

# Boscombe West Residents Survey 2014



Produced by the Corporate Consultation and Research Team

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## **1 Introduction**

Bournemouth Borough Council conducted a residents' survey in Boscombe West in October 2014. The results are reported in this document. The survey used a similar questionnaire and methodology to the Bournemouth Opinion Survey (BOS) which was conducted in 2012 and 2013.

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 Boscombe West residents' survey 2014 was a paper only survey which was issued on 8<sup>th</sup> October 2014 and closed on 21<sup>st</sup> December 2014 (with one reminder sent out on the 3<sup>rd</sup> November). Questionnaires were sent to a random sample of 2000 residents in Boscombe West. A total of 537 responses were received providing a response rate of 27%.

### **1.2 Results**

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 +/-4.1%. This means that we can be reasonably confident that if we surveyed the whole population of Boscombe West the result would fall between 45.9% and 54.1%.

As with the BOS, the results have been weighted by age group, gender, disability and ethnicity.

Where applicable, the 2014 results have been compared to 2013 and 2012 BOS results for the ward of Boscombe West.

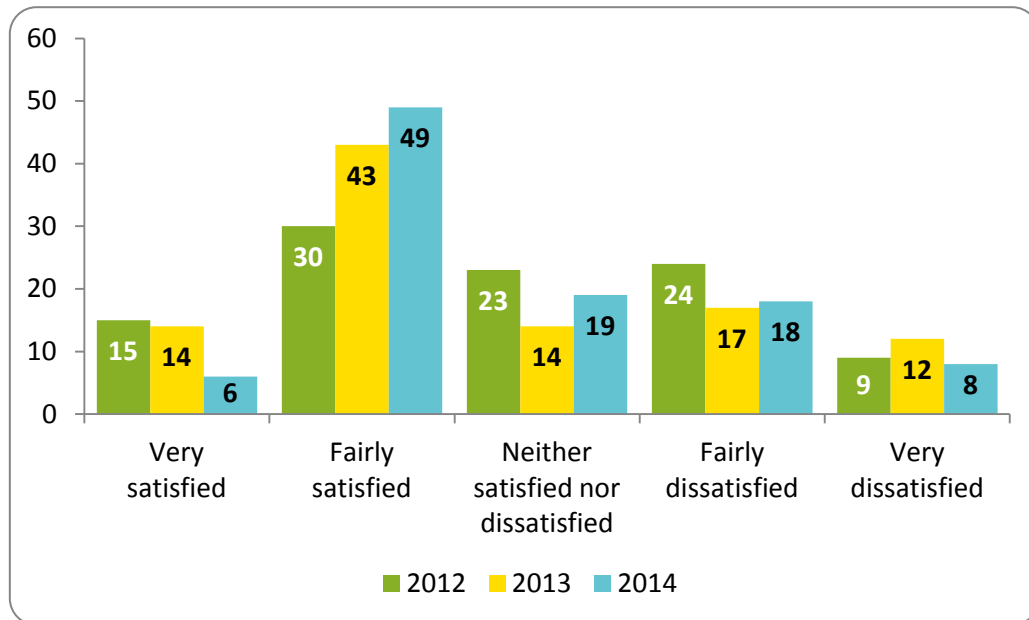
Figures in this report are presented as a percentage of respondents who answered the question i.e. excluding 'don't know', 'not applicable' and 'no reply'.

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.

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

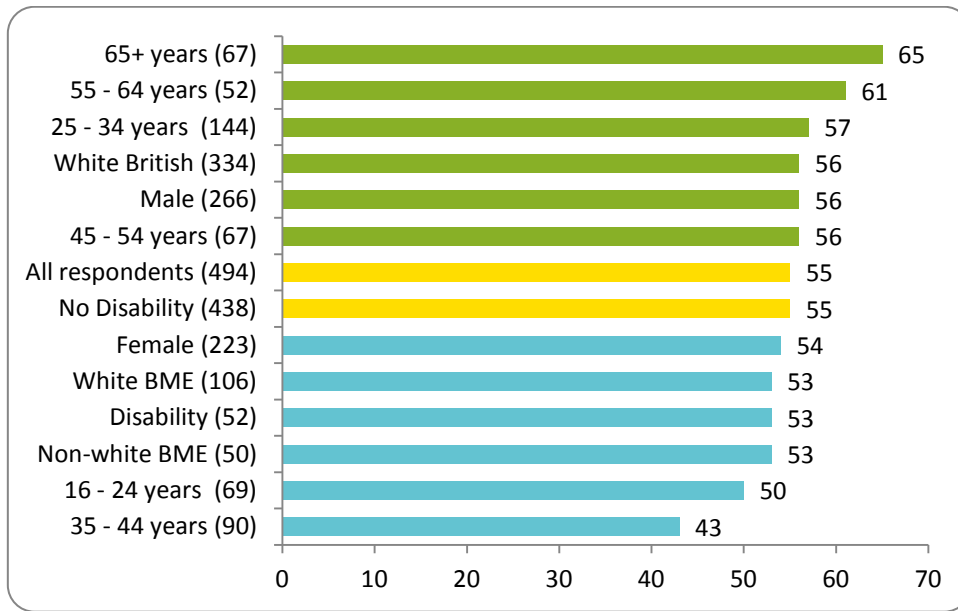


BASE: All respondents excluding 'don't know'

Satisfaction with the local area has decreased slightly from 57% in 2013 to 55% in 2014 but is within the margin of error. There has been a 10% increase in satisfaction since 2012 when 45% of respondents were satisfied with their local area as a place to live.

The percentage of respondents who are very satisfied with their local area has more than halved when compared to previous years. However the percentage of respondents who are dissatisfied with the local area has gradually decreased from one third in 2012 (33%) to around one quarter (26%) in 2014.

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



BASE: Varied as labelled

Respondents aged 55 and over are more likely to be satisfied with their local area as a place to live whilst those aged 35 to 44 are least satisfied. There were no significant differences in satisfaction for gender, disability and ethnicity. There were also no significant differences between different religious beliefs or sexual orientation.

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

The top five things that respondents identified as being the most important in making somewhere a good place to live has remained unchanged since 2012. The level of crime remains number one with nearly three quarters of respondents identifying this as important (74%). The importance of affordable decent housing and parks and open spaces have increased by 6% and 7% respectively. Other issues that have seen a significant change in the last two years are job prospects which has decreased in importance by 6% and the level of pollution and sports and leisure facilities which have increased by 5% and 7% respectively.

**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	2014	2012	% change
The level of crime	74%	72%	2%
Clean streets	58%	59%	-1%
Affordable decent housing	45%	39%	6%
Parks and open spaces	43%	36%	7%
Shopping facilities	37%	36%	1%
Health services	32%	30%	2%
Access to nature	27%	26%	1%
Public transport	25%	27%	-2%
Job prospects	24%	30%	-6%
Road and pavement repairs	18%	17%	1%
Wage levels and local cost of living	18%	14%	4%
Cultural facilities (e.g. libraries, museums)	17%	17%	0%
Education provision	14%	13%	1%
The level of pollution	14%	9%	5%
Sports and leisure facilities	14%	7%	7%
The level of traffic congestion	13%	14%	-1%
Facilities for young children	13%	10%	3%
Activities for teenagers	11%	12%	-1%
Community activities	11%	8%	3%
Race relations	5%	3%	2%

BASE: All respondents excluding 'don't know'

Affordable decent housing is more important to respondents who have lived in the local area for one to two years (69% of whom selected this in their top five) compared to those who have lived there for less than one year (45%) and those who have lived there for more than two years (41% on average). The importance of affordable decent housing decreases with the age of respondents.

The main 'other' issues that respondents identified as being important were having less rehab centres and people with drug and alcohol issues, better parking and safety of pedestrians.



Residents were also asked which things they thought most needed improving in the local area. Once again, they were asked to identify up to five issues from a list of twenty as well as having the option to tick an 'other' box.

The top five things that respondents identified as most needing improvement has remained unchanged since 2012. The level of crime, clean streets and affordable decent housing are the top three issues identified as being the most important and most in need of improving.

The level of crime remains number one with four fifths of respondents identifying this as needing improvement (80%) which is an increase of 13% when compared to 2012. Job prospects is still in the top five of things that need improving but the percentage of respondents identifying this issue has decreased by 7%.

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

<b>Things that are most in need of improvement in your local area</b>	<b>2014</b>	<b>2012</b>	<b>% change</b>
The level of crime	80%	67%	13%
Clean streets	54%	51%	3%
Affordable decent housing	38%	38%	0%
Road and pavement repairs	32%	34%	-2%
Job prospects	24%	31%	-7%
The level of traffic congestion	24%	19%	5%
Wage levels and local cost of living	21%	20%	1%
Shopping facilities	19%	20%	-1%
Activities for teenagers	17%	20%	-3%
Sports and leisure facilities	16%	11%	5%
Community activities	12%	10%	2%
Parks and open spaces	11%	7%	4%
Cultural facilities (e.g. libraries, museums)	9%	10%	-1%
Facilities for young children	8%	8%	0%
Health services	6%	8%	-2%
The level of pollution	6%	7%	-1%
Race relations	6%	2%	4%
Public transport	5%	7%	-2%
Education provision	4%	7%	-3%
Access to nature	4%	3%	1%

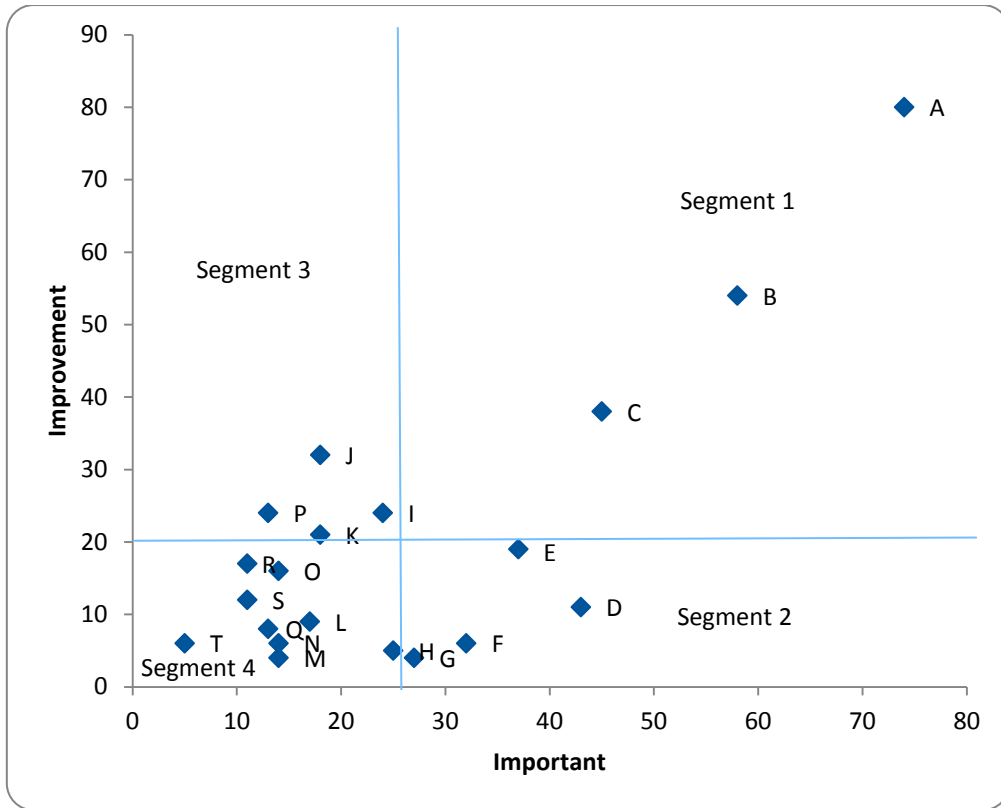
BASE: All respondents excluding 'don't know'

Females are more likely than males to identify crime levels as most needing improvement (86% of females compared to 74% of males). The percentage of respondents identifying road and pavements repairs as most needing improvement increases with age.

The main 'other' issue that respondents identified as most needing improvement was having less rehab centres and tackling the issues of drugs and alcohol in the Boscombe area.

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 excluding 'don't know'

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

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

- Shopping facilities
- Parks and open spaces
- Health services
- Access to nature

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

- Road and pavement repairs
- The level of traffic congestion
- Job prospects
- Wage levels and local cost of living

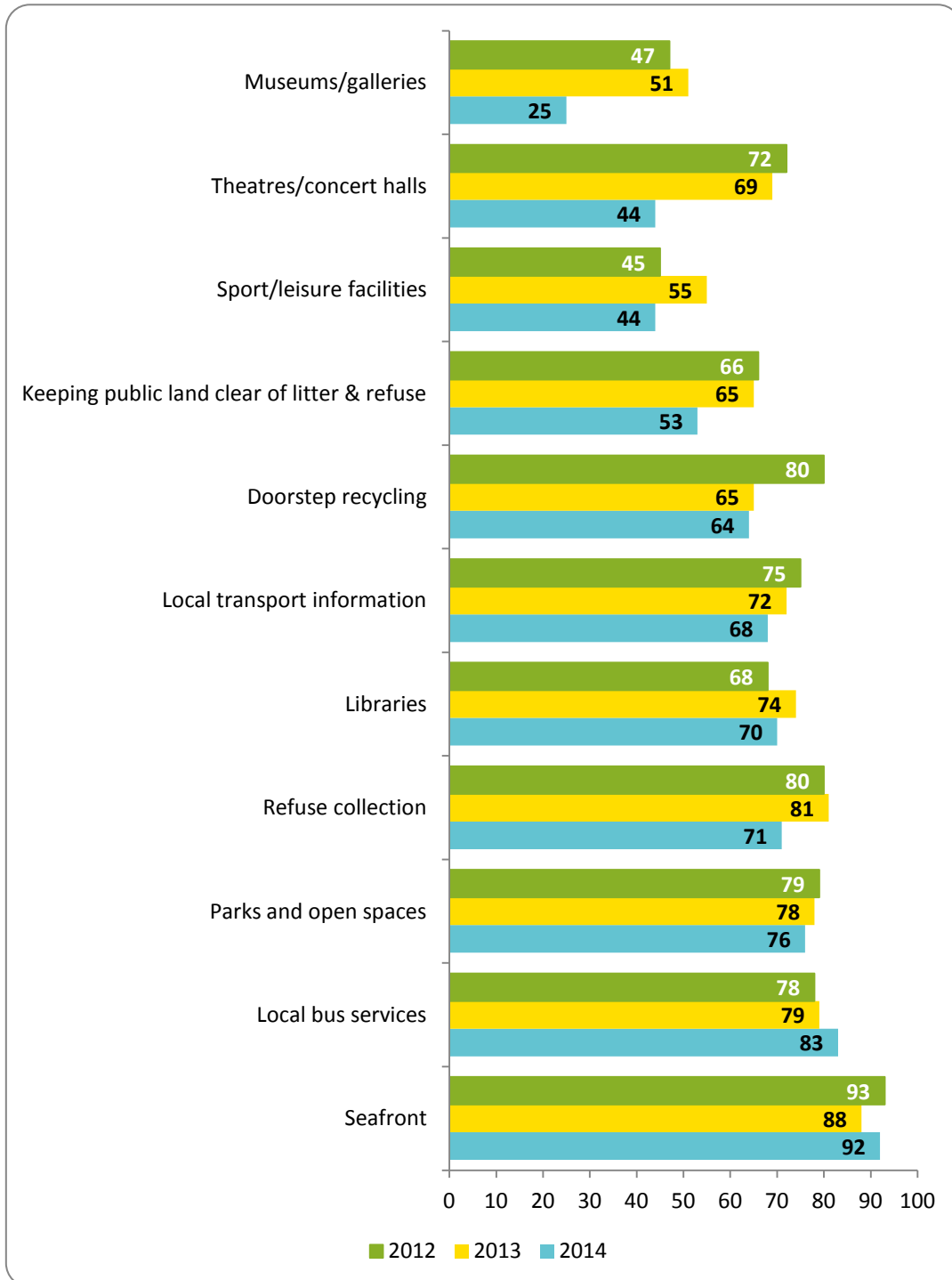
Segment 4: Things which are ranked below average importance and improvement

- Activities for teenagers
- Sports and leisure facilities
- Community activities
- Cultural facilities
- Facilities for young children
- Race relations
- The level of pollution
- Education provision
- Public transport

#### 4 Service satisfaction and usage

The majority of services have seen a decrease in satisfaction since 2013 and 2012. Some are within the margin error but the biggest decreases have been in satisfaction with theatres and concert halls which has decreased by 25% since 2013 and museums and galleries which has decreased by 26%. Satisfaction with each service is reported in more detail later in this section.

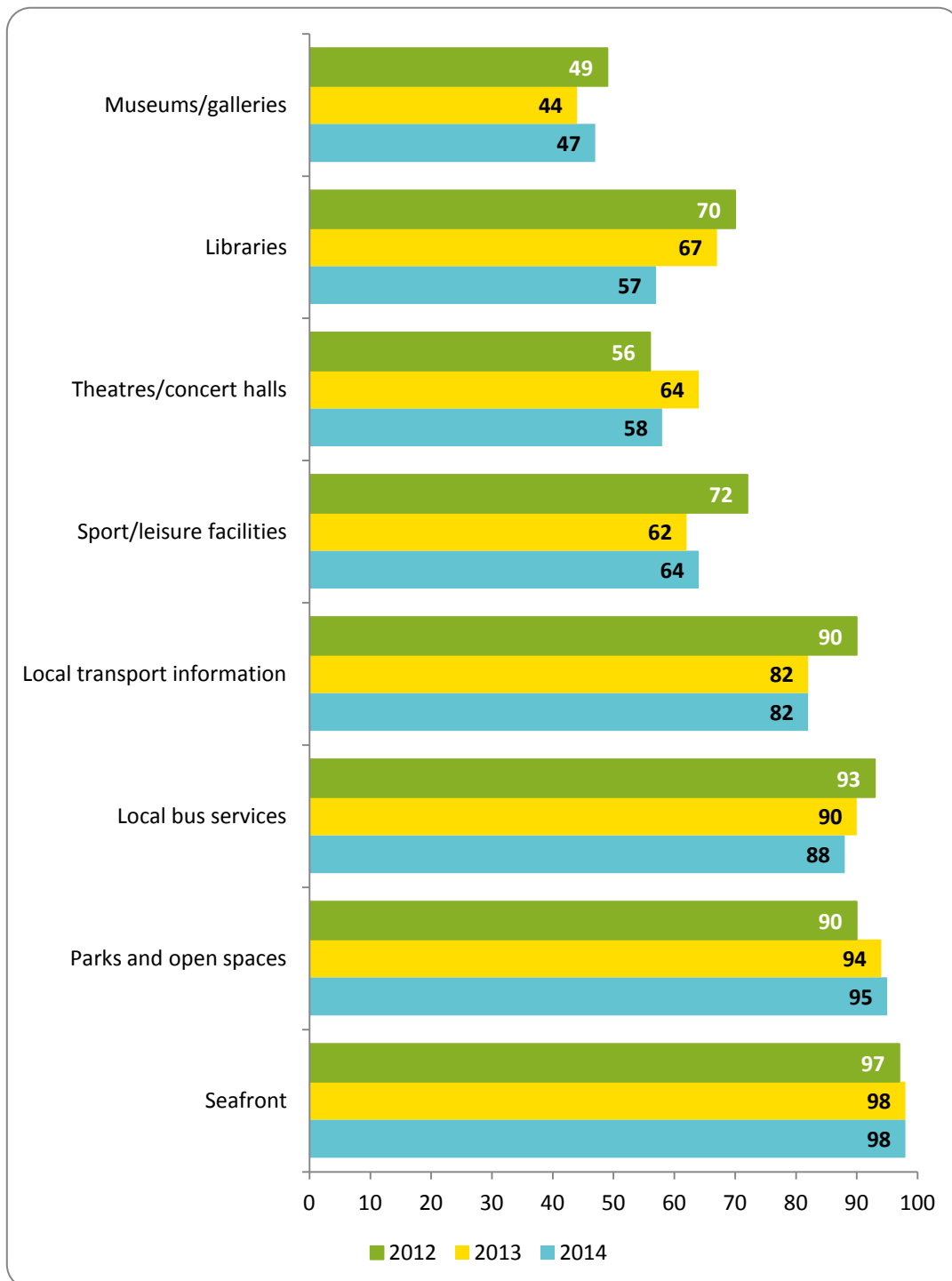
**Figure 4: Satisfaction with Council services (% satisfied)**



BASE: All respondents excluding don't know

Overall usage of the majority of council services has remained fairly consistent and the majority of increases or decreases in the last year fall within the margin of error. However, the use of libraries has decreased from 67% in 2013 to 57% in 2014 and the use of theatres and concert halls has decreased from 64% in 2013 to 58% in 2014 (although usage of theatres and concert halls is back to a similar level as it was in 2012).

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

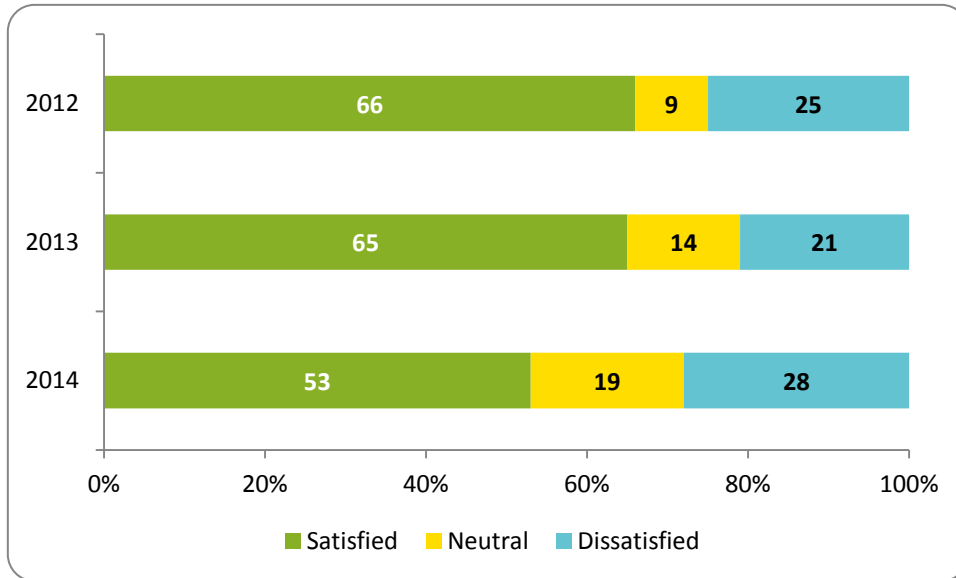


BASE: All respondents excluding don't know

#### 4.1 Keeping public land clear of litter and refuse

Just over half of respondents (53%) are satisfied with keeping public land clear of litter and refuse. This is a decrease of 12% when compared to the 65% who were satisfied in 2013. The level of dissatisfaction has increased by 7%, from 21% in 2013 to 28% in 2014.

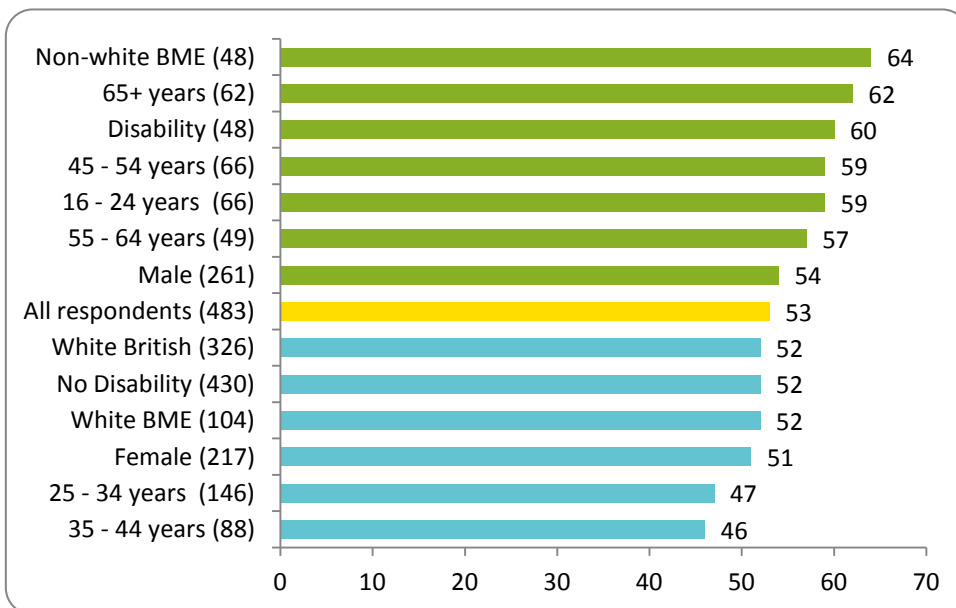
**Figure 6: Keeping public land clear of litter and refuse (% respondents)**



BASE: All respondents excluding don't know

Respondents from non-white black and minority ethnic (BME) groups, those aged 65 and over and those with disabilities are more satisfied with keeping land clear of litter and refuse, whilst those aged between 25 and 44 are the least satisfied.

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

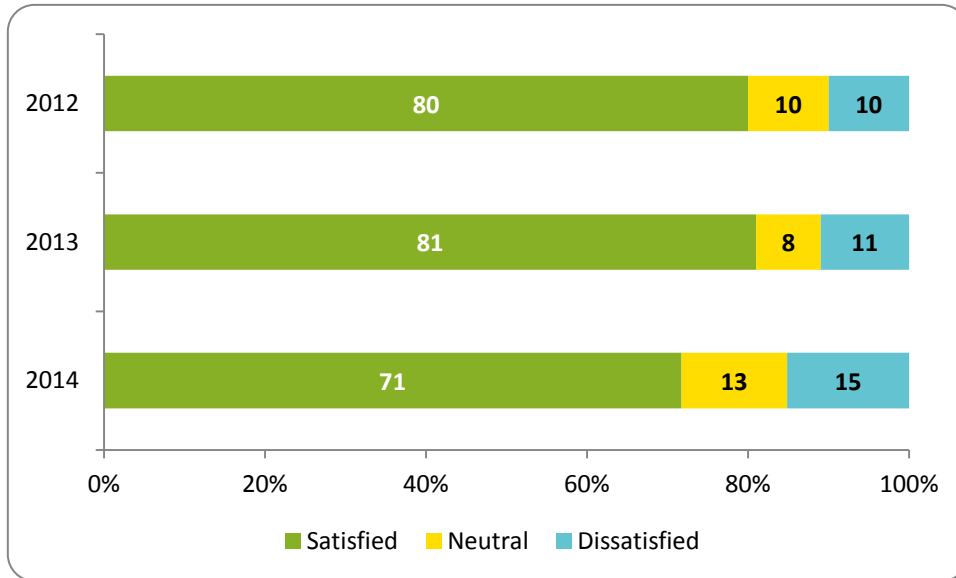


BASE: Varied as labelled

## 4.2 Refuse collection

Just over seven in ten respondents (71%) are satisfied with refuse collection. This is a decrease of 10% when compared to the 81% who were satisfied in 2013. Dissatisfaction has increased by 4% since 2013 but this is within the margin of error.

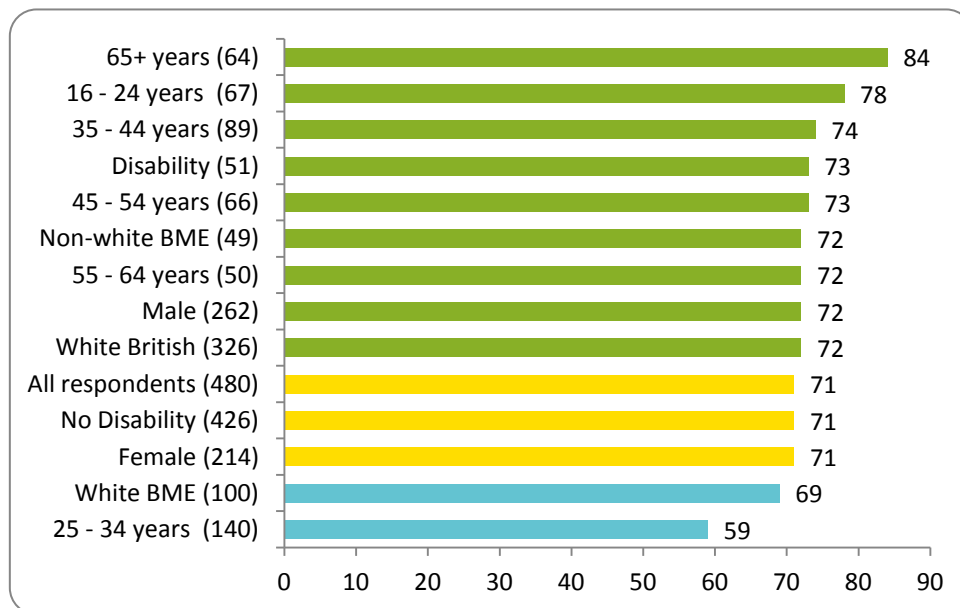
**Figure 8: Refuse collection (% respondents)**



BASE: All respondents excluding don't know

Satisfaction levels are fairly consistent across different demographic groups with the exception of respondents aged 25 to 34 who are significantly less satisfied and those aged 16 to 24 and 65 years and over who are significantly more satisfied.

**Figure 9: Satisfaction with refuse collection (% satisfied)**

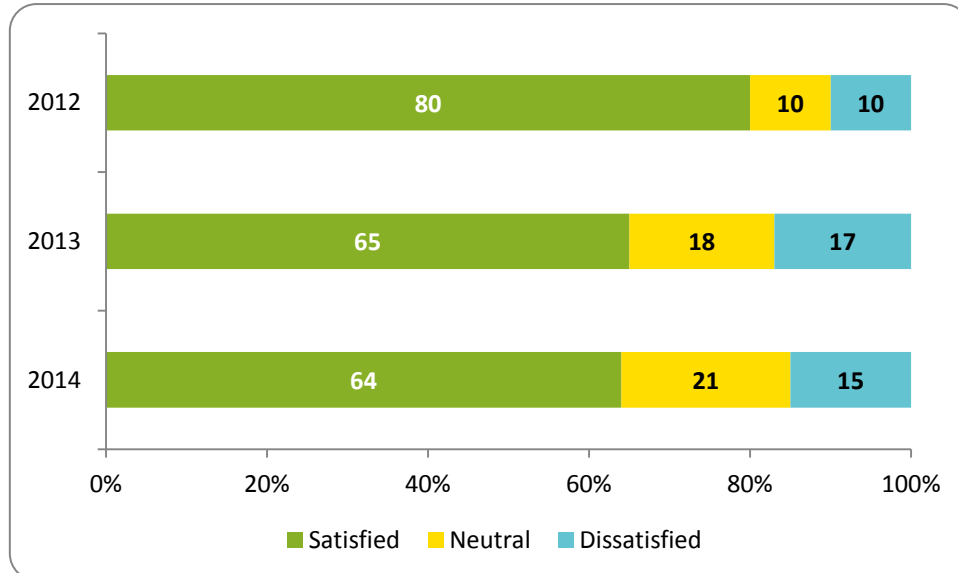


BASE: Varied as labelled

### 4.3 Doorstep recycling

Following a significant decrease in satisfaction with doorstep recycling in 2013, levels have remained consistent in 2014.

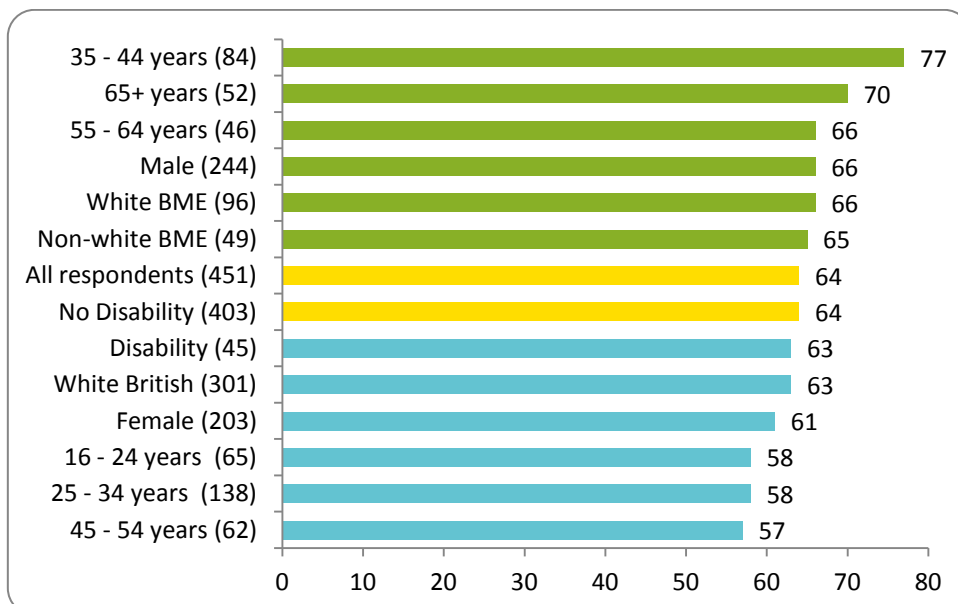
**Figure 10: Doorstep recycling (% respondents)**



BASE: All respondents excluding don't know

Respondents aged 35 to 45 and those aged 65 and over are most satisfied with doorstep recycling whilst those aged 16 to 34 and those aged 45 to 54 are least satisfied.

**Figure 11: Satisfaction with doorstep recycling (% satisfied)**



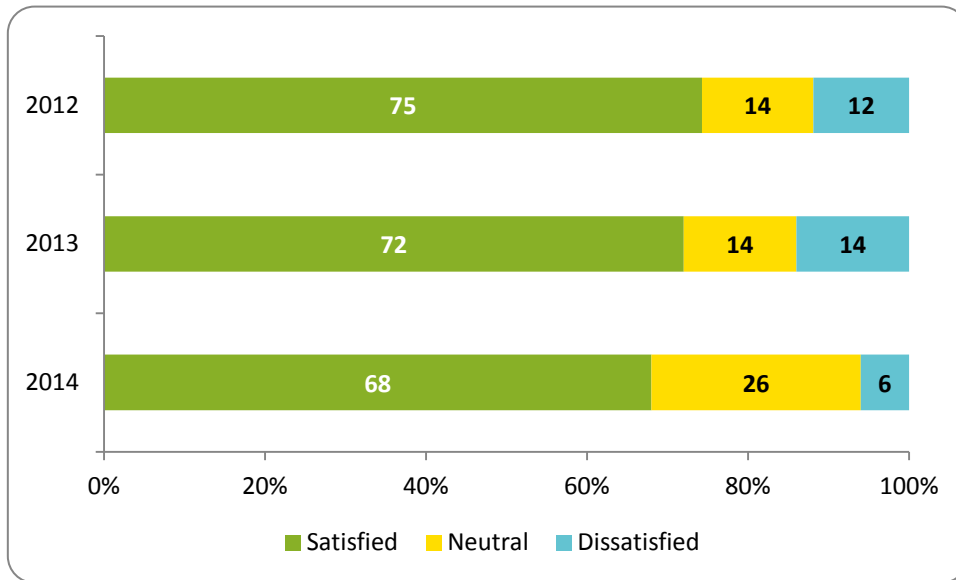
BASE: Varied as labelled



#### 4.4 Local transport information

Just over two thirds of respondents (68%) are satisfied with local transport information. Although this represents a slight decrease in satisfaction, the level of dissatisfaction has also decreased by over 50%, from 14% in 2013 to 6% in 2014. Just over four fifths of respondents (82%) have used local transport information in the last twelve months which is consistent with 2013 results. Service users are more likely to be from younger age groups and to live in rented accommodation.

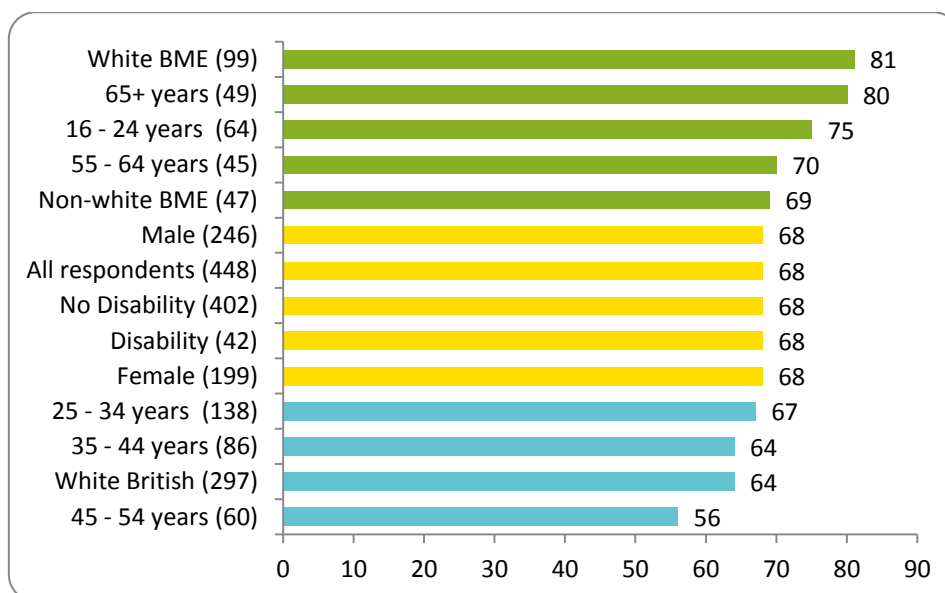
Figure 12: Local transport information (% respondents)



BASE: All respondents excluding don't know

White British respondents are significantly less satisfied than respondents from white BME backgrounds. Respondents aged 65 and over are most satisfied whilst those aged 45 to 54 are least satisfied. Retired respondents are more satisfied than those who are employed.

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

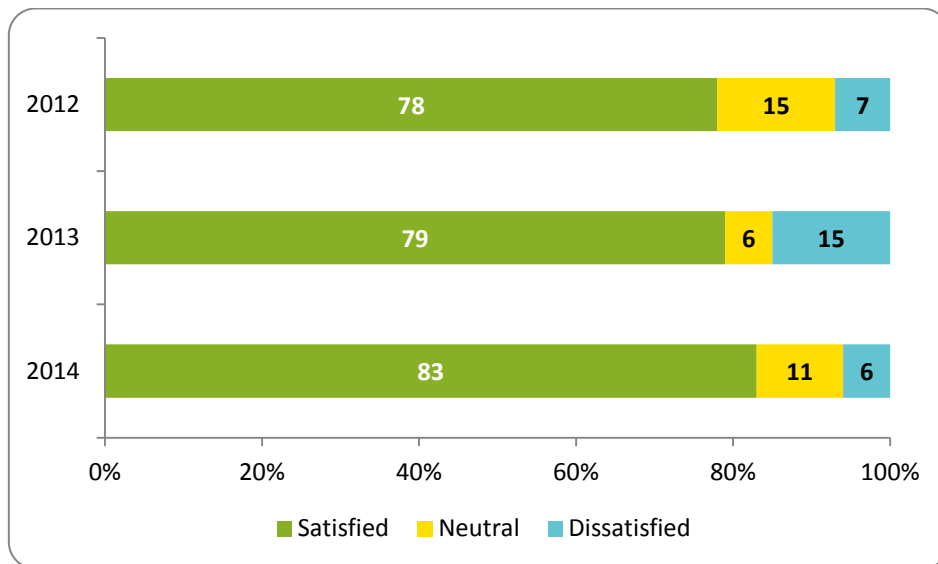


BASE: Varied as labelled

#### 4.5 Local bus services

Just over four fifths of respondents (83%) are satisfied with local bus services which is a slight increase compared to 2013 and 2012. Dissatisfaction has decreased by over 50%, from 15% in 2013 to 6% in 2014. Nearly nine in ten respondents (88%) have used local bus services in the last twelve months which is fairly consistent with 2013. Service users are more likely to live in rented accommodation.

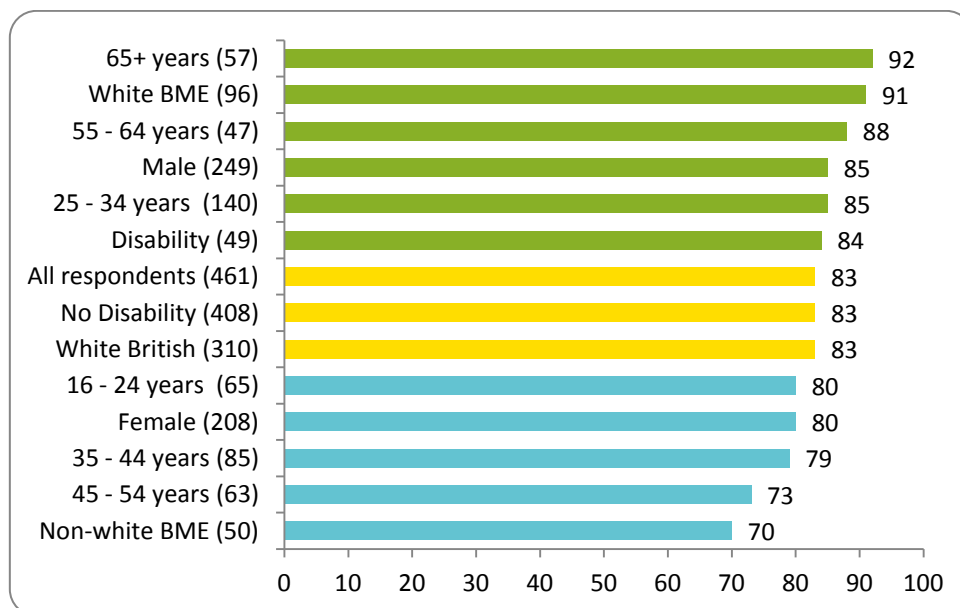
**Figure 14: Local bus services (% respondents)**



BASE: All respondents excluding don't know

Respondents from non-white BME groups are significantly less satisfied than respondents from white BME backgrounds. As with local transport information, respondents aged 65 and over are most satisfied whilst those aged 45 to 54 are least satisfied and retired respondents are more satisfied than those who are employed.

**Figure 15: Satisfaction with local bus services (% satisfied)**

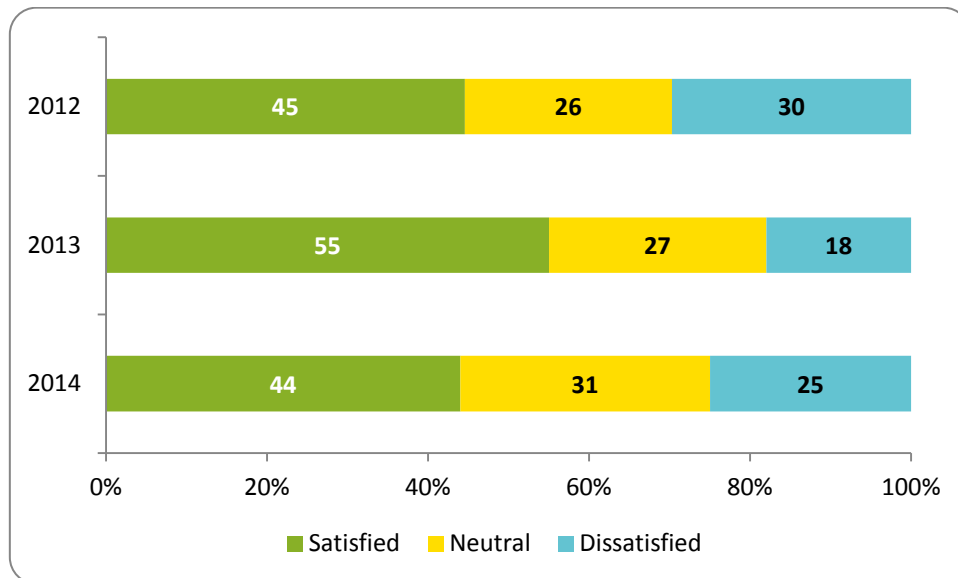


BASE: Varied as labelled

## 4.6 Sport & leisure facilities

Over two fifths of respondents (44%) are satisfied with sport and leisure facilities which is a decrease of 11% when compared to 2013. Just under two thirds of respondents (64%) have used sport and leisure facilities in the last twelve months which is fairly consistent with 2013. Service users are least likely to be those aged 65 and over and retired.

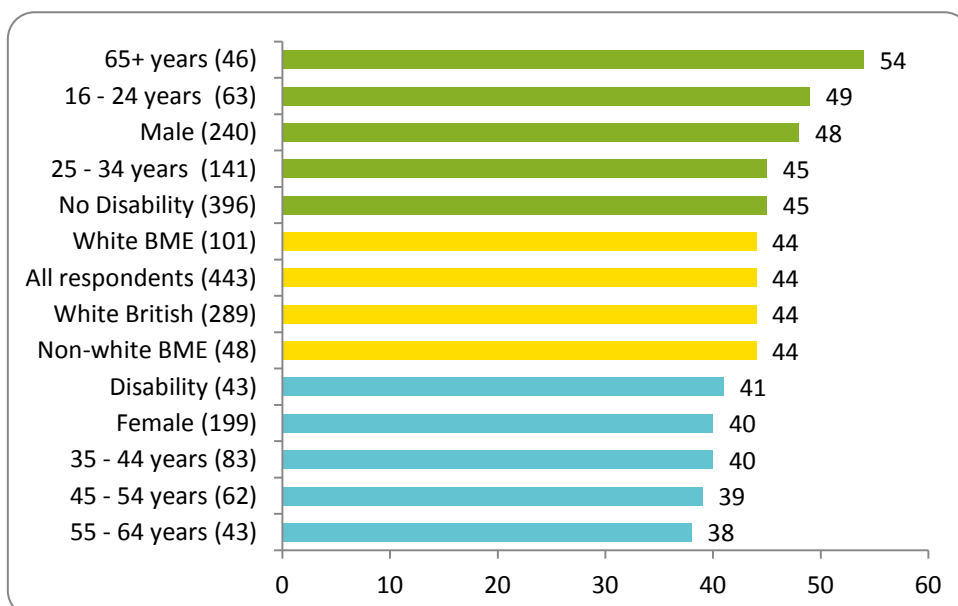
**Figure 16: Satisfaction with sport and leisure facilities (% respondents)**



BASE: All respondents excluding don't know

Respondents at the youngest and oldest end of the age spectrum are most likely to be satisfied with sport and leisure facilities whilst those aged between 35 and 64 are least satisfied.

**Figure 17: Satisfaction with sport and leisure facilities (% satisfied)**

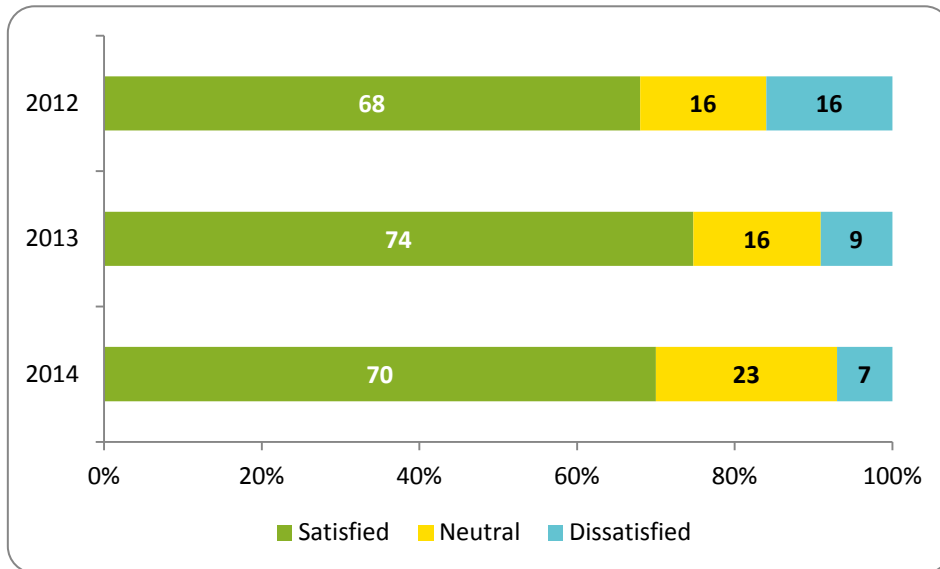


BASE: Varied as labelled

### 4.7 Libraries

Seven in ten respondents (70%) are satisfied with libraries which is a slight decrease compared to 2013 but is within the margin of error. Dissatisfaction has also decreased with a higher proportion of respondents remaining neutral in their response. The proportion of respondents using libraries in the last twelve months has decreased by 10%, from 67% in 2013 to 57% in 2014. Library users are more likely to be females, those aged 65 and over and those who are unemployed, retired or economically inactive.

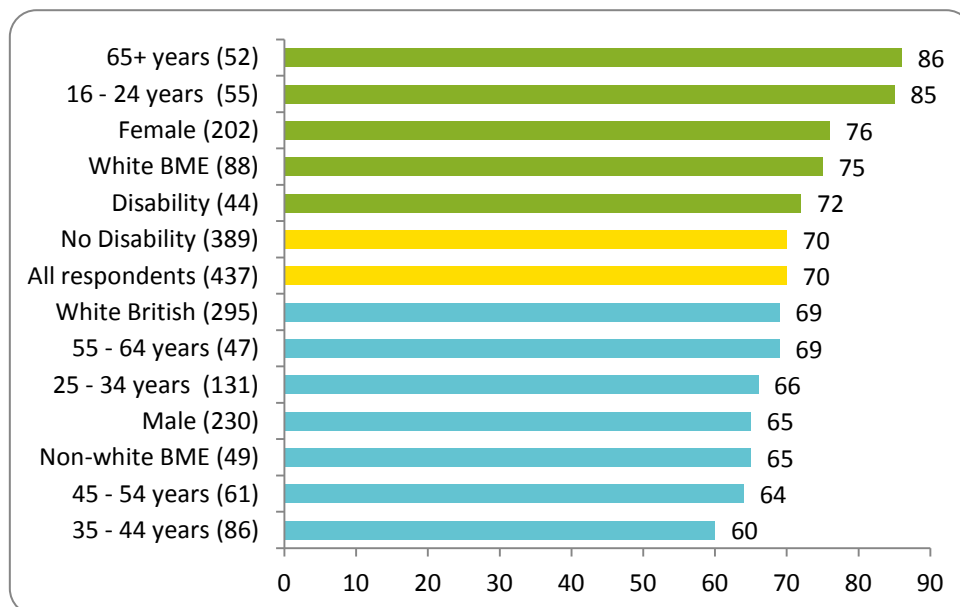
**Figure 18: Satisfaction with libraries (% respondents)**



BASE: All respondents excluding don't know

As with satisfaction with sport and leisure facilities, respondents at the youngest and oldest end of the age spectrum are most likely to be satisfied. Males, respondents from non-white BME groups and those aged between 35 and 54 are least satisfied.

**Figure 19: Satisfaction with libraries (% satisfied)**

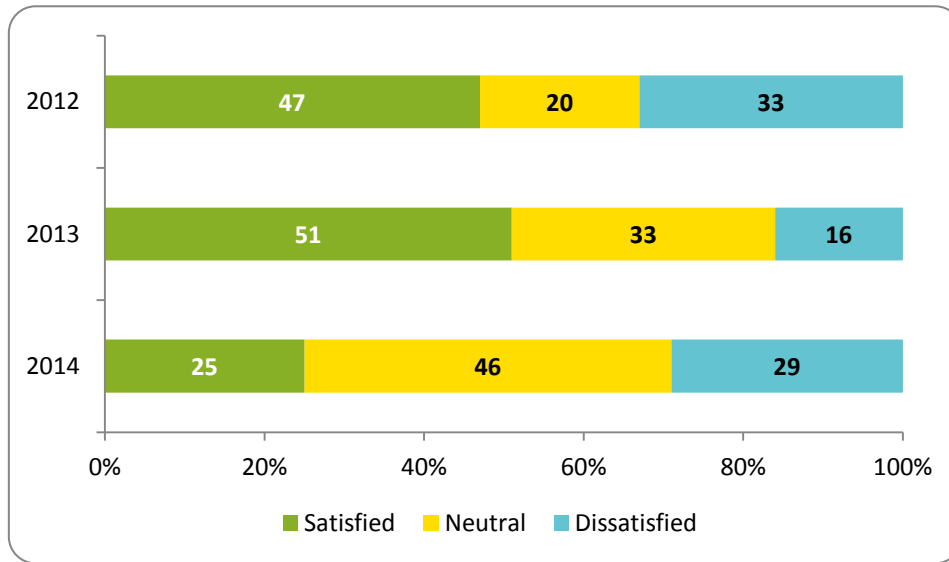


BASE: Varied as labelled

## 4.8 Museums & galleries

Satisfaction with museums and galleries has more than halved, from 51% in 2013 to 25% in 2014. However, not all of this decrease can be apportioned to an increase in dissatisfaction as there has also been a significant increase in those who give a neutral response; nearly half of respondents, the highest across all services. Just under half of respondents (47%) have used museums and galleries in the last twelve months which is broadly consistent with previous years.

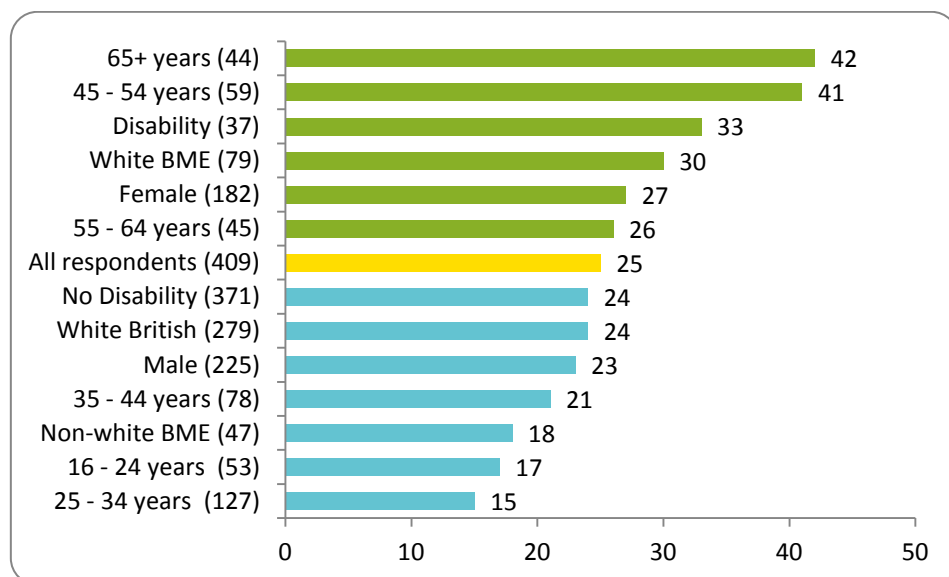
**Figure 20: Satisfaction with museums and galleries (% respondents)**



BASE: All respondents excluding don't know

Overall, respondents in the older age groups are generally more satisfied with museums and galleries than those in the younger age groups. Respondents from non-white BME groups are significantly less satisfied than those from white BME backgrounds. Respondents who are retired are more satisfied than those from other economic groups.

**Figure 21: Satisfaction with museums and galleries (% satisfied)**

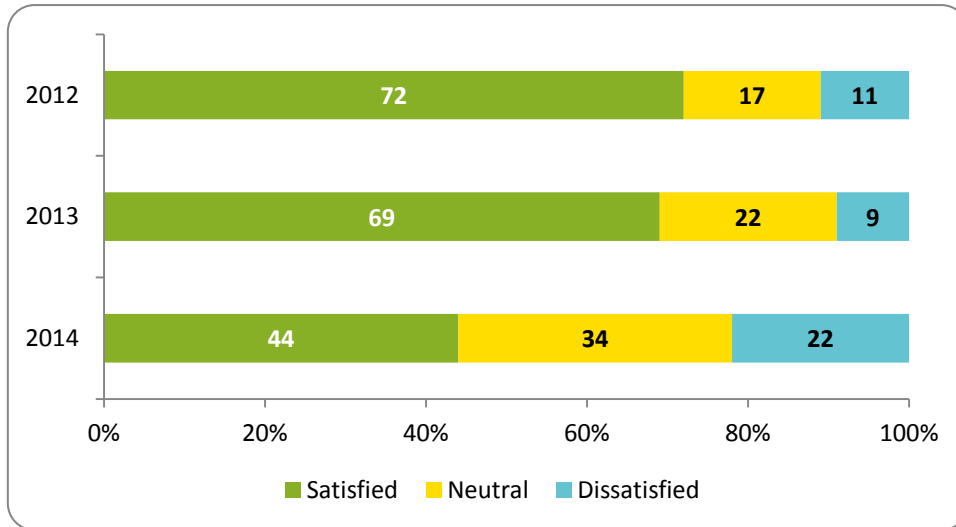


BASE: Varied as labelled

### 4.9 Theatres & concert halls

Satisfaction with theatres and concert halls has decreased significantly from 69% in 2013 to 44% in 2014. Just over one fifth of respondents (22%) are dissatisfied and around one third (34%) are neutral. Almost three fifths of respondents (58%) have used theatres and concert halls in the last twelve months which is a decrease of 6% when compared to 2013 but more consistent with usage levels in 2012. Users of theatres and concert halls are least likely to be those aged 16 to 24, those in social rented accommodation and those from other white groups.

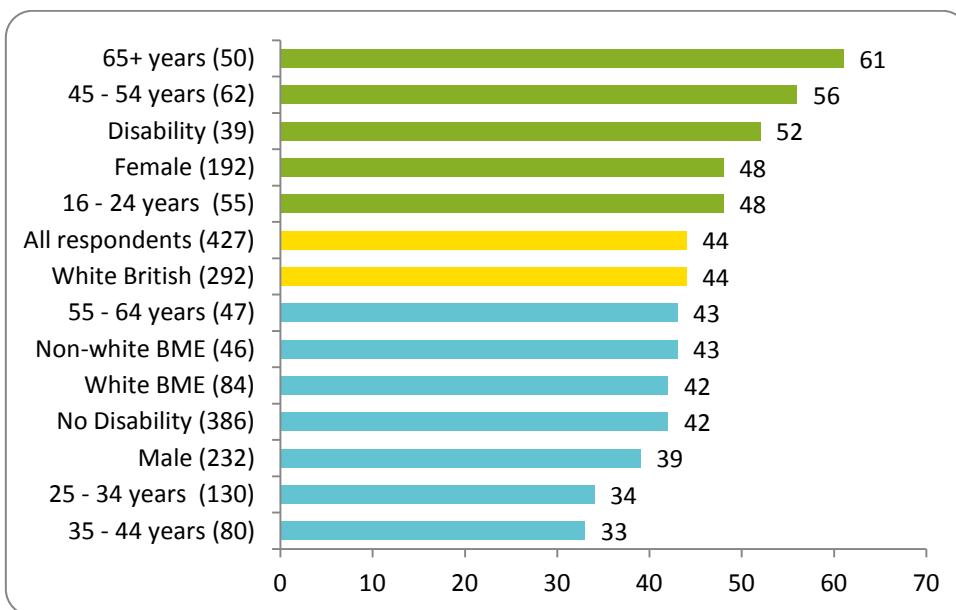
**Figure 22: Satisfaction with theatres and concert halls (% respondents)**



BASE: All respondents excluding don't know

Respondents aged 65 and over are most satisfied with theatres and concert halls. Respondents with a disability are significantly more satisfied than those without a disability and females are more satisfied than males.

**Figure 23: Satisfaction with theatres and concert halls (% satisfied)**

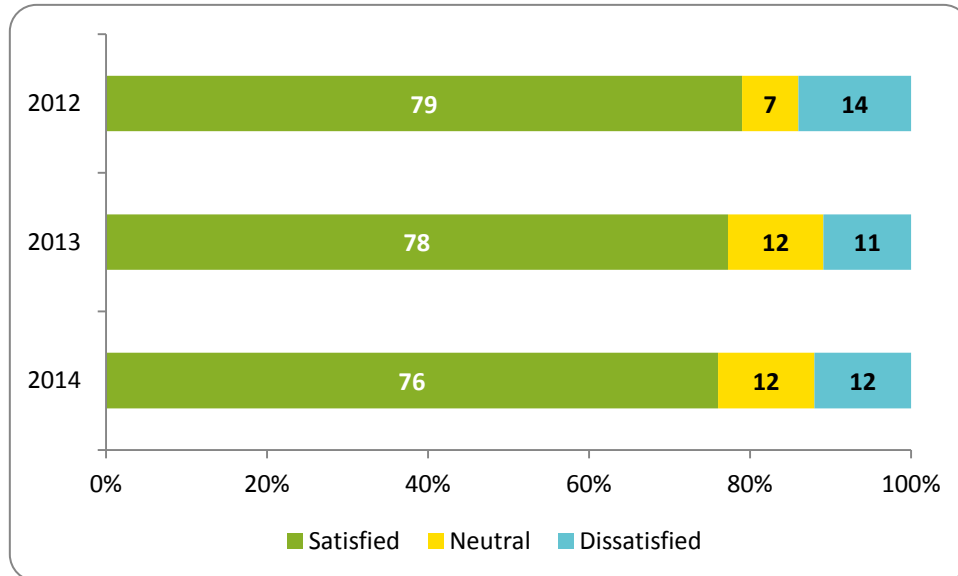


BASE: Varied as labelled

## 4.10 Parks & open spaces

Just over three quarters of respondents (76%) are satisfied with parks and open spaces. This figure has remained fairly consistent over the last two years. Usage of parks and open spaces remains high at 95%.

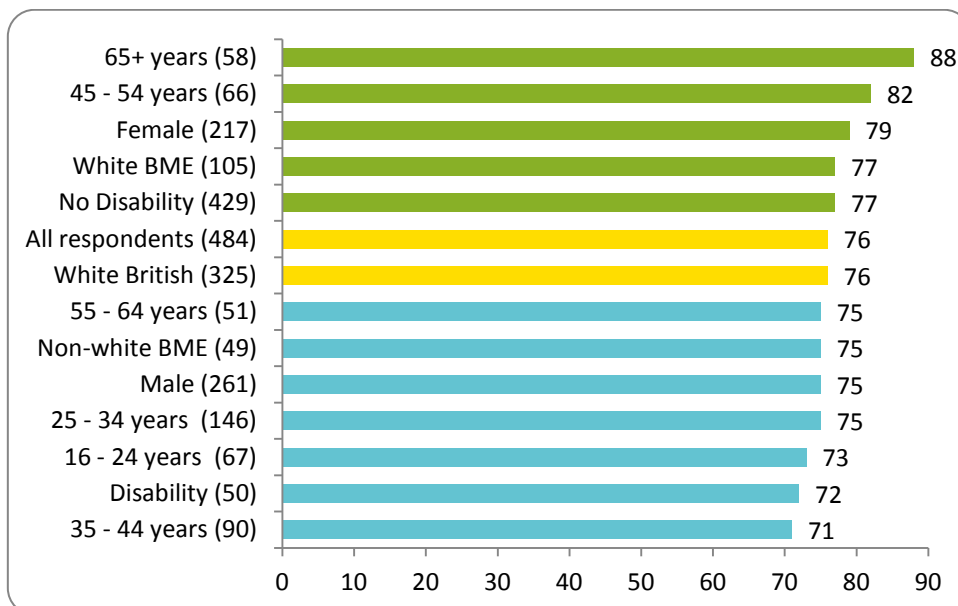
**Figure 24: Satisfaction with parks and open spaces (% respondents)**



BASE: All respondents excluding don't know

Respondents aged 65 and over are most satisfied with parks and open spaces. Respondents without a disability are more satisfied than those with a disability and females are more satisfied than males.

**Figure 25: Satisfaction with parks & open spaces (% satisfied)**

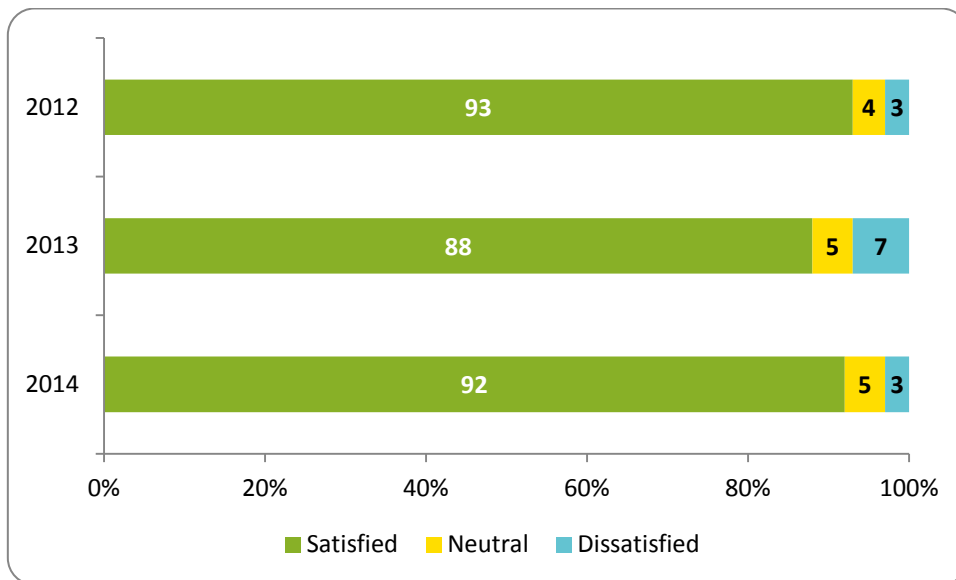


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### 4.11 Seafront

Satisfaction with the seafront has increased with more than nine in ten respondents satisfied with the seafront. More significantly, the proportion of respondents who are very satisfied with the seafront has increased from 50% in 2012 and 51% in 2013 to 60% in 2014. Use of the seafront remains extremely high with 98% of respondents using the seafront in the last twelve months.

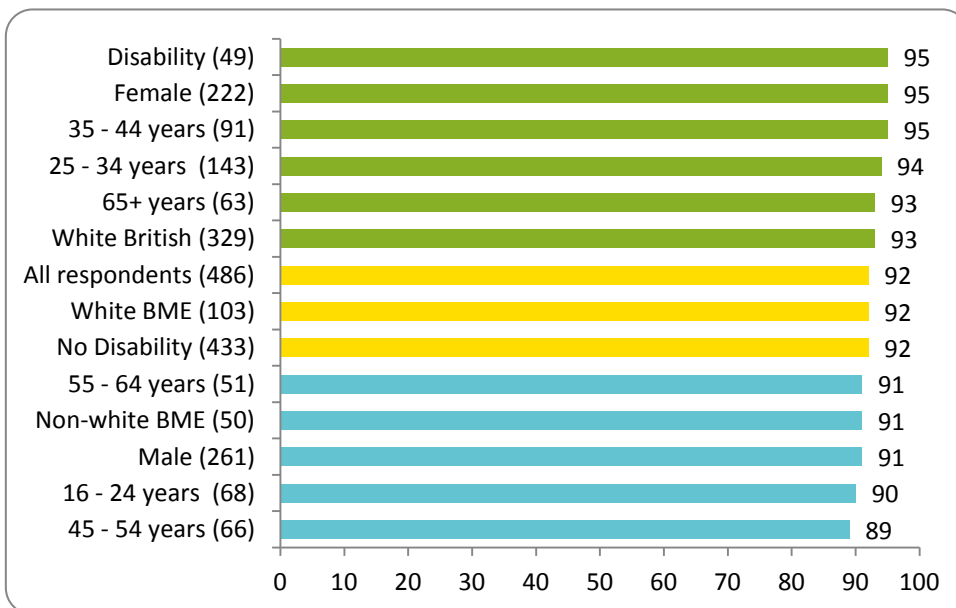
**Figure 26: Satisfaction with seafront (% respondents)**



BASE: All respondents excluding don't know

Satisfaction with the seafront is fairly consistent across all demographic groups.

**Figure 27: Satisfaction with seafront (% satisfied)**



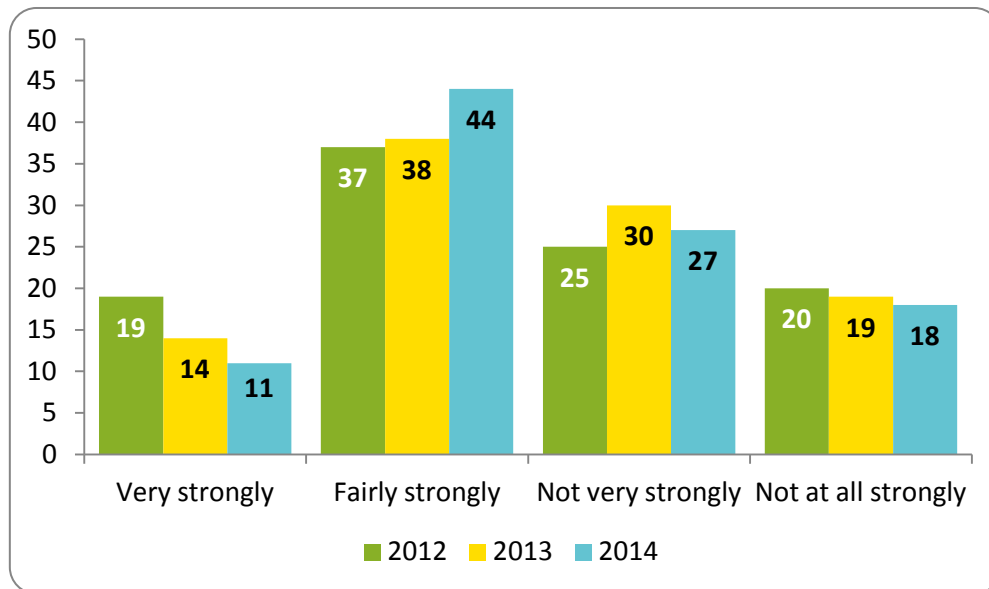
BASE: Varied as labelled



## 5 Your community

Over half of respondents (55%) say that they feel they belong to their local area. This is a slight increase of 3% when compared to the 52% of respondents saying they feel they belong to their local area in 2013 but is within the margin of error. The current level is fairly consistent with 2012 when 56% of respondents felt they belonged to the local area.

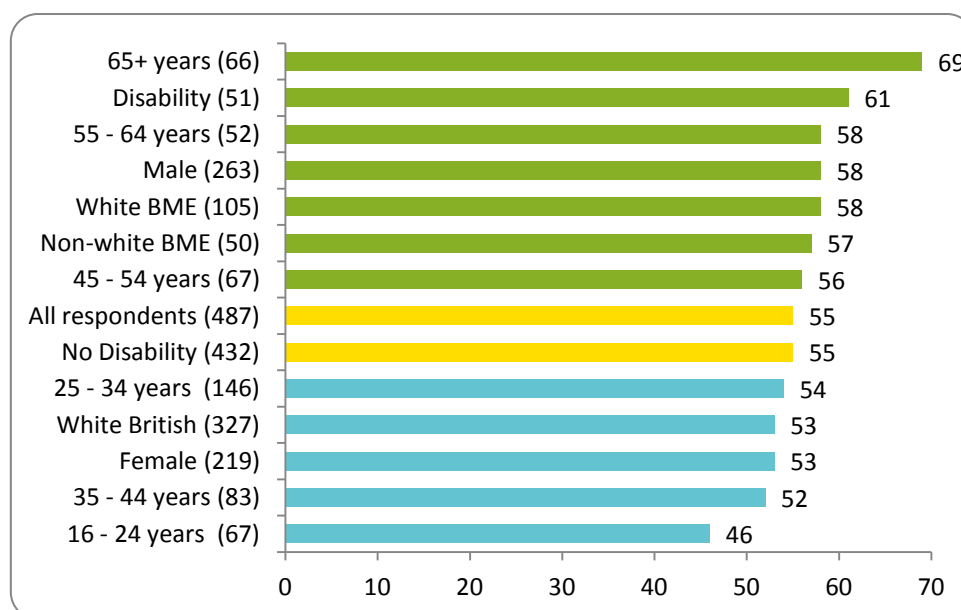
**Figure 28: How strongly do you feel you belong to your local area? (% respondents)**



BASE: All respondents excluding don't know

Residents aged 16 to 24 are far less likely to feel they belong to the local area than those aged 65 and over. Respondents who have lived in the local area for ten years or more are also more likely to feel they belong as are those who are retired (though this is probably linked to age).

**Figure 29: Sense of belonging to local area (% belonging)**

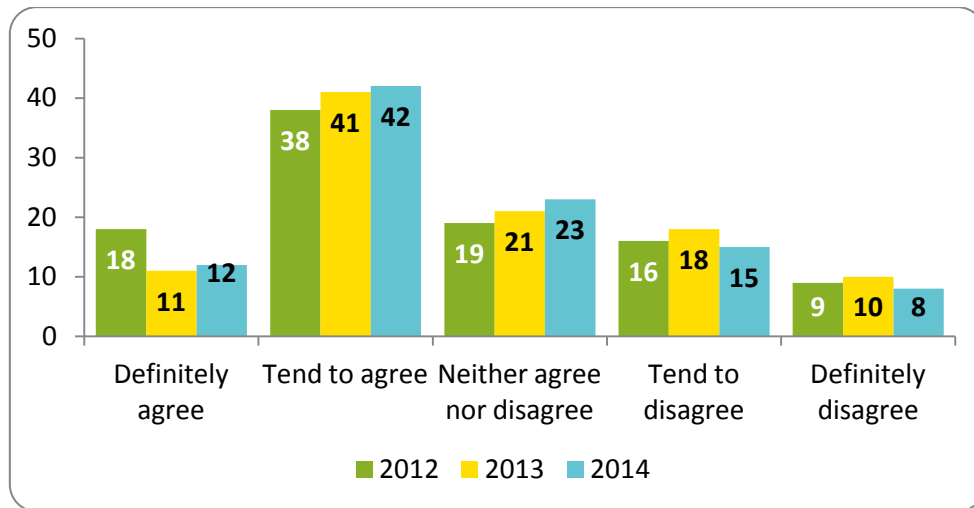


BASE: Varied as labelled

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

Over half of respondents (54%) agree that people from different ethnic backgrounds get on well together which is fairly consistent with previous years although the proportion of respondents who definitely agree has decreased by 6% since 2012. Almost one quarter of respondents (23%) gave a neutral response to this question. The proportion of respondents who disagree with this question has decreased by 5% since 2013.

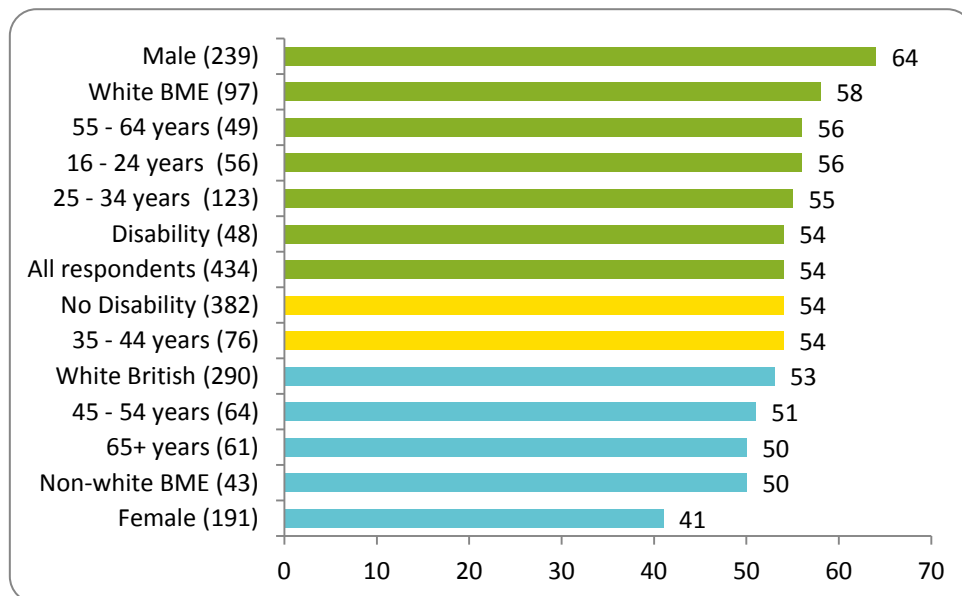
**Figure 30: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (% respondents)**



BASE: All respondents excluding don't know, 'too few people in local area' and 'all the same ethnic background'

Females are significantly less likely than males to agree that people from different ethnic backgrounds get on well together. Respondents from white BME backgrounds are more likely to agree than white British and non-white BME respondents. Respondents with no religious beliefs are more likely to agree than respondents with religious beliefs.

**Figure 31: Different ethnic backgrounds get on well together (% agree)**

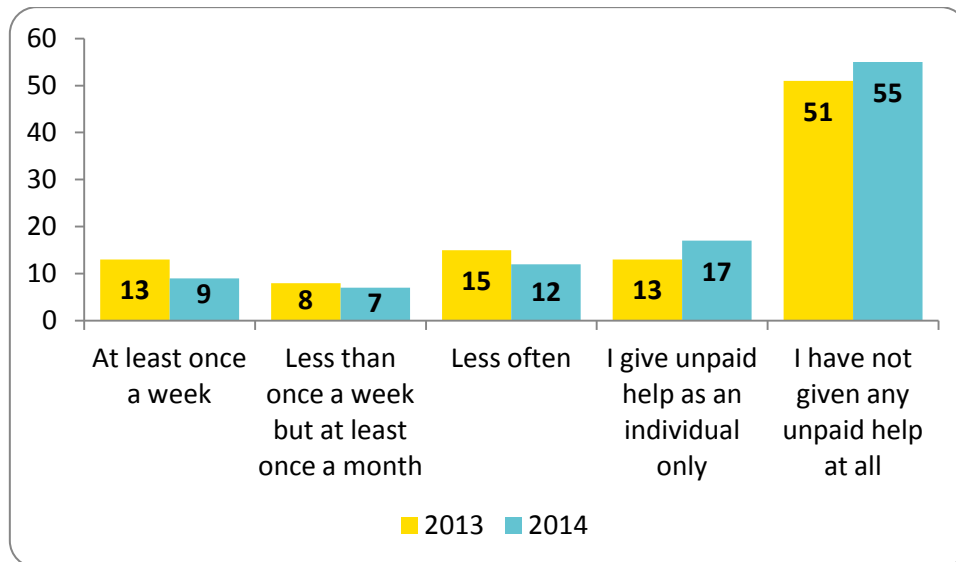


Base: Varied as labelled

## 5.2 Unpaid help

A question about unpaid help was introduced in 2013. Overall, the proportion of respondents who have given unpaid help to groups, clubs or organisations in the last 12 months has decreased from 36% in 2013 to 28% in 2014. The proportion of respondents who give unpaid help as an individual has increased by 4% as has the proportion of respondents who haven't given any unpaid help in the last twelve months.

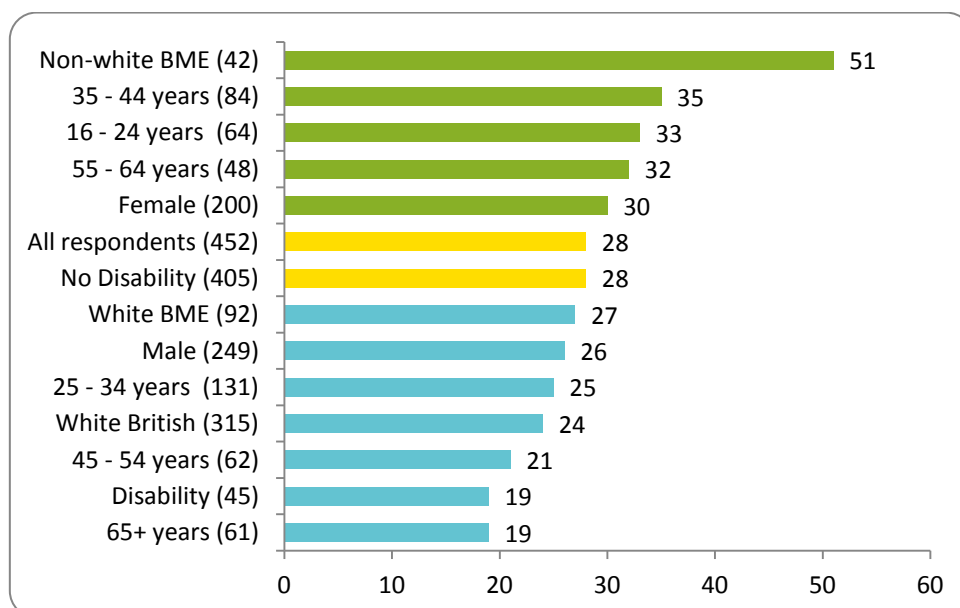
**Figure 32: Overall, about how often over the last 12 months have you given unpaid help to any groups, clubs or organisations? (% respondents)**



BASE: All respondents excluding don't know

Respondents from non-white BME groups are significantly more likely than any other group to give unpaid help to groups, clubs or organisations. Those least likely to give help are respondents aged 65 and over and those with a disability.

**Figure 33: Unpaid help to groups, clubs or organisations (% given help in last twelve months)**

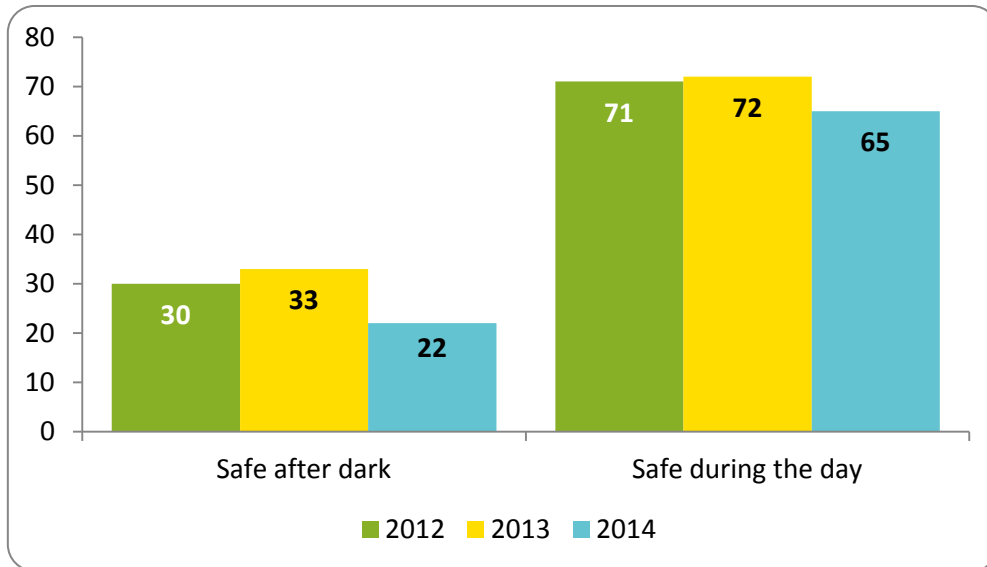


BASE: Varied as labelled

## 6 Community safety

Not surprisingly people feel significantly safer during the day than they do after dark. Feelings of safety after dark and during the day have decreased since 2013. The largest decrease has been in the proportion of respondents who feel safe after dark which has decreased from one third (33%) in 2013 to just over one fifth (22%) in 2014.

Figure 34: Perceptions of safety (% feel safe)

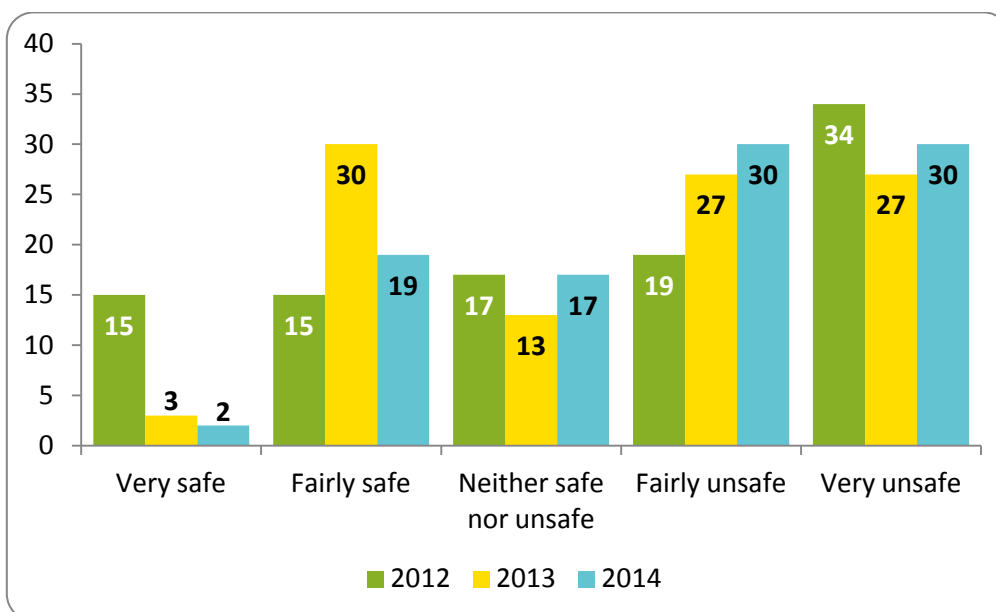


BASE: All respondents excluding don't know

### 6.1 Feeling safe after dark

The proportion of respondents who feel very safe after dark has decreased significantly since 2012 and currently stands at just 2%. However, the proportion of respondents who feel very unsafe after dark has decreased since 2012.

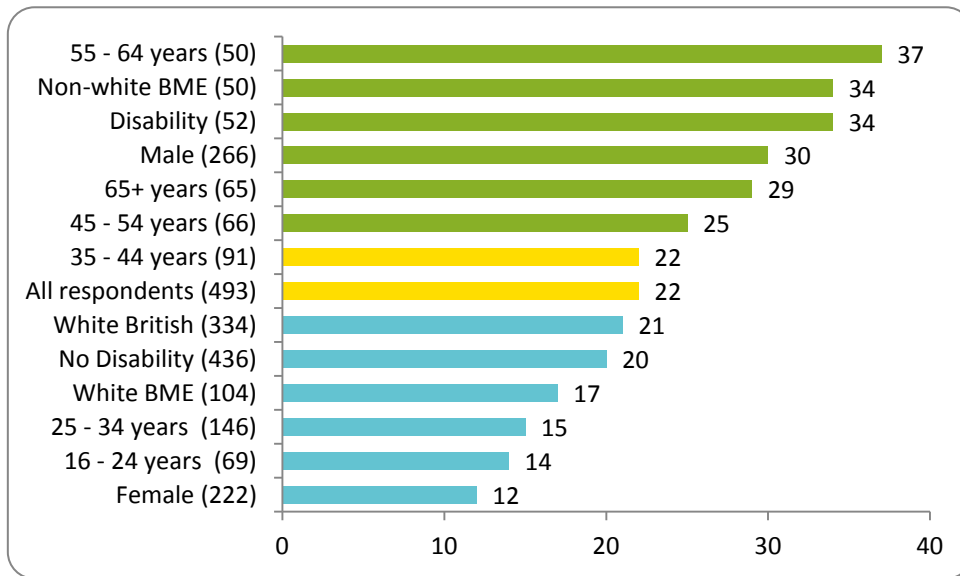
Figure 35: Feelings of safety in local area after dark (% respondents)



BASE: All respondents excluding don't know

There is a wide variation between the different demographic groups in feelings of safety after dark. Most notably, males are over twice as likely as females to feel safe after dark. Respondents from non-white BME backgrounds feel safer after dark than white respondents. Feelings of safety after dark increase with age but this may be due to the frequency of going out after dark (i.e. younger people are more likely to be out after dark more often than older people).

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

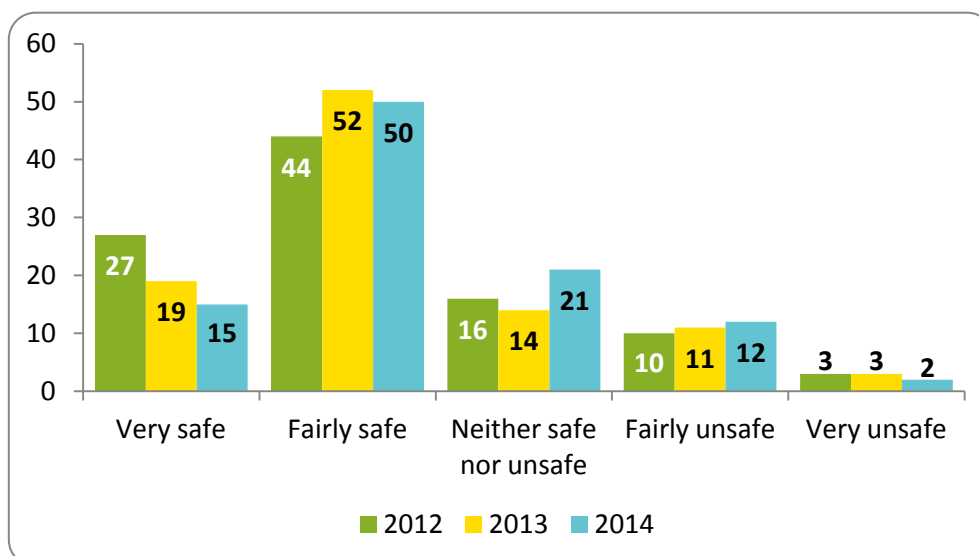


BASE: Varied as labelled

## 6.2 Feeling safe during the day

Although the proportion of respondents feeling safe during the day has decreased by 7% in 2014, there has not been an increase in the proportion of respondents feeling unsafe during the day. Instead there has been an increase in the proportion of respondents given a neutral response to this question.

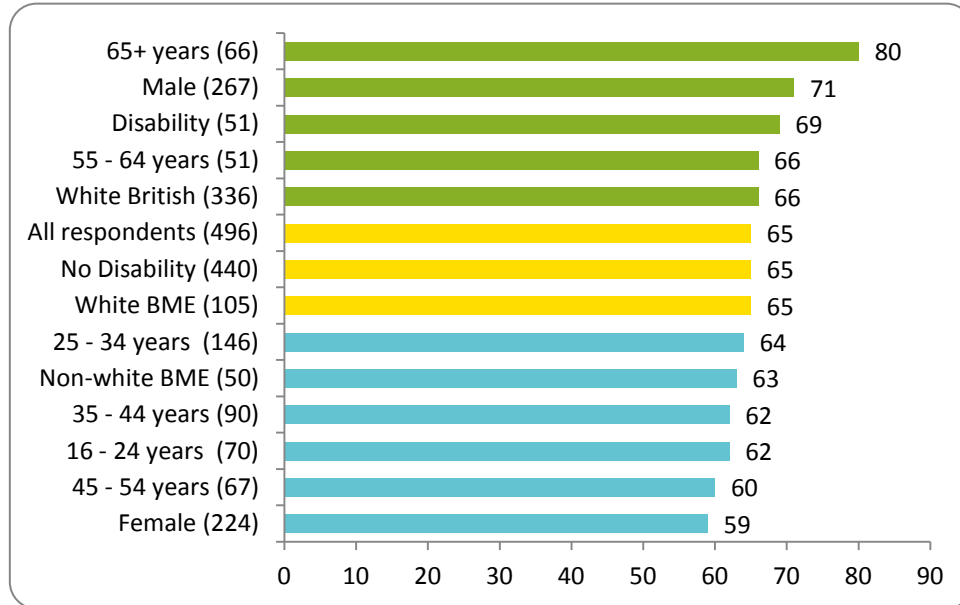
**Figure 37: Feelings of safety in local area during the day (% respondents)**



BASE: All respondents excluding don't know

There isn't such a wide variation between demographic groups feeling safe during the day as there is after dark. The largest differences are respondents aged 65 and over feeling significantly safer during the day than all other age groups and males feeling significantly safer during the day than females.

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



BASE: Varied as labelled

## 7 Anti-social behaviour

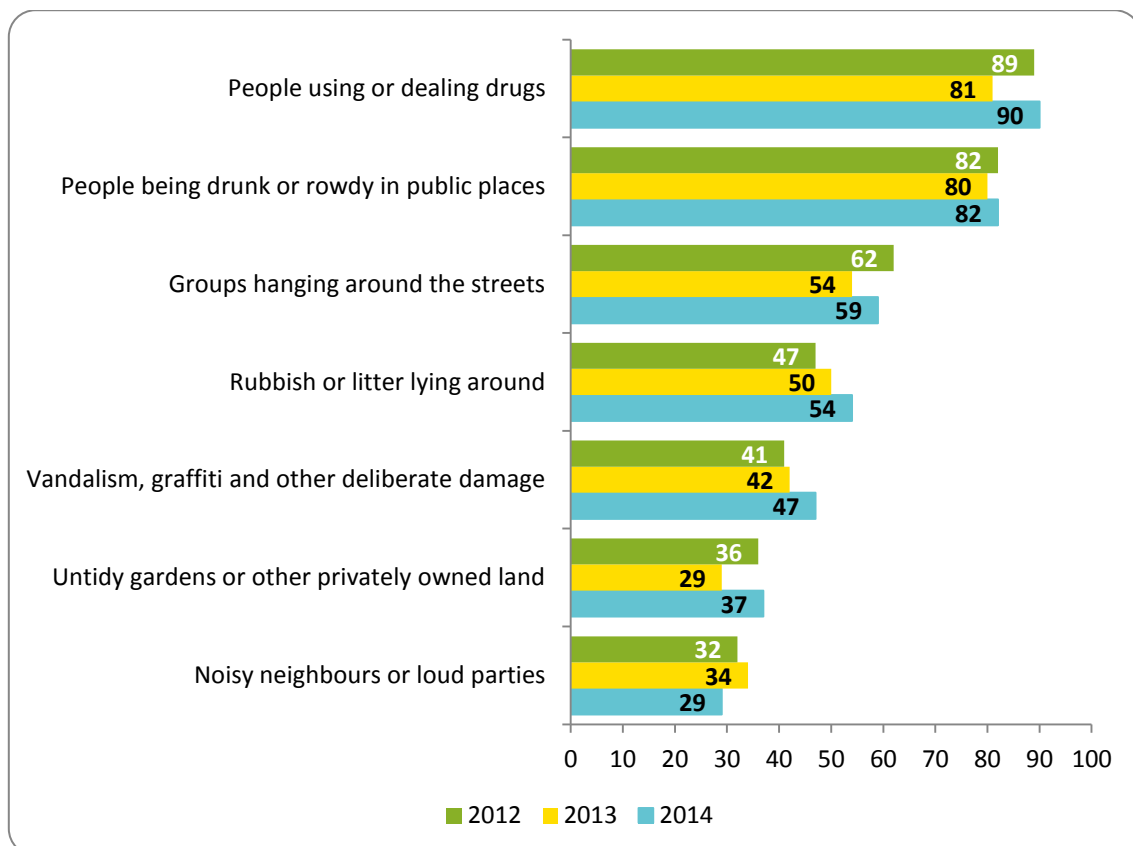
The Boscombe West residents' survey identified seven different types of anti-social behaviour and asked respondents how much of a problem each of those behaviours are in their local area. Six of these indicators (all except 'untidy gardens and other private land') are used by the Crime Survey for England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

### 7.1 Overall perceptions of anti-social behaviour

The proportion of respondents who feel that there is a problem with anti-social behaviour has increased across all types of behaviour since 2013 with the exception of 'noisy neighbours or loud parties' which has decreased by 5%. The most significant increase is the proportion of respondents who consider people using or dealing drugs is a problem. This has increased by 9% with nine in ten respondents (90%) considering this a problem. This is consistent with levels in 2012.

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

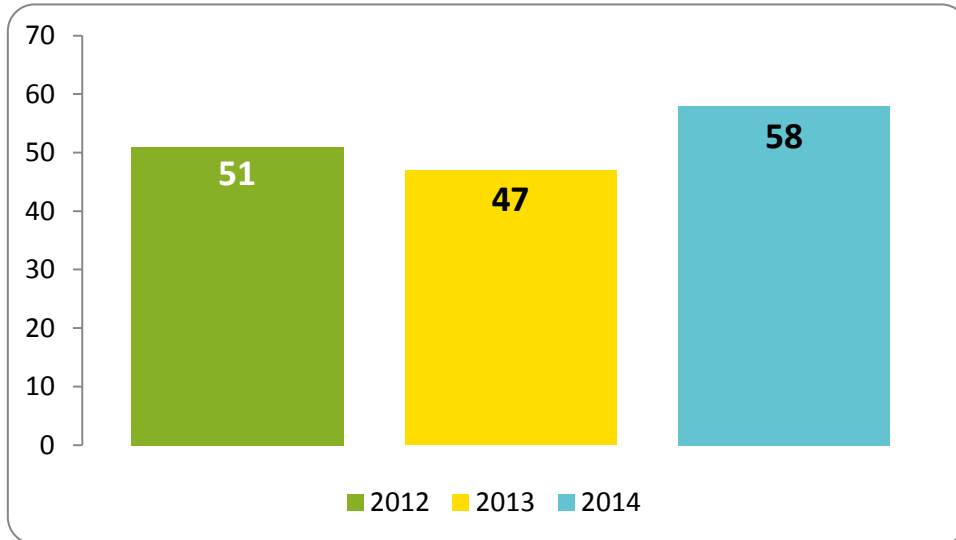


BASE: All respondents excluding don't know

<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 increased by 11% since 2013 with almost three fifths of respondents (58%) now perceiving high levels of anti-social behaviour. Conversely, recent crime figures show a 7% overall reduction in crime in the local area compared to the same period last year and a 6% reduction in anti-social behaviour.

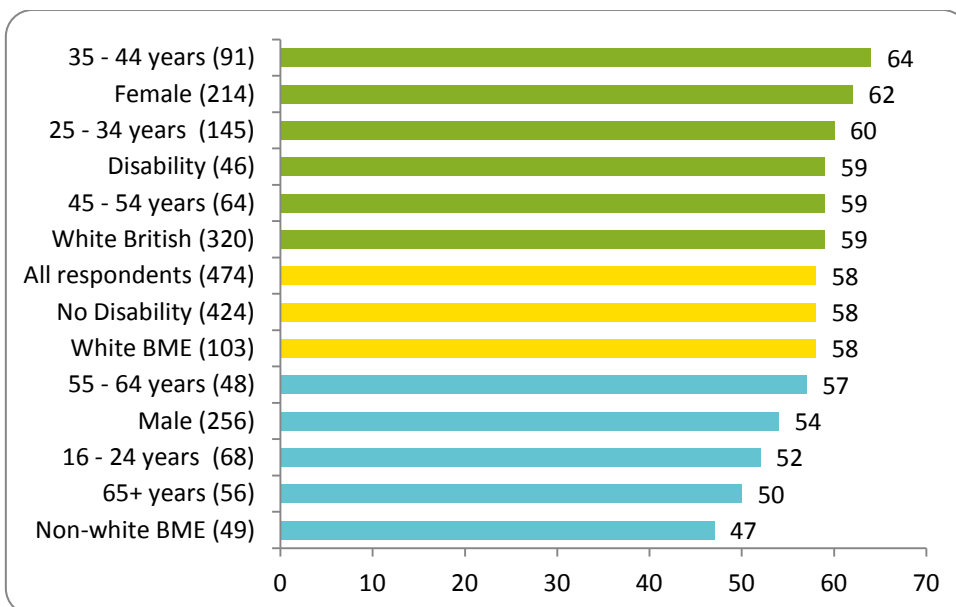
**Figure 40: Perception of anti-social behaviour (% high perception)**



BASE: All respondents excluding don't know

Respondents from non-white BME backgrounds are least likely to have a high perception of anti-social behaviour as are respondents at either ends of the age spectrum. Females are more likely than males to perceive high levels of anti-social behaviour. Respondents who have lived in the local area for less than a year are significantly less likely to perceive high levels of anti-social behaviour whilst those in social rented accommodation are more likely to perceive high levels.

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



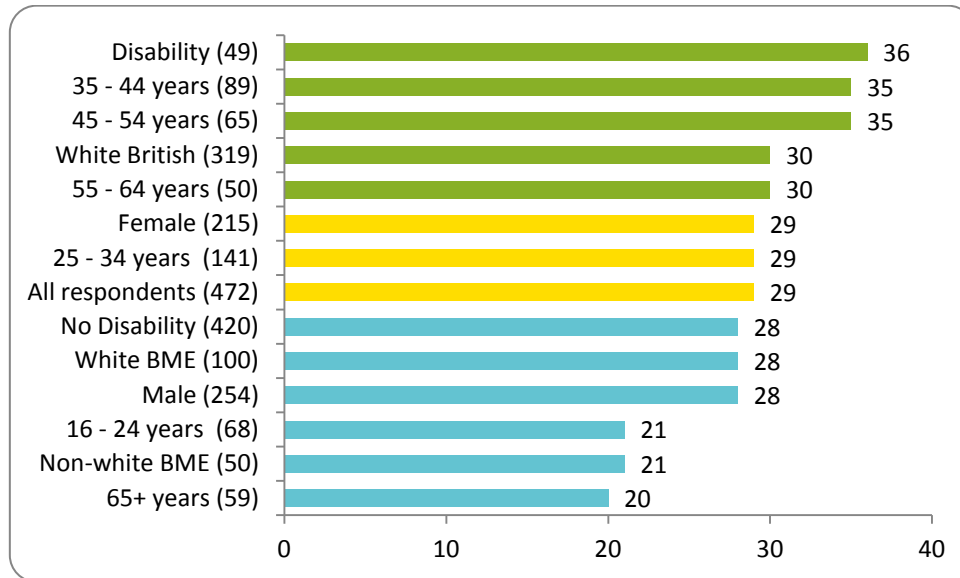
BASE: Varied as labelled



## 7.2 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 aged 35 to 54 whilst respondents at either end of the age spectrum and those from non-white BME backgrounds are least likely to perceive it as a problem.

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

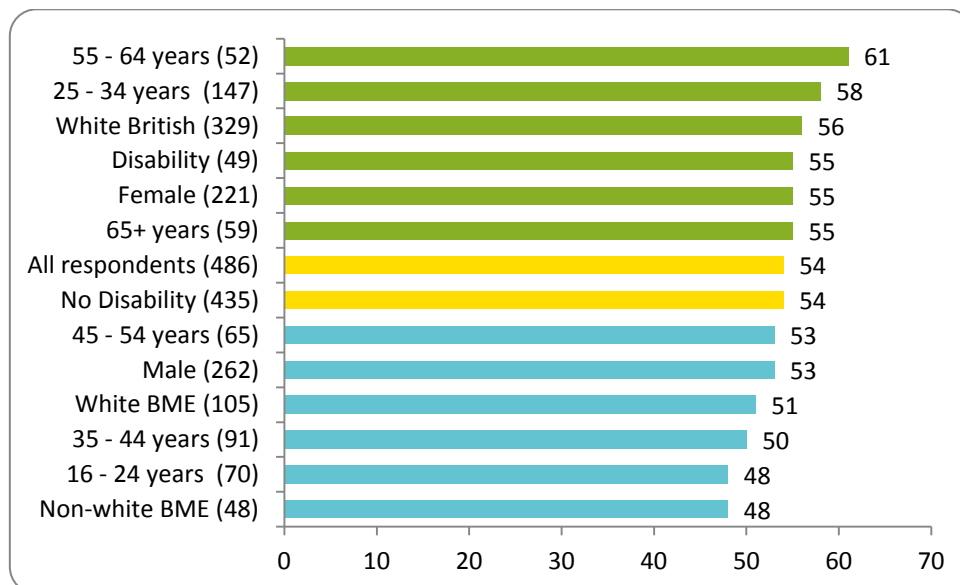


BASE: Varied as labelled

## 7.3 Rubbish or litter lying around

Respondents aged 16 to 24 and those from non-white BME backgrounds are least likely to feel there is a problem with rubbish or litter lying around whilst those aged 55 to 64 are most likely to feel it is a problem.

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

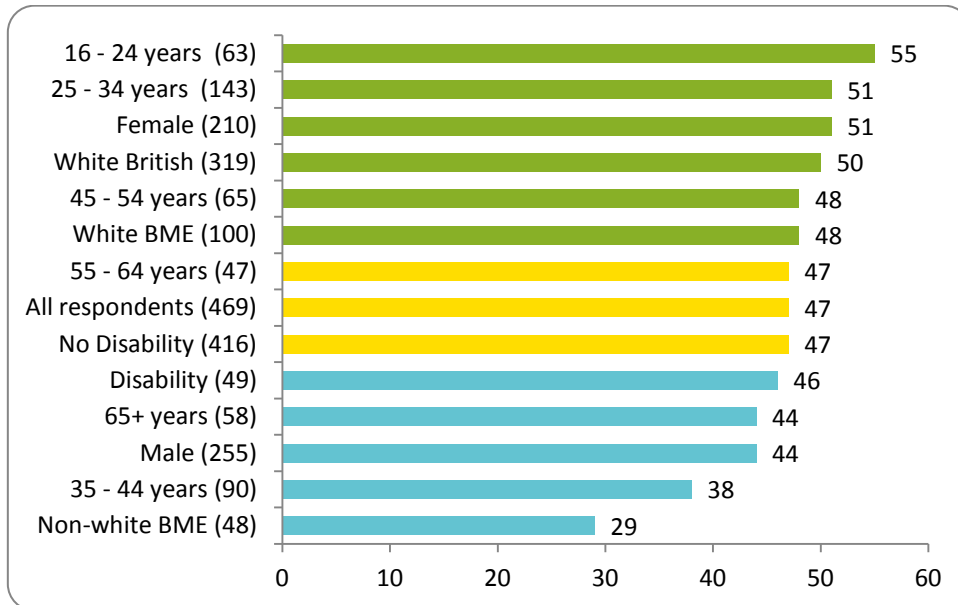


BASE: Varied as labelled

### 7.4 Vandalism, graffiti and other deliberate damage

Respondents from non-white BME backgrounds are significantly less likely to perceive a problem with vandalism and graffiti than respondents from white backgrounds. Respondents aged 16 to 24 perceive higher levels of vandalism and graffiti than any other age group and females feel it is more of a problem than males.

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

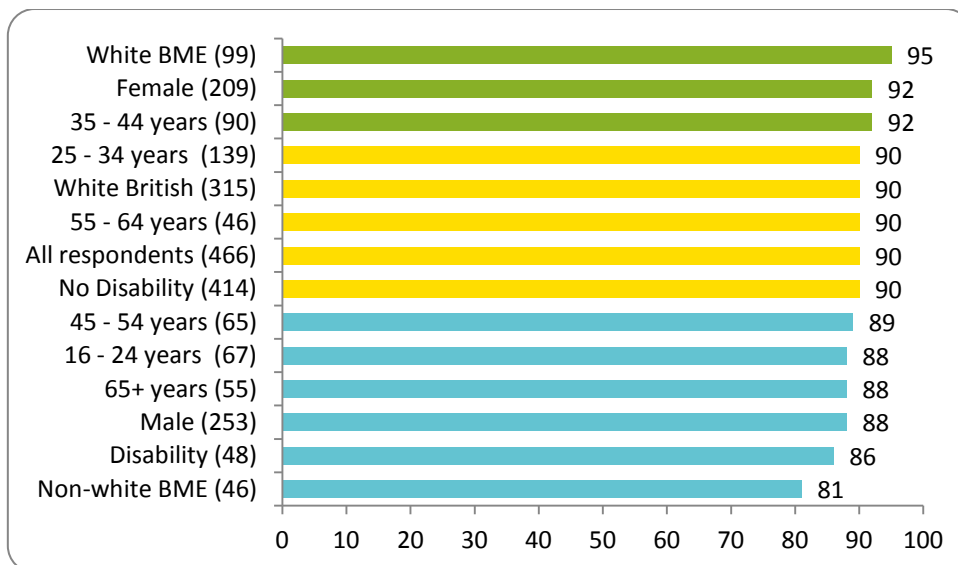


BASE: Varied as labelled

### 7.5 People using or dealing drugs

Respondents from non-white BME backgrounds and those with disabilities are slightly less likely to perceive people using or dealing drugs as a problem whilst respondents from white BME backgrounds are most likely to perceive it as a problem.

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

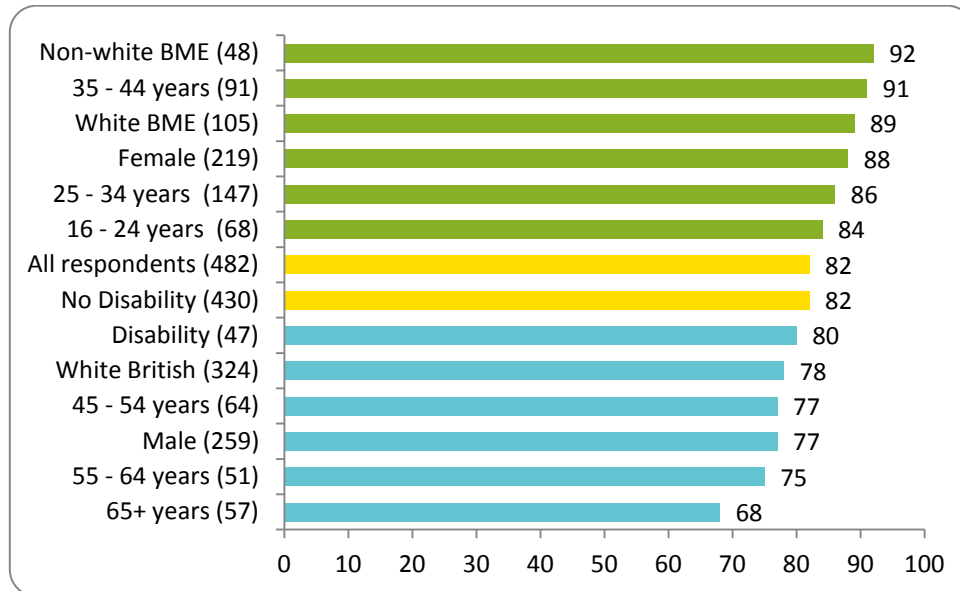


BASE: Varied as labelled

## 7.6 People being drunk or rowdy in public places

Older respondents are less likely than younger respondents to perceive a problem with people being drunk or rowdy in public places. Females are more likely to perceive a problem with drunk and rowdy behaviour than males whilst respondents from all BME backgrounds are more likely to perceive it as a problem than white British respondents.

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

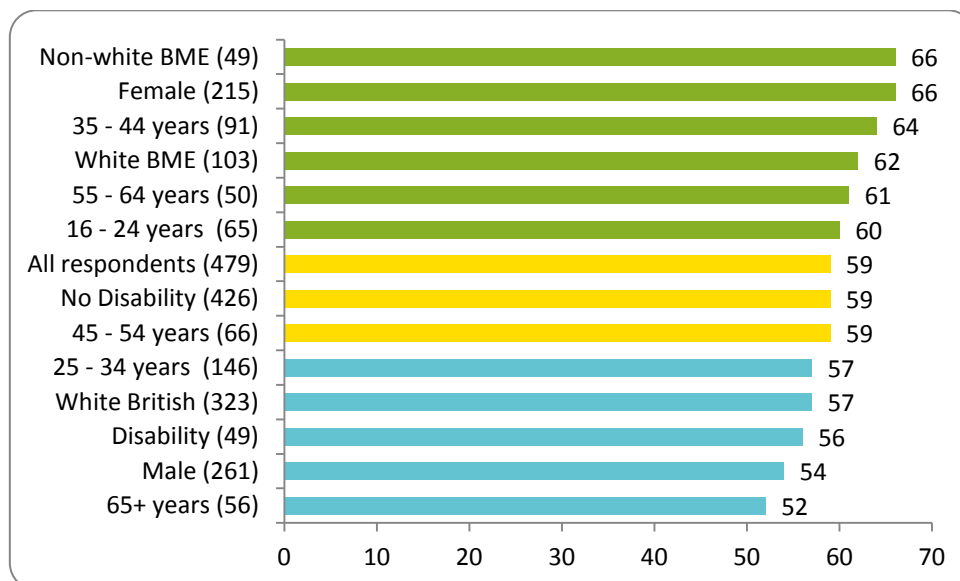


BASE: Varied as labelled

## 7.7 Groups hanging around the streets

Female respondents and those from non-white BME backgrounds are most likely to perceive a problem with groups hanging around the streets whilst males and respondents aged 65 and over are least likely to perceive it as a problem.

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

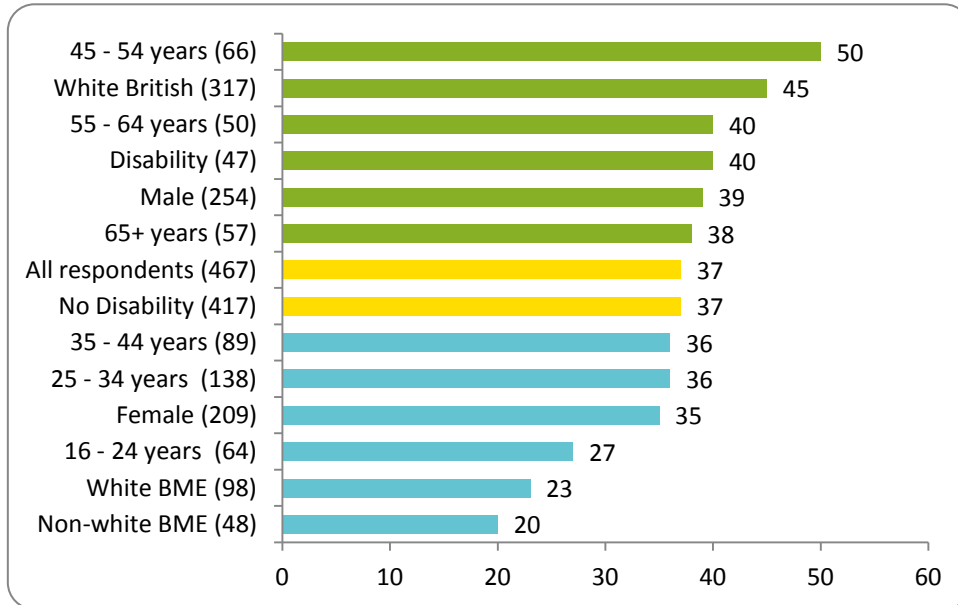


BASE: Varied as labelled

### 7.8 Untidy gardens and other private land

There are wide variations between demographic groups as to the extent to which untidy gardens are a problem. Overall, older age groups perceive untidy gardens as a more of a problem than younger age groups. White British respondents are around twice as likely to perceive untidy gardens as a problem than respondents from all BME backgrounds. Respondents who own their property and those living in houses are more likely to perceive untidy gardens as a problem than those in rented accommodation and those living in flats.

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

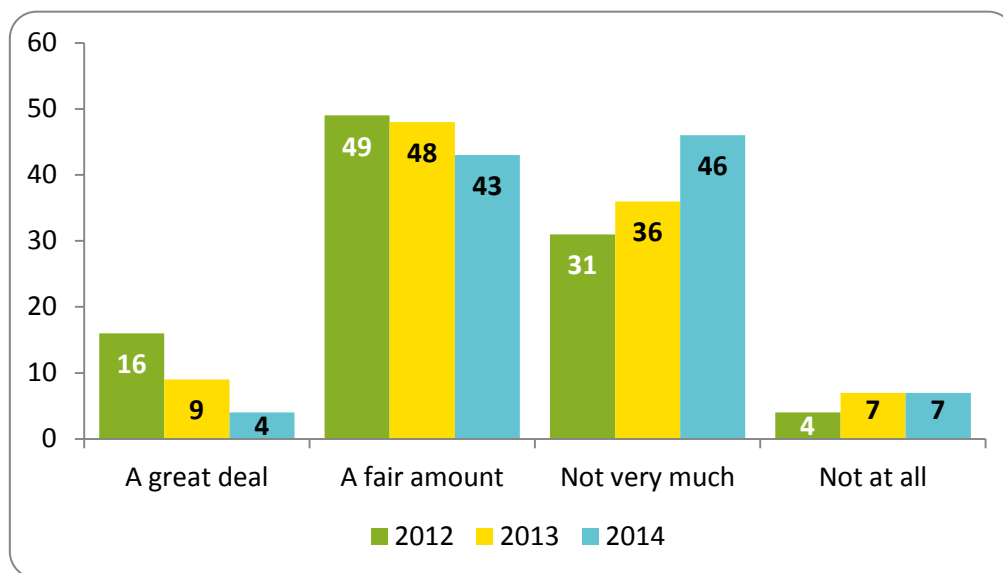


BASE: Varied as labelled

## 8 Communication

The proportion of respondents who think that the Council acts on concerns of local residents either a great deal or a fair amount has been decreasing over the last few years, from 65% in 2012 to 47% in 2014. Over half of respondents now feel that the Council doesn't act on concerns of local residents very much, if at all.

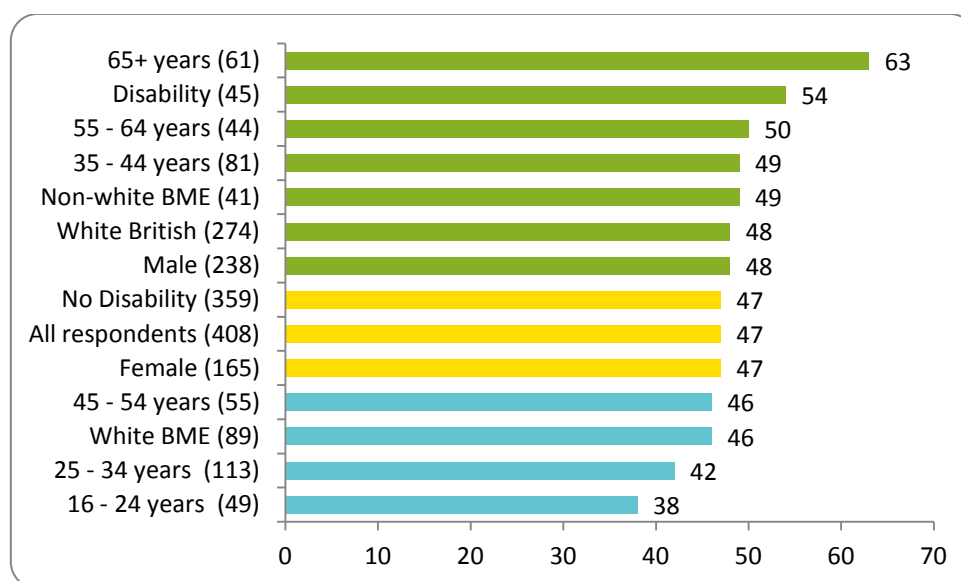
**Figure 49: To what extent do you think Bournemouth Borough Council acts on the concerns of local residents? (% respondents)**



BASE: All respondents excluding don't know

Respondents aged 65 and over are significantly more likely than any other group to feel that the Council acts on concerns of local residents a great deal or a fair amount. Respondents with disabilities are also more likely to feel this is the case. Respondents aged 16 to 34 are least likely to feel that the Council acts on concerns of local residents.

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

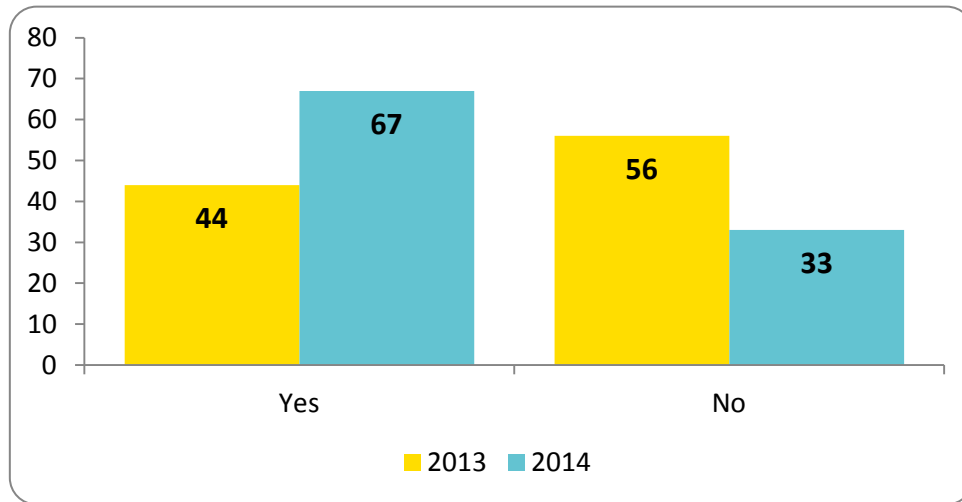


BASE: Varied as labelled

### 8.1 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. The proportion of respondents who have heard of work being done by the Partnership has improved significantly, from less than half of respondents (44%) in 2013 to just over two thirds (67%) in 2014.

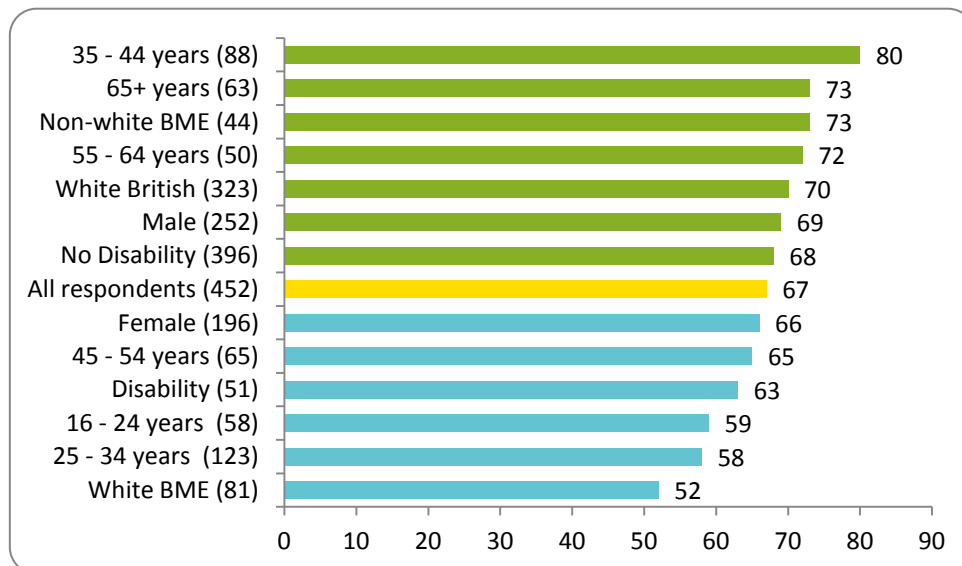
**Figure 51: Have you heard of any of the work being done by the Boscombe Regeneration Partnership to improve Boscombe? (% respondents)**



BASE: All respondents excluding don't know

Respondents aged 35 to 44 are much more likely to have heard of work being done by the Partnership than any other group. Respondents from other white backgrounds and those aged 16 to 34 are least likely to have heard. The proportion of respondents who have heard of work being done by the Partnership increases with the length of time they have lived in the local area. Respondents living in houses are much more likely than those living in flats to have heard of work being done to improve the local area.

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

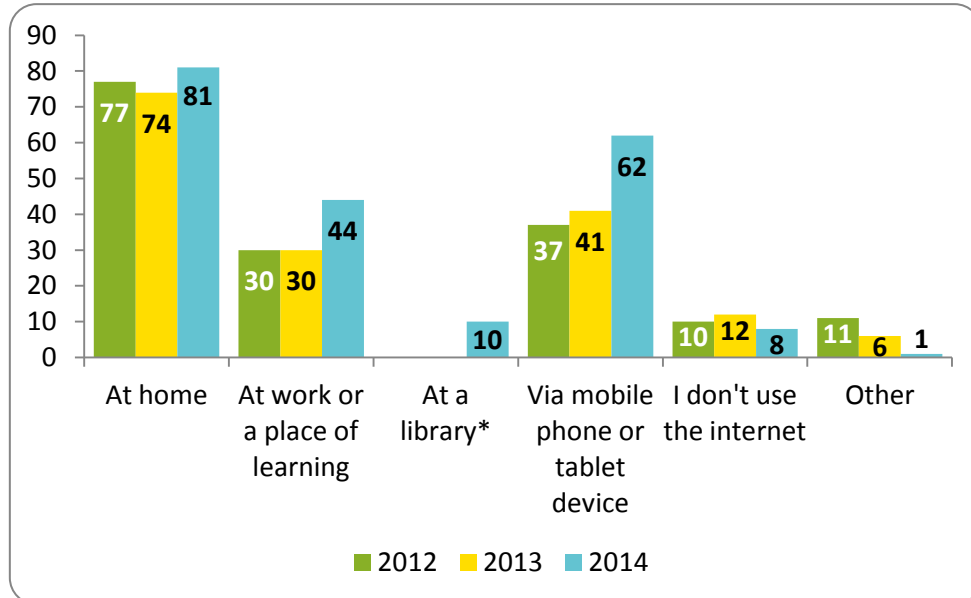


BASE: Varied as labelled

## 8.2 Access to the internet

Overall, 91% of respondents have access to the internet with just over four fifths (81%) having access to the internet at home. There has been a significant increase in the proportion of respondents who have access to the internet via a mobile phone or tablet device, from over one third (37%) in 2012 to nearly two thirds (62%) in 2014.

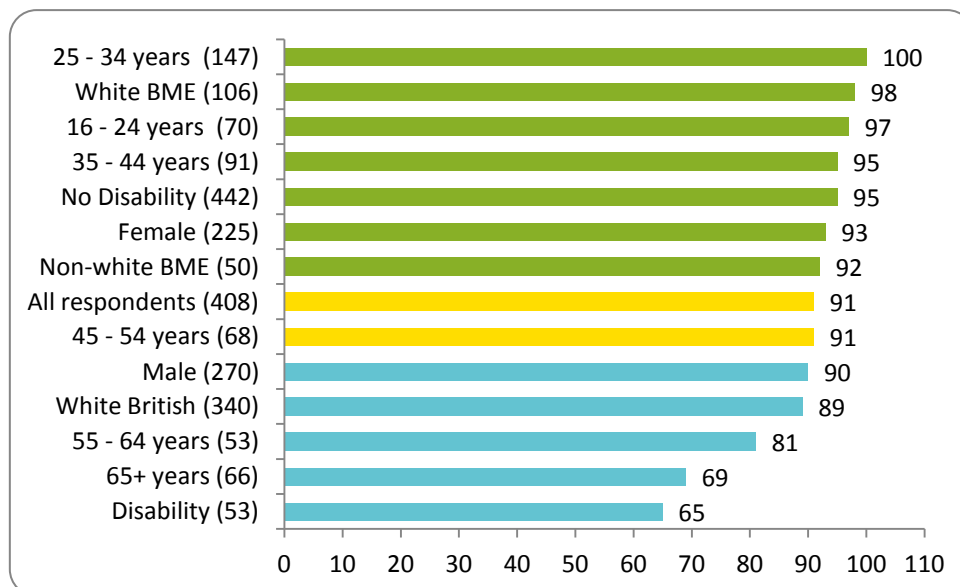
**Figure 53: How, if at all, respondents access the internet (% respondents)**



BASE: All respondents excluding don't know  
 \*The library category was added in 2014

Respondents aged 65 and over and those with disabilities are least likely to have access to the internet at home. Respondents who are retired are also less likely to have access to the internet but this is probably linked to age rather than employment status.

**Figure 54: Access to the internet (% who have access)**

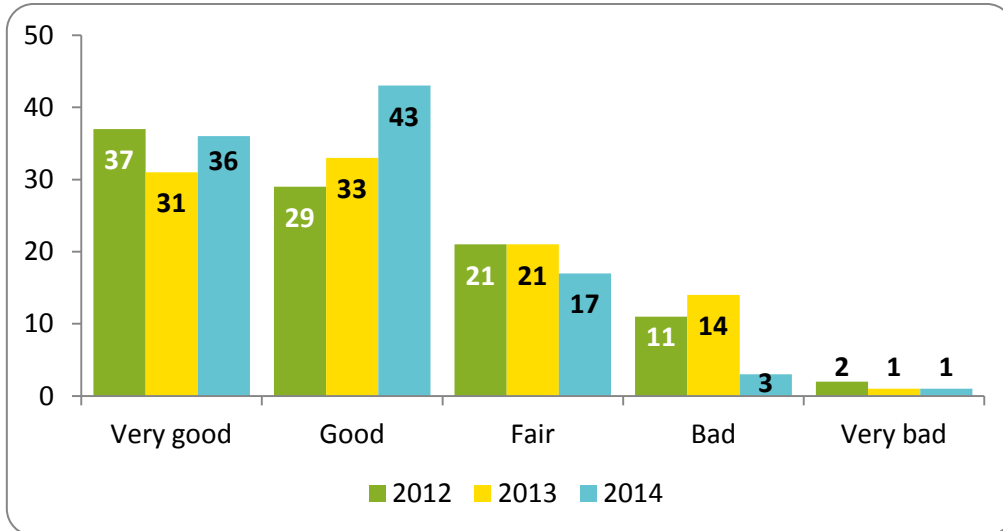


BASE: Varied as labelled

## 9 Health and wellbeing

Almost eight out of ten respondents (79%) describe their health as 'very good' or 'good', which is a significant increase compared to previous years when around two thirds of respondents described their health as 'very good' or 'good'. Just 4% of respondents now describe their health as 'bad' or 'very bad'.

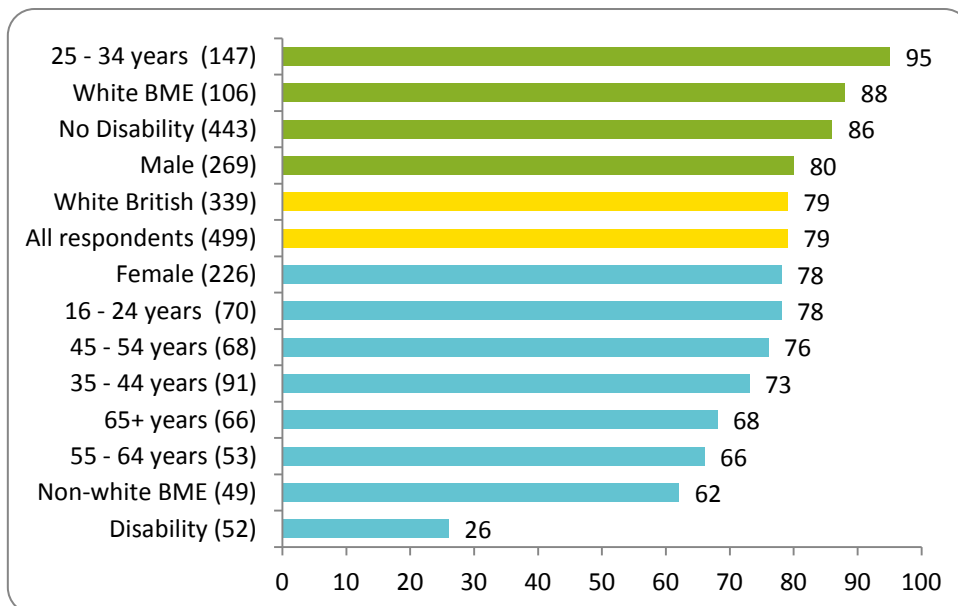
**Figure 55: How is your health and wellbeing in general? (% respondents)**



BASE: All respondents

Respondents aged 55 and over and those with a disability are less likely to describe their health and wellbeing as good. Respondents from non-white BME backgrounds are less likely than white respondents to have good health and wellbeing. Respondents in social rented accommodation report lower health and wellbeing than those living in private rented and those who own their own home. Respondents with no religion describe having better health and wellbeing than those with religious beliefs.

**Figure 56: Health and wellbeing (% good/very good)**



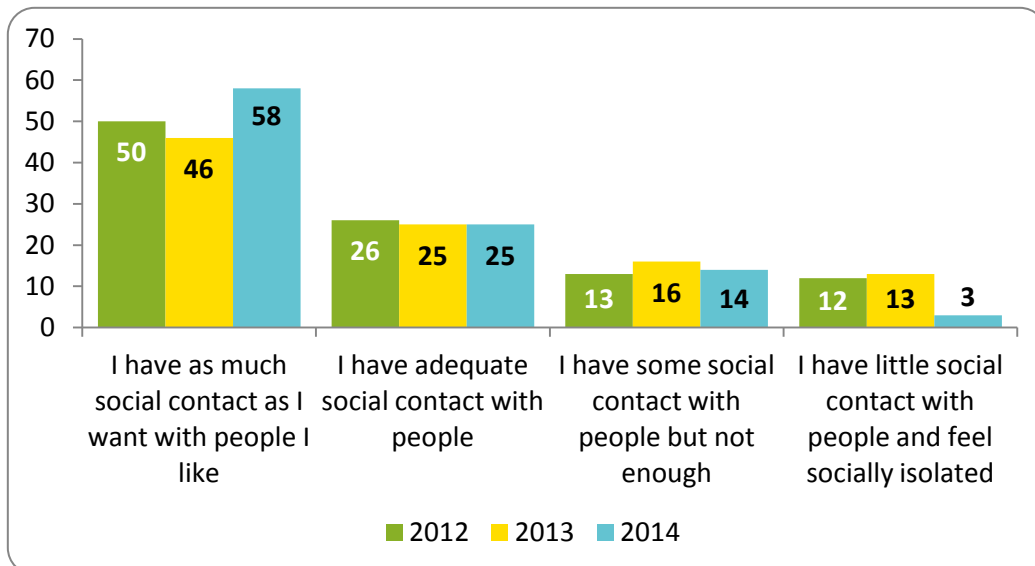
BASE: Varied as labelled



## 9.1 Social contact

Over eight out of ten respondents (83%) have sufficient social contact. The proportion of respondents having as much social contact as they want has increased significantly, from 46% in 2013 to 58% in 2014. Just 3% of respondents in 2014 say they have little social contact and feel socially isolated compared to over 10% in previous years.

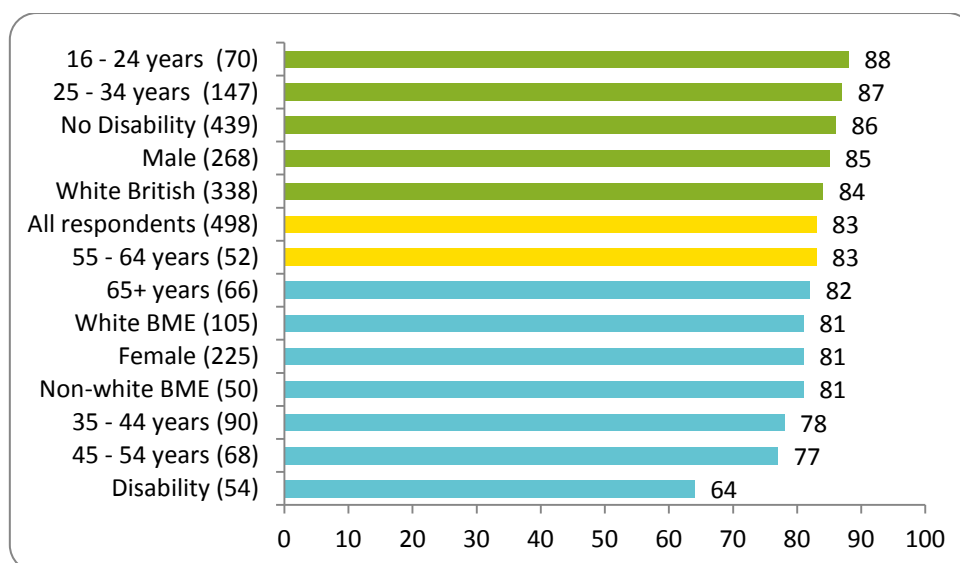
**Figure 57: Which of the following statements best describes your social situation? (% respondents)**



BASE: All respondents

Respondents aged 16 to 34 are more likely to have adequate social contact than other age groups. Respondents with a disability are significantly less likely than those without a disability to say they have adequate social contact with people. Respondents in social rented accommodation and those who are economically inactive are also less likely to have adequate social contact with people.

**Figure 58: Social contact (% at least adequate social contact)**

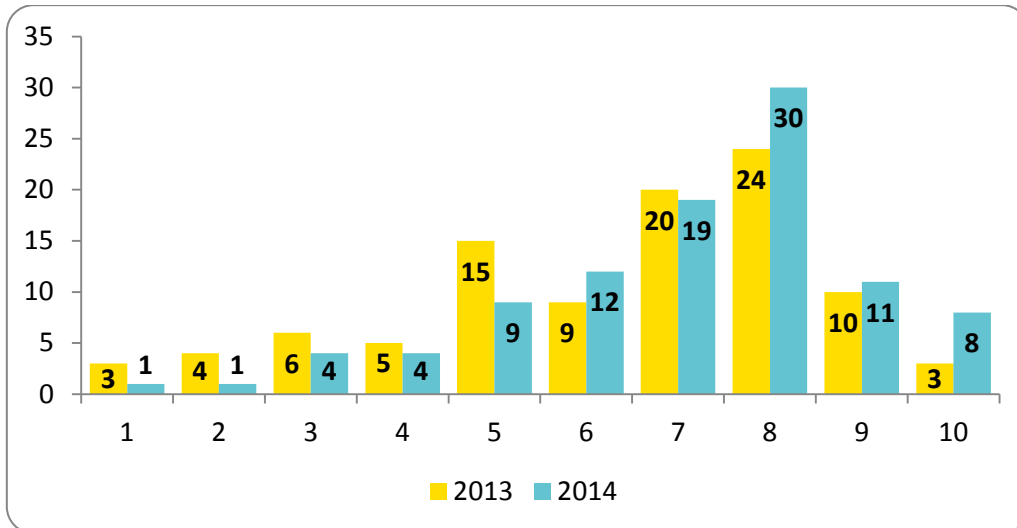


BASE: Varied as labelled

## 9.2 Satisfaction with life

A question about satisfaction with life was introduced in 2013. Respondents were asked to rate their life on a scale of 1 to 10. The proportion of respondents rating their life as 7 or more has increased significantly, from 57% in 2013 to 68% in 2014. The proportion of respondents rating their life as 4 or less has decreased from almost one fifth (18%) in 2013 to one in ten (10%) in 2014.

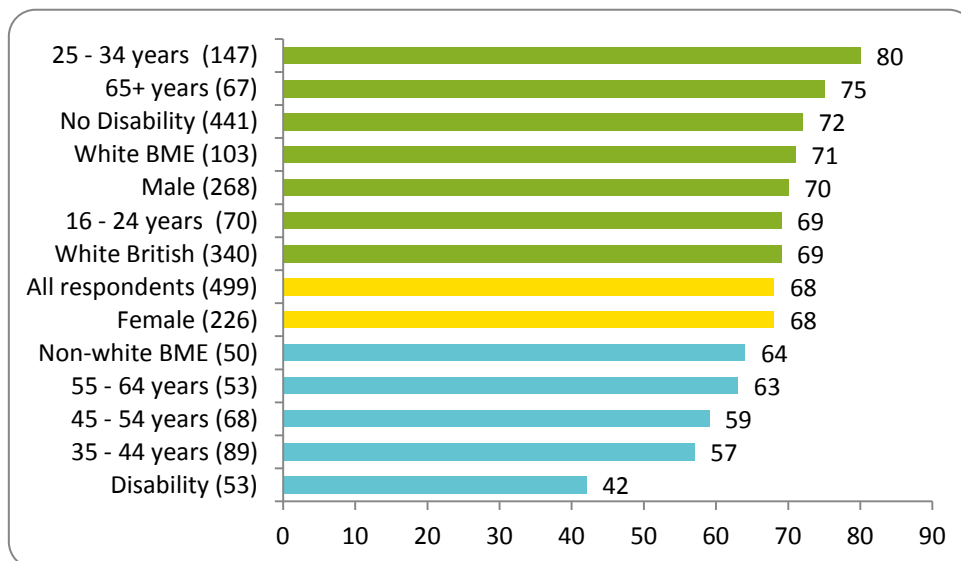
**Figure 59: On a scale of 1 to 10, how satisfied are you overall with your life nowadays? (% respondents)**



BASE: All respondents

Respondents with a disability and those aged 35 to 64 are less likely to rate their lives as 7 or more out of ten. Respondents from non-white BME backgrounds are less likely than white respondents to rate their lives as 7 or more out of ten. Respondents in social rented accommodation and those who are unemployed or economically inactive are less likely to be satisfied with their lives whilst those who are married are more likely to be satisfied.

**Figure 60: Current life satisfaction (% 7 or more out of 10)**



BASE: Varied as labelled

## 10 Conclusion

Overall findings show that the main decline in results have been in the areas of:

- Litter and refuse
- Sport and leisure facilities
- Museums and galleries
- Theatre and concert halls
- Safety during the day and after dark
- Overall perception of anti-social behaviour
- Bournemouth Council acting on concerns of local residents

The following areas have seen a significant improvement in results:

- Noisy neighbours and loud parties being a problem
- Awareness of work being done by the Partnership
- Health and wellbeing
- Social contact
- Satisfaction with life

Although there has been a decline in the proportion of respondents feeling safe in the local area and an increase in perceptions of anti-social behaviour, this could partly be accounted for by the increased awareness of local issues. There has been a significant increase in the proportion of people who have heard of the work being done by the Boscombe Regeneration Partnership. It could be inferred that by hearing about work being done by the partnership, people are also likely to hear about what the issues in the local area are and this would lead to increased perceptions of problems in the area and subsequent feelings of safety. This inference is supported by the finding that people who have lived in the local area for less than a year are less likely to have heard of work being done by the partnership and are significantly less likely to perceive high levels of anti-social behaviour.

Recent crime figures show a reduction in crime and anti-social behaviour in Boscombe West compared to the same period last year but this is not reflected in respondents' perceptions of anti-social behaviour and feelings of safety.

To help more fully understand the results of the Boscombe West residents' survey, it is recommended that further research and engagement is carried out with local residents. In addition, the Bournemouth Opinion Survey is being carried out later in 2015. The results from the BOS will help to inform the Partnership as to whether there continues to be a downward trend in some of the Boscombe West results as well as allowing comparisons to Bournemouth overall.

**Appendix 1: Respondent profile**

		<b>Weighted</b>	<b>Unweighted</b>
Gender	Male	270	219
	Female	226	295
Age	16 – 24 years	70	29
	25 – 34 years	147	99
	35 – 44 years	91	87
	45 – 54 years	68	83
	55 – 64 years	53	97
	65+ years	67	125
Disability	Yes	54	115
	No	443	390
Ethnicity	White British	341	405
	White BME	106	81
	Non-white BME	50	25
Religion	No religion	195	167
	Christian	255	301
	Other	27	26
Sexual Orientation	Heterosexual	399	403
	All other sexual orientations	57	59
Accommodation	Owned / buying	186	221
	Social rented	35	47
	Private rented	252	228
Children 17 and under	None	371	406
	One	84	67
	Two	26	31
	Three or more	10	8
Adults 18 and over	One	231	273
	Two	225	202
	Three or more	33	29
Employment	In employment	336	286
	Unemployed	24	21
	Retired	67	124
	Economically inactive	65	83

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