and leisure facilities
H	Facilities for families with children aged 5-12	T	The level of crime
I	Facilities for families with young children aged 0-4	U	The level of pollution
J	Facilities/activities for teenagers aged 13-19	V	The level of traffic congestion
K	Health services	W	Wage levels and local cost of living
L	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
- Affordable decent housing
- Clean streets
- Wage levels and local cost of living
- Job prospects

Segment 2: Things respondents see as most needing improving but not as important

- Road and pavement repairs
- The level of traffic congestion

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

- Care services / supporting older, disabled and vulnerable people
- Health services
- Shopping facilities
- Parks and open spaces
- Public transport
- Access to nature

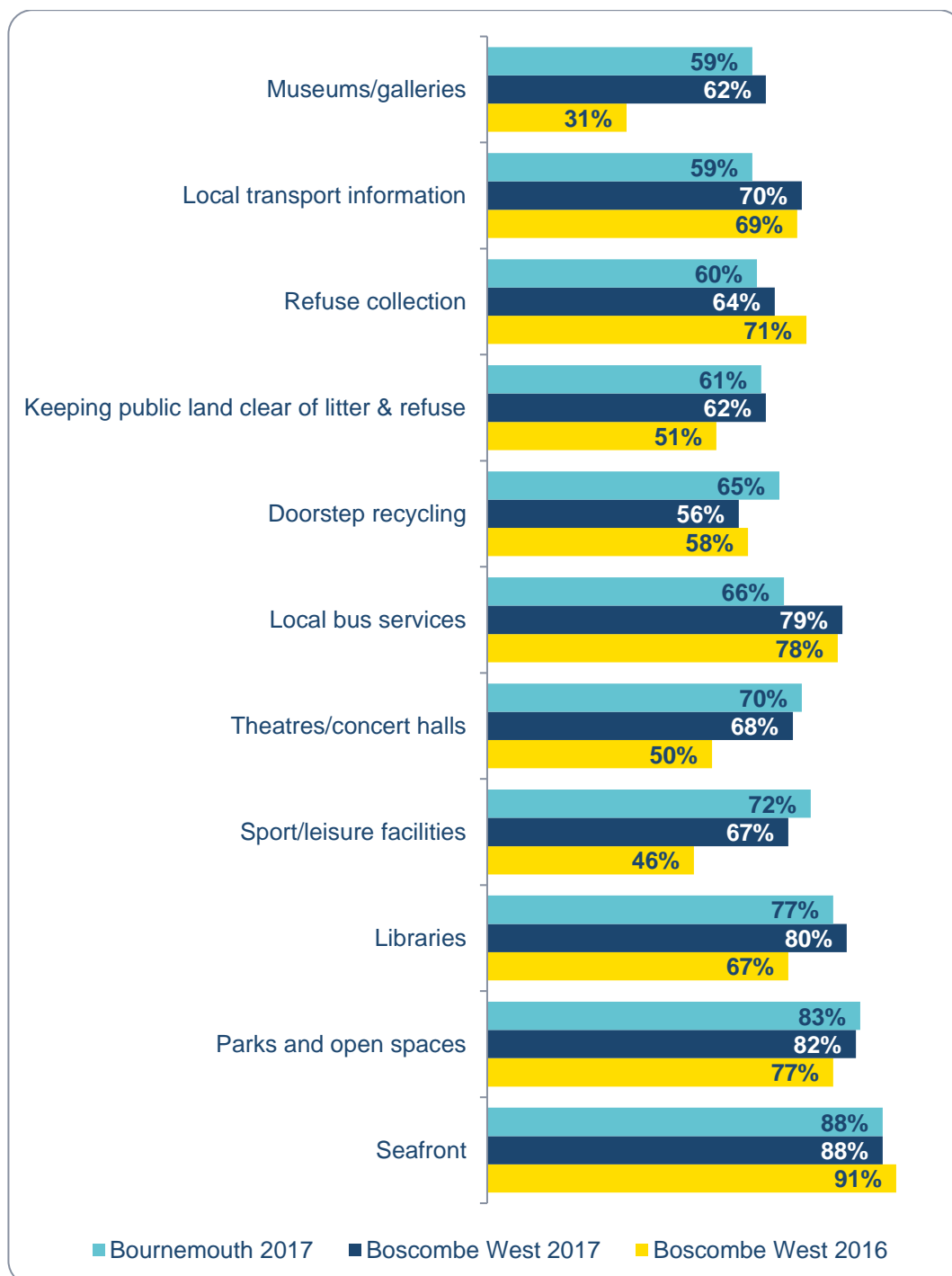
Segment 4: Things which are ranked below average importance and improvement

- Cultural facilities
- Community activities
- Facilities/activities for teenagers aged 13-19
- Facilities for families with children aged 5-12
- Facilities for families with young children aged 0-4
- Sports and leisure facilities
- The level of pollution
- Race relations
- Education provision

4 Service satisfaction and usage

The majority of services have seen an increase in satisfaction since 2016 and many are above the average for Bournemouth. The most notable increases were in museums and galleries (31% increase), sport and leisure facilities (21% increase) and theatres and concert halls (18% increase). Satisfaction with each service is reported in more detail later in this section.

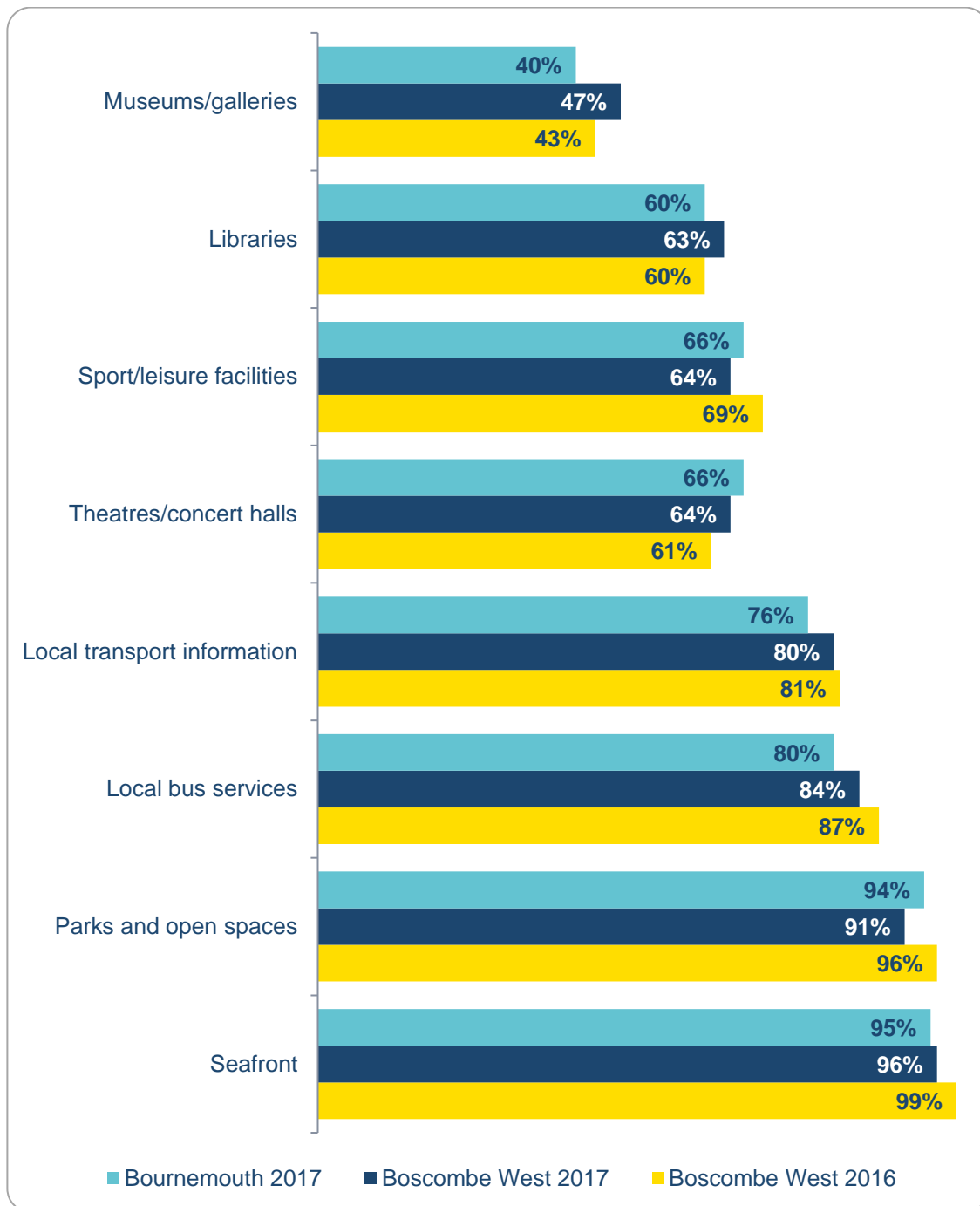
Figure 4: Satisfaction with Council services (% satisfied)



BASE: All respondents

Overall usage of the majority of council services have seen a small decrease since 2016 although many remain above the Bournemouth average. The most notable decreases were in the use of parks and open spaces and sport and leisure facilities which have both seen a decrease of 5% since 2016.

Figure 5: Usage of Council services (% used in the last twelve months)

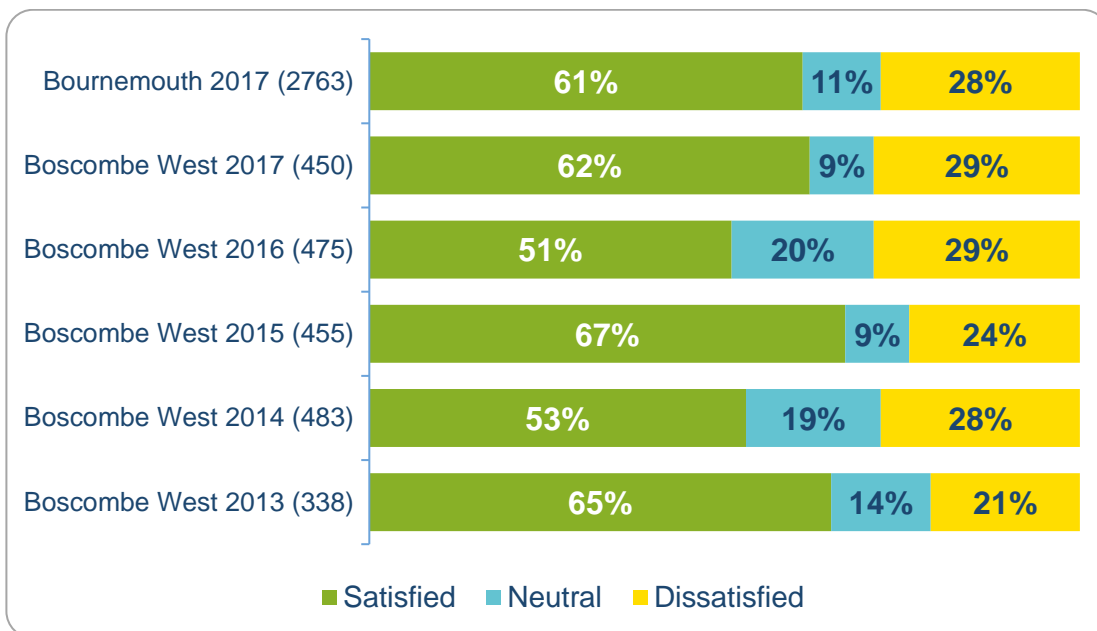


BASE: All respondents

4.1 Keeping public land clear of litter and refuse

Just over six in ten respondents (62%) are satisfied with keeping public land clear of litter and refuse. This is a significant increase of 11% when compared to 2016 but satisfaction levels are lower than they were in 2015 and 2013.

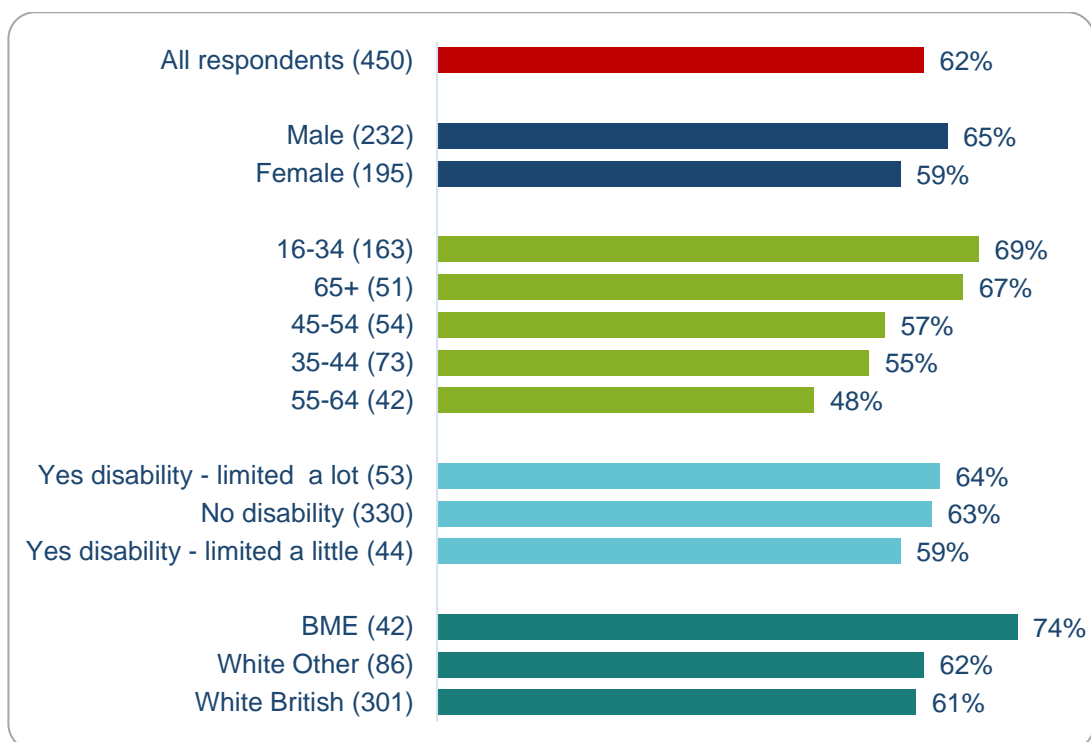
Figure 6: Keeping public land clear of litter and refuse (% respondents)



BASE: Varied as labelled

Respondents aged 16 to 34 are significantly more satisfied than those aged 55 to 64 in relation to keeping public land clear of litter and refuse.

Figure 7: Satisfaction with keeping public land clear of litter and refuse by protected characteristics (% satisfied)

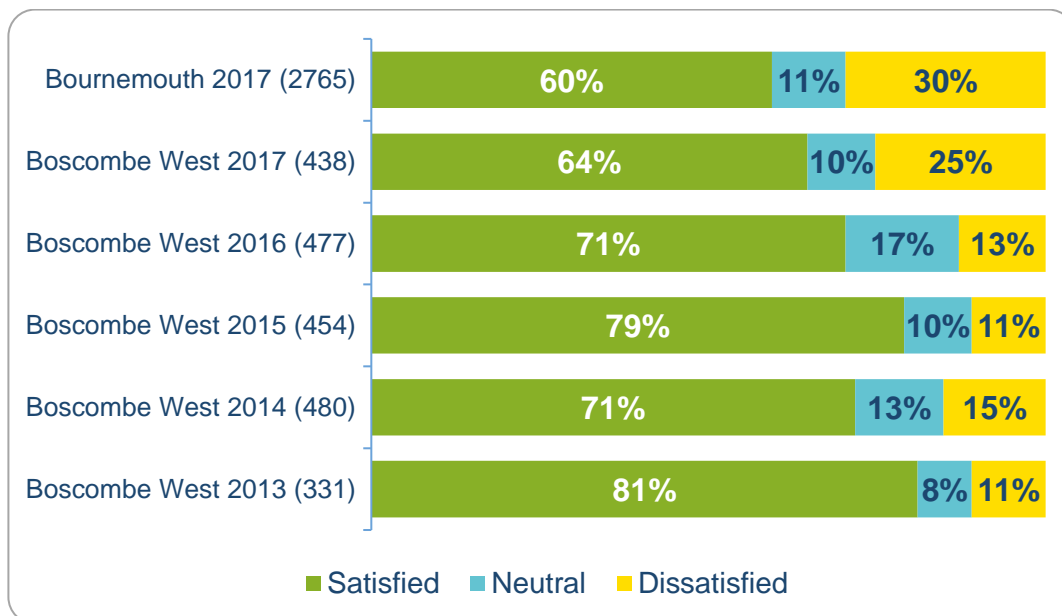


BASE: Varied as labelled

4.2 Refuse collection

Just under three quarters of respondents (64%) are satisfied with refuse collection. This is a significant decrease of 7% since 2016 and 15% since 2015. However, Bournemouth overall has also seen a large decrease in satisfaction with refuse collection which could be due to the move to fortnightly collections.

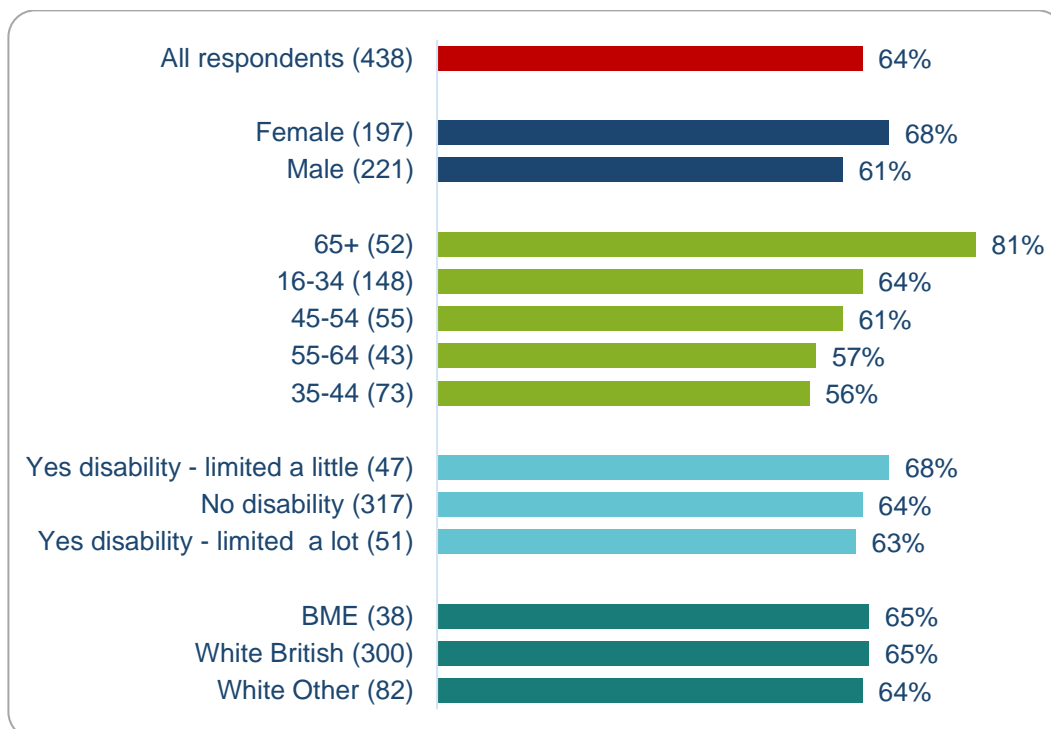
Figure 8: Refuse collection (% respondents)



BASE: Varied as labelled

Respondents aged 65 and over are significantly more satisfied with refuse collection than any other age group.

Figure 9: Satisfaction with refuse collection by protected characteristics (% satisfied)

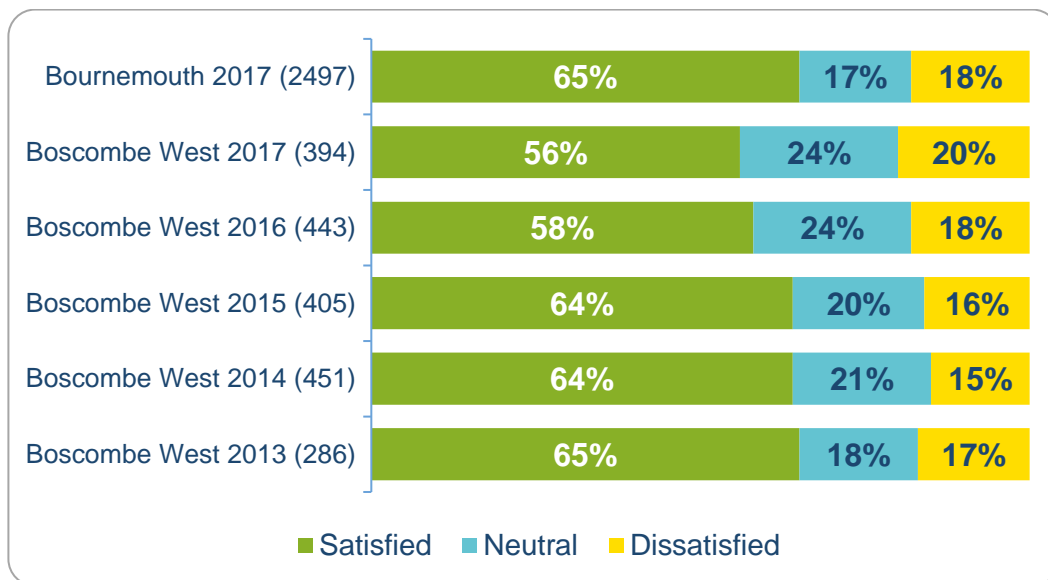


BASE: Varied as labelled

4.3 Doorstep recycling

Satisfaction with doorstep recycling has continued to decrease and is currently at its lowest recorded level. Satisfaction has decreased by 4% since 2016 although this is a not a significant decrease. Respondents in Boscombe West are more likely to have a neutral view on recycling compared to Bournemouth overall.

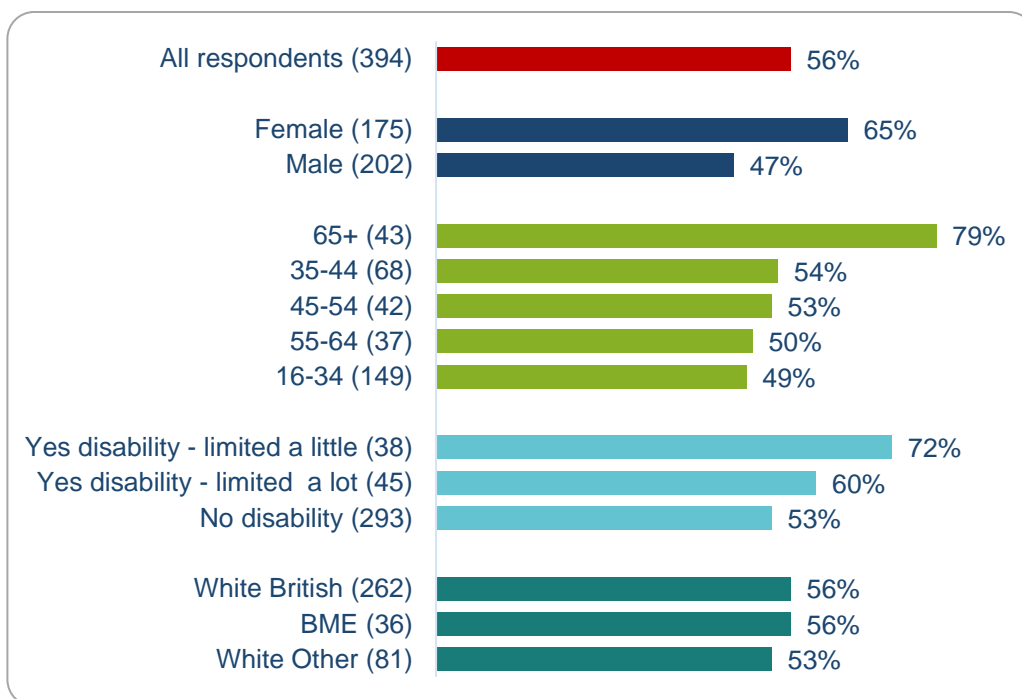
Figure 10: Doorstep recycling (% respondents)



BASE: Varied as labelled

Female respondents are significantly more satisfied with recycling than male respondents. Respondents aged 65 and over are significantly more satisfied than any other age group. Respondents with a disability which limits them a little are significantly more satisfied than those without a disability.

Figure 11: Satisfaction with doorstep recycling by protected characteristics (% satisfied)

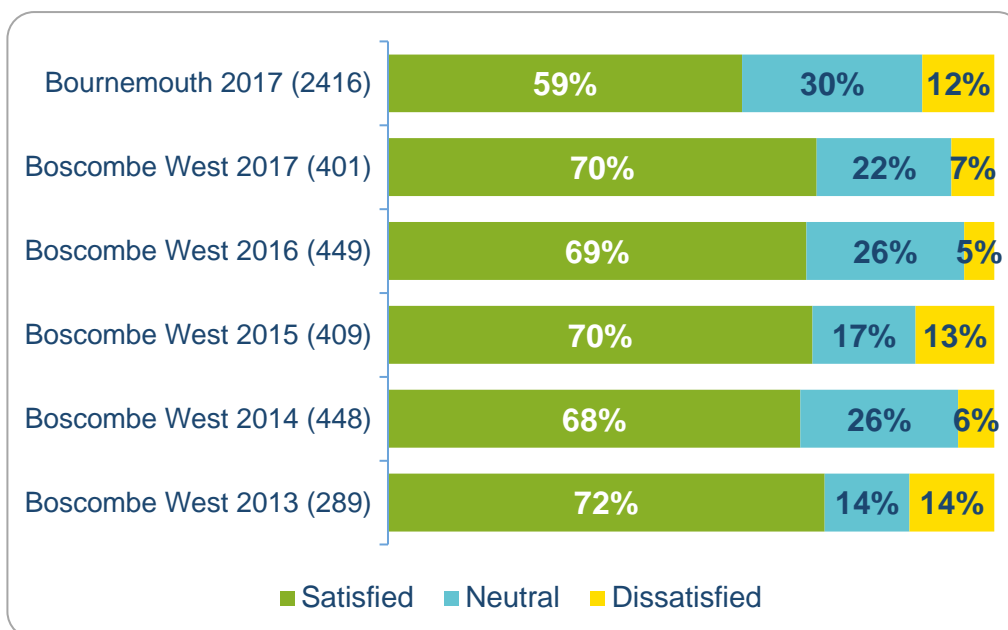


BASE: Varied as labelled

4.4 Local transport information

Seven in ten respondents (70%) are satisfied with local transport information. Satisfaction with transport information has remained fairly consistent since 2013 and is well above the Bournemouth average. Usage of transport information has remained consistent since 2013.

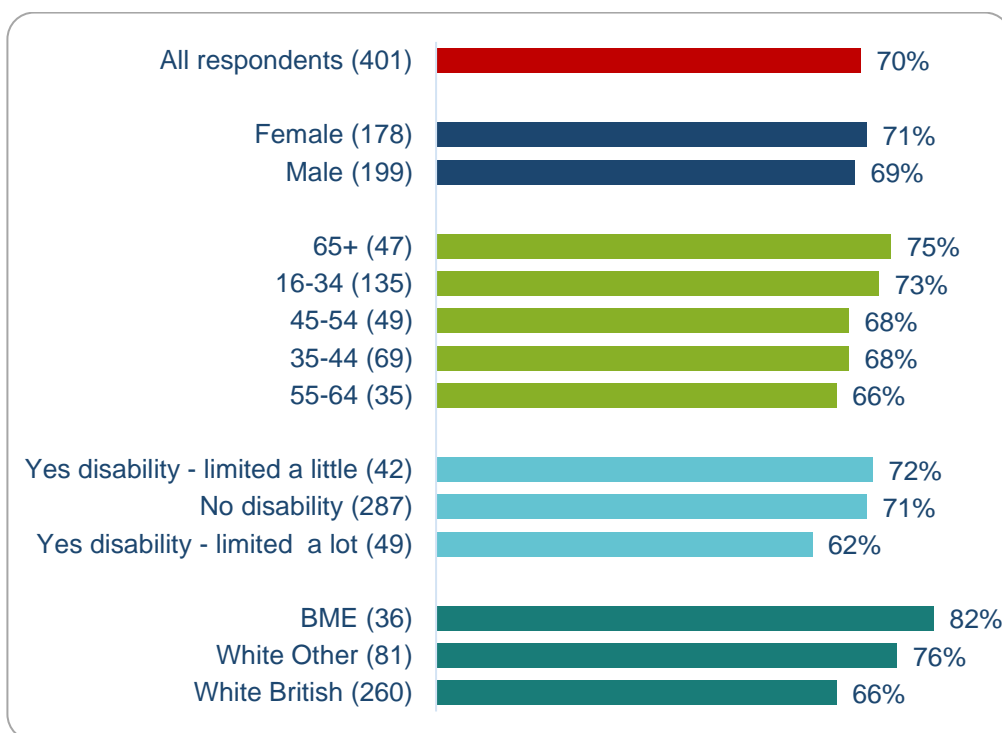
Figure 12: Local transport information (% respondents)



BASE: Varied as labelled

Respondents with a disability which limits them a lot are significantly more dissatisfied with transport information compared to those without a disability.

Figure 13: Satisfaction with local transport information by protected characteristics (% satisfied)

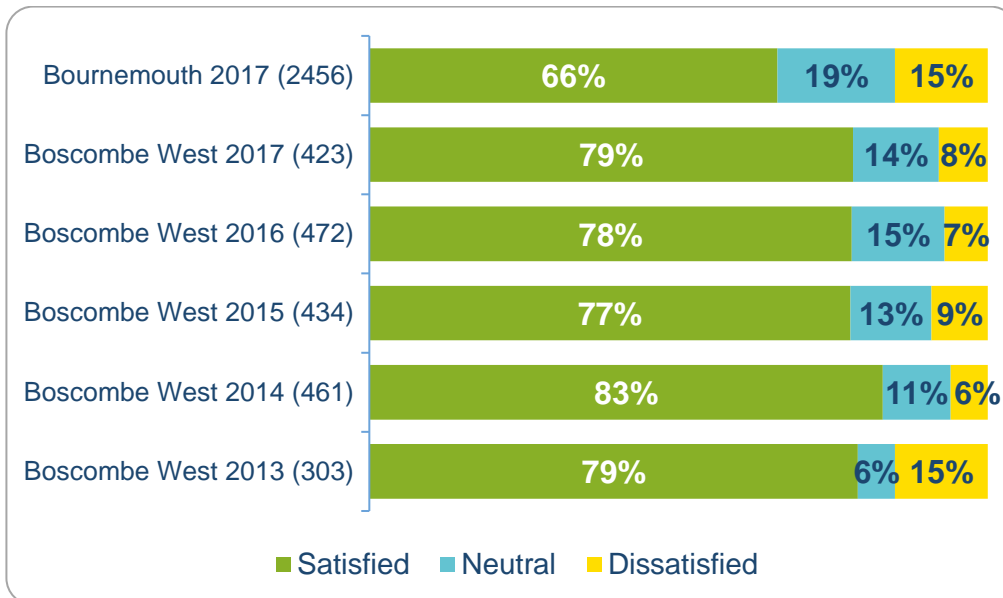


BASE: Varied as labelled

4.5 Local bus services

Just under eight in ten respondents (79%) are satisfied with local bus services. With the exception of an increase in 2014, levels of satisfaction with local bus services has remained fairly consistent since 2013. Usage of local bus services has gradually decreased, from 90% in 2013 to 84% in 2017 but is still above the Bournemouth average.

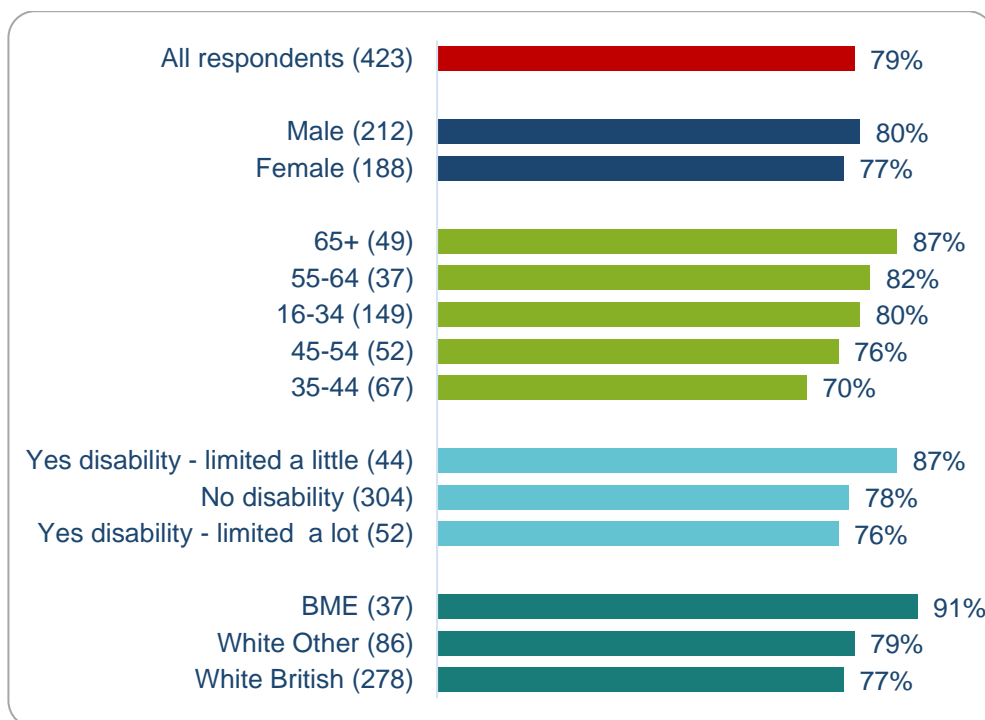
Figure 14: Local bus services (% respondents)



BASE: Varied as labelled

With the exception of respondents aged 16 to 34, satisfaction with local bus services increases with age. Respondents from other white backgrounds are significantly more dissatisfied with local bus services compared to white British respondents.

Figure 15: Satisfaction with local bus services by protected characteristics (% satisfied)

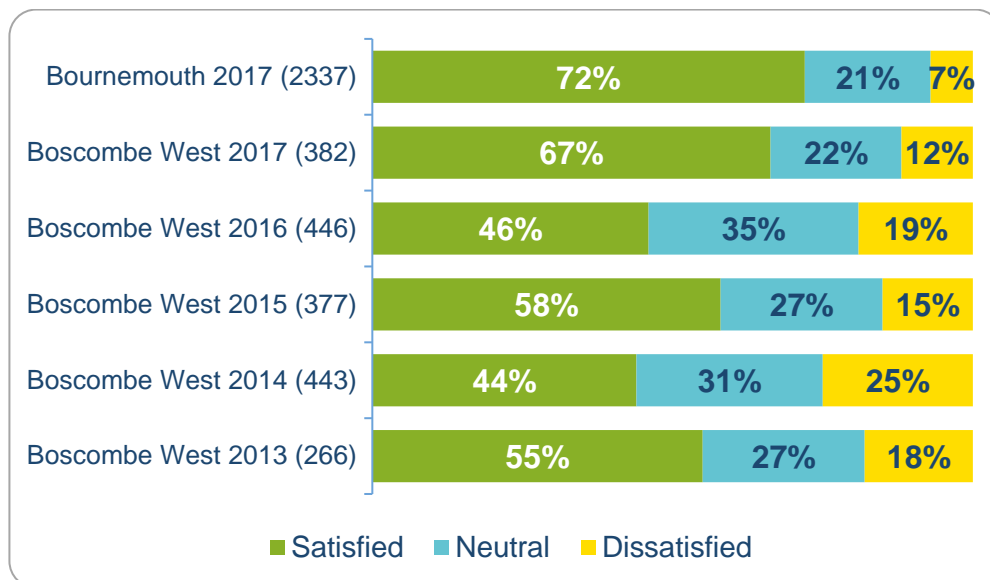


BASE: Varied as labelled

4.6 Sport & leisure facilities

Just over two thirds of respondents (67%) are satisfied with sport and leisure facilities which is a significant increase of 21% when compared to 2016. Just under three quarters of respondents (64%) have used sport and leisure facilities in the last twelve months which is a decrease of 5% compared to 2016 and back in line with previous usage levels.

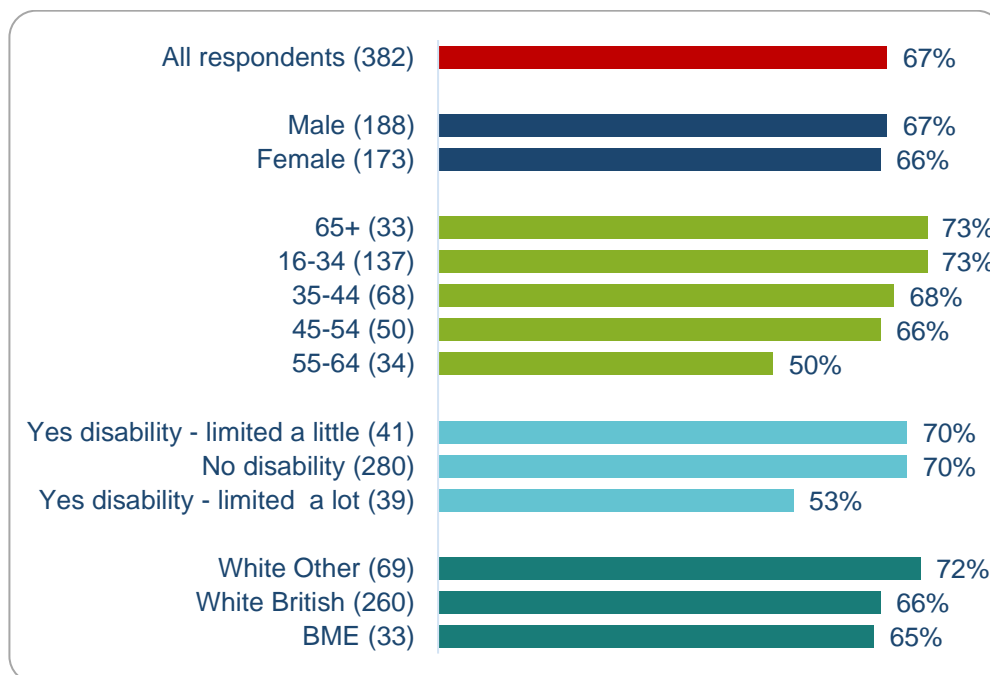
Figure 16: Sport and leisure facilities (% respondents)



BASE: Varied as labelled

Respondents aged 55 to 64 are significantly less satisfied with sport and leisure facilities compared to respondents in the oldest and youngest age groups. Respondents with a disability which limits them a lot are significantly less satisfied with sport and leisure facilities compared to those without a disability.

Figure 17: Satisfaction with sport and leisure facilities by protected characteristics (% satisfied)

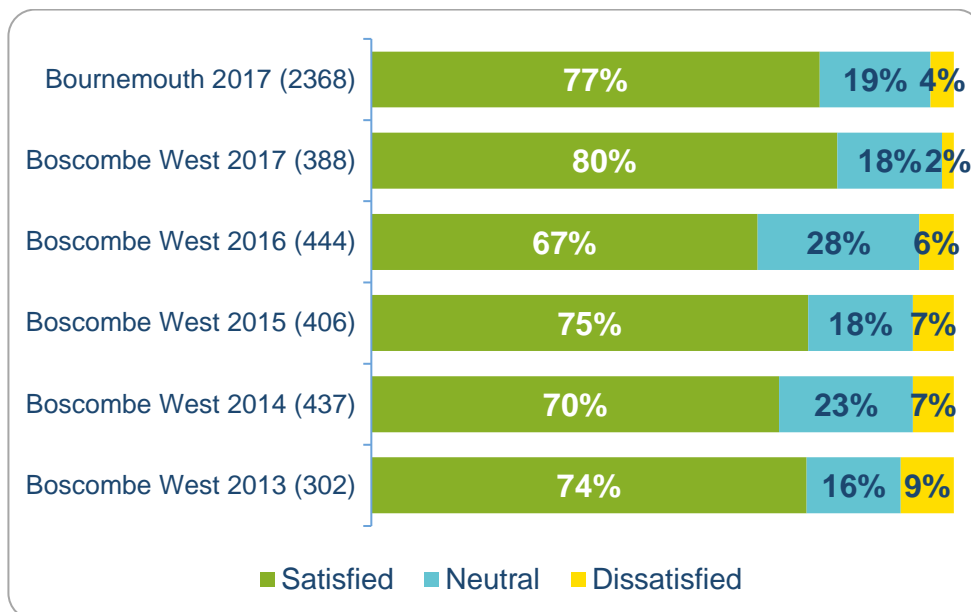


BASE: Varied as labelled

4.7 Libraries

Eight in ten respondents (80%) are satisfied with libraries which is a significant increase of 13% when compared to 2016. Dissatisfaction is at its lowest recorded level at just 2%. Over three fifths of respondents (63%) have used libraries in the last twelve months which is fairly consistent with 2016 and 2015.

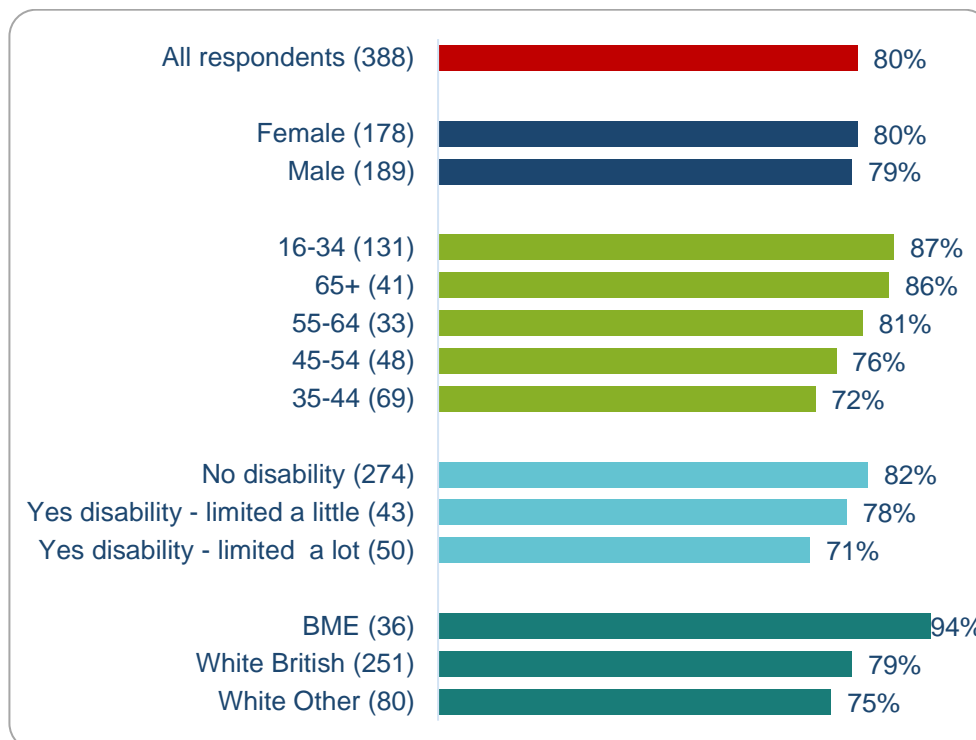
Figure 18: Libraries (% respondents)



BASE: Varied as labelled

Respondents from BME backgrounds are significantly more satisfied with libraries compared to white British respondents and those from other white backgrounds.

Figure 19: Satisfaction with libraries by protected characteristics (% satisfied)

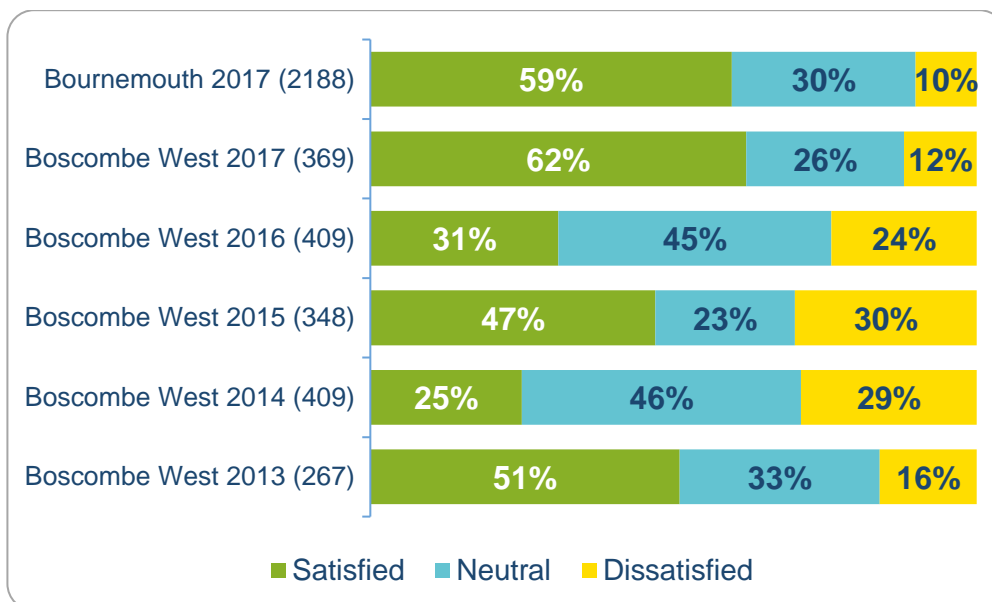


BASE: Varied as labelled

4.8 Museums & galleries

Just over three fifths of respondents (62%) are satisfied with museums and galleries which is double the level of satisfaction in 2016. Satisfaction with museums and libraries also increased in Bournemouth overall. However, it is worth noting that this question changed in 2017 to include the example of Russell Cotes. Usage of museums and galleries has increased from 43% in 2016 to 47% in 2017 which is back to the same usage levels of 2014 and 2015.

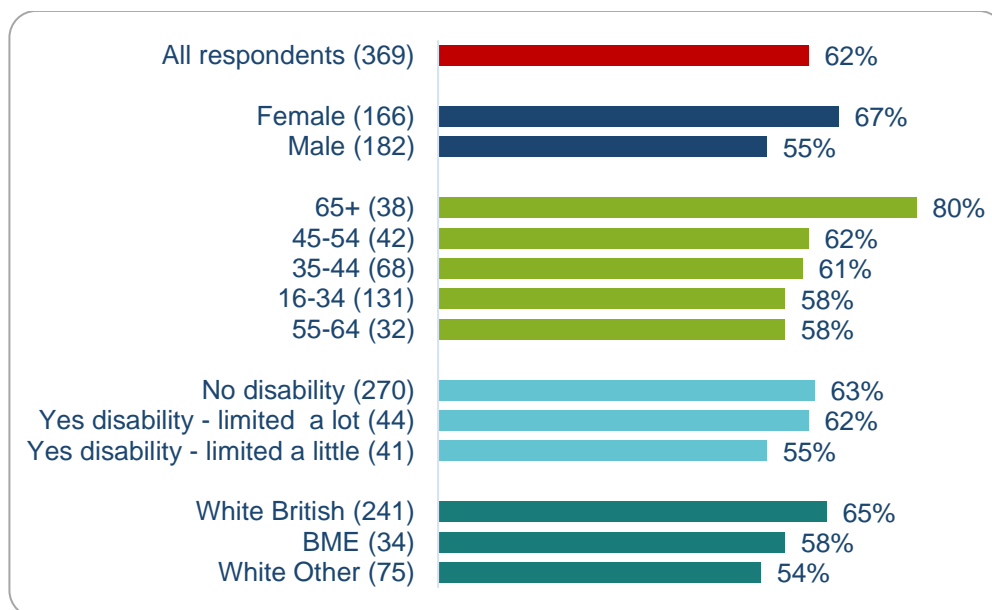
Figure 20: Museums and galleries (% respondents)



BASE: Varied as labelled

Female respondents are significantly more satisfied with museums and galleries compared to male respondents. Respondents aged 65 and more satisfied than any other age group. Respondents from BME backgrounds are significantly more dissatisfied than white British respondents.

Figure 21: Satisfaction with museums and galleries by protected characteristics (% satisfied)

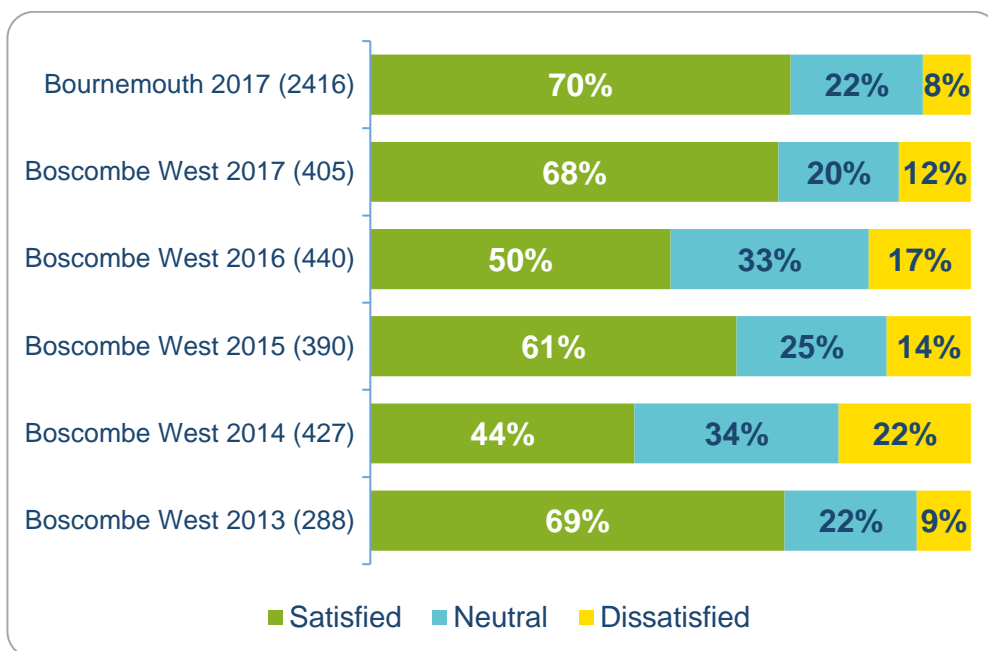


BASE: Varied as labelled

4.9 Theatres & concert halls

Satisfaction with theatres and concert halls has increased significantly, from 50% in 2016 to 68% in 2017. Usage of theatres and concert halls has increased steadily since 2014 and is back to the same level as 2013 (64%).

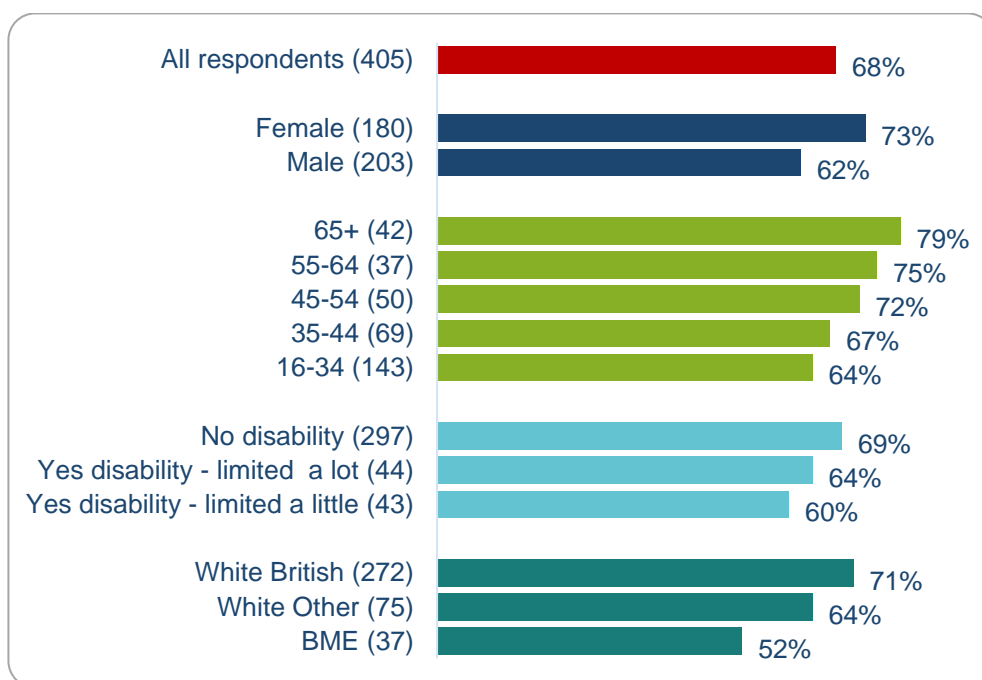
Figure 22: Theatres and concert halls (% respondents)



BASE: Varied as labelled

Female respondents are significantly more satisfied with theatres and concert halls than male respondents. White British respondents are significantly more satisfied than respondents from BME backgrounds.

Figure 23: Satisfaction with theatres and concert halls by protected characteristics (% satisfied)

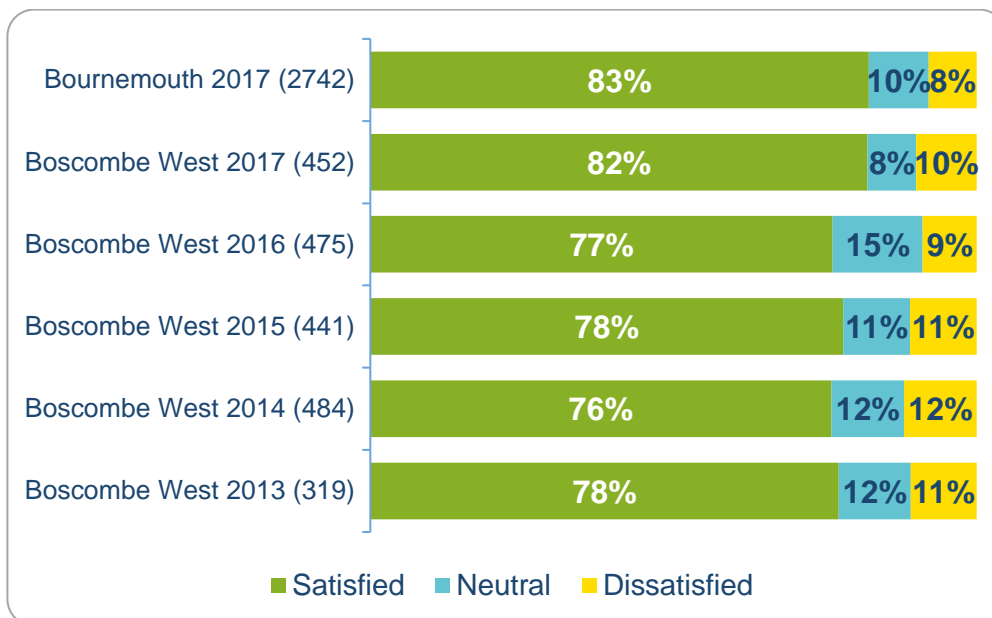


BASE: Varied as labelled

4.10 Parks & open spaces

Over eight in ten respondents (82%) are satisfied with parks and open spaces which is an increase of 5% compared to 2016 and at its highest recorded level. Dissatisfaction with parks and open spaces has remained fairly consistent. Usage of parks and open spaces has gradually declined, from 97% in 2015 to 91% in 2017.

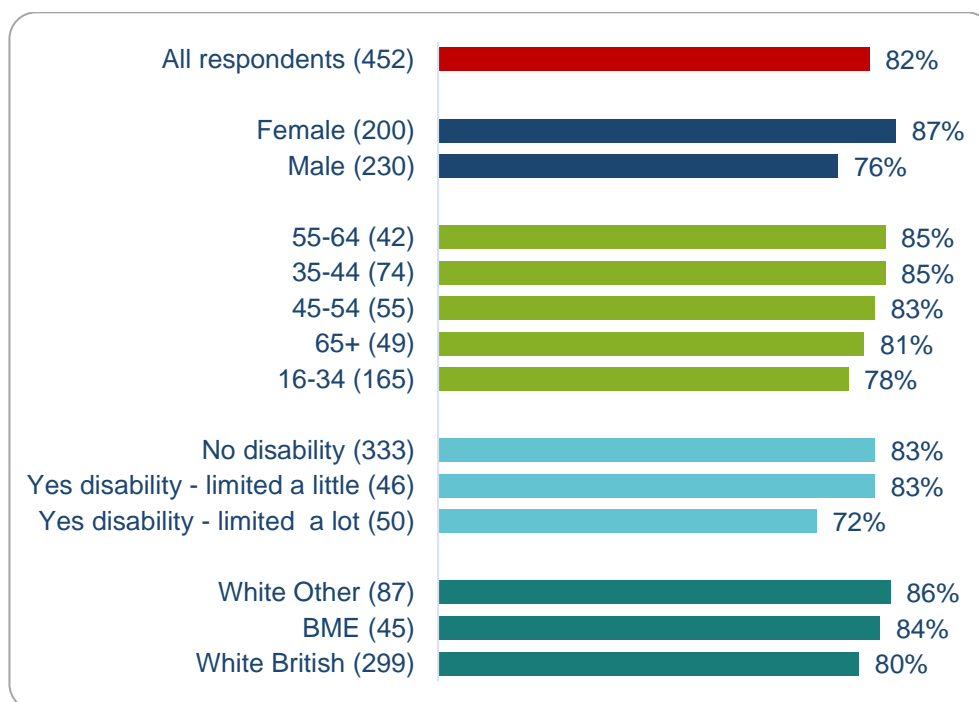
Figure 24: Parks and open spaces (% respondents)



BASE: Varied as labelled

Female respondents are significantly more satisfied with parks and open spaces than male respondents. Respondents aged 16 to 34 are significantly more dissatisfied with parks compared to those aged 65 and over.

Figure 25: Satisfaction with parks & open spaces by protected characteristics (% satisfied)

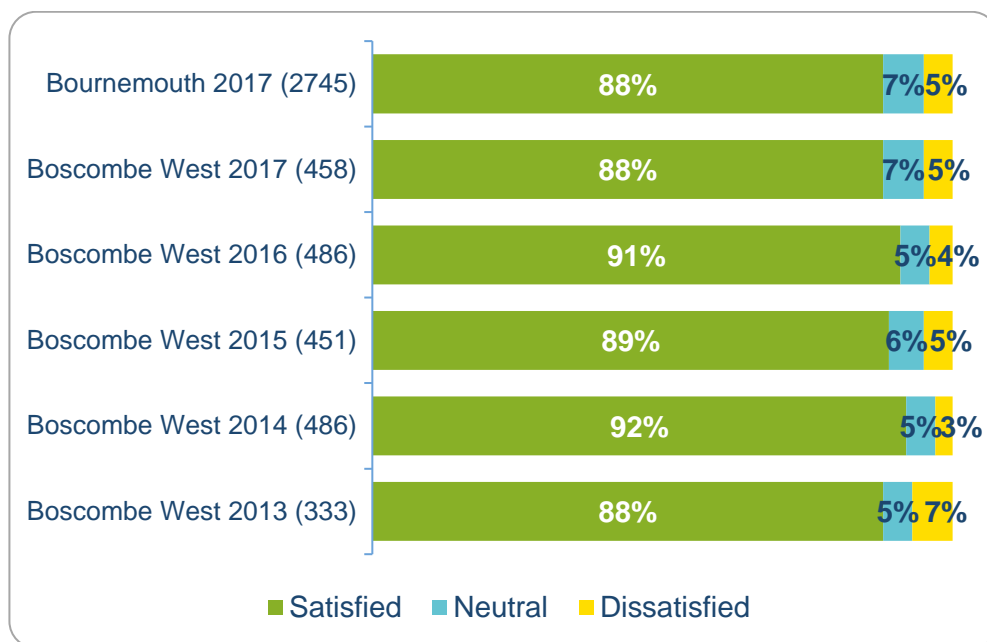


BASE: Varied as labelled

4.11 Seafront

Just under nine in ten respondents (88%) are satisfied with the seafront which is a slight decrease compared to 2016 but satisfaction remains consistently high. Use of the seafront has dropped slightly compared to previous years but still remains extremely high at 96%.

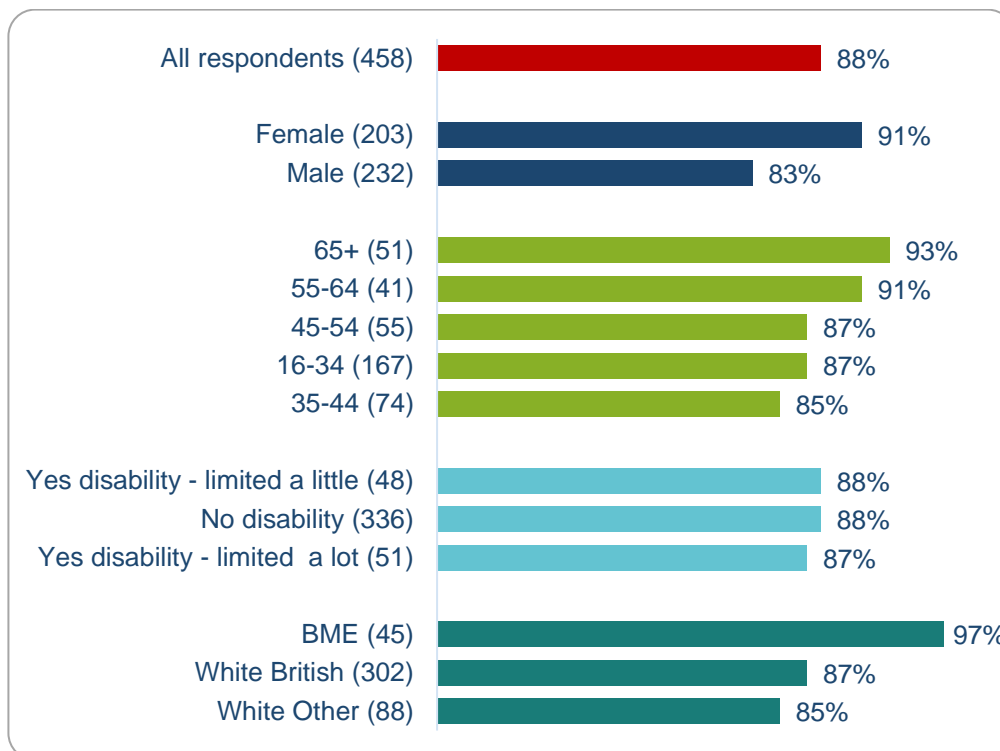
Figure 26: Seafront (% respondents)



BASE: Varied as labelled

Female respondents are significantly more satisfied with parks and open spaces than male respondents.

Figure 27: Satisfaction with seafront by protected characteristics (% satisfied)

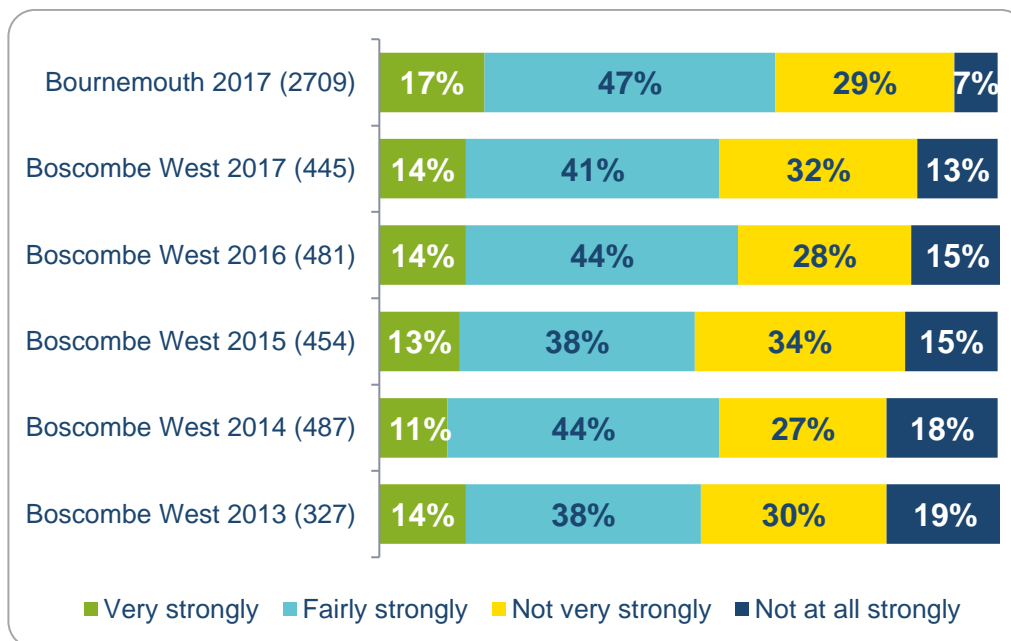


BASE: Varied as labelled

5 Your community

Over half of respondents (55%) say that they feel they belong to their local area. This is a decrease of 3% when compared to 2016 and is 9% lower than the Bournemouth average. However, the proportion of respondents who don't feel at all strongly that they belong to their local area is currently at its lowest recorded level.

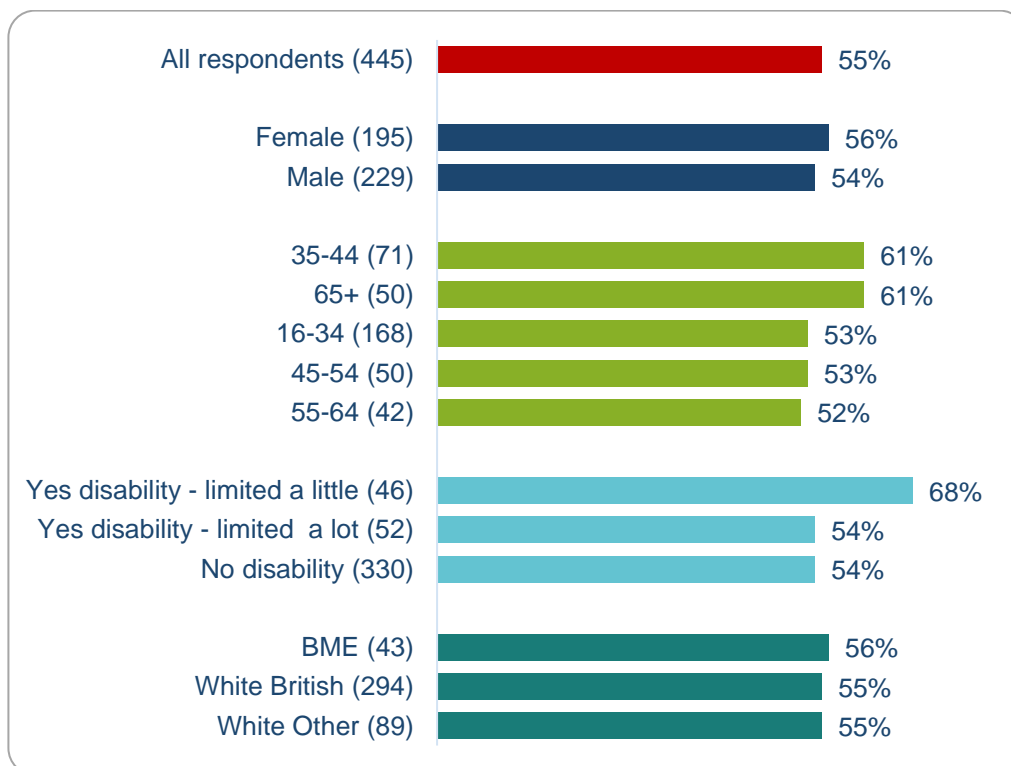
Figure 28: How strongly do you feel you belong to your local area? (% respondents)



BASE: Varied as labelled

There were no significant differences between groups in relation to a sense of belonging.

Figure 29: Sense of belonging to local area by protected characteristics (% belonging)

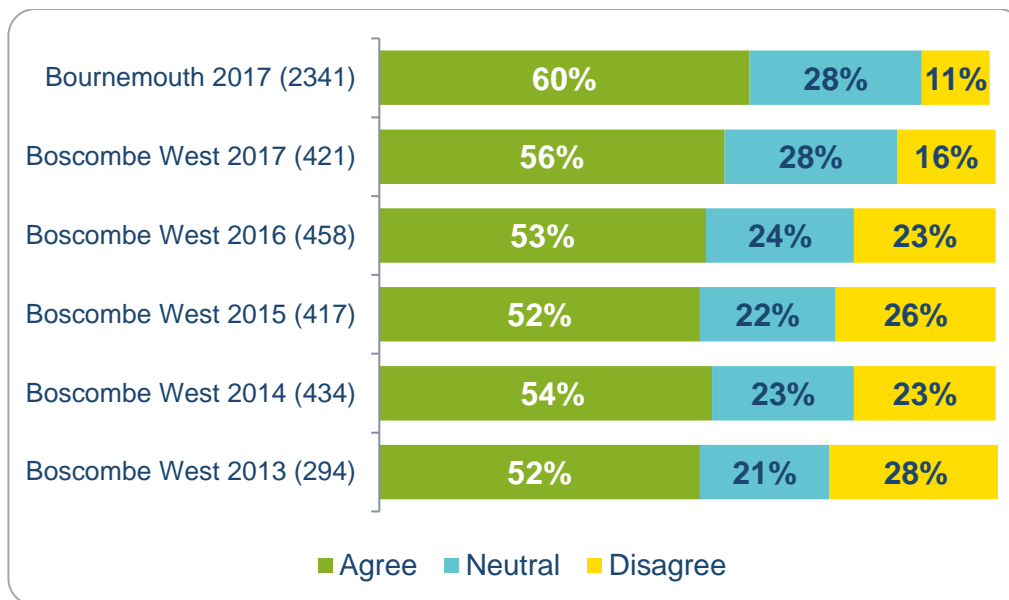


BASE: Varied as labelled

5.1 People from different ethnic backgrounds get on well together

Over half of respondents (56%) agreed that people from different ethnic backgrounds get on well together which is a 3% increase compared to 2016. Levels of agreement have remained fairly consistent since 2014. The proportion of respondents who disagreed that people from different ethnic backgrounds get on well together has declined over the last 3 years and is currently at its lowest recorded level.

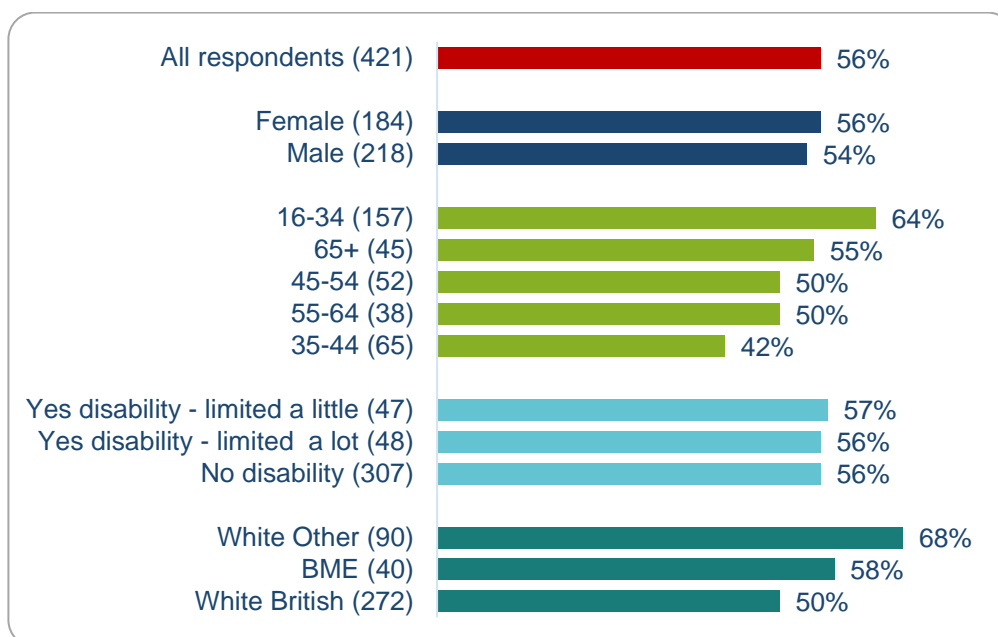
Figure 30: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (% respondents)



BASE: Varied as labelled

White British respondents are significantly less likely to agree that people from different ethnic backgrounds get on well together compared to those from other white backgrounds.

Figure 31: Different ethnic backgrounds get on well together by protected characteristics (% agree)

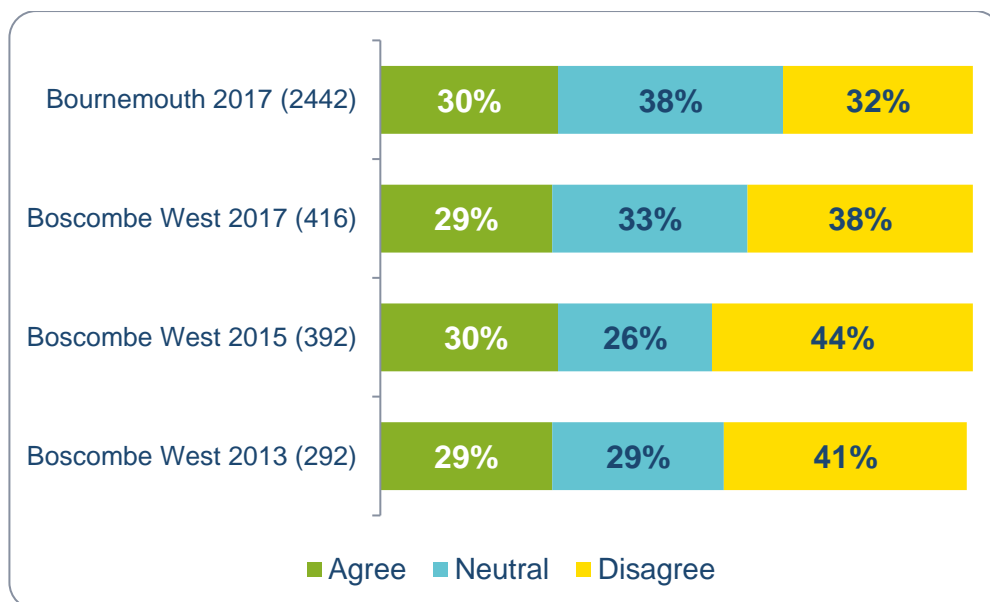


BASE: Varied as labelled

5.2 People in this local area pull together to improve the local area

Just under three in ten respondents (29%) agreed that people in the local area pull together to improve the local area. This is consistent with 2015 and 2013 (this question was not asked in the 2014 and 2016 Boscombe West surveys) and is also consistent with Bournemouth overall. The proportion of respondents who disagree with this statement has decreased by 6%, from 44% in 2015 to 38% in 2017.

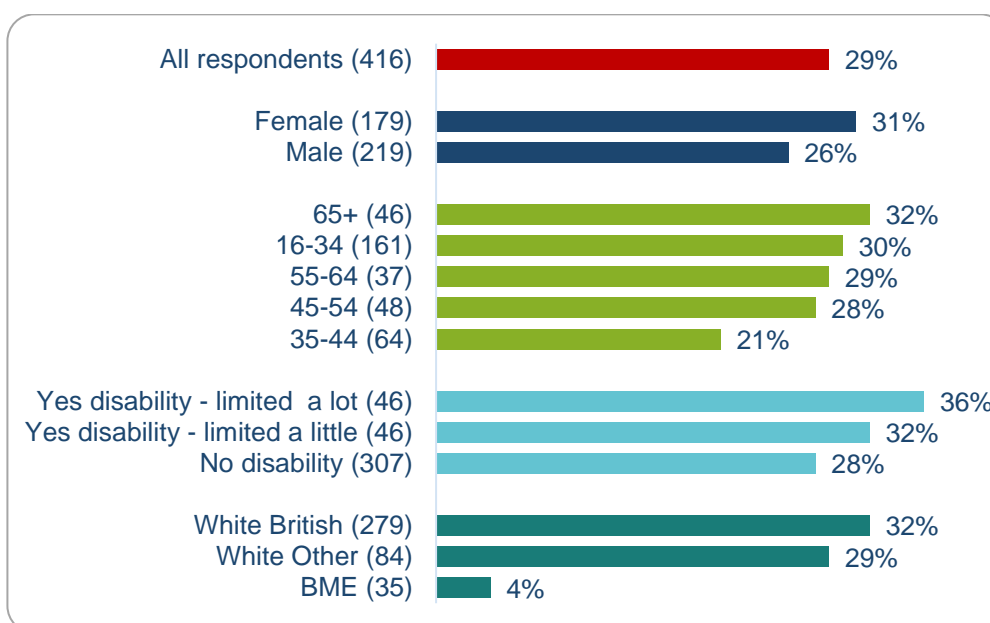
Figure 32: To what extent do you agree or disagree that people in this local area pull together to improve the local area? (% respondents)



BASE: Varied as labelled

Respondents from BME backgrounds are significantly less likely than white respondents to agree that people pull together. However, levels of disagreement do not vary greatly but rather BME respondents are much more likely to give a neutral response.

Figure 33: People in this local area pull together to improve the local area by protected characteristics (% agree)

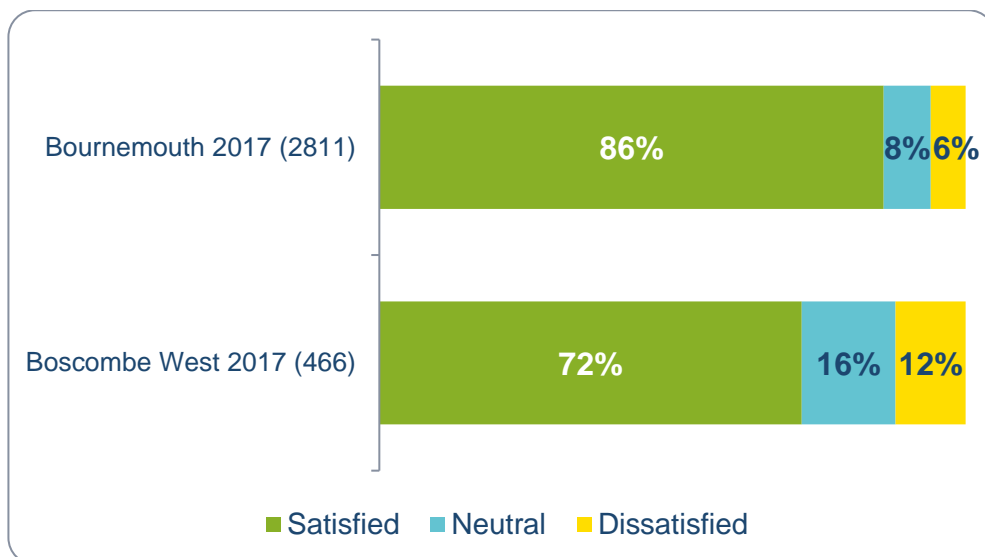


BASE: Varied as labelled

5.3 Satisfaction with home

Under three quarters of respondents (72%) of respondents were satisfied with their home which is 14% less than the Bournemouth average. Respondents in Boscombe West are twice as likely to be dissatisfied with their home compared to all Bournemouth respondents. This was a new question introduced in 2017 so no comparative data is available.

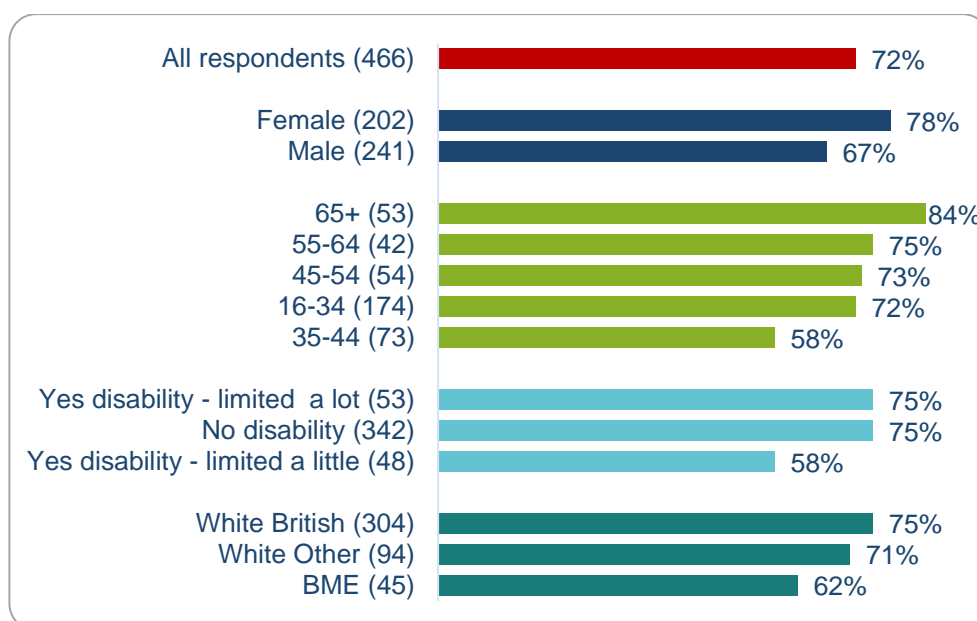
Figure 34: How satisfied or dissatisfied are you with your home as a place to live? (% respondents)



BASE: Varied as labelled

Female respondents are significantly more satisfied with their home compared to male respondents. Respondents with a disability which limits them a little are significantly less likely to be satisfied with their home compared to those with no disability. Respondents who rent their homes from a housing association or private landlord are significantly less satisfied with their home than respondents who own their own home.

Figure 35: Satisfaction with your home as a place to live by protected characteristics (% satisfied)

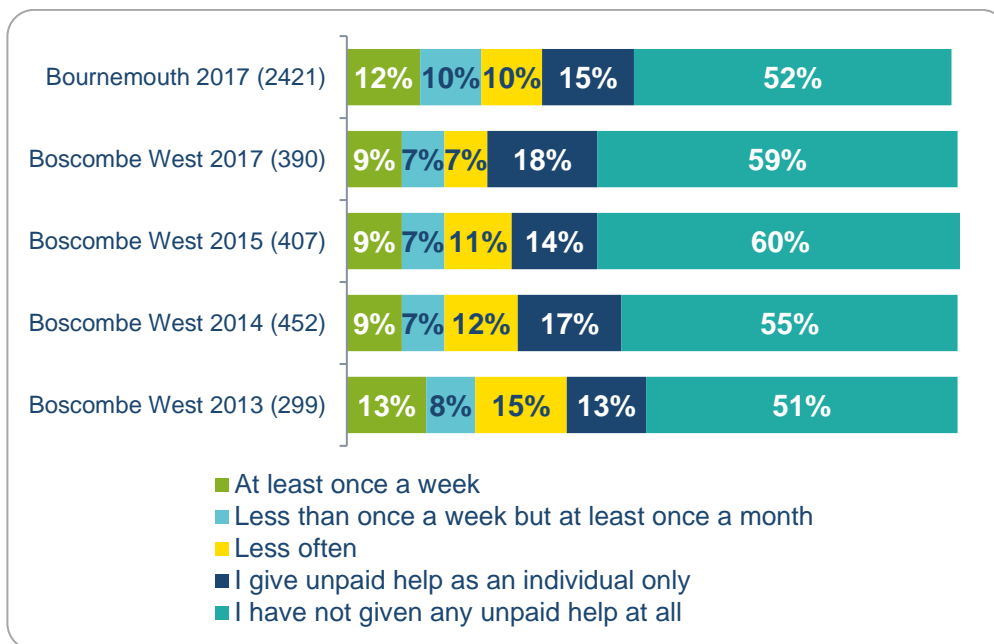


BASE: Varied as labelled

5.4 Unpaid help

Just over two fifths of respondents (41%) have given some sort of unpaid help (group or individual) in the last 12 months which is consistent with 2015 (this question was not asked in 2016). Just under one quarter of respondents (23%) have given unpaid help to a group, club or organisation. This figure has gradually decreased since 2013 and is now 13% less than in was in 2013 when it stood at 36%. The proportion of respondents who haven't given any unpaid help has increased significantly from 51% in 2013 to 59% in 2017.

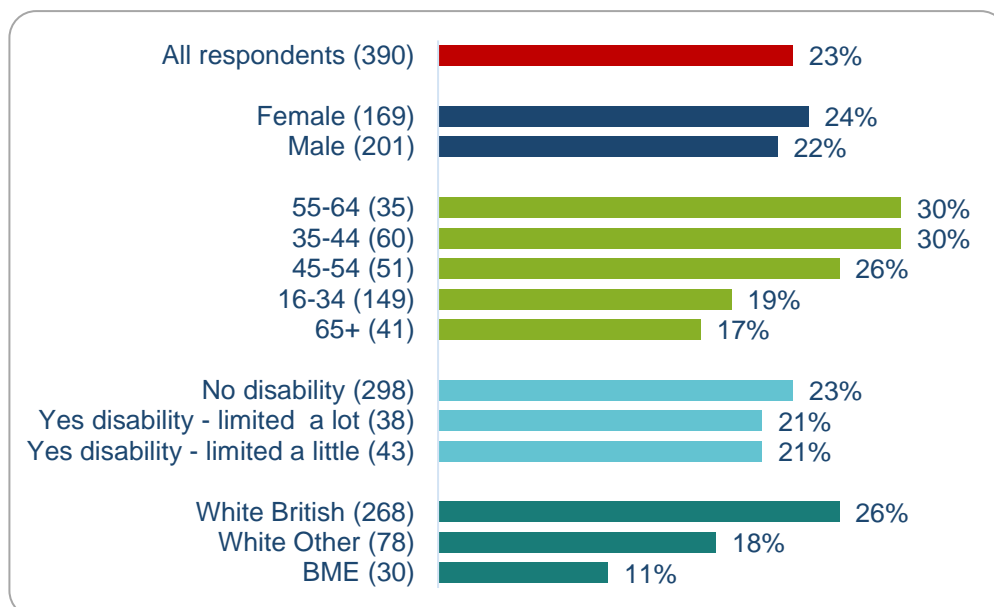
Figure 36: Overall, about how often over the last 12 months have you given unpaid help to any groups, clubs or organisations? (% respondents)



BASE: Varied as labelled

Respondents from BME backgrounds are significantly more likely to give help as an individual compared to white respondents.

Figure 37: Given unpaid help to any groups, clubs or organisations by protected characteristics (% given help)



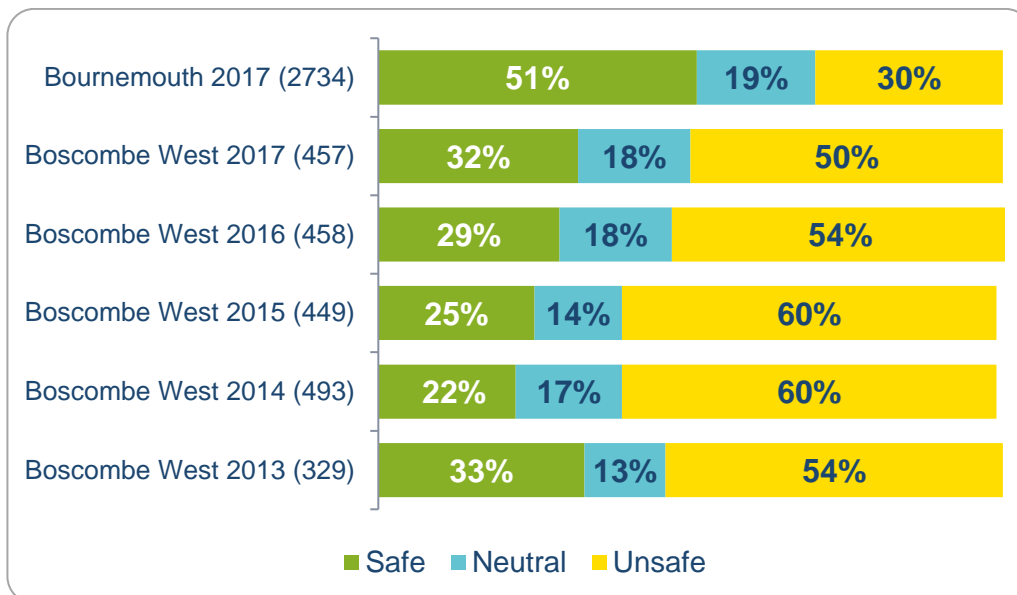
BASE: Varied as labelled

6 Community safety

6.1 Feeling safe after dark

Just under one third of respondents (32%) feel safe after dark which is an increase of 3% compared to 2016 but is still well below the Bournemouth average. Half of respondents (50%) feel unsafe after dark which is a reduction of 4% compared to 2016 and is currently at its lowest recorded level.

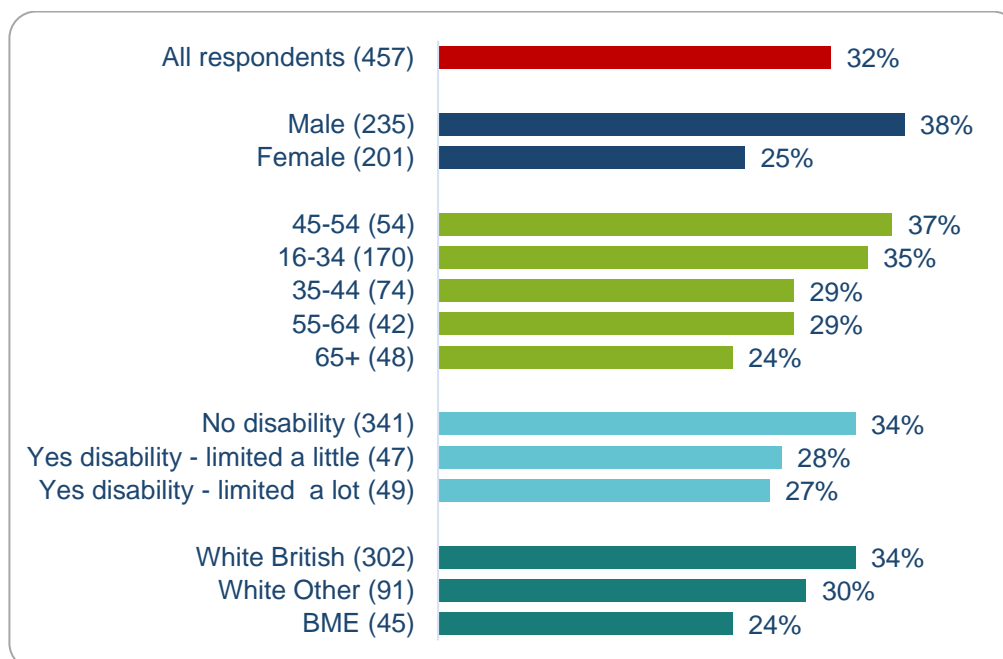
Figure 38: Feelings of safety in local area after dark (% respondents)



BASE: Varied as labelled

Female respondents feel significantly less safe after dark compared to male respondents. Respondents from BME backgrounds are significantly more likely to feel unsafe after dark compared to those from white backgrounds.

Figure 39: Feelings of safety in local area after dark by protected characteristics (% feel safe)

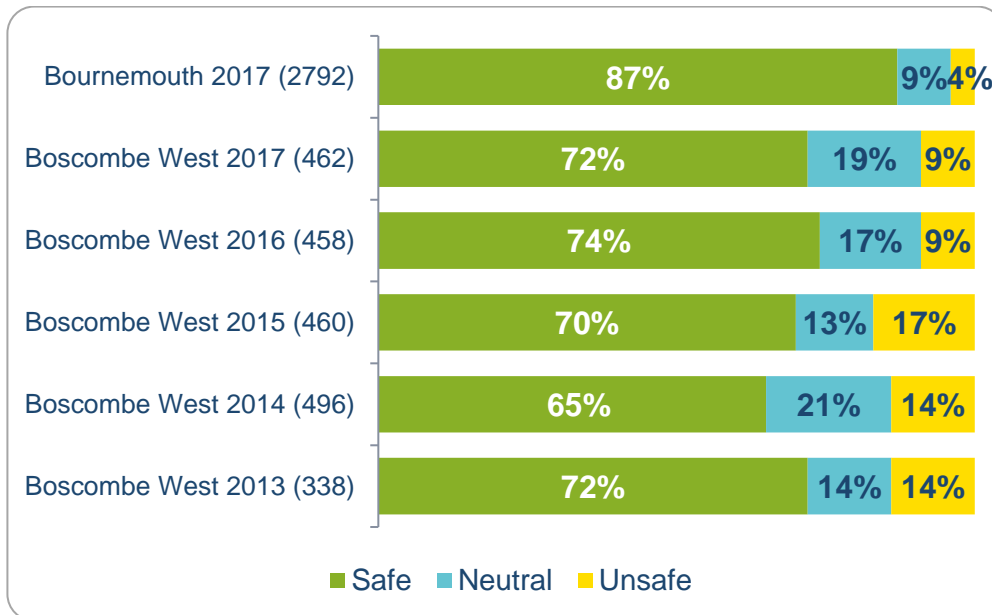


BASE: Varied as labelled

6.2 Feeling safe during the day

Over seven in ten respondents (72%) feel safe during the day which is a 2% decrease compared to 2016. However, the proportion of respondents who feel unsafe during the day has remained at its lowest level of 9% (although this is still over double the Bournemouth average).

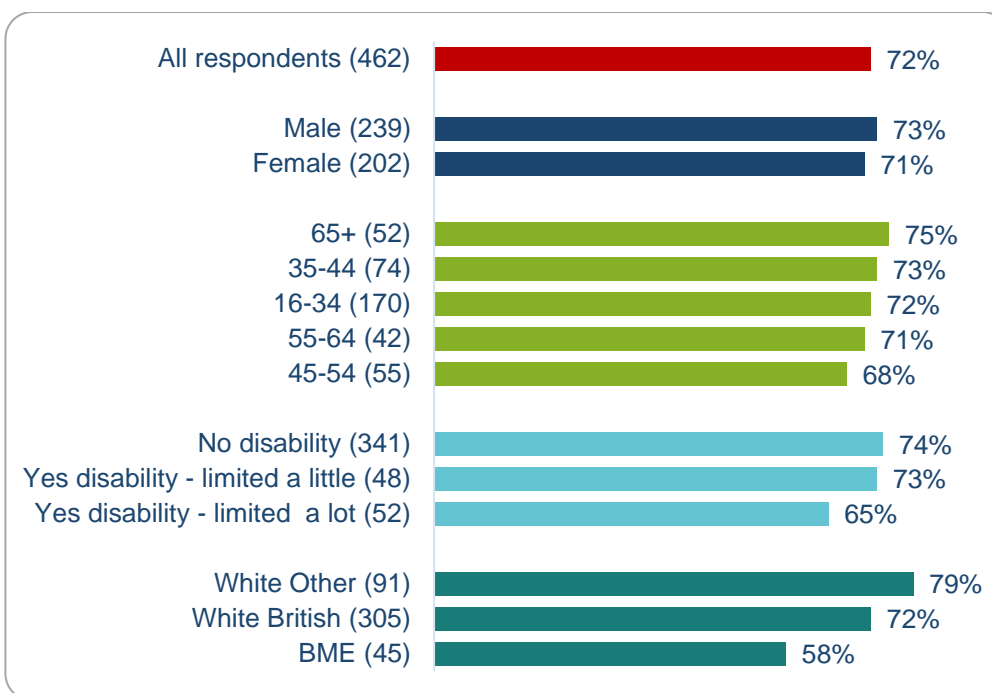
Figure 40: Feelings of safety in local area during the day (% respondents)



BASE: Varied as labelled

Respondents from BME backgrounds feel significantly less safe during the day than those from white backgrounds.

Figure 41: Feelings of safety in local area during the day by protected characteristics (% feel safe)

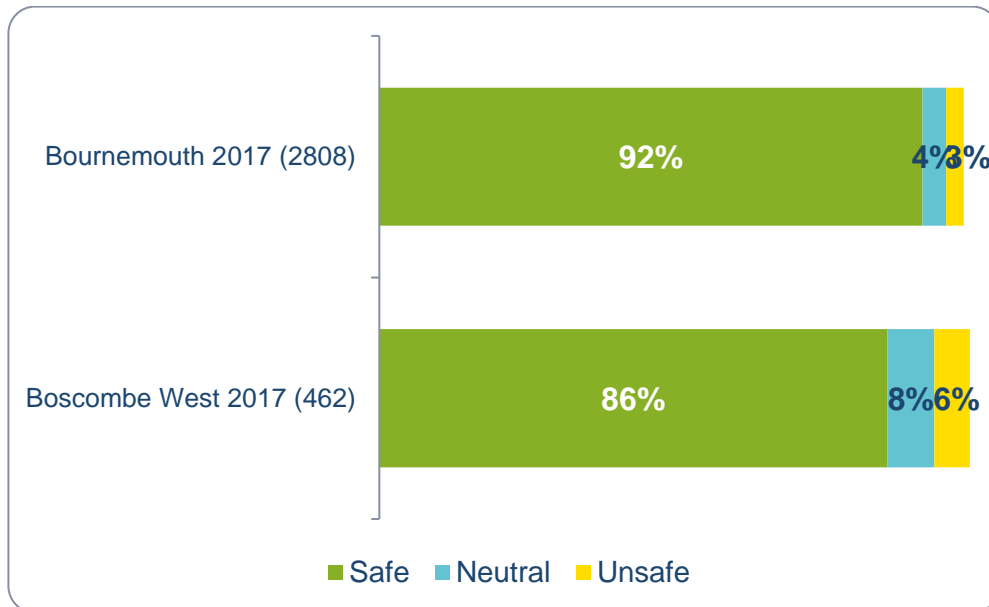


BASE: Varied as labelled

6.3 Safety at home

For the first time in 2017 respondents were asked how safe they feel in their homes. More than eight in ten respondents (86%) said they felt safe in their homes which is 6% lower than the Bournemouth average. Respondents in Boscombe West are twice as likely to feel unsafe in their home compared to all Bournemouth respondents.

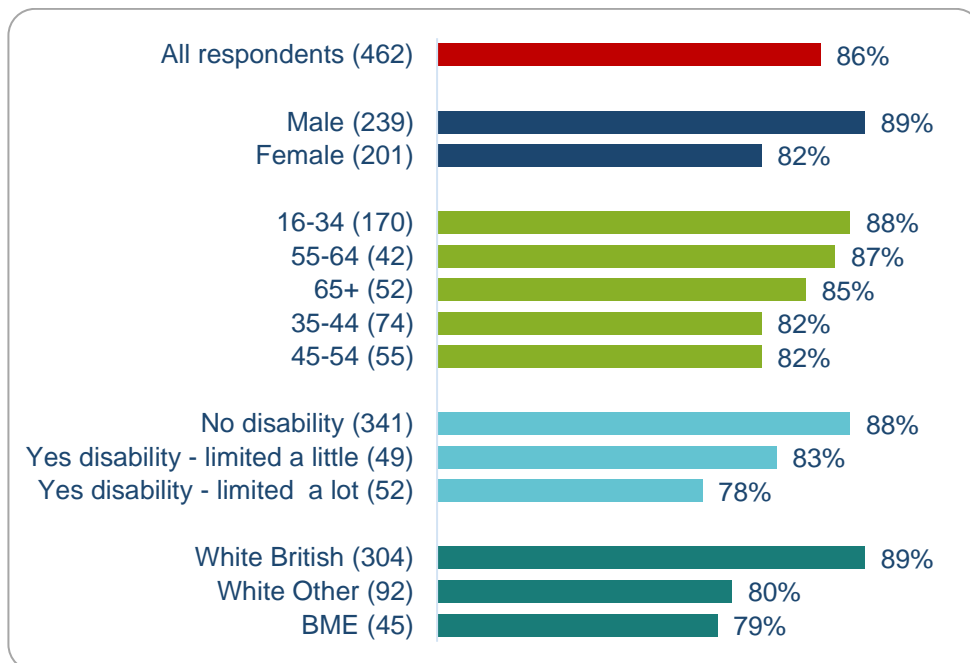
Figure 42: Feelings of safety at home (% respondents)



BASE: Varied as labelled

Male respondents are feel significantly safer in their home compared to females. White British respondents feel significantly safer in their home compared to respondents from other white backgrounds and BME backgrounds.

Figure 43: Feelings of safety at home by protected characteristics (% feel safe)



BASE: Varied as labelled

7 Anti-social behaviour

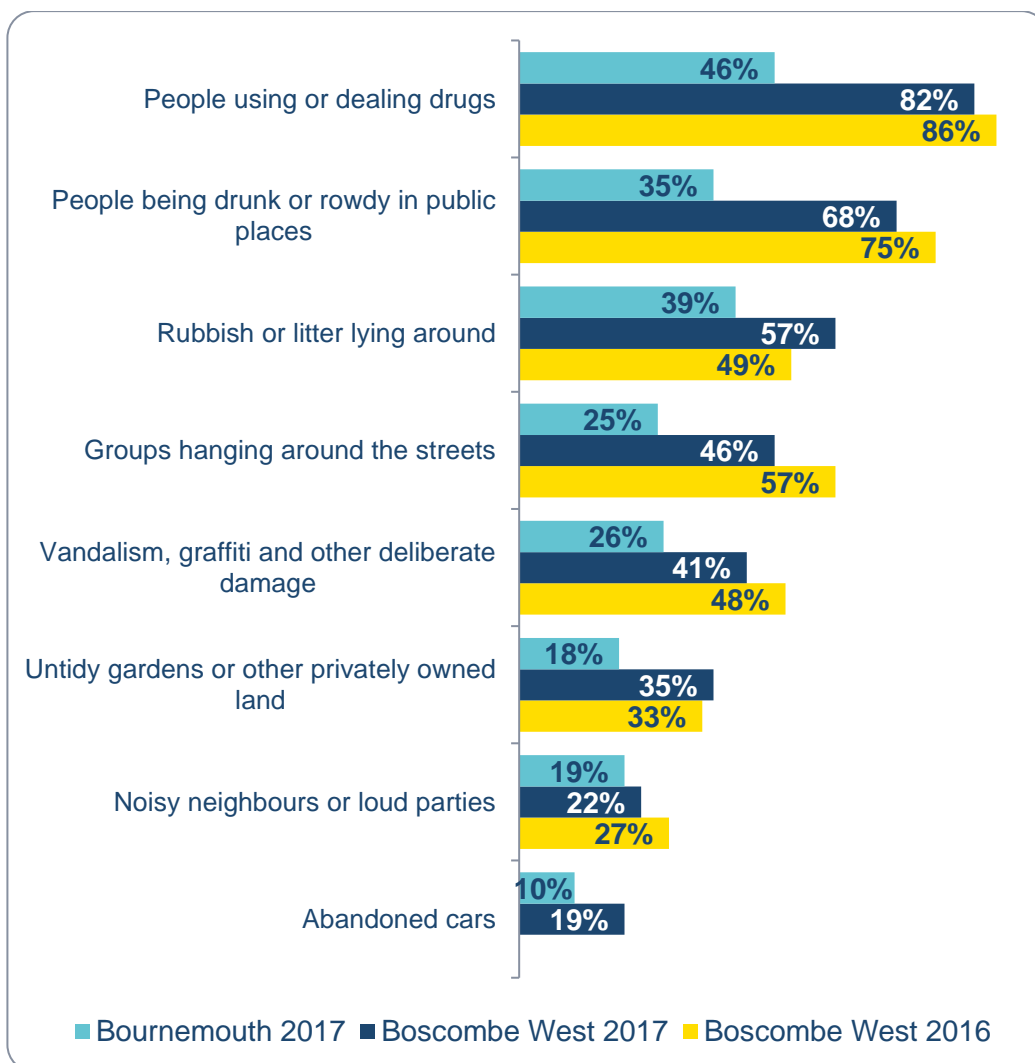
The BOS identified eight different types of anti-social behaviour and asked respondents how much of a problem each of those behaviours are in their local area. Seven of these indicators (all except ‘untidy gardens and other private land’) are used by the Crime Survey for England & Wales to measure anti-social 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.

BOS uses a similar methodology. Historically we have used 6 indicators to calculate high perception of anti-social behaviour. It should be noted that ‘abandoned cars’ is included as an indicator for the first time in 2017. For comparison purposes, we have included the results based on 6 and 7 indicators. The 6 indicator allows for comparisons with Boscombe West’s previous years’ data and the 7 indicator allows for comparison with Bournemouth overall.

7.1 Overall perceptions of anti-social behaviour

The majority of anti-social behaviour has seen a decrease since 2016. The only significant increase has been in rubbish or litter lying around which has increased by 8%, from 49% in 2016 to 57% in 2017. Each behaviour is reported in more detail later in this section.

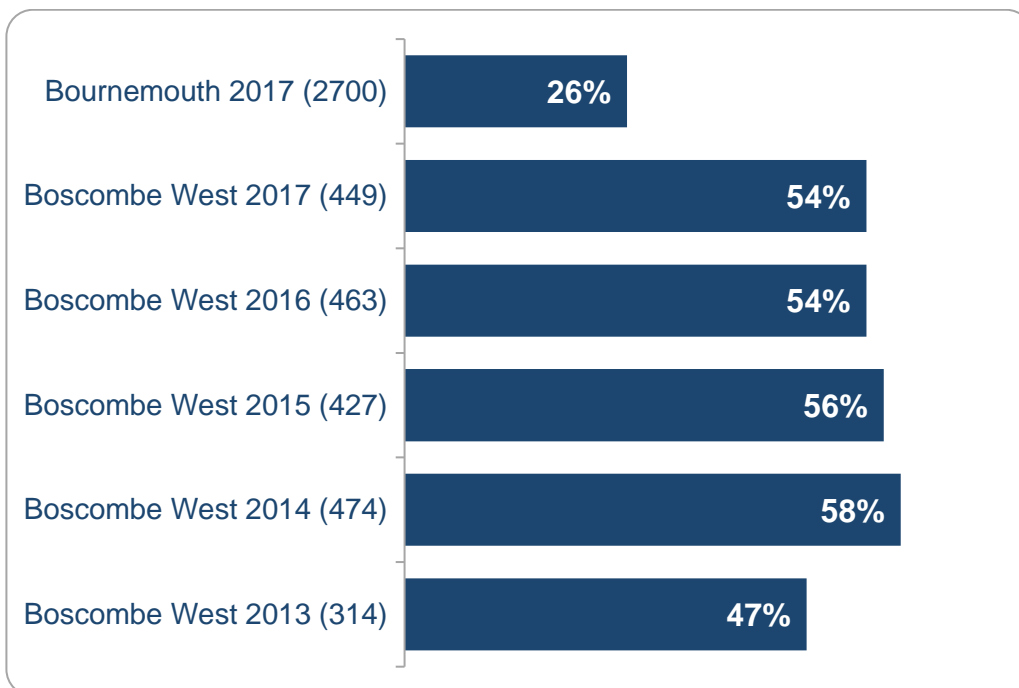
Figure 44: Perception of anti-social behaviour (% a problem)



BASE: All respondents

The proportion of respondents who have a high perception of anti-social behaviour based on 6 indicators (combined score of ten or more) has remained at 54%. This is more than double the level of the Bournemouth average.

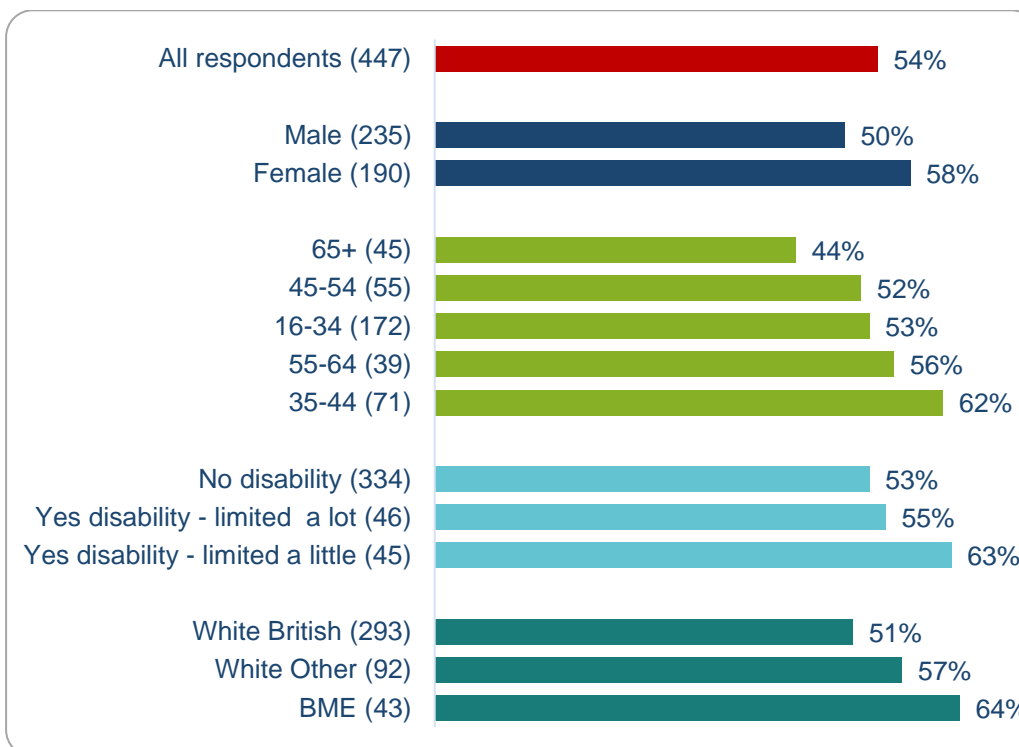
Figure 45: Perception of anti-social behaviour – old measure (% high perception)



BASE: Varied as labelled

There were no significant differences between groups in relation to the old measure for perceptions of anti-social behaviour.

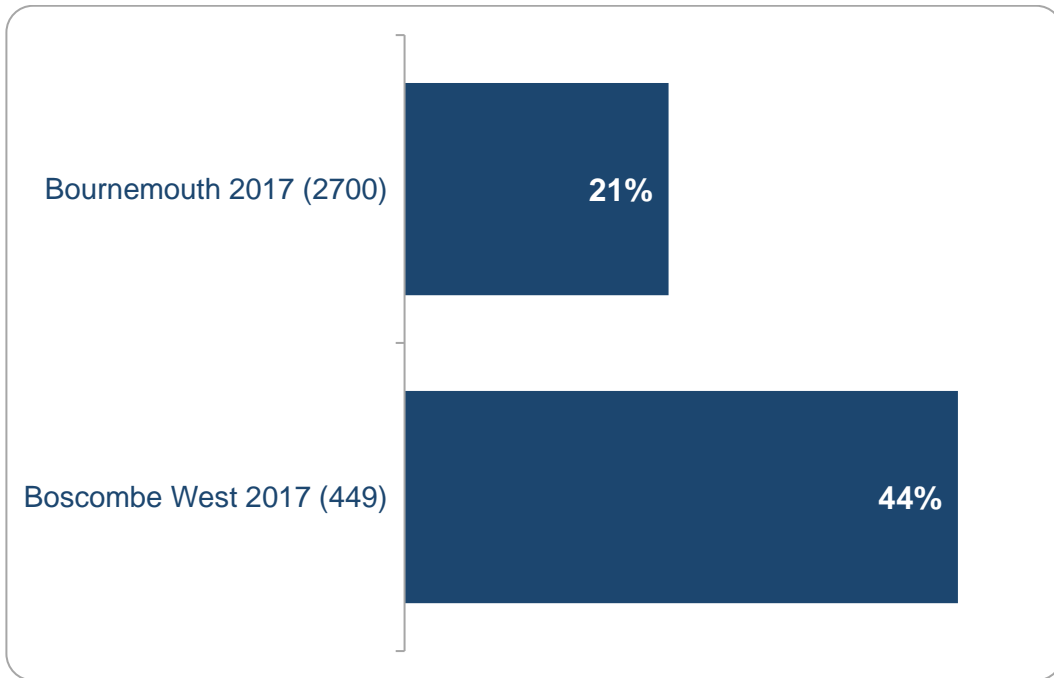
Figure 46: High perception of anti-social behaviour – old measure by protected characteristics (% respondents)



BASE: Varied as labelled

Over two fifths of respondents (44%) have a high perception of anti-social behaviour based on 7 indicators (combined score of eleven or more). As with the old measure, this is more than double the level of the Bournemouth average.

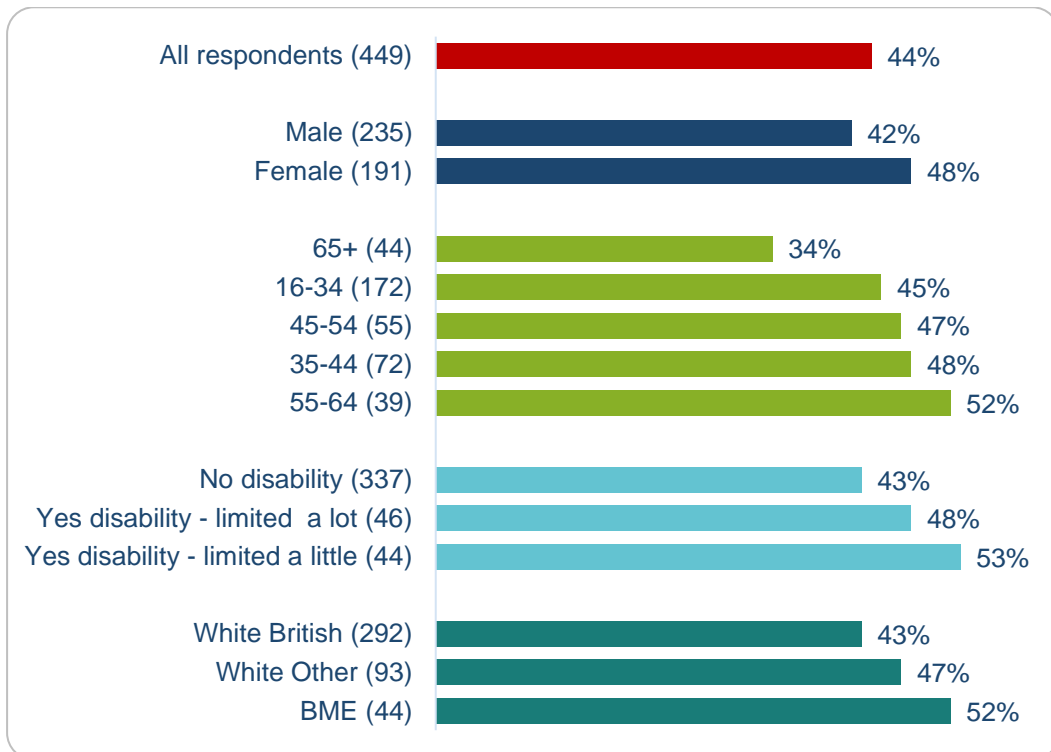
Figure 47: Perception of anti-social behaviour – new measure (% high perception)



BASE: Varied as labelled

There were no significant differences between groups in relation to the new measure for perceptions of anti-social behaviour.

Figure 48: High perception of anti-social behaviour – new measure by protected characteristics (% respondents)

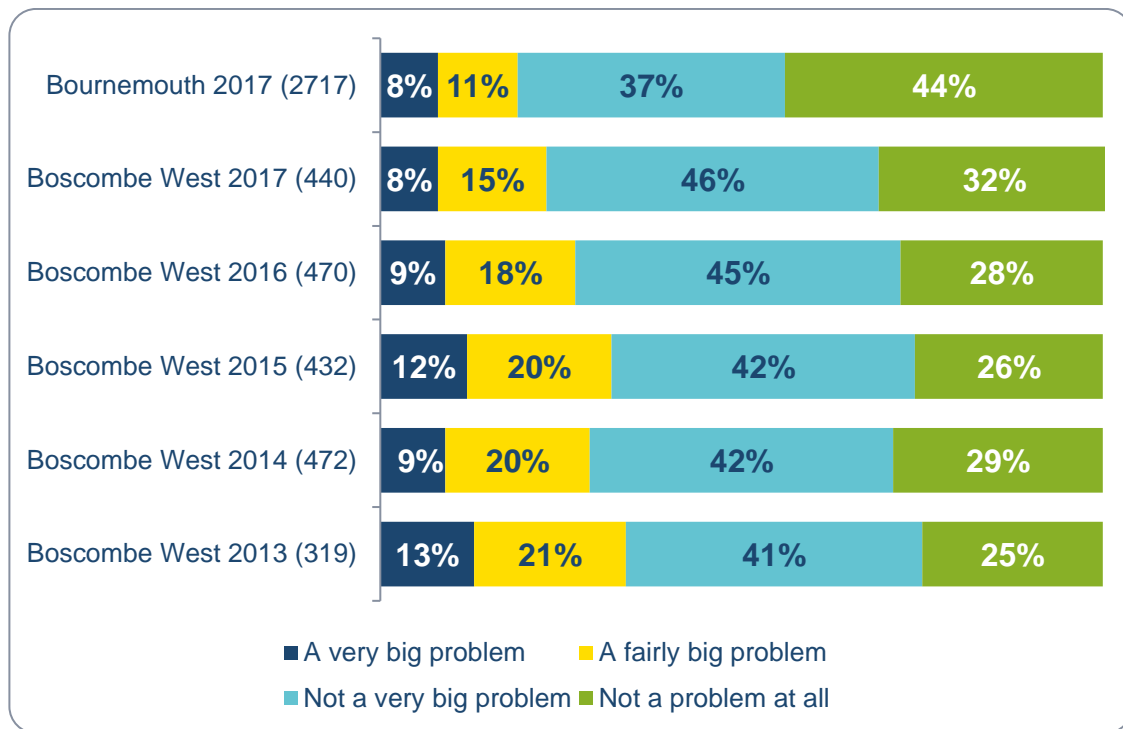


BASE: Varied as labelled

7.2 Noisy neighbours and loud parties

Just over one fifth of respondents (22%) perceive noisy neighbours and loud parties as a problem which is a 5% decrease compared to 2016 and is at its lowest recorded level.

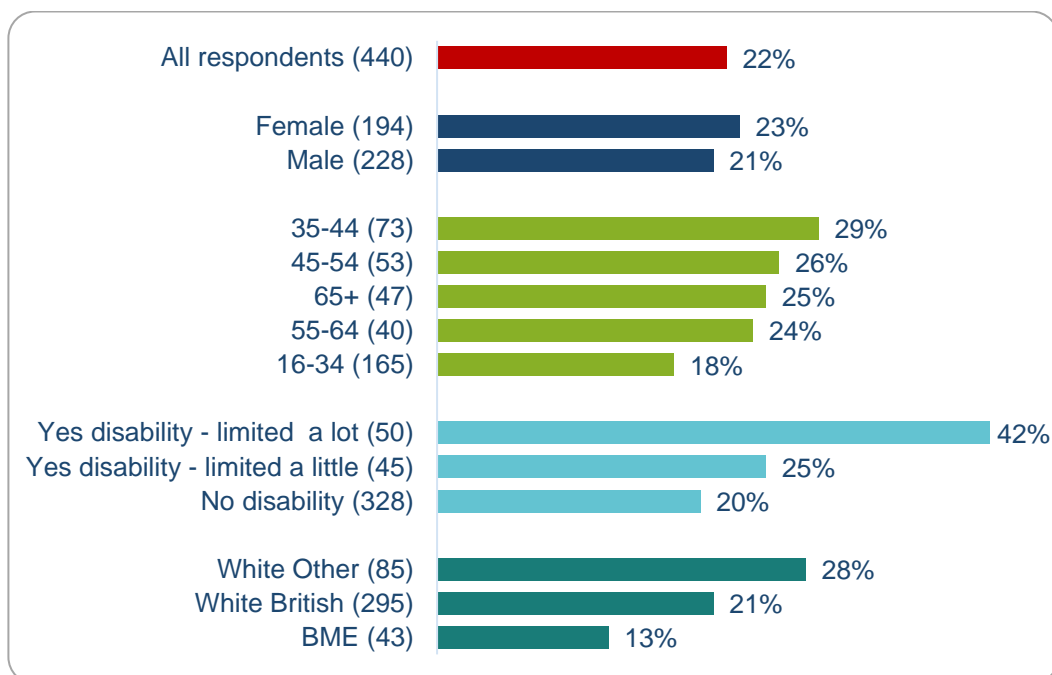
Figure 49: Perception of noisy neighbours & loud parties (% respondents)



BASE: Varied as labelled

Respondents with a disability which limits them a lot are significantly more likely to perceive noisy neighbours and loud parties as a problem compared to those without a disability.

Figure 50: Perception of noisy neighbours & loud parties by protected characteristics (% problem)

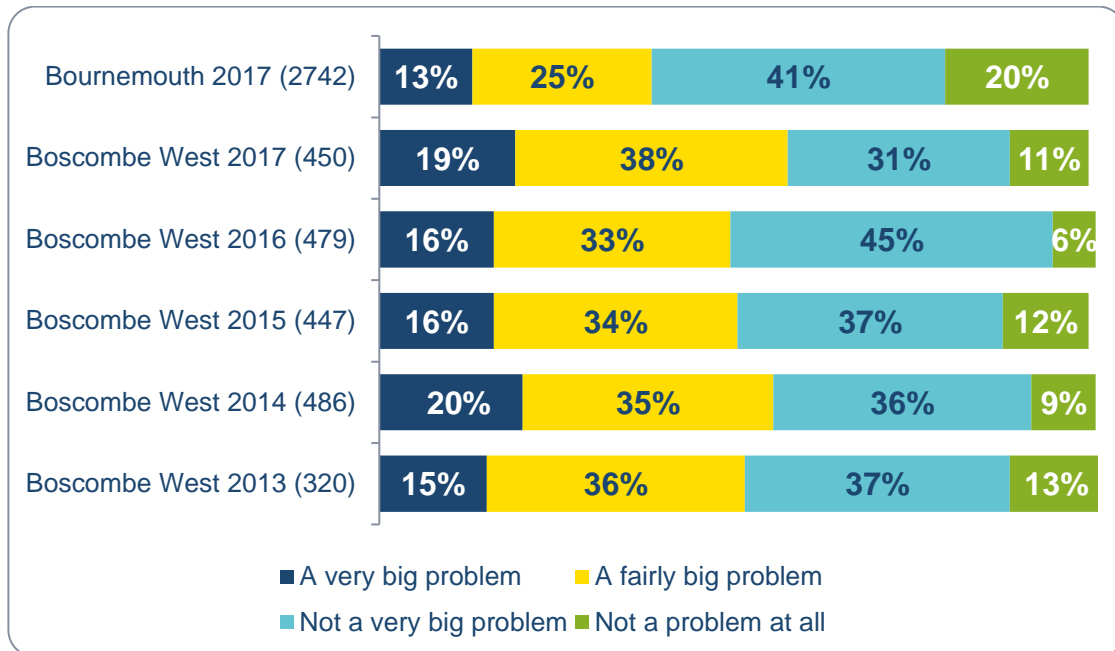


BASE: Varied as labelled

7.3 Rubbish or litter lying around

Almost three fifths of respondents (57%) perceive rubbish and litter lying around as a problem which is a significant increase of 8% compared to 2016 and is at its highest recorded level and well above the Bournemouth average (although the perception of litter and rubbish being a problem also increased significantly for Bournemouth overall).

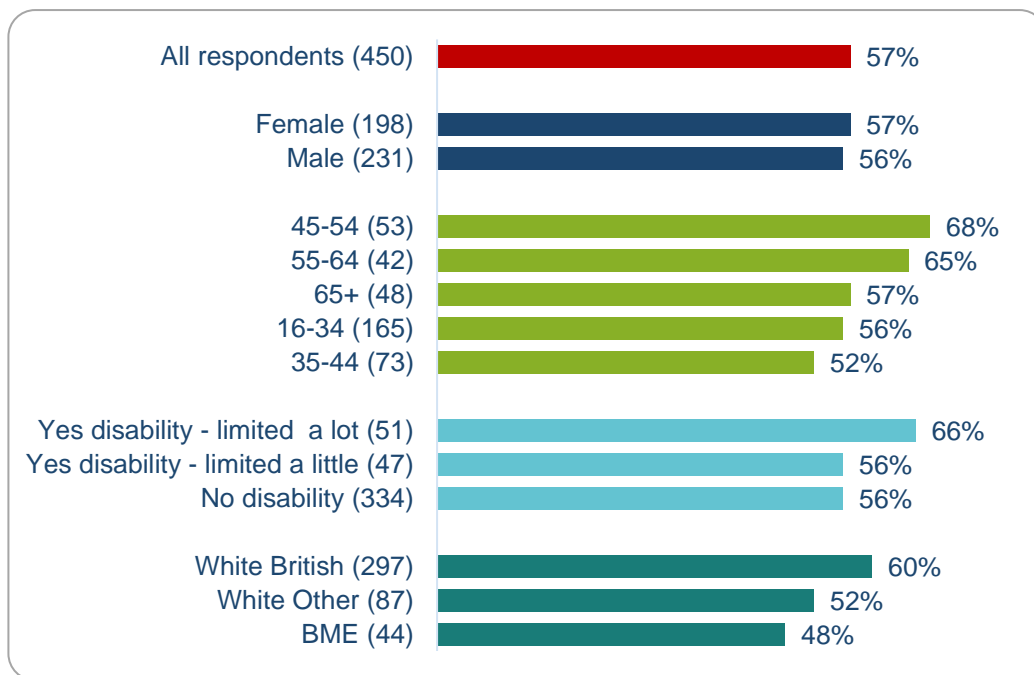
Figure 51: Perception of rubbish or litter lying around (% respondents)



BASE: Varied as labelled

There were no significant differences between groups in relation to perceptions of rubbish and litter being a problem.

Figure 52: Perception of rubbish and litter lying around by protected characteristics (% problem)

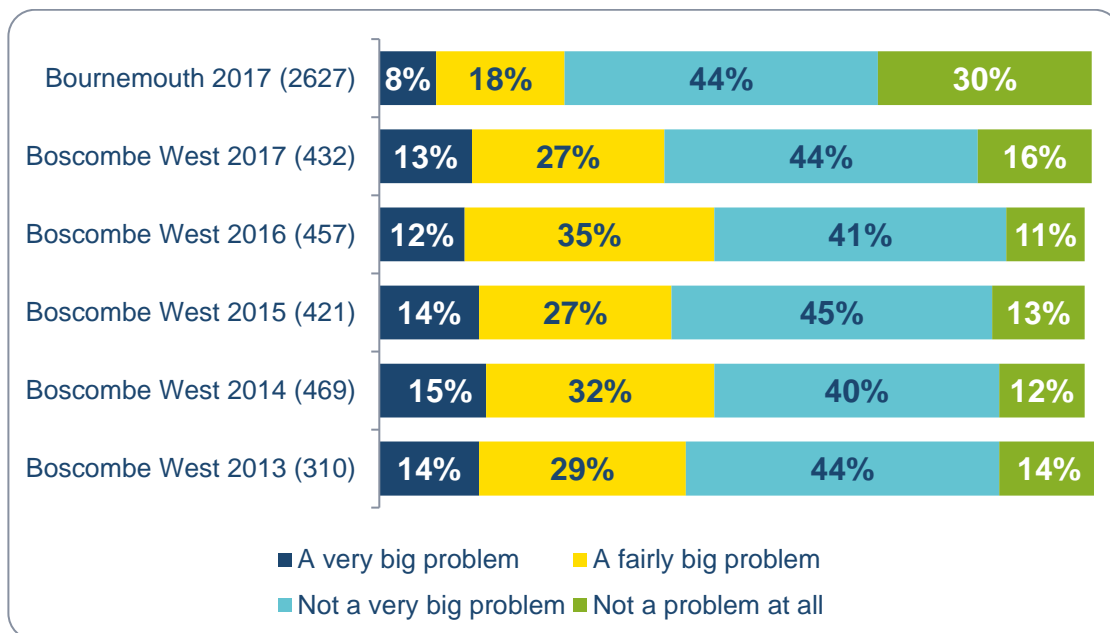


BASE: Varied as labelled

7.4 Vandalism, graffiti and other deliberate damage

Just over two fifths of respondents (41%) perceive vandalism, graffiti and other deliberate damage as a problem which is a significant decrease of 7% compared to 2016 and is at its lowest recorded level. However, it is still well above the Bournemouth average.

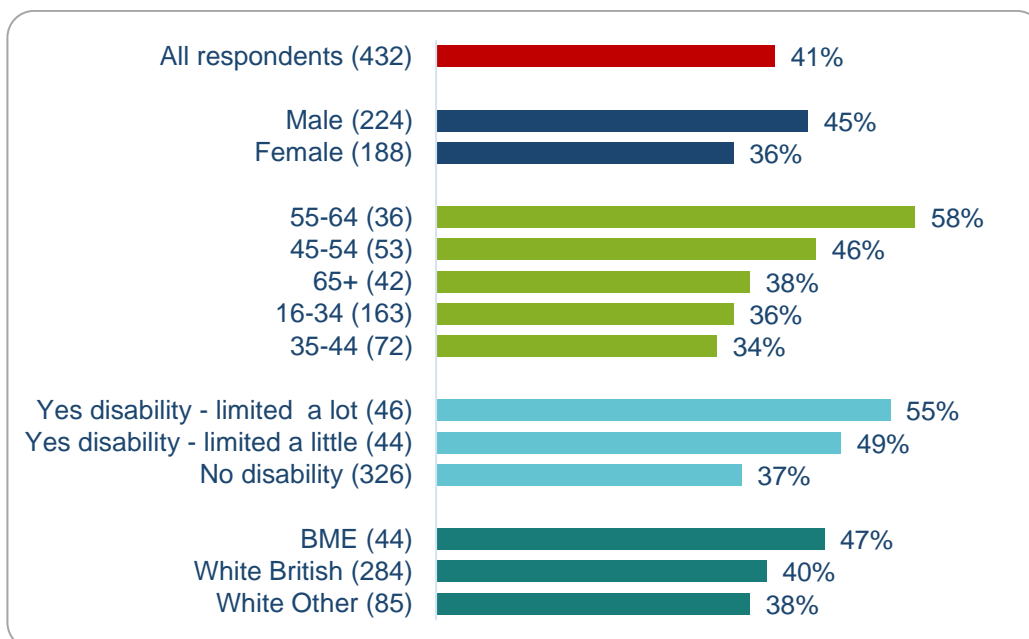
Figure 53: Perception of vandalism, graffiti and other deliberate damage (% respondents)



BASE: Varied as labelled

Respondents aged 55 to 64 are significantly more likely to perceive vandalism and graffiti as a problem compared to those aged 16 to 44. Respondents with a disability which limits them a lot are significantly more likely to perceive vandalism and graffiti as a problem compared to those without a disability.

Figure 54: Perception of vandalism, graffiti and other deliberate damage by protected characteristics (% problem)

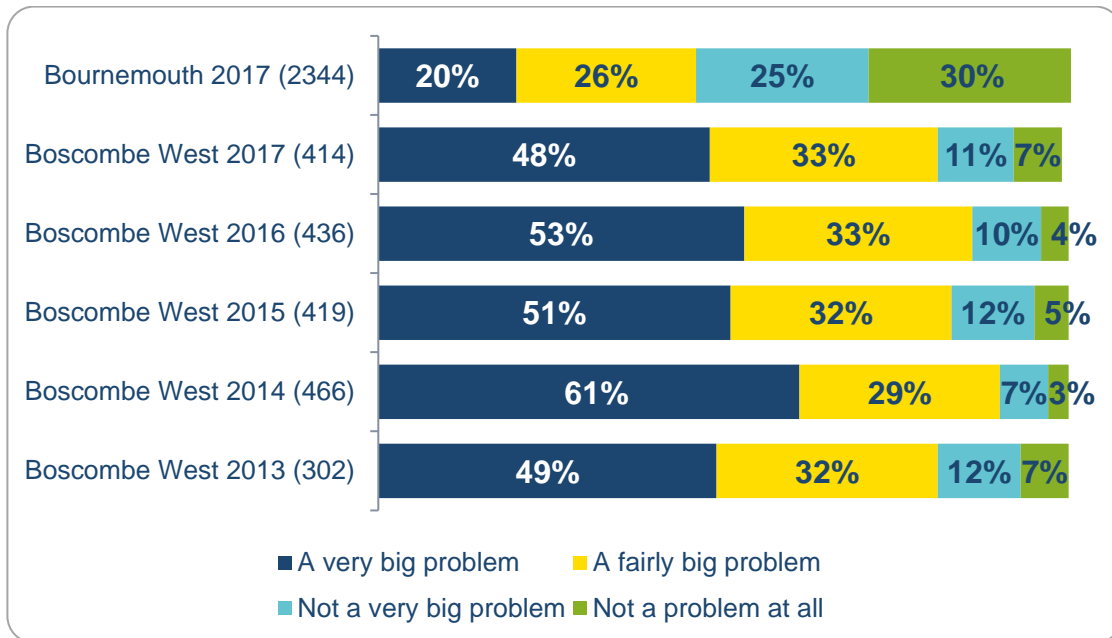


BASE: Varied as labelled

7.5 People using or dealing drugs

Just over four fifths of respondents (82%) perceive people using or dealing drugs as a problem which is a decrease of 4% compared to 2016. However, it is still well above the Bournemouth average. With the exception of a spike in 2014, perceptions of drug use and dealing has remained fairly consistent.

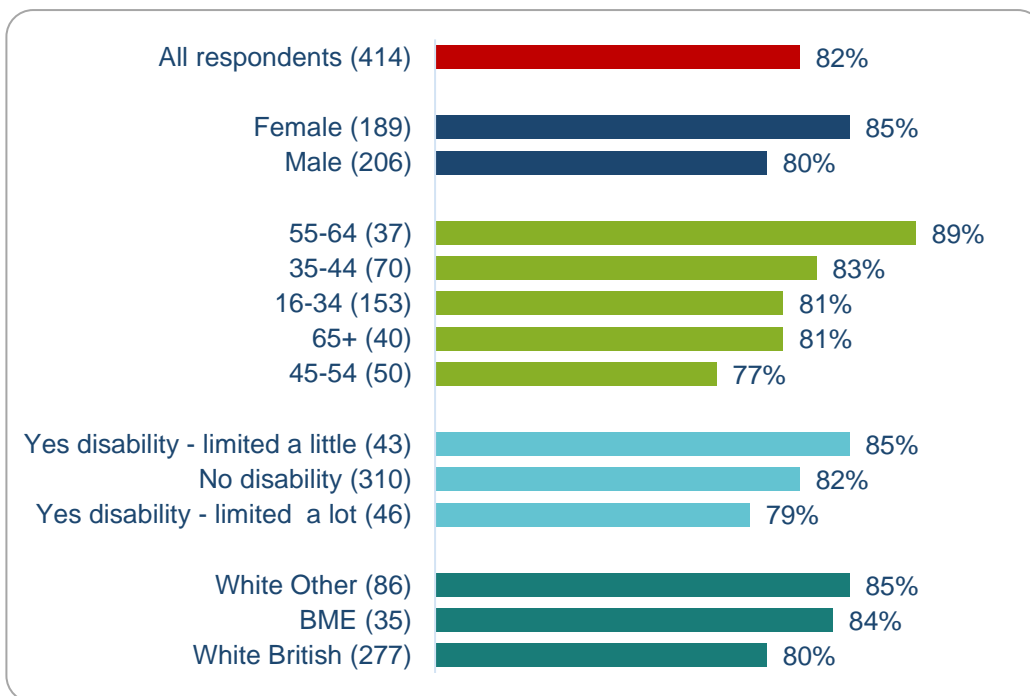
Figure 55: Perception of people using or dealing drugs (% respondents)



BASE: Varied as labelled

There are no significant differences between groups in relation to perceptions of drug use and dealing.

Figure 56: Perception of people using or dealing drugs by protected characteristics (% problem)

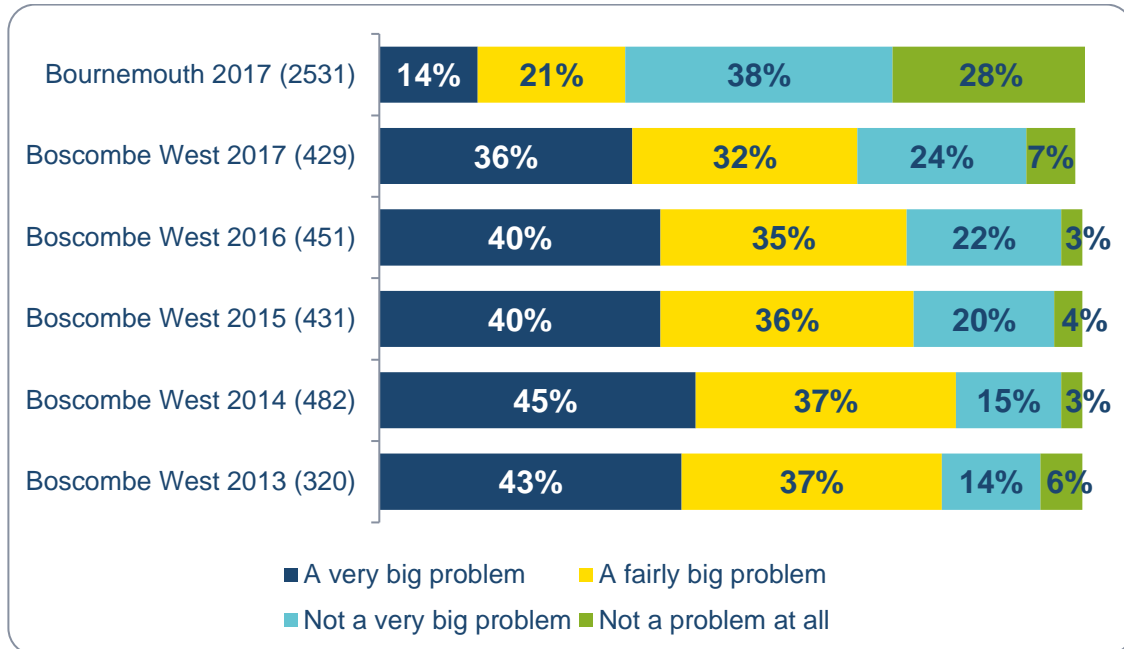


BASE: Varied as labelled

7.6 People being drunk or rowdy in public places

Just over two thirds of respondents (68%) perceive people being drunk or rowdy in public places as a problem which is a significant decrease of 7% compared to 2016 and is currently at its lowest recorded level. However, it is still almost double the Bournemouth average.

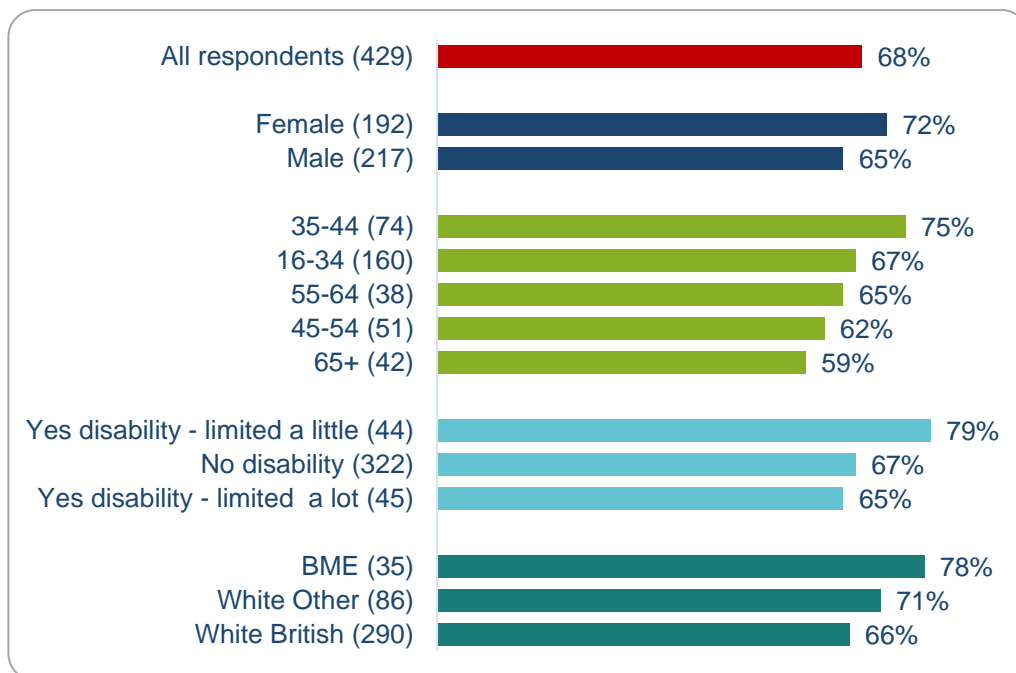
Figure 57: Perception of people being drunk or rowdy in public places (% respondents)



BASE: Varied as labelled

There are no significant differences between groups in relation to perceptions of drunk or rowdy behaviour.

Figure 58: Perception of people being drunk or rowdy in public places by protected characteristics (% problem)

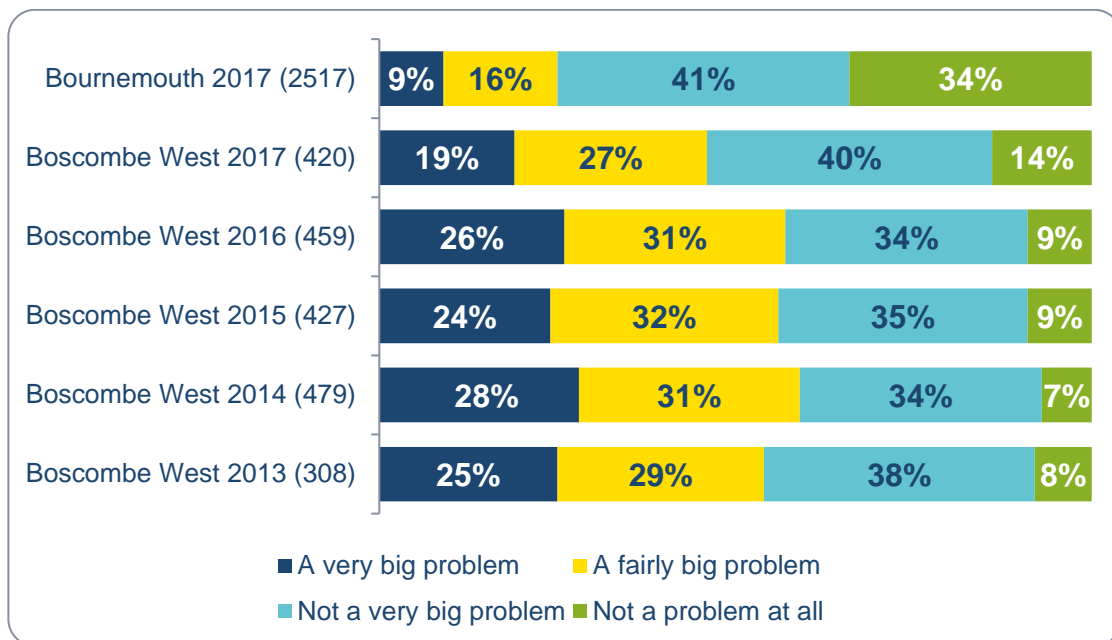


BASE: Varied as labelled

7.7 Groups hanging around the streets

Under half of respondents (46%) perceive groups hanging around the streets as a problem which is a significant decrease of 11% compared to 2016 and is currently at its lowest recorded level. However, it is still well above the Bournemouth average.

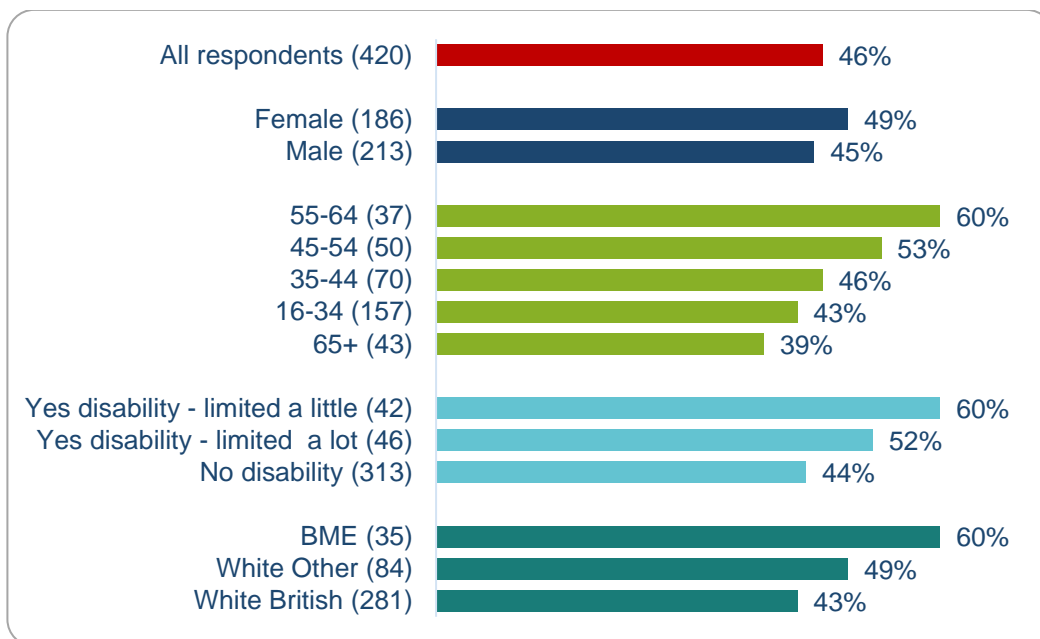
Figure 59: Perception of groups hanging around the streets (% respondents)



BASE: Varied as labelled

Respondents with a disability which limits them a little are significantly more likely to perceive groups hanging around the streets as a problem compared to those without a disability. Respondents from a BME background are significantly more likely to perceive groups hanging around the streets as a problem compared to white British respondents.

Figure 60: Perception of groups hanging around the streets by protected characteristics (% problem)

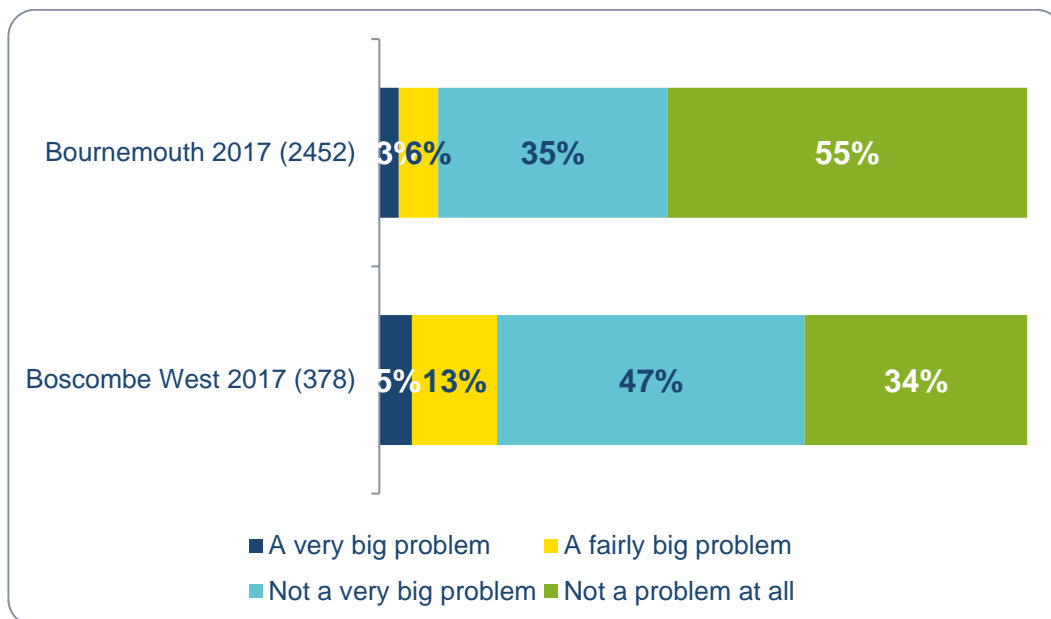


BASE: Varied as labelled

7.8 Abandoned cars

The survey asked about abandoned cars for the first time in 2017 so no historical comparisons are available. Just under one fifth of respondents (19%) perceived abandoned cars to be a problem in their area which is almost double the Bournemouth average.

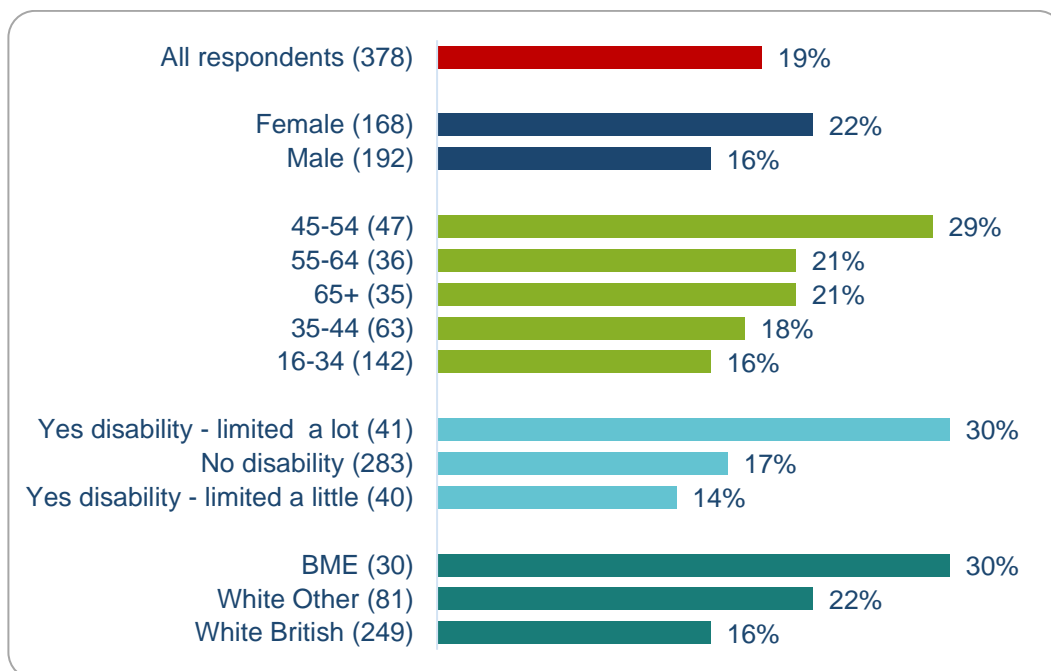
Figure 61: Perception of groups hanging around the streets (% respondents)



BASE: Varied as labelled

Respondents with a disability which limits them a lot are significantly more likely to perceive abandoned cars as a problem compared to those without a disability. Respondents from a BME background are significantly more likely to perceive abandoned cars as a problem compared to white British respondents.

Figure 62: Perception of groups hanging around the streets by protected characteristics (% problem)

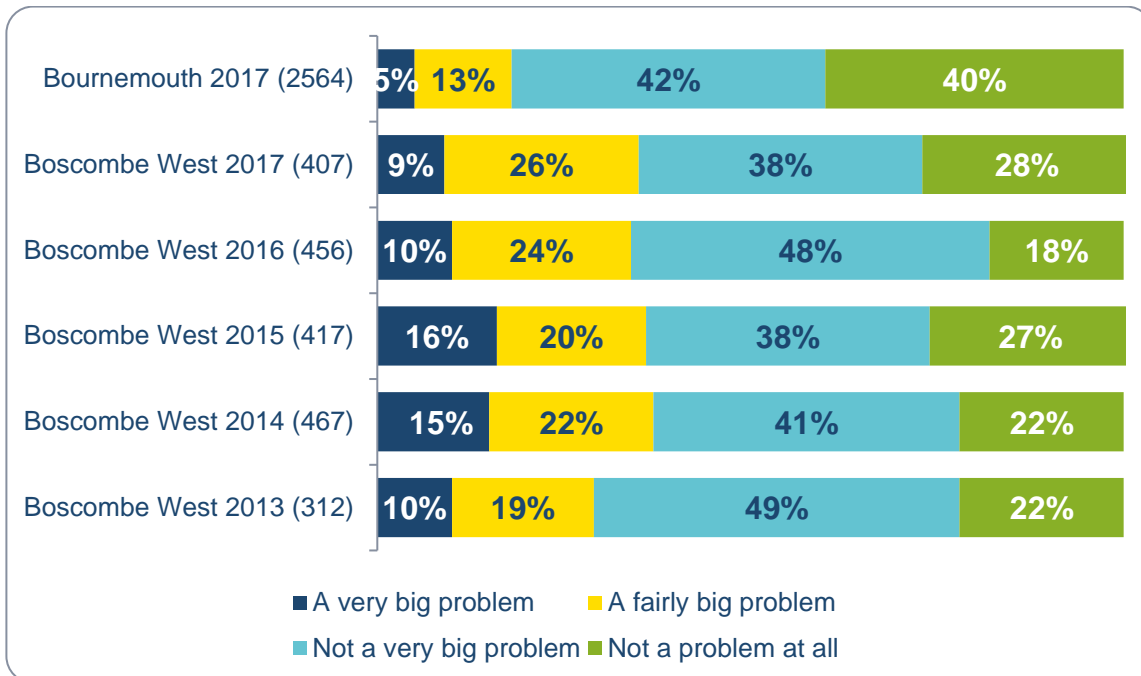


BASE: Varied as labelled

7.9 Untidy gardens and other private land

Just over one third of respondents (35%) perceive untidy gardens and other private land as a problem which is a slight increase of 2% compared to 2016 and is almost double the Bournemouth average. The perception of untidy gardens and other private land has remained fairly consistent since 2014.

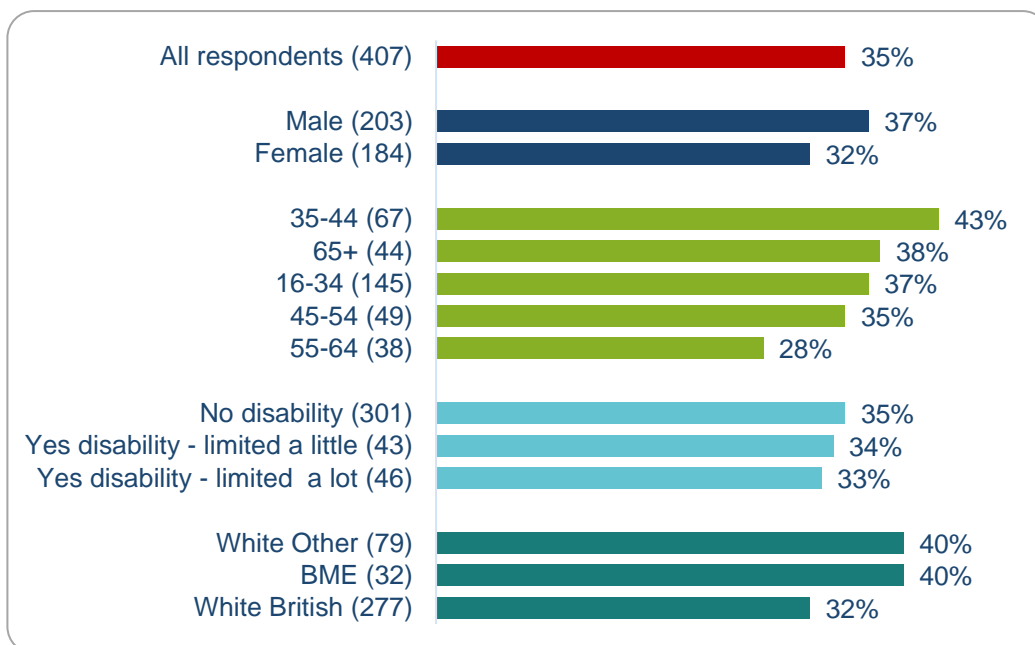
Figure 63: Perception of untidy gardens and other private land (% respondents)



BASE: Varied as labelled

There are no significant differences between groups in relation to perceptions of untidy gardens and other private land.

Figure 64: Perception of untidy gardens and other private land by protected characteristics (% problem)

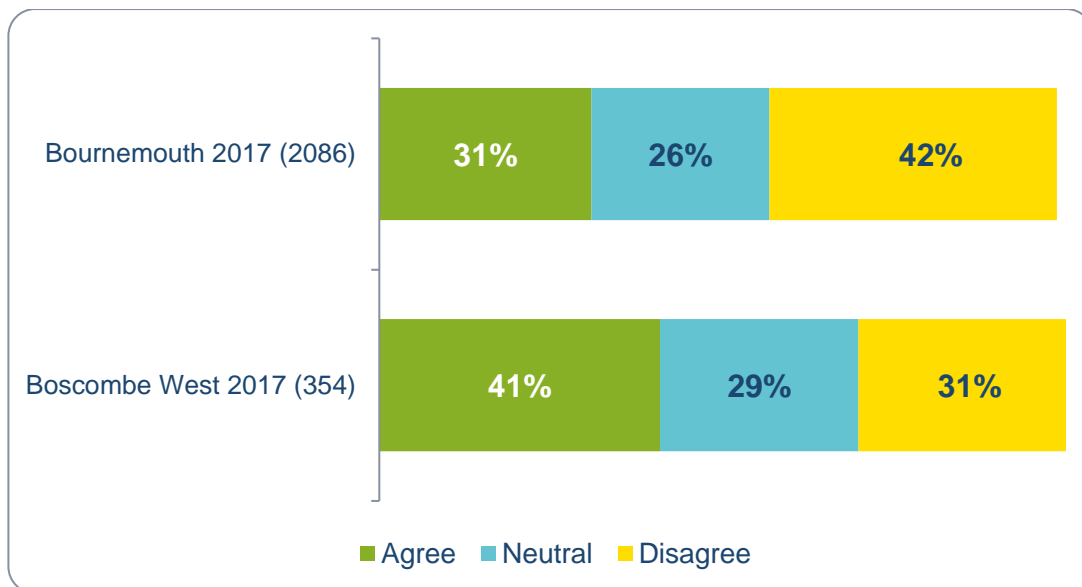


BASE: Varied as labelled

7.10 Police and public services

Three new questions were included in the 2017 survey, asking respondents to what extent they agreed or disagreed with three statements about the police and other public services. Just over two fifths of respondents (41%) agreed that the police and other local public services sought their views about anti-social behaviour and crime in their local area. This is significantly higher than Bournemouth overall where 31% of respondents agreed.

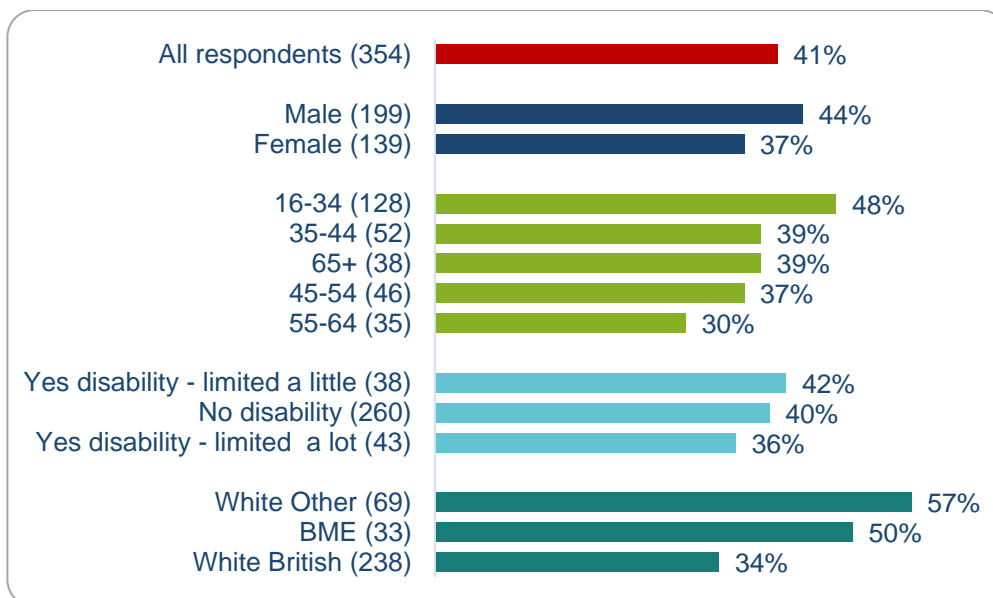
Figure 65: The police and other local public services seek people’s views about anti-social behaviour and crime issues in your local area (% respondents)



BASE: Varied as labelled

Female respondents are significantly more likely than male respondents to disagree that the police and other local public services seek their views about anti-social behaviour and crime in their local area. White British respondents are significantly less likely to agree compared to other white respondents.

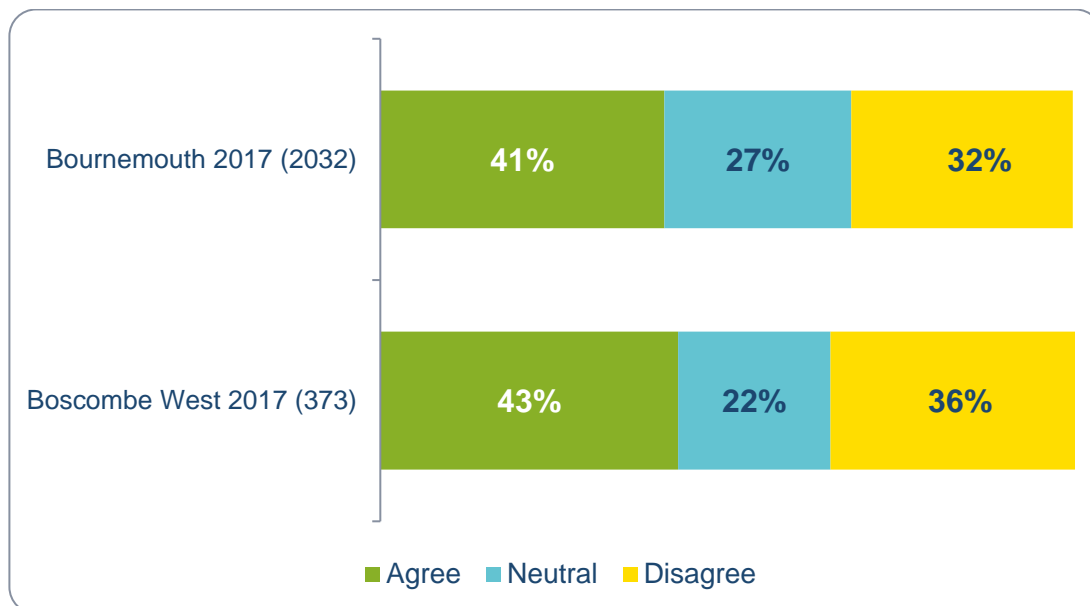
Figure 66: The police and other local public services seek people’s views about anti-social behaviour and crime issues in your local area by protected characteristics (% agree)



BASE: Varied as labelled

Over two fifths of respondents (43%) agreed that the police and other local public services are successfully dealing with anti-social behaviour and crime issues in their local area. This is marginally higher than Bournemouth overall where 41% of respondents agreed.

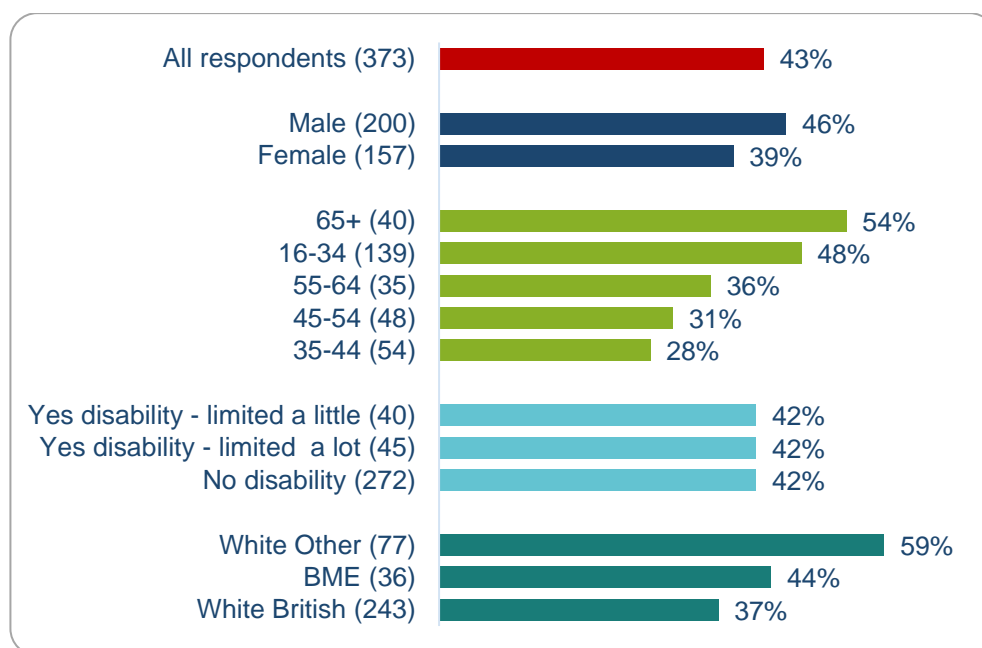
Figure 67: The police and other local public services are successfully dealing with anti-social behaviour and crime issues in your local area (% respondents)



BASE: Varied as labelled

Respondents in the oldest and youngest age groups are significantly more likely than any other age group to agree that the police and other public services are successfully dealing with anti-social behaviour and crime issues in their local area. Respondents who have a disability which limits them a lot are significantly more likely to disagree than those with no disability. White British respondents are significantly less likely to agree compared to those from other white backgrounds.

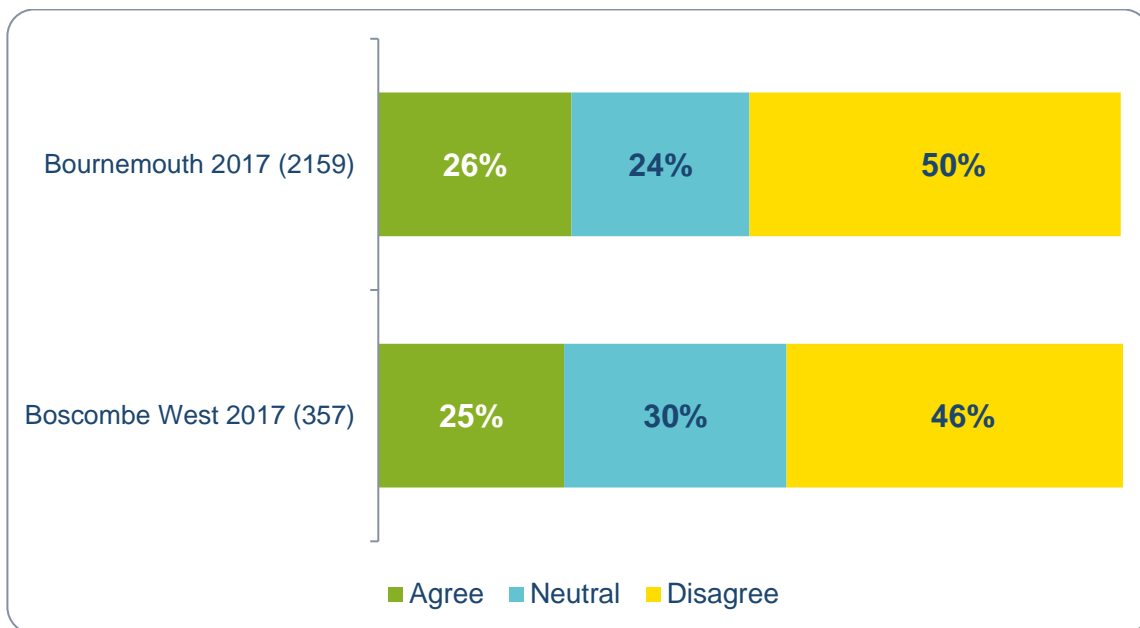
Figure 68: The police and other local public services are successfully dealing with anti-social behaviour and crime issues in your local area by protected characteristics (% agree)



BASE: Varied as labelled

One quarter of respondents (25%) agreed that the police and other local public services inform residents how to get involved in tackling crime and disorder in their local area. This is broadly in line with the Bournemouth average.

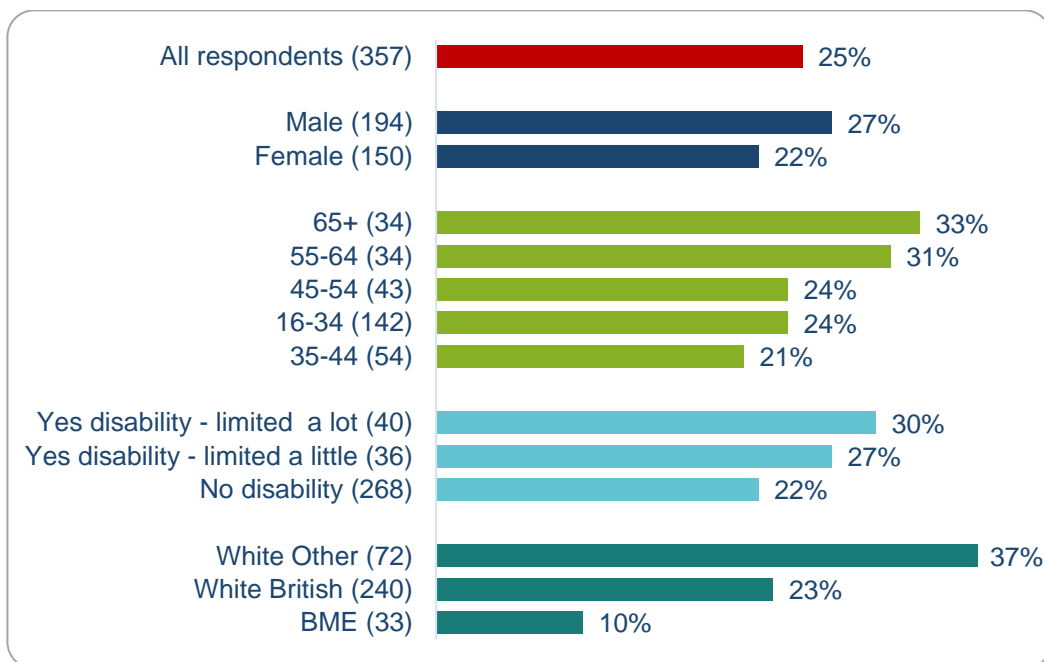
Figure 69: The police and other local public services inform residents how to get involved in tackling crime and disorder in your local area (% respondents)



BASE: Varied as labelled

Female respondents are significantly more likely than male respondents to disagree that the police and other public services inform residents how to get involved in tackling crime and disorder in their local area. Respondents aged 16 to 44 are significantly more likely to disagree compared to those aged 65 and over. Respondents from other white backgrounds are significantly more likely to agree than white British and BME respondents.

Figure 70: The police and other local public services inform residents how to get involved in tackling crime and disorder in your local area by protected characteristics (% agree)

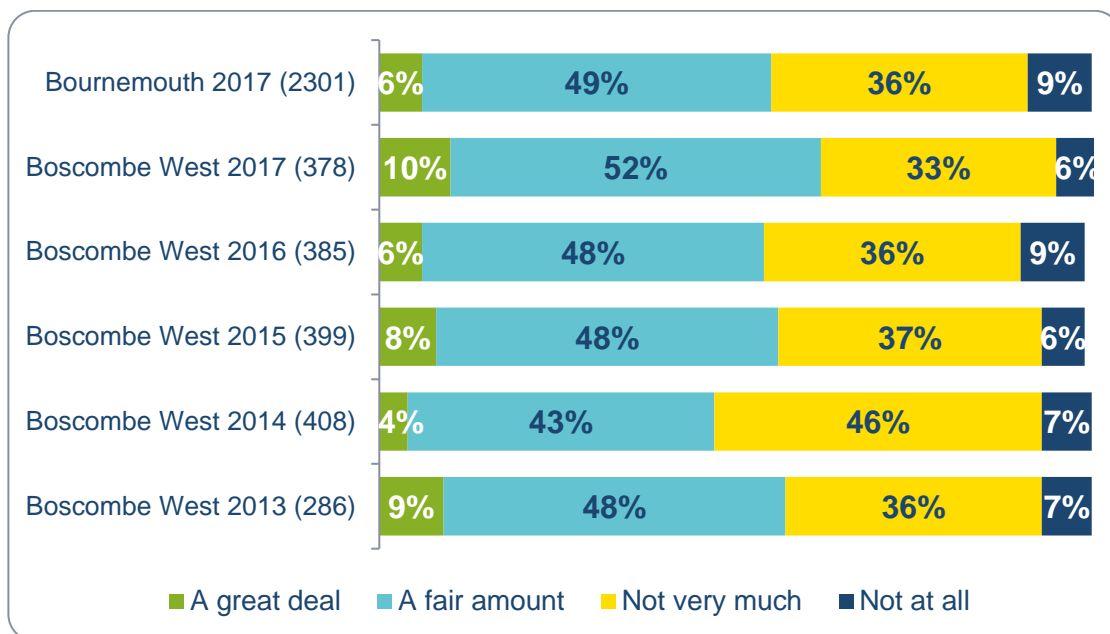


BASE: Varied as labelled

8 Communication

The proportion of respondents who think that the Council acts on concerns of local residents has increased significantly by 8%, from 54% in 2016 to 62% in 2017 and is currently at its highest recorded level and well above the Bournemouth average.

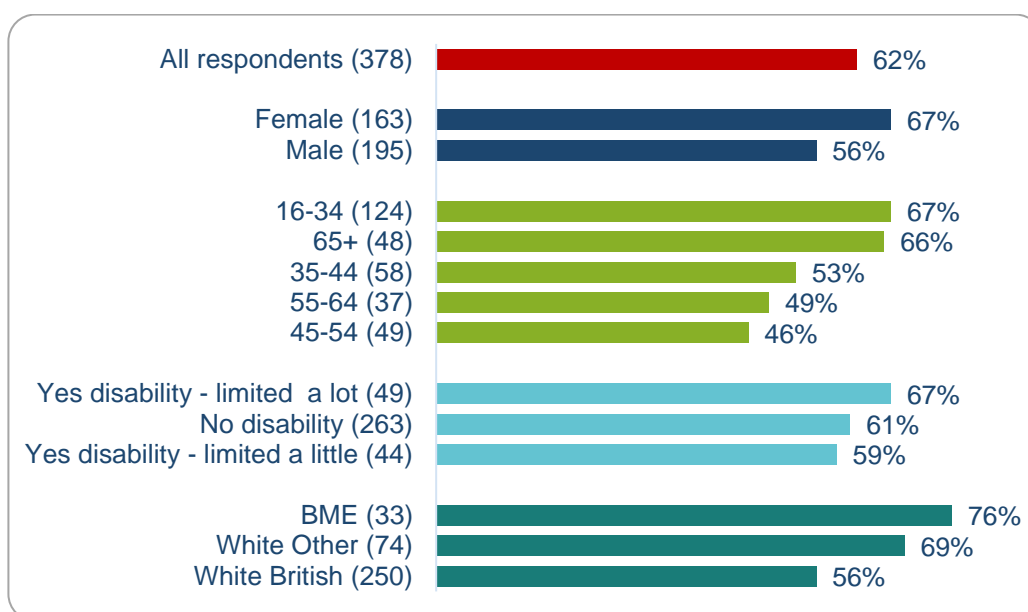
Figure 71: To what extent do you think Bournemouth Borough Council acts on the concerns of local residents? (% respondents)



BASE: Varied as labelled

Female respondents are significantly more likely to feel that the Council acts on concerns of local residents compared to male respondents. Respondents in the oldest and youngest age groups are significantly more likely than any other age group to feel that the Council acts on concerns of local residents.

Figure 72: Bournemouth Borough Council acts on the concerns of local residents (% a great deal / a fair amount)

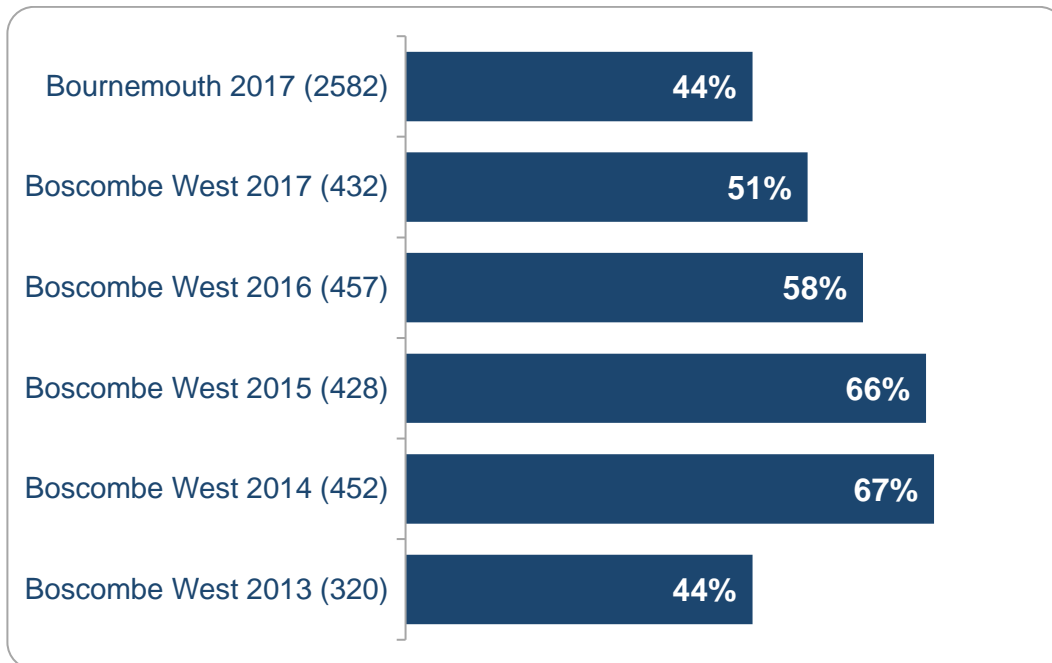


BASE: Varied as labelled

8.1 Improvements to Boscombe

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. The wording of this question was changed in 2016 to exclude reference to the Boscombe Regeneration Partnership. Just over half of respondents (51%) have heard of the work being done to improve Boscombe. This is a significant decrease of 7% compared to 2016.

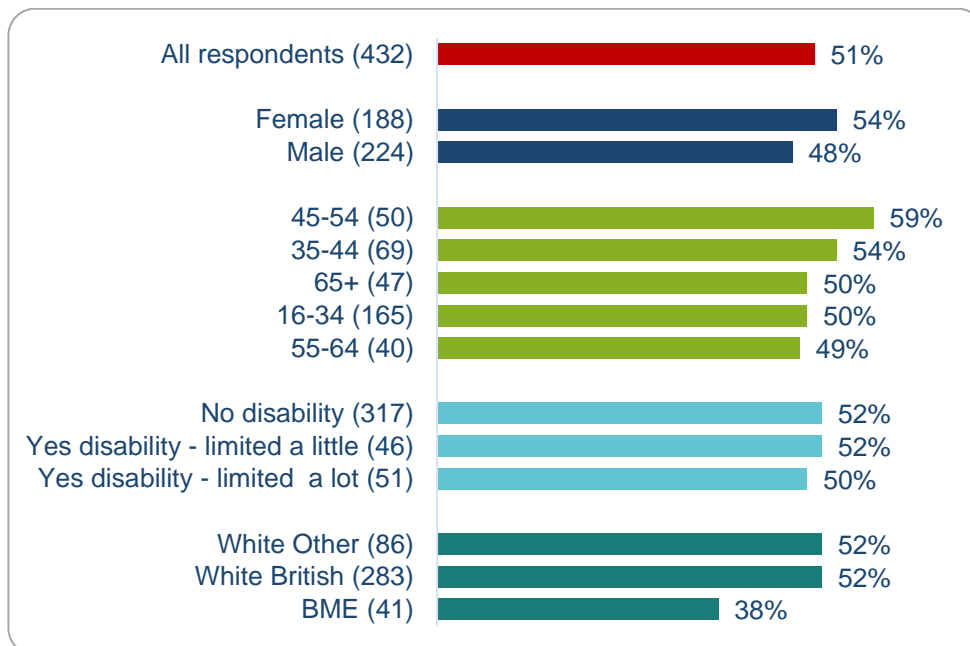
Figure 73: Have you heard of any of the work being done to improve Boscombe? (% yes)



BASE: Varied as labelled

There were no significant differences between groups in relation to having heard about the work being done to improve Boscombe.

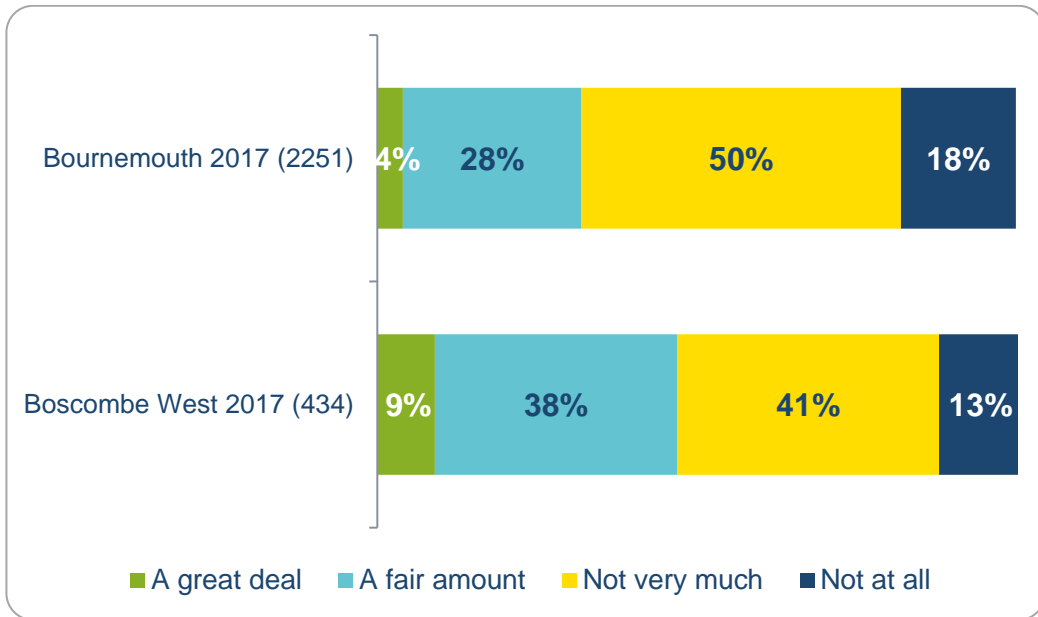
Figure 74: Work being done to improve Boscombe by protected characteristics (% heard)



BASE: Varied as labelled

Just under half of respondents (47%) felt Boscombe is improving which is significantly higher than the Bournemouth average of 32%. Although this question was introduced in 2016, it was asked as a straight yes or no question so data from 2016 isn't comparable.

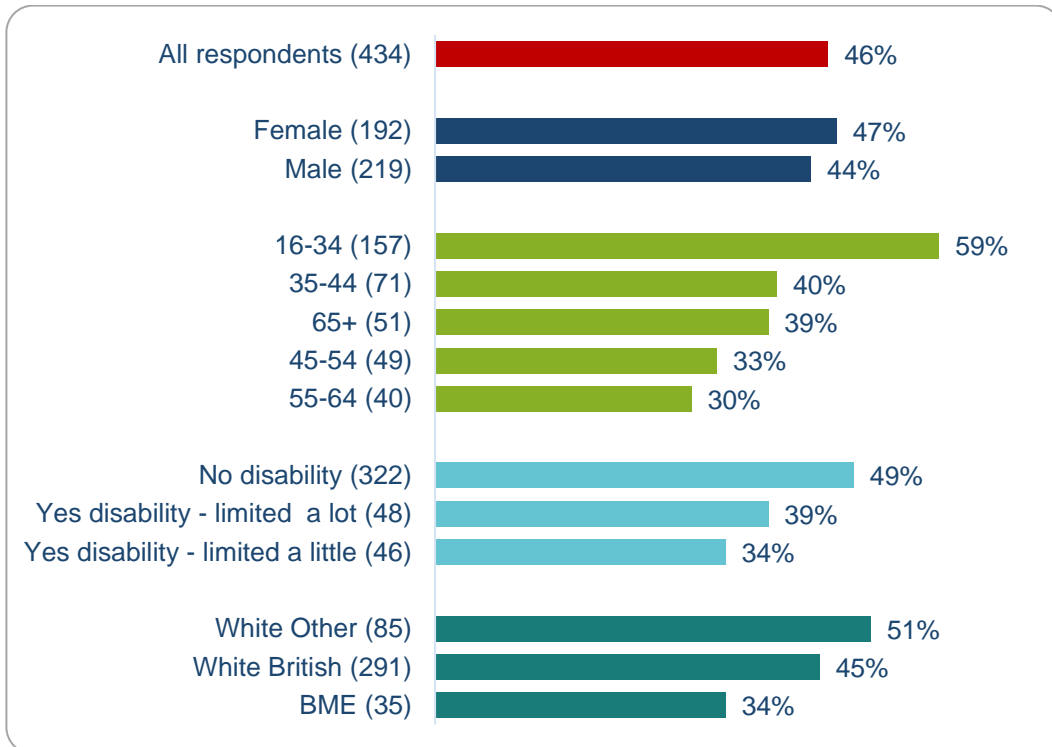
Figure 75: To what extent do you think Boscombe is improving? (% respondents)



BASE: Varied as labelled

Respondents aged 16 to 34 are significantly more likely than any other age group to feel that Boscombe is improving.

Figure 76: Boscombe is improving (% a great deal/a fair amount)

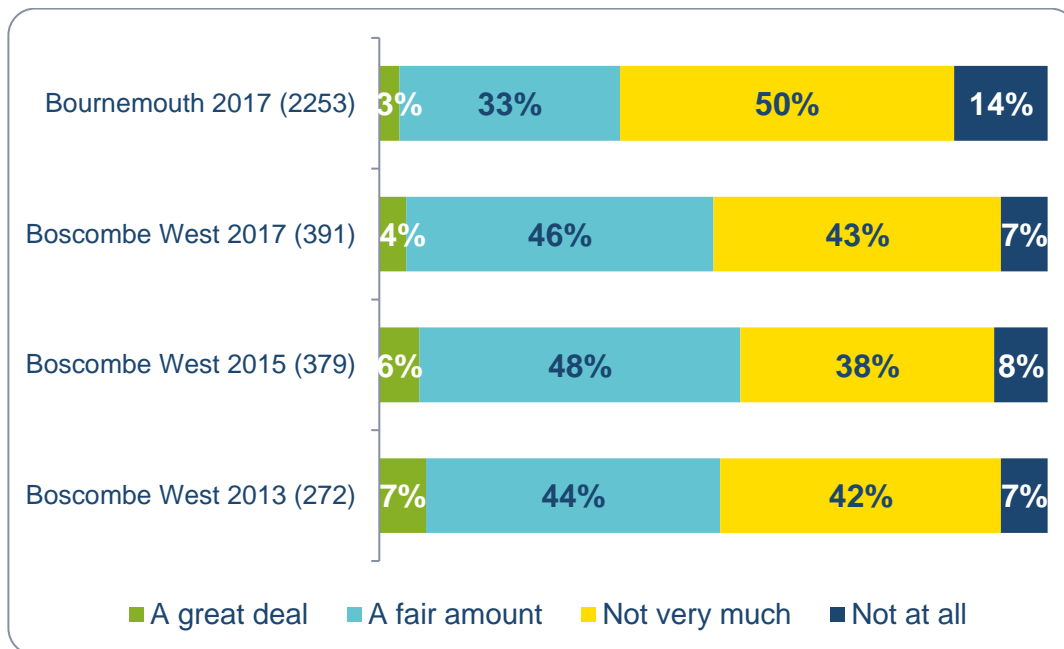


BASE: Varied as labelled

9 Local decision making

Half of respondents (50%) feel that Bournemouth Borough Council seeks out people's views on issues and services which is a decrease of 4% compared to 2015 but is significantly higher than the Bournemouth average. This question was not asked in the 2016 and 2014 Boscombe West surveys.

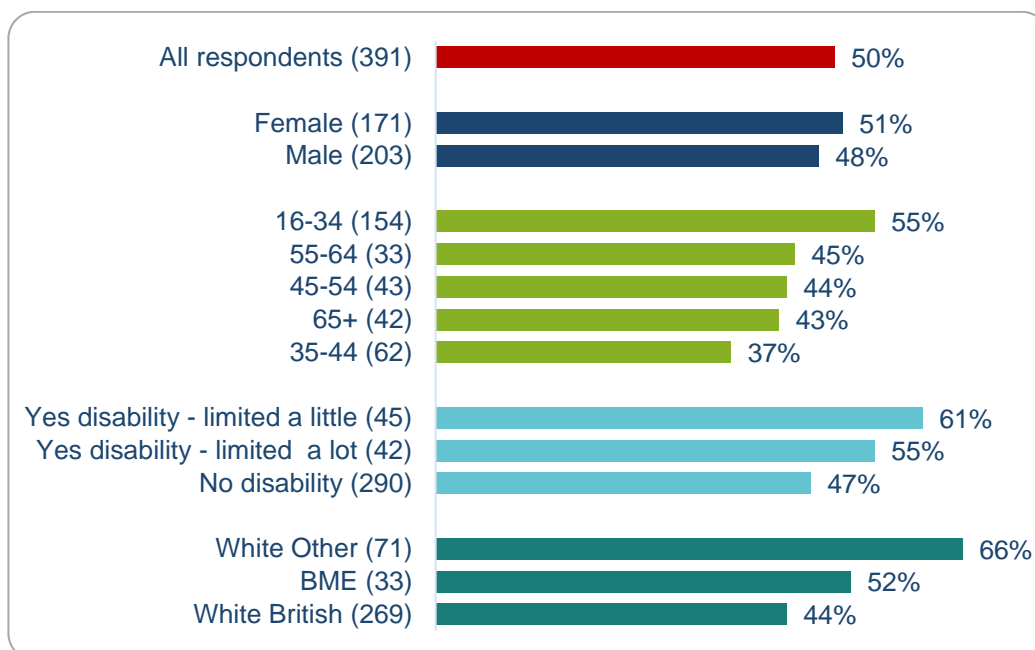
Figure 77: To what extent do you think Bournemouth Borough Council seeks out people's views on issues and services? (% respondents)



BASE: Varied as labelled

White British respondents are significantly less likely to agree that the Council seeks out people's views compared to those from other white backgrounds.

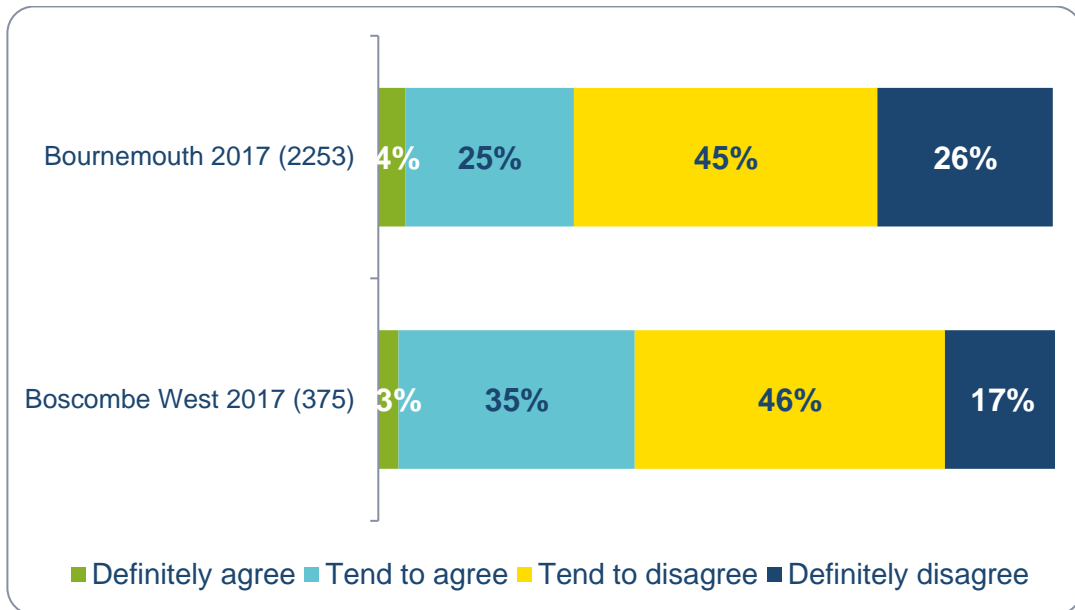
Figure 78: Bournemouth Borough Council seeks out people's views on issues and services by protected characteristics (% a great deal/a fair amount)



BASE: Varied as labelled

Over one third of respondents (37%) agree that they can influence decisions which is significantly higher than the Bournemouth average of 29%. This is a new question for 2017 so no comparative data is available.

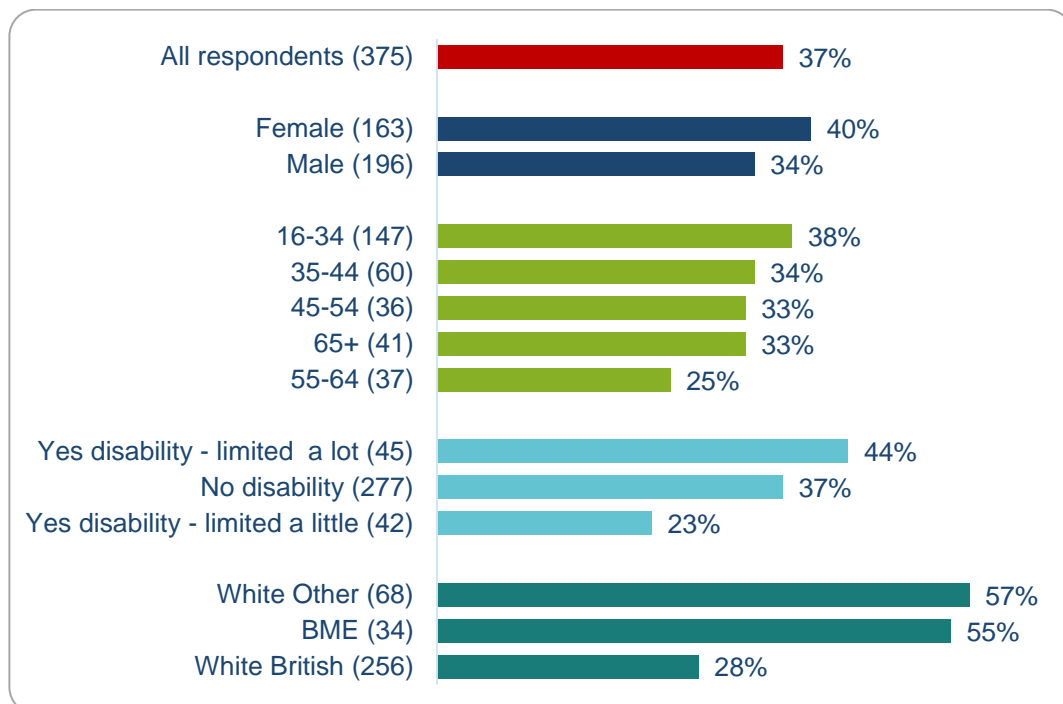
Figure 79: Do you agree or disagree that you can influence decisions affecting your local area? (% respondents)



BASE: Varied as labelled

White British respondents are around half as likely as respondents from other white and BME backgrounds to agree that they can influence decisions in their local area.

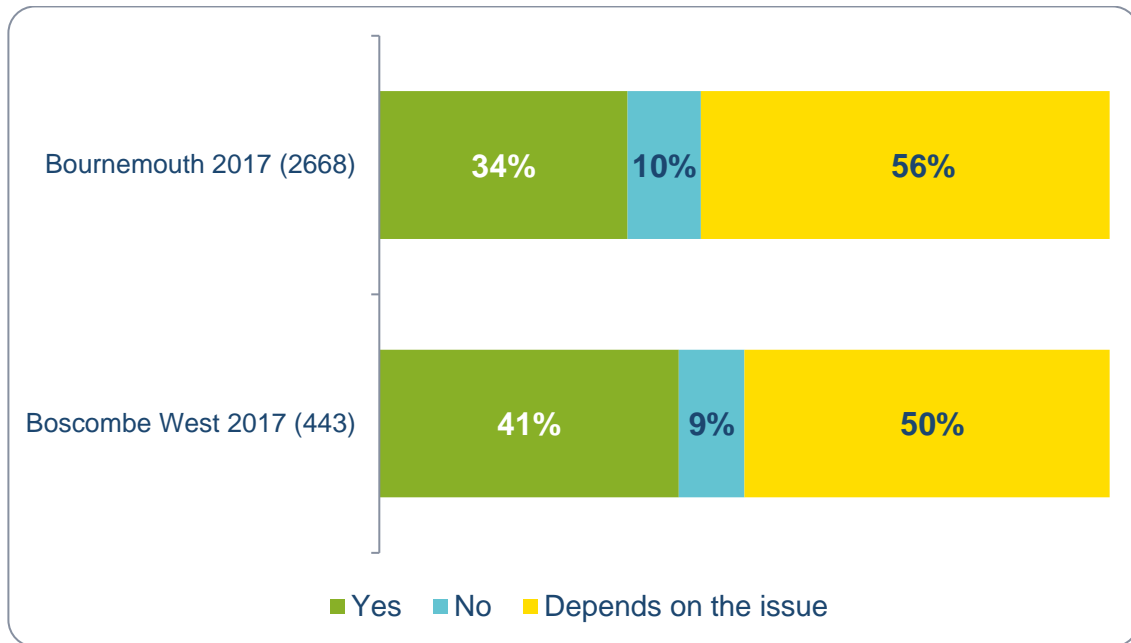
Figure 80: Influencing decisions affecting your local area by protected characteristics (% agree)



BASE: Varied as labelled

Just over two fifths of respondents (41%) said that they would like to be more involved in the decisions that affect their local area which is significantly higher than the Bournemouth average of 34%. This is a new question for 2017 so no comparative data is available.

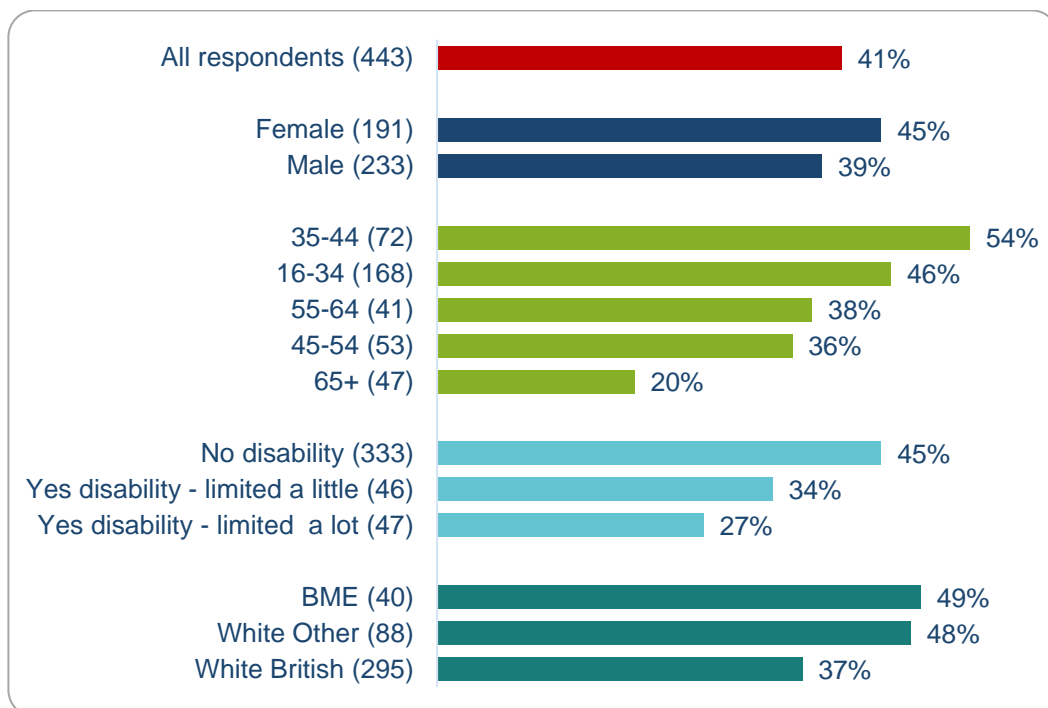
Figure 81: Generally speaking, would you like to be more involved in the decisions that affect your local area? (% respondents)



BASE: Varied as labelled

Respondents aged 65 and over are significantly less likely to want to be involved in decisions. Respondents without a disability are significantly more likely to want to be involved in decisions compared to those with a disability which limits them a lot.

Figure 82: Would like to be more involved in the decisions that affect your local area by protected characteristics (% yes)

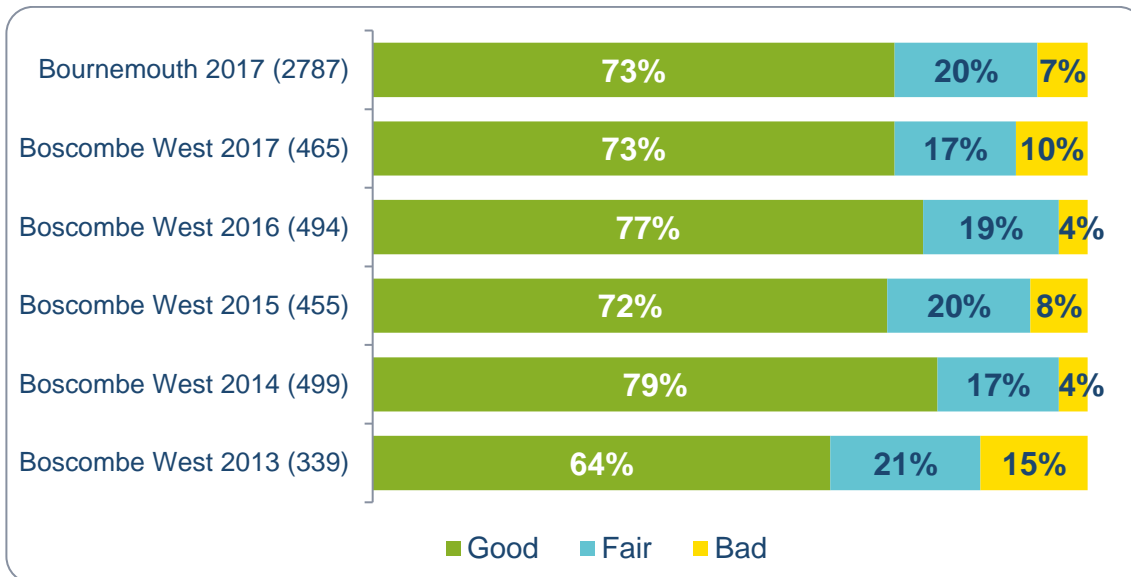


BASE: Varied as labelled

10 Health and wellbeing

Just under three quarters of respondents (73%) describe their health as 'very good' or 'good' which is a decrease of 4% compared to 2016. The 2017 results are in line with Bournemouth overall. The proportion of respondents describing their health as 'bad' or 'very bad' has increased significantly and more than doubled; from 4% in 2016 to 10% in 2017.

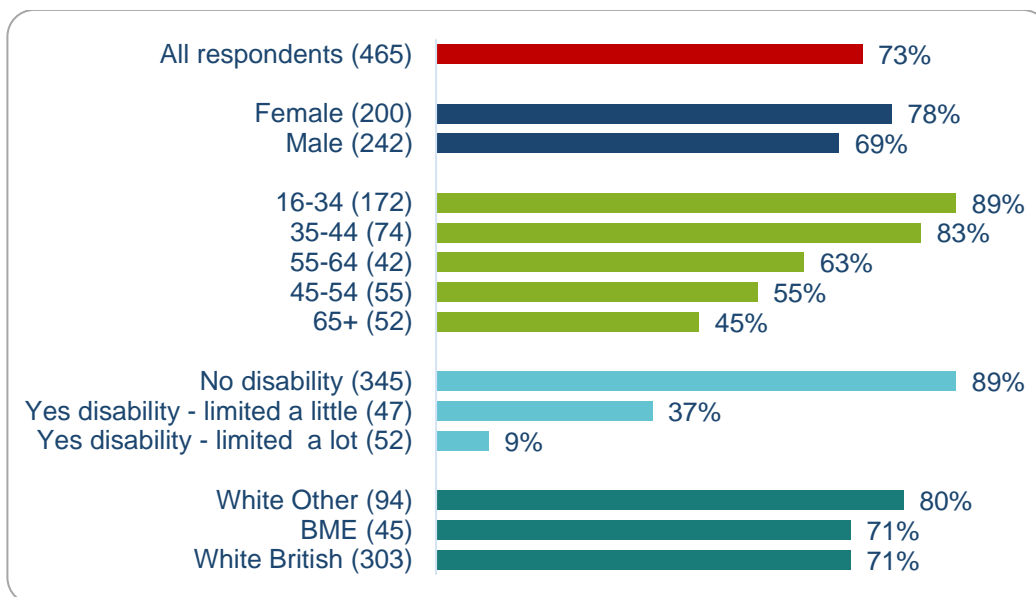
Figure 83: How is your health and wellbeing in general? (% respondents)



BASE: Varied as labelled

Male respondents are significantly less likely to describe their health and wellbeing as 'good' or 'very good' compared to females. Respondents aged 16 to 44 are significantly more likely than those aged 45 and over to describe their health as good. Respondents with a disability are significantly less likely to have good health compared to those without a disability. Respondents from other white backgrounds are significantly less likely to describe their health as 'bad' or 'very bad' compared to white British and BME respondents.

Figure 84: Health and wellbeing by protected characteristics (% good/very good)

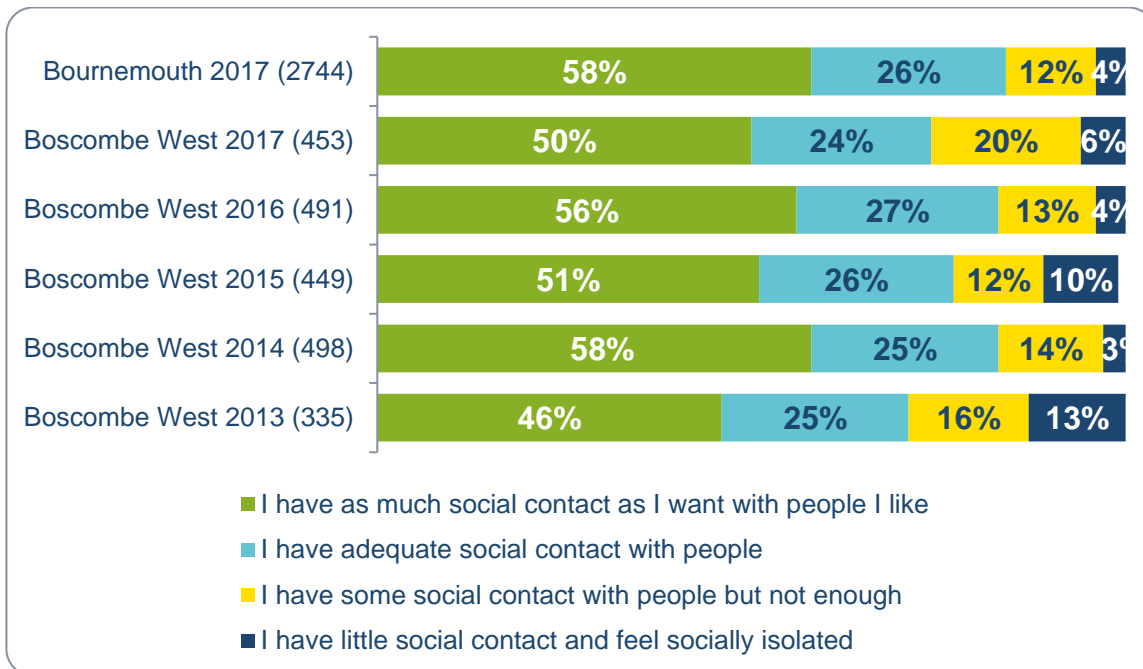


BASE: Varied as labelled

10.1 Social contact

Just under three quarters of respondents (74%) have sufficient social contact which is a significant decrease of 9% when compared to 2016 and is significantly lower than the Bournemouth average.

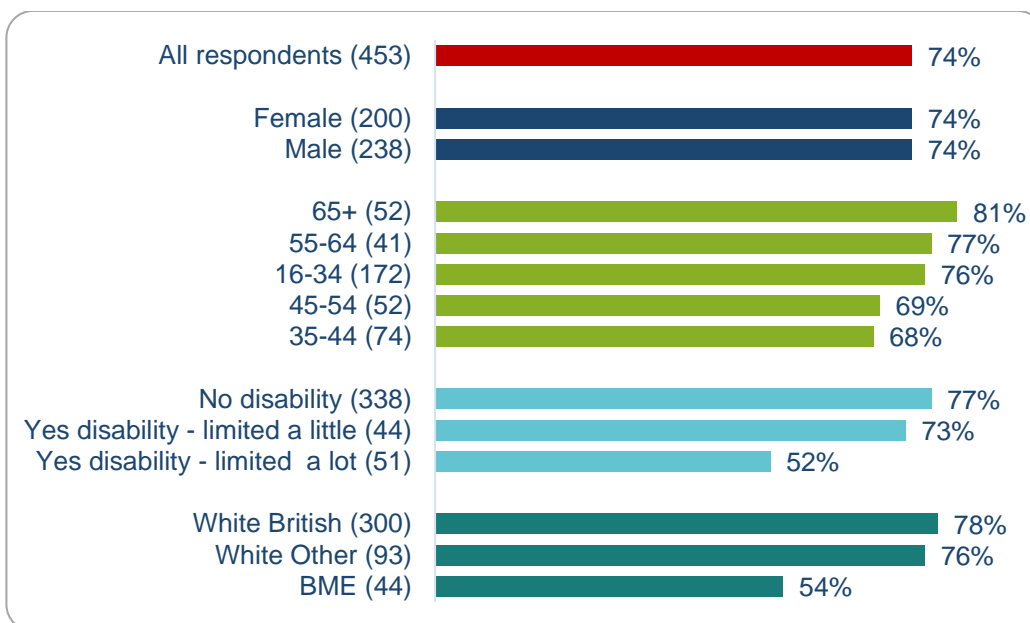
Figure 85: Which of the following statements best describes your social situation? (% respondents)



BASE: Varied as labelled

Respondents with a disability which limits them a lot are significantly less likely to have sufficient social contact compared to those without a disability or those with a disability which limits them a little. Respondents from a BME background are significantly less likely to have sufficient social contact compared to white respondents.

Figure 86: Social contact by protected characteristics (% at least adequate social contact)

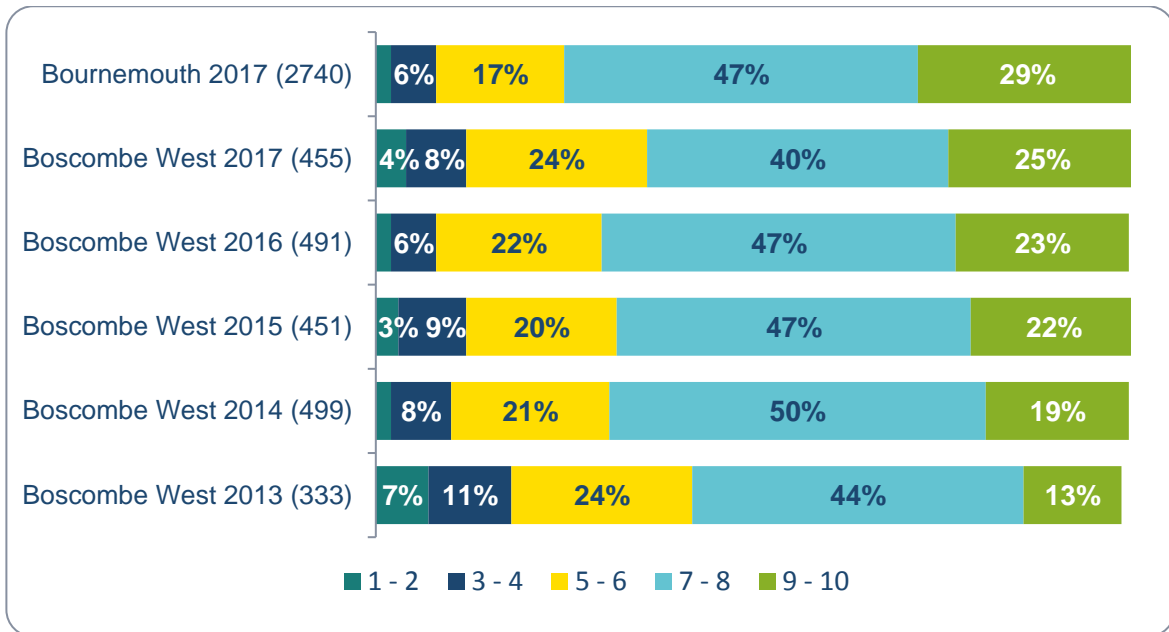


BASE: Varied as labelled

10.2 Satisfaction with life

Just under two thirds of respondents (64%) rate their life as 7 or more which is a significant decrease of 6% compared to 2016 and is significantly lower than the Bournemouth average. The proportion of respondents rating their life as 4 or less has increased from 8% in 2016 to 12% in 2017.

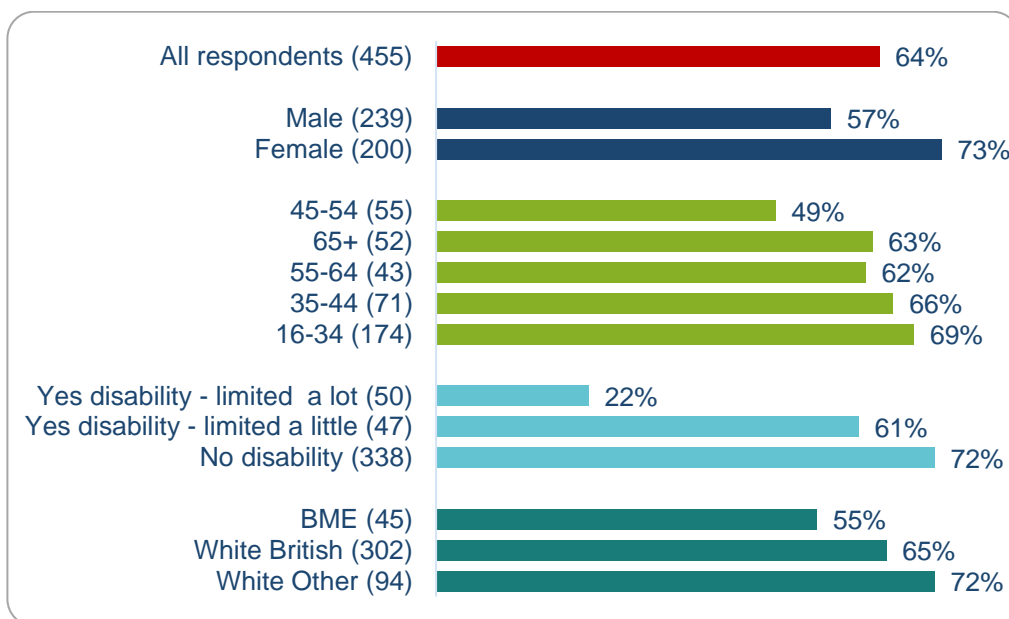
Figure 87: On a scale of 1 to 10, how satisfied are you overall with your life nowadays? (% respondents)



BASE: Varied as labelled

Female respondents are significantly more likely to be satisfied with their life compared to male respondents. Respondents with a disability which limits them a lot are significantly less likely to rate their lives as seven or more compared to those without a disability or those with a disability which limits them a little.

Figure 88: Current life satisfaction by protected characteristics (% 7 or more out of 10)



BASE: Varied as labelled

11 Conclusion

Overall, findings in 2017 are generally positive in comparison to 2016. Below is a summary of the differences which have been statistically significant.

Local Area and Communication

There have been significant increases in performance of the following:

- Satisfaction with the local area
- The Council acts on concerns of local residents

There has been a significant decline in relation to:

- Residents who have heard of the work being done to improve Boscombe

Services

There has been an increase in satisfaction with the vast majority of council services. The services which have seen a significant increase in performance are:

- Satisfaction with keeping land clear of litter and refuse
- Satisfaction with refuse collection
- Satisfaction with sport and leisure facilities
- Satisfaction with libraries
- Satisfaction with museums / galleries
- Satisfaction with theatres / concert halls

Anti-social behaviour

In relation to anti-social behaviour, perceptions of these behaviours being a problem has decreased for the majority of behaviours. Significant decreases have been in:

- Vandalism, graffiti and other deliberate damage being a problem
- People being drunk or rowdy in public places being a problem
- Groups hanging around the streets being a problem

However, there was one significant increase:

- Rubbish or litter lying around being a problem

Health and Wellbeing

Health and wellbeing measure have decreased. There were significant decreases in relation to:

- Social contact
- Life satisfaction

Comparisons to Bournemouth

Table 3 shows the indicators where Boscombe West fell behind Bournemouth in 2015 but there has since been a positive change of more than 5%. The largest positive shift has been in the proportion of respondents in Boscombe West who feel the Council acts on concerns of local residents which was 8% lower than Bournemouth in 2015 but is now 7% higher.

Although Boscombe West still falls behind Bournemouth in terms of anti-social behaviour, the gap is decreasing for many of the indicators. The proportion of respondents in Boscombe West who consider noisy neighbours or loud parties a problem is now just 3% higher than the Bournemouth average compared to 12% higher in 2015. There has therefore been a positive shift of 9%.

Table 3: Closing the gap between Boscombe West and Bournemouth

	% difference between Boscombe West and Bournemouth		% change
	2015	2017	
Bournemouth Council acts on the concerns of local residents	-8%	+7%	+15%
Satisfaction with local area as a place to live	-21%	-9%	+12%
Satisfaction with refuse collection	-7%	+4%	+11%
Satisfaction with sport / leisure facilities	-15%	-5%	+10%
Feeling safe outside in local area after dark	-29%	-19%	+10%
Satisfaction with libraries	-6%	+3%	+9%
Satisfaction with museums / galleries	-6%	+3%	+9%
Noisy neighbours or loud parties	-12%	-3%	+9%
Groups hanging around the streets	-30%	-21%	+9%
Sense of belonging to local area	-16%	-9%	+7%
People being drunk or rowdy in public places	-40%	-33%	+7%
Satisfaction with theatres / concert halls	-8%	-2%	+6%
Satisfaction with parks and open spaces	-7%	-1%	+6%
People using or dealing drugs	-42%	-36%	+6%
Overall perception of anti-social behaviour	-34%	-28%	+6%

Appendix 1: Respondent profile

		Weighted	Unweighted
Gender	Male	243	210
	Female	204	237
Age	16 - 34 years	174	65
	35 - 44 years	74	61
	45 - 54 years	55	60
	55 - 64 years	43	84
	65+ years	54	128
Disability	Yes – limited a lot	53	48
	Yes – limited a little	49	92
	No	346	308
Ethnicity	White British	307	356
	White Other	95	72
	BME	45	19
Religion	No religion	204	165
	Christian	223	266
	Other religion	38	30
Sexual Orientation	Heterosexual	394	400
	All other sexual orientations	27	26
Accommodation	Owner / Occupier	187	225
	Renting - Social	46	51
	Renting - Private	189	157
Employment	In employment	288	235
	Unemployed	17	11
	Retired	64	128
	Economically inactive	61	58
Children 17 and under in the household	None	198	197
	One	60	57
	Two or more	36	35
Adults 18 and over in the household	One	145	159
	Two	195	163
	Three or more	28	30

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