

Boscombe West Residents Survey 2016



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 September and October 2016. The results are reported in this document. The survey used a similar questionnaire and methodology to the Bournemouth Opinion Survey (BOS).

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 2016 was a paper survey and an option for online completion was offered. The survey was issued on 5th September 2016 and closed on 31st October 2016 (with one reminder sent out on the 3rd October). Questionnaires were sent to a random sample of 2000 residents in Boscombe West. A total of 497 responses were received providing a response rate of 25%.

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 +/-4.2%. This means that we can be reasonably confident that if we surveyed the whole population of Boscombe West the result would fall between 45.8% and 54.2%.

As with the BOS and previous Boscombe West residents' surveys, the results have been weighted by age group, gender, disability and ethnicity.

Where applicable, the 2016 results have been compared to previous Boscombe West results.

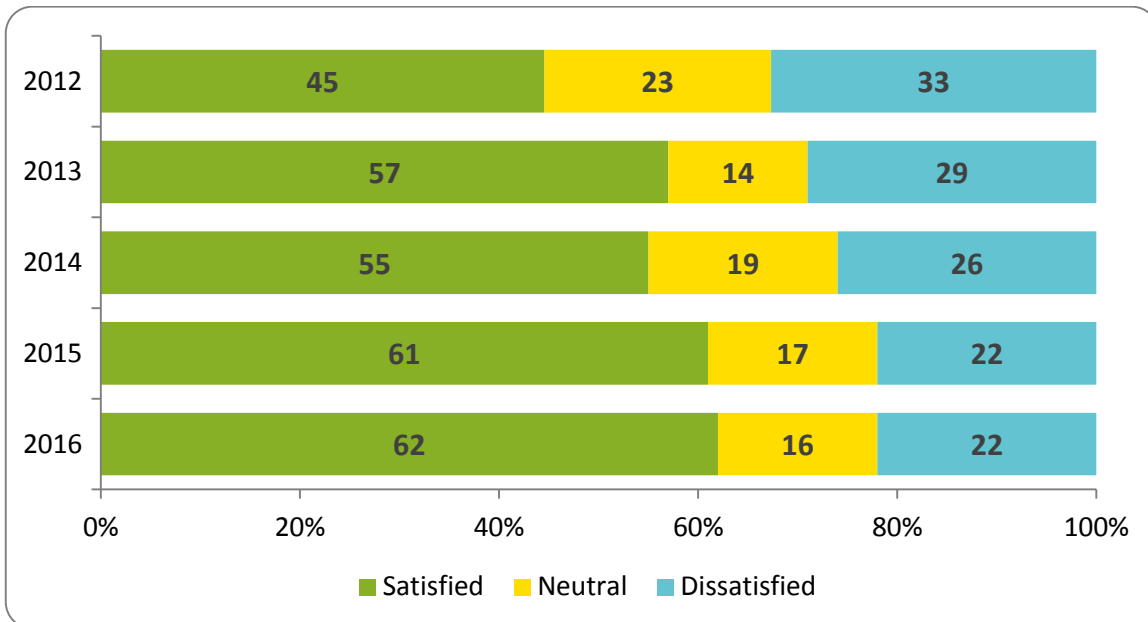
Figures in this report are presented as a percentage of respondents who answered the question i.e. excluding 'don't know', 'not applicable' and 'no reply'.

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 remained fairly consistent since 2015. Satisfaction is now 17% higher than it was in 2012. The proportion of residents dissatisfied with the local area has decreased from one third (33%) in 2012 to less than one quarter (22%) in 2015 and 2016.

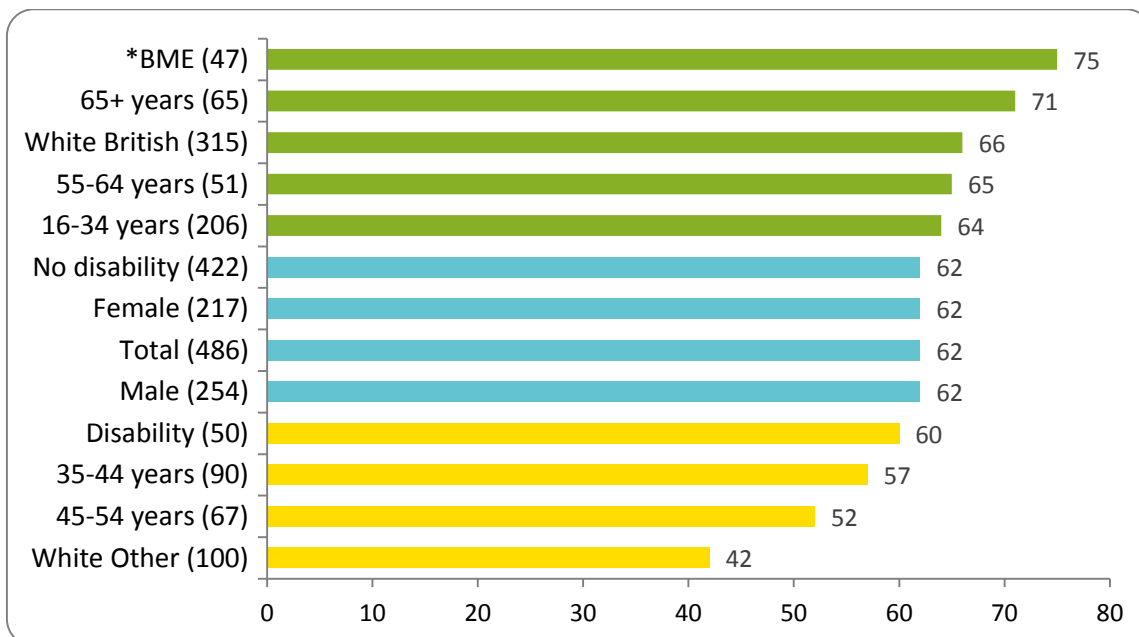
Figure 1: Overall satisfaction with local area (% respondents)



BASE: All respondents

Respondents from other white backgrounds are significantly less satisfied with the local area than white British and BME respondents.

Figure 2: Satisfaction with local area (% satisfied)



BASE: Varied as labelled

*Small base

3 Residents' priorities

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

The table below shows how responses compare to 2015. 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 2015. The top five things were the level of crime (68%), clean streets (46%), affordable decent housing (44%), parks and open spaces (40%) and health services (35%).

The most significant change has been in shopping facilities which has increased by 15% (from 20% in 2015 to 35% in 2016). Other significant changes included cultural facilities which doubled from 8% in 2015 to 16% in 2016 and activities for teenagers which halved from 14% in 2015 to 7% in 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 | 2016 | 2015 | Difference |
|---|------|------|------------|
| The level of crime | 68% | 67% | 1% |
| Clean streets | 46% | 49% | -3% |
| Affordable decent housing | 44% | 46% | -2% |
| Parks and open spaces | 40% | 38% | 2% |
| Health services | 35% | 40% | -5% |
| Shopping facilities | 35% | 20% | 15% |
| Public transport | 29% | 27% | 2% |
| Access to nature | 26% | 27% | -1% |
| Job prospects | 26% | 21% | 5% |
| Wage levels and local cost of living | 18% | 23% | -5% |
| Cultural facilities (e.g. libraries, museums) | 16% | 8% | 8% |
| Road and pavement repairs | 15% | 13% | 2% |
| Education provision | 14% | 16% | -2% |
| The level of traffic congestion | 13% | 19% | -6% |
| Sports and leisure facilities | 13% | 9% | 4% |
| Facilities for young children | 12% | 8% | 4% |
| Community activities | 9% | 9% | - |
| Activities for teenagers | 7% | 14% | -7% |
| The level of pollution | 7% | 9% | -2% |
| Race relations | 6% | 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 fairly consistent since 2015 with the exception of road and pavement repairs which wasn't in the top five in 2015. The top five things in 2016 were the level of crime (67%), clean streets (42%), affordable decent housing (39%), road and pavement repairs (36%) and the level of traffic congestion (27%).

The most significant change has been in road and pavement repairs which has increased by 9% (from 27% in 2015 to 36% in 2016). Other significant changes included wage levels and cost of living which decreased from 28% in 2015 to 21% in 2016 and facilities for young children which doubled from 7% in 2015 to 14% in 2016.

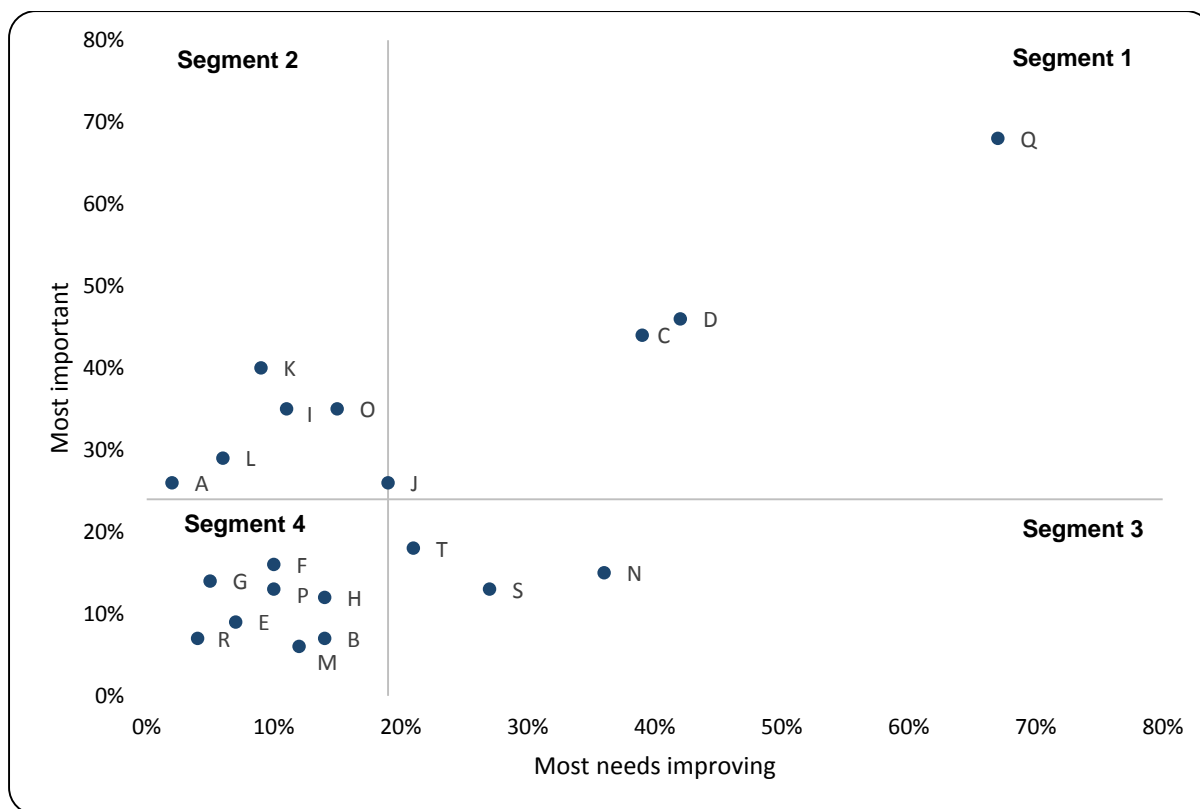
Table 2: Things that most need improving (% selected as one of top 5)

| Things that most need improving | 2016 | 2015 | Difference |
|---|-------------|-------------|-------------------|
| The level of crime | 67% | 66% | 1% |
| Clean streets | 42% | 36% | 6% |
| Affordable decent housing | 39% | 43% | -4% |
| Road and pavement repairs | 36% | 27% | 9% |
| The level of traffic congestion | 27% | 31% | -4% |
| Wage levels and local cost of living | 21% | 28% | -7% |
| Job prospects | 19% | 18% | 1% |
| Shopping facilities | 15% | 14% | 1% |
| Activities for teenagers | 14% | 19% | -5% |
| Facilities for young children | 14% | 7% | 7% |
| Race relations | 12% | 6% | 6% |
| Health services | 11% | 17% | -6% |
| Cultural facilities (e.g. libraries, museums) | 10% | 12% | -2% |
| Sports and leisure facilities | 10% | 10% | - |
| Parks and open spaces | 9% | 14% | -5% |
| Community activities | 7% | 13% | -6% |
| Public transport | 6% | 5% | 1% |
| Education provision | 5% | 7% | -2% |
| The level of pollution | 4% | 7% | -3% |
| Access to nature | 2% | 7% | -5% |

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

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

- Parks and open spaces
- Health services
- Shopping facilities
- Public transport
- Access to nature
- Job prospects

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

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

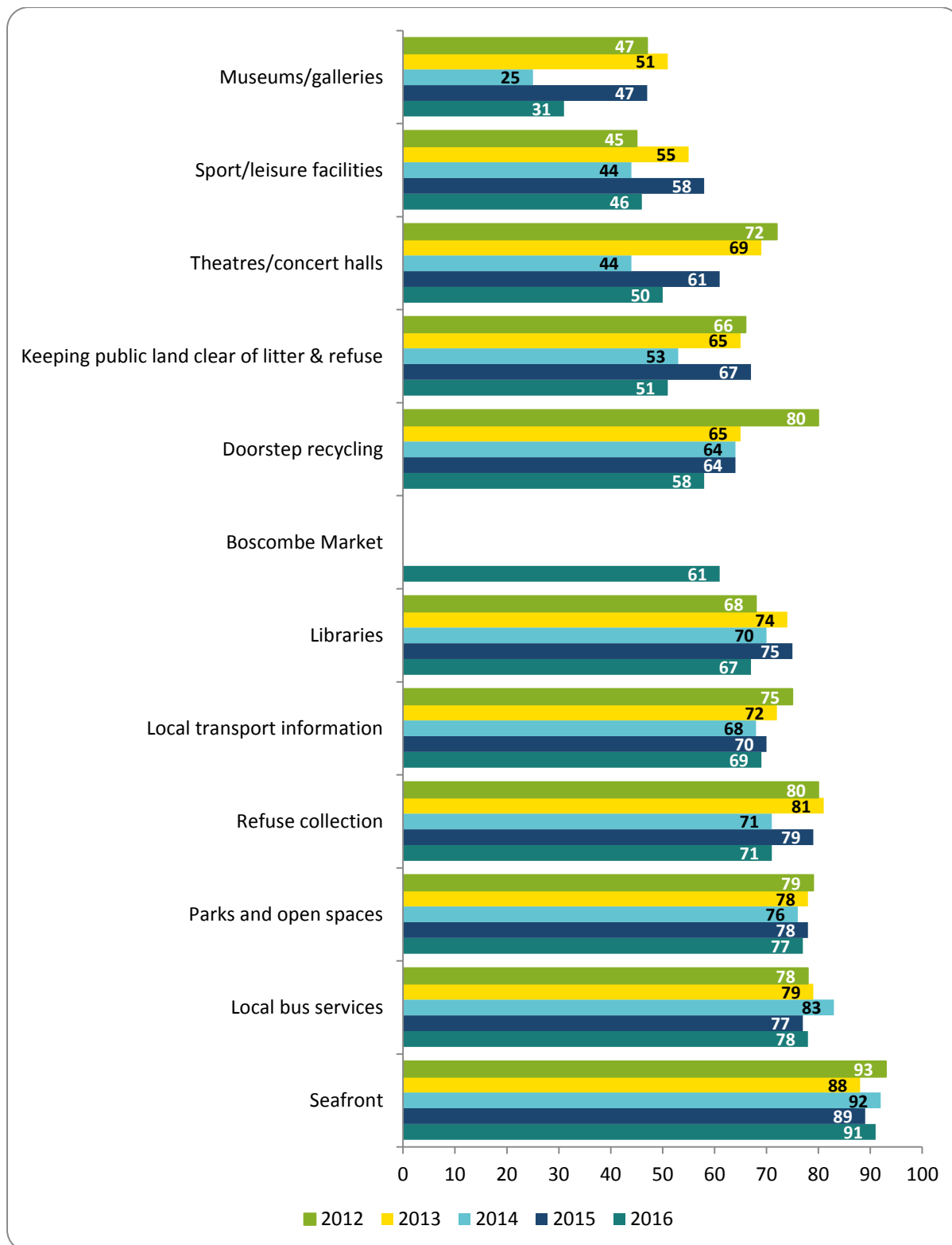
Segment 4: Things which are ranked below average importance and improvement

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

4 Service satisfaction and usage

The majority of services have seen a decrease in satisfaction since 2015, most notably with keeping public land clear of litter, museums and galleries, sport and leisure facilities and theatres and concert halls. Boscombe Market was included in the 2016 survey for the first time so no previous years' data is available. Satisfaction with each service is reported in more detail later in this section.

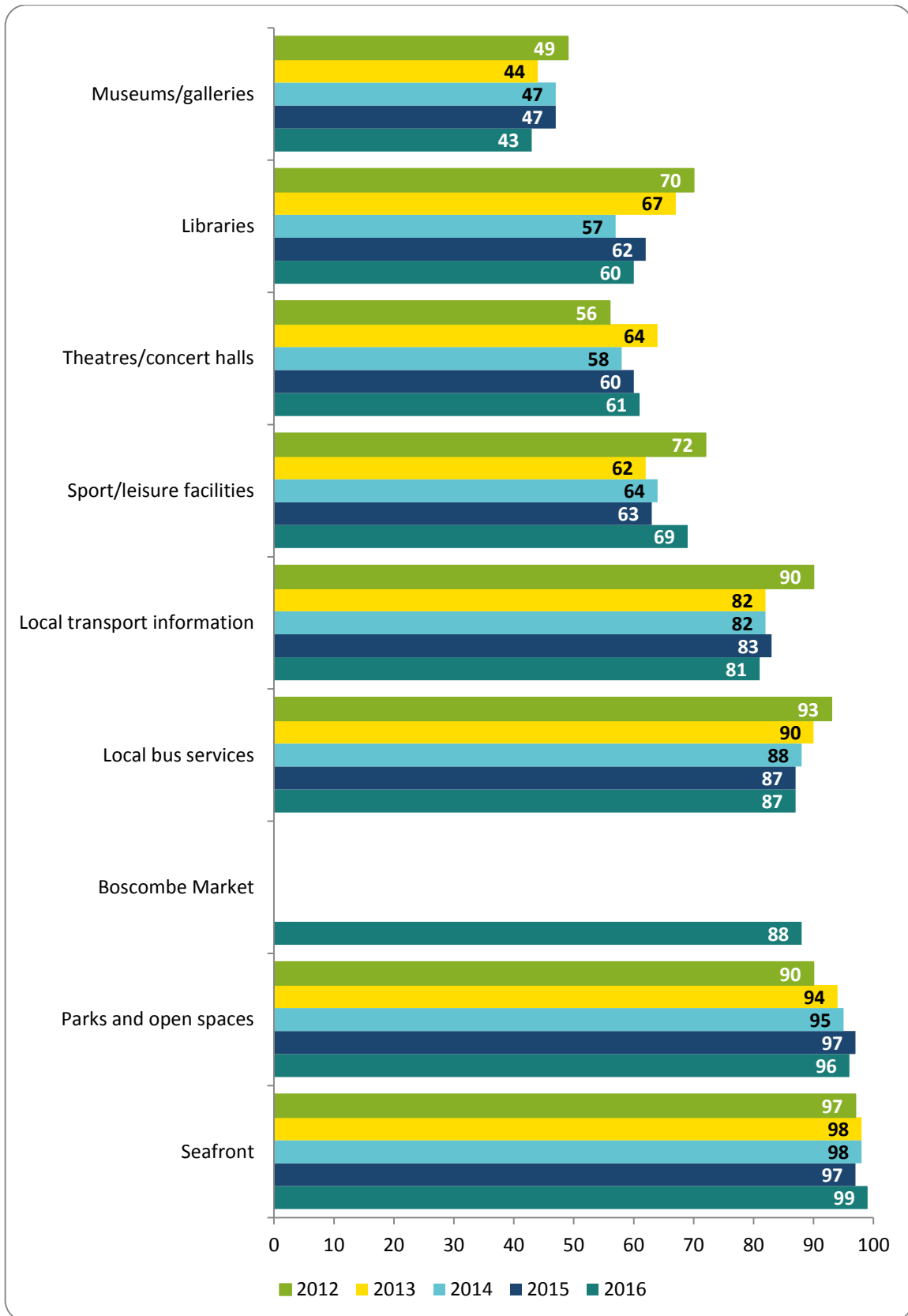
Figure 4: Satisfaction with Council services (% satisfied)



BASE: All respondents

Overall usage of the majority of council services has remained fairly consistent since 2015. The biggest change has been in the use of sport and leisure facilities which has increased by 6%.

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

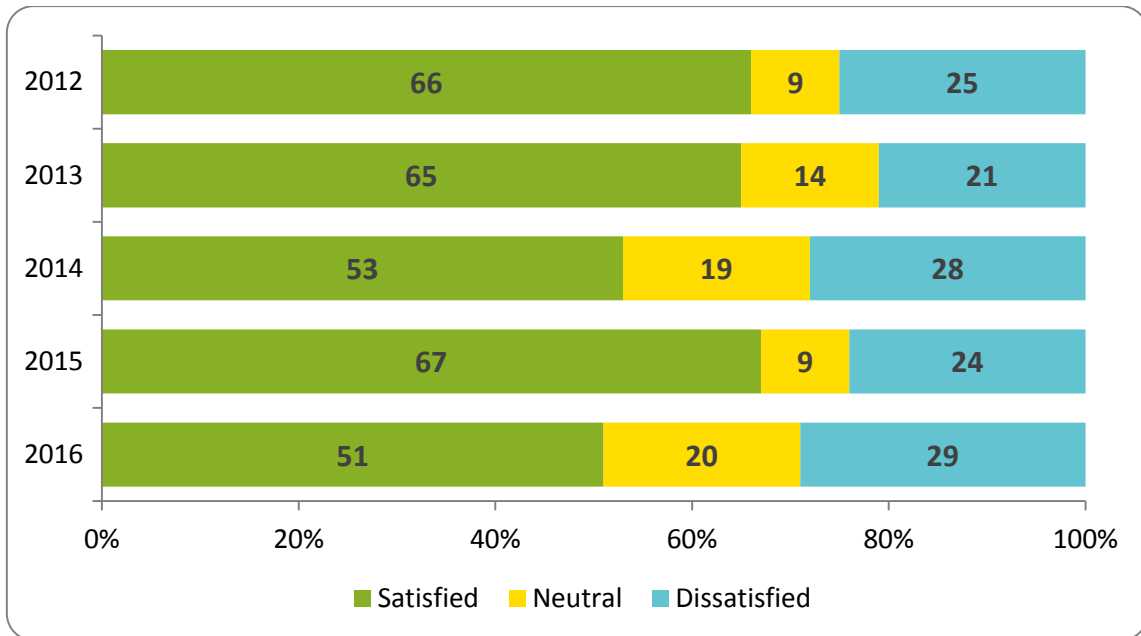


BASE: All respondents

4.1 Keeping public land clear of litter and refuse

Just over half of respondents (51%) are satisfied with keeping public land clear of litter and refuse. This is a significant decrease of 16% when compared to 2015 and satisfaction levels are broadly back in line with levels in 2014.

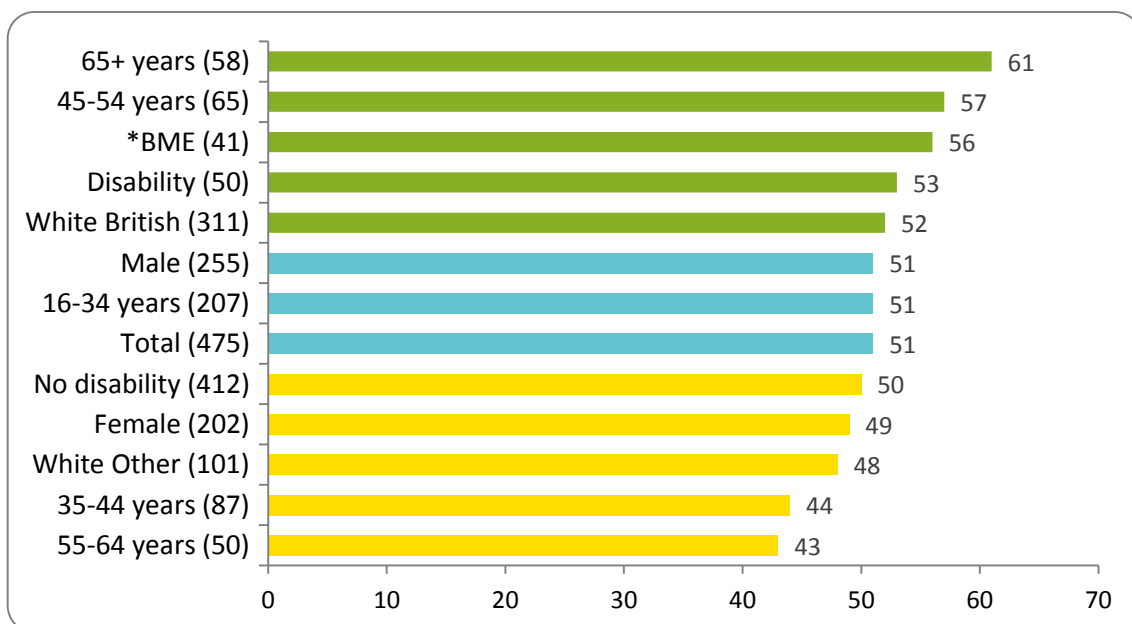
Figure 6: Keeping public land clear of litter and refuse (% respondents)



BASE: All respondents

There are no significant differences between groups of respondents in relation to keeping public land clear of litter and refuse.

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



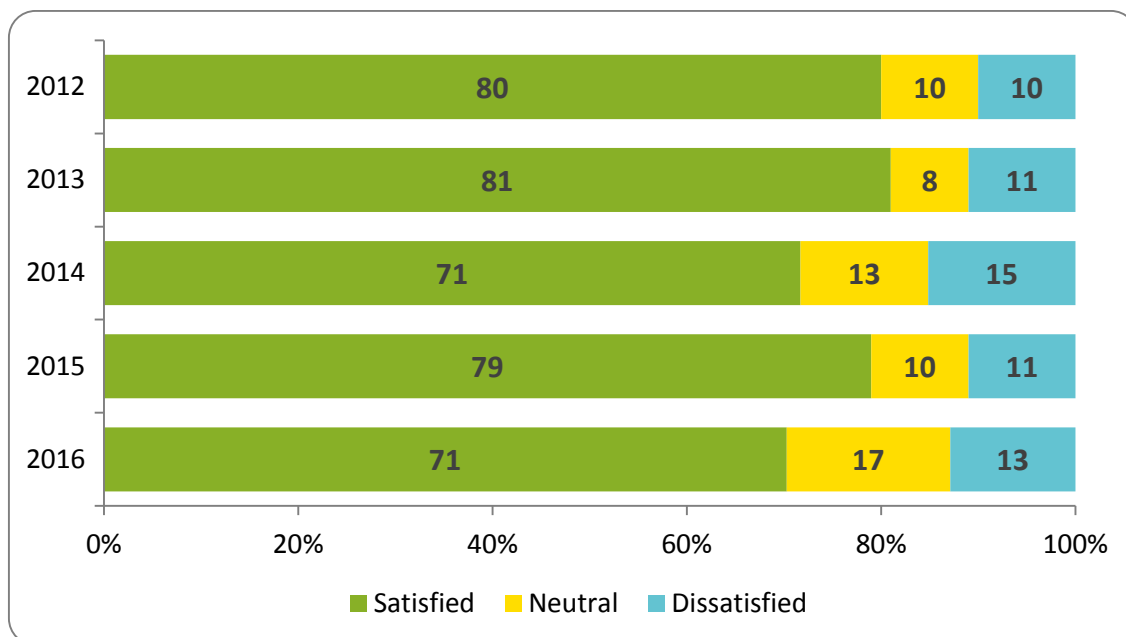
BASE: Varied as labelled

*Small base

4.2 Refuse collection

Just over seven in ten respondents (71%) are satisfied with refuse collection. This is a decrease of 8% since 2015 and is back in line with levels in 2014.

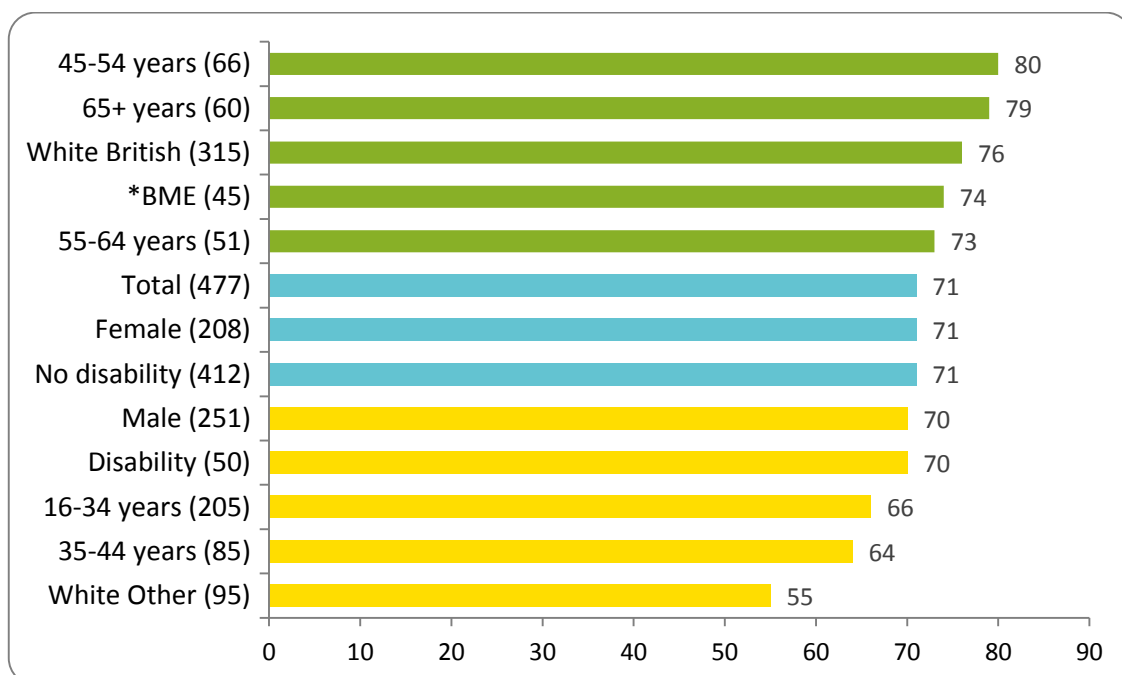
Figure 8: Refuse collection (% respondents)



BASE: All respondents

Respondents aged 45 and over are significantly more satisfied with refuse collection than those age under 45. Respondents who own their homes are significantly more satisfied than those in private rented. Respondents from other white backgrounds are significantly less satisfied with refuse collection than white British and BME respondents.

Figure 9: Satisfaction with refuse collection (% satisfied)

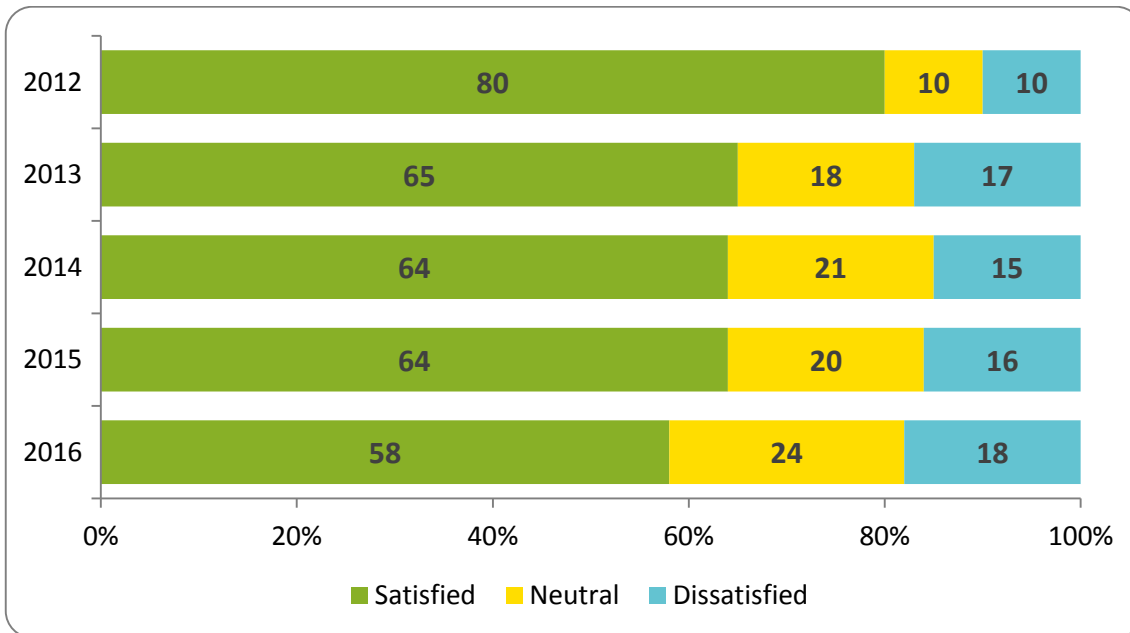


BASE: Varied as labelled
*Small base

4.3 Doorstep recycling

Satisfaction with doorstep recycling has decreased since 2012 and is now at the lowest recorded level with just under three fifths (58%) of respondents satisfied with doorstep recycling. However, the proportion of respondents dissatisfied with doorstep recycling has not changed significantly since 2013.

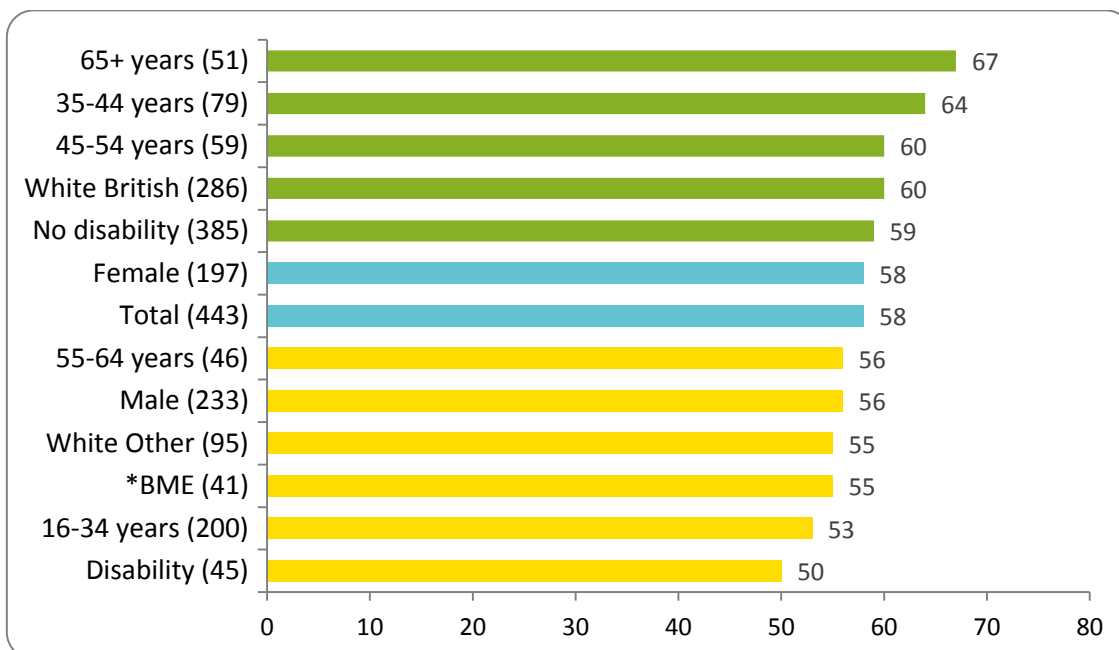
Figure 10: Doorstep recycling (% respondents)



BASE: All respondents

Respondents in houses are significantly more satisfied with doorstep recycling than those in flats.

Figure 11: Satisfaction with doorstep recycling (% satisfied)



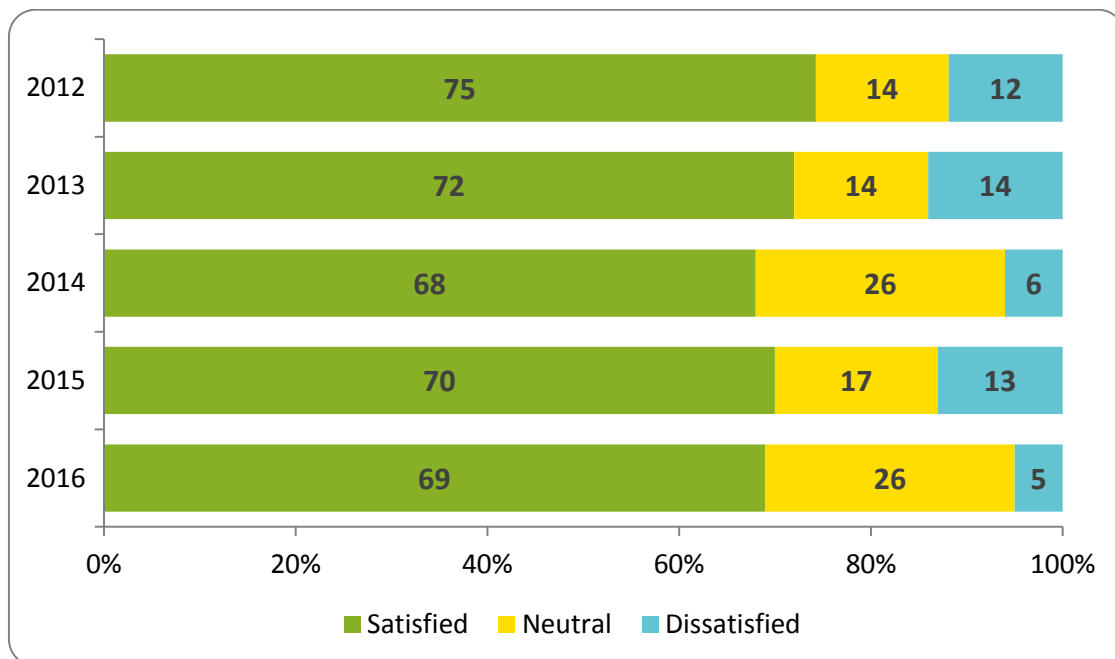
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4.4 Local transport information

Almost seven in ten respondents (69%) are satisfied with local transport information. Satisfaction with local transport information has remained fairly consistent since 2014 and dissatisfaction is now at its lowest level. Just over four fifths of respondents (81%) use local transport information which is consistent with previous years.

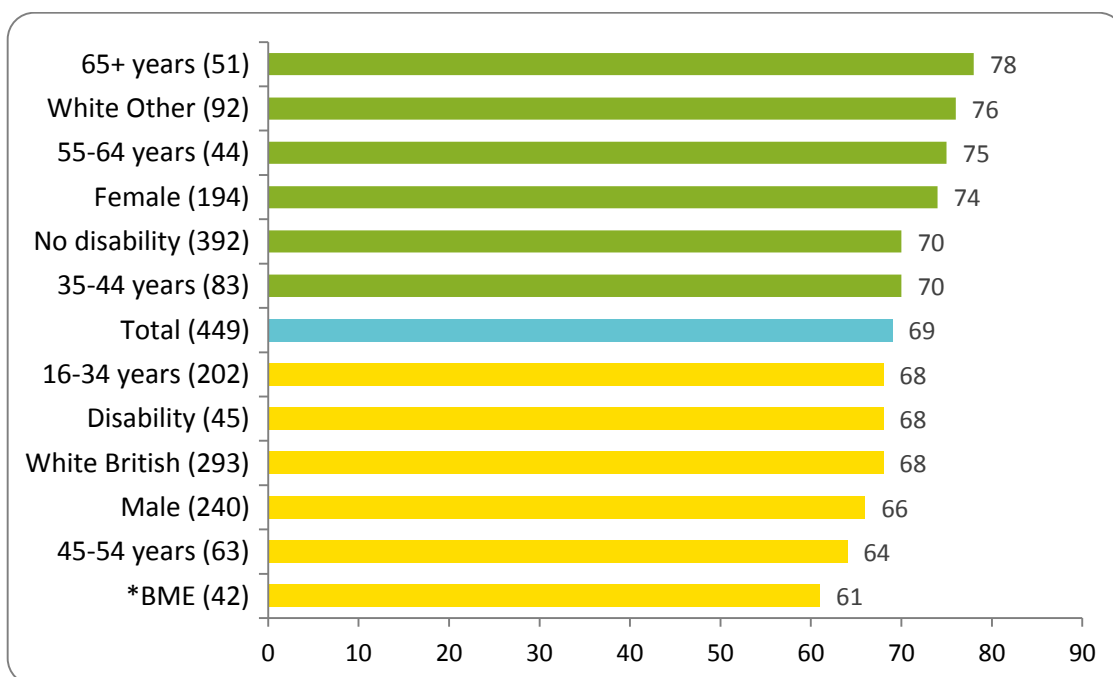
Figure 12: Local transport information (% respondents)



BASE: All respondents

Female respondents are significantly more satisfied with transport information than male respondents.

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



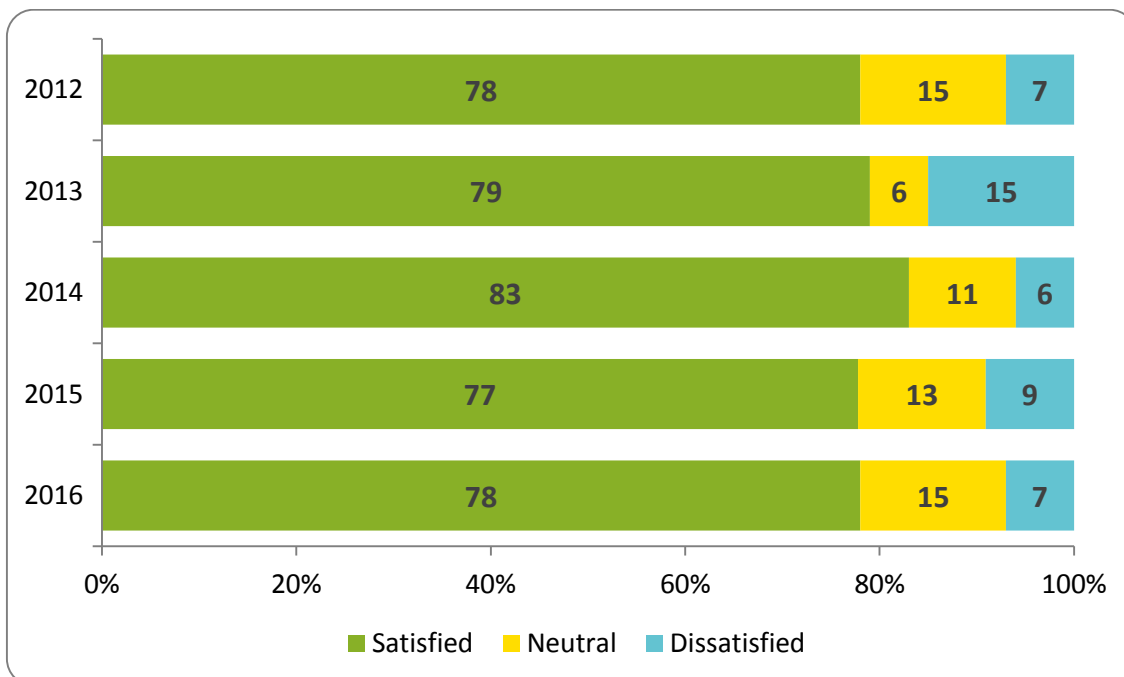
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4.5 Local bus services

Just under eight in ten respondents (78%) 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 2012. Almost nine in ten respondents (87%) use local bus services which is consistent with previous years.

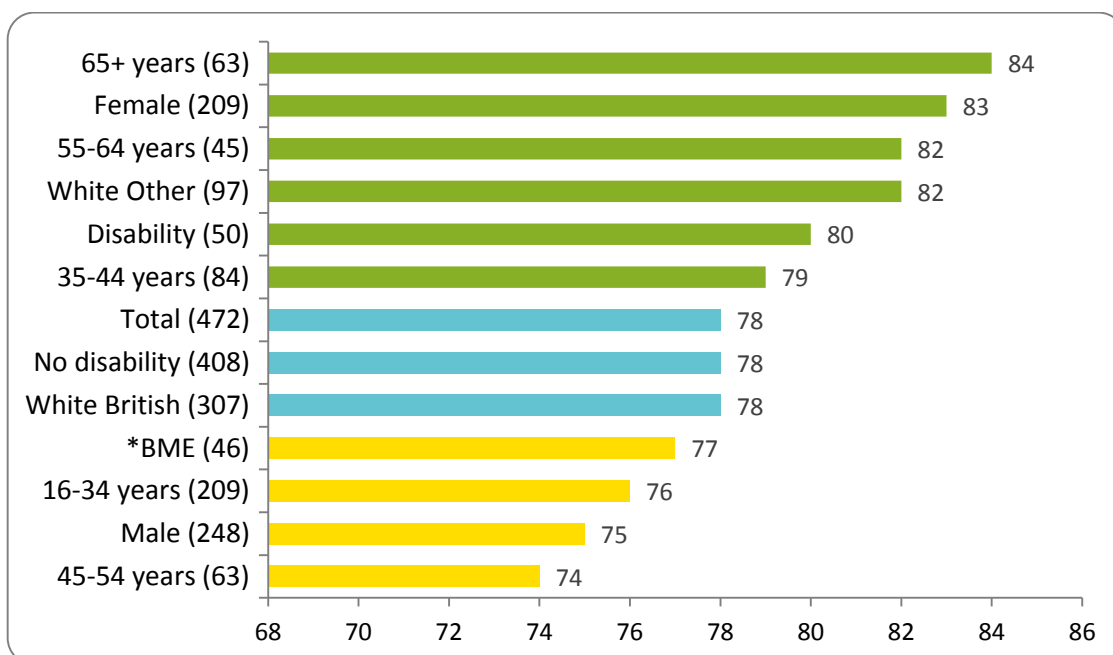
Figure 14: Local bus services (% respondents)



BASE: All respondents

Female respondents are significantly more satisfied with local bus services than male respondents.

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



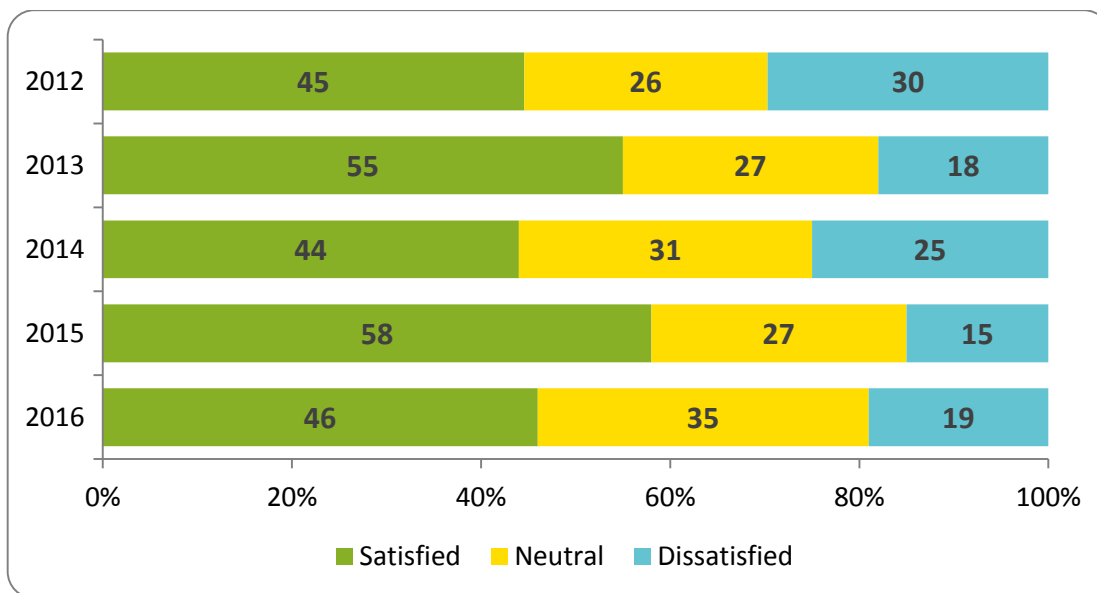
BASE: Varied as labelled

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4.6 Sport & leisure facilities

Under half of respondents (46%) are satisfied with sport and leisure facilities which is a significant decrease of 12% when compared to 2015. However, dissatisfaction has only increased by 4% so the majority of the change has been an increase in neutral responses. Just under seven in ten respondents (69%) have used sport and leisure facilities in the last twelve months which is an increase of 6% compared to 2015 and the highest level of usage since 2012.

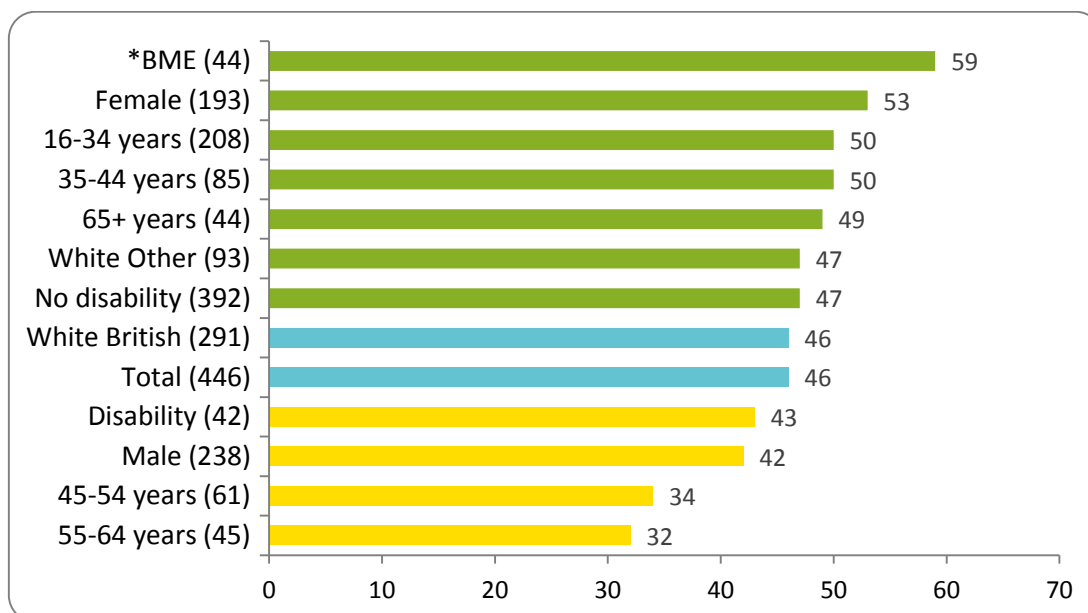
Figure 16: Sport and leisure facilities (% respondents)



BASE: All respondents

Female respondents are significantly more satisfied with sport and leisure facilities than male respondents. Respondents aged 45 to 64 are significantly less satisfied than other age groups.

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



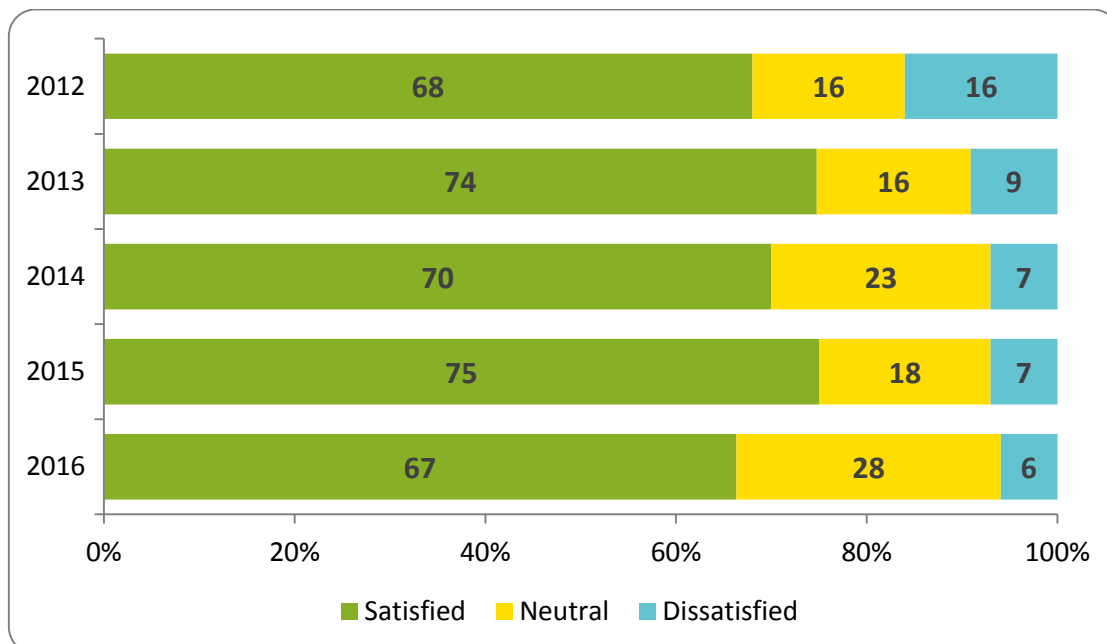
BASE: Varied as labelled

*Small base

4.7 Libraries

Just over two thirds of respondents (67%) are satisfied with libraries which is a significant decrease of 8% when compared to 2015. However, dissatisfaction is at its lowest recorded level so the majority of the change has been an increase in neutral responses. Three fifths of respondents (60%) have used libraries in the last twelve months which is fairly consistent with 2015.

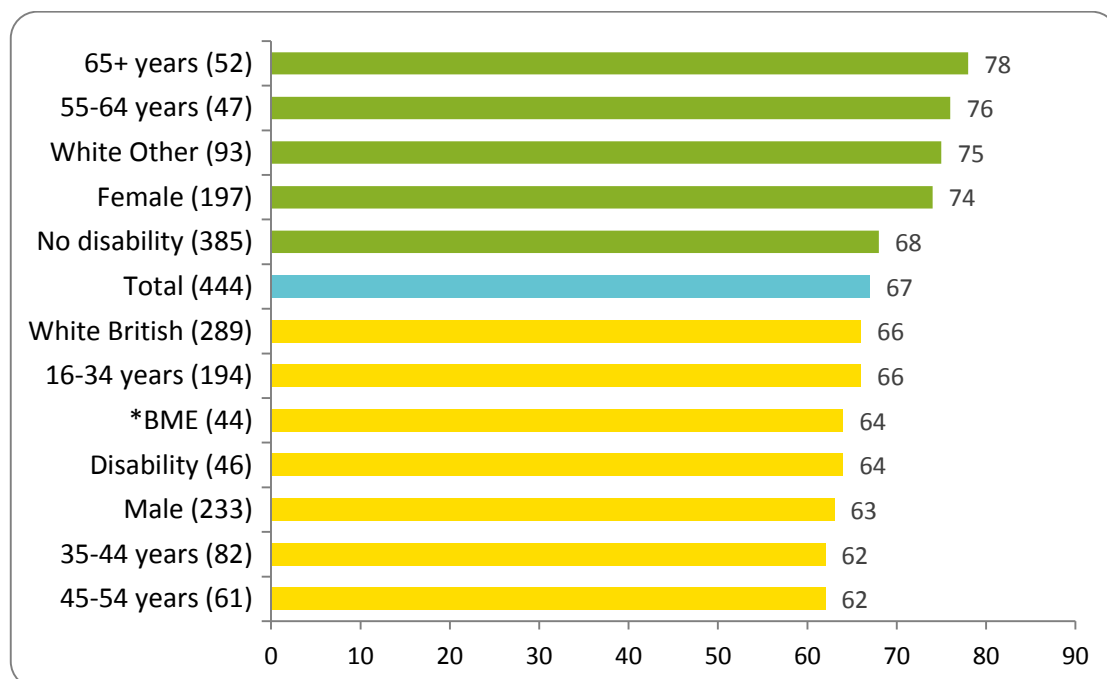
Figure 18: Libraries (% respondents)



BASE: All respondents

Female respondents are significantly more satisfied with libraries than male respondents.

Figure 19: Satisfaction with libraries (% satisfied)

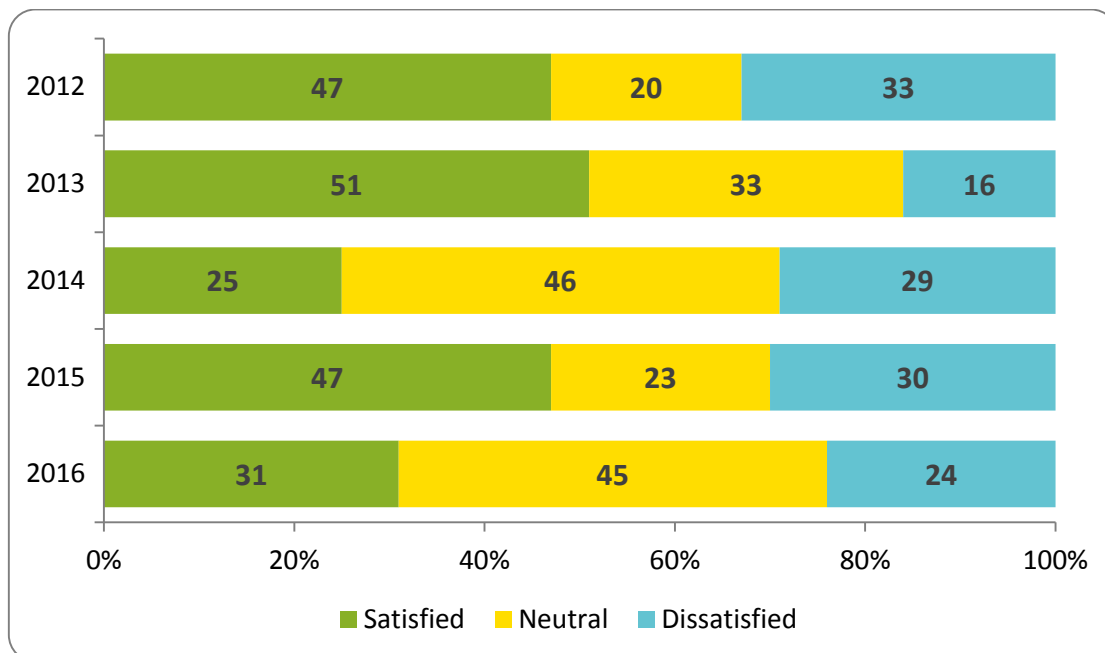


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4.8 Museums & galleries

Just under one third of respondents (31%) are satisfied with museums and galleries. This is a significant decrease of 16% when compared to 2015. However, dissatisfaction has decreased so the majority of the change has been an increase in neutral responses. Usage of museums and galleries has decreased slightly compared to 2014 and 2015 but is within the margin of error.

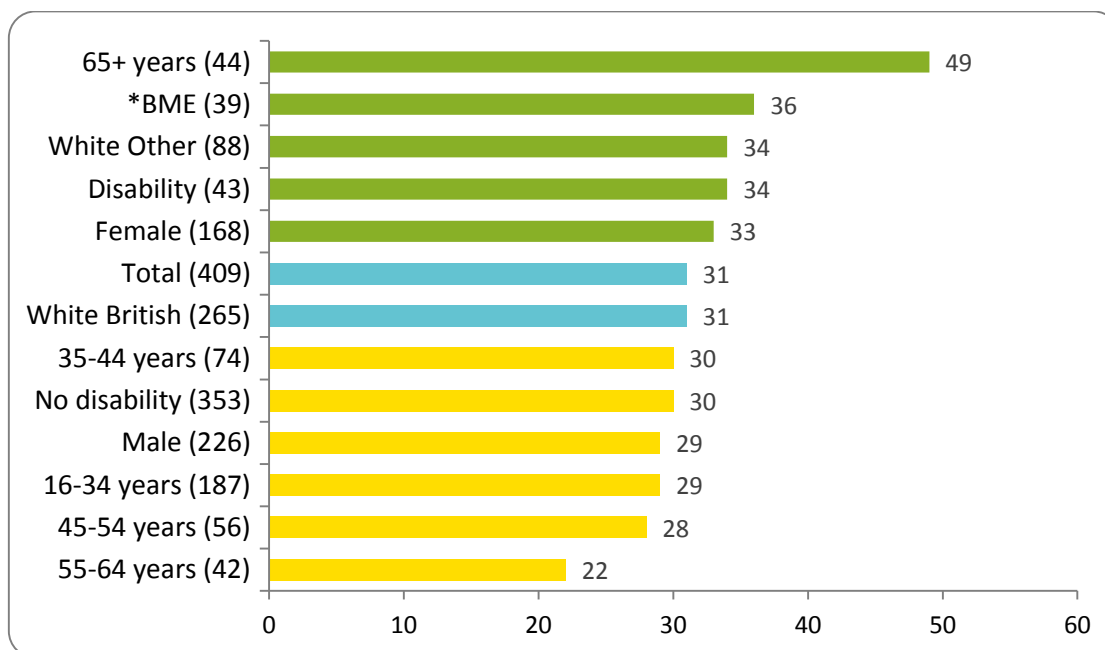
Figure 20: Museums and galleries (% respondents)



BASE: All respondents

Respondents aged 65 and over are significantly more satisfied with museums and galleries than those aged under 65.

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



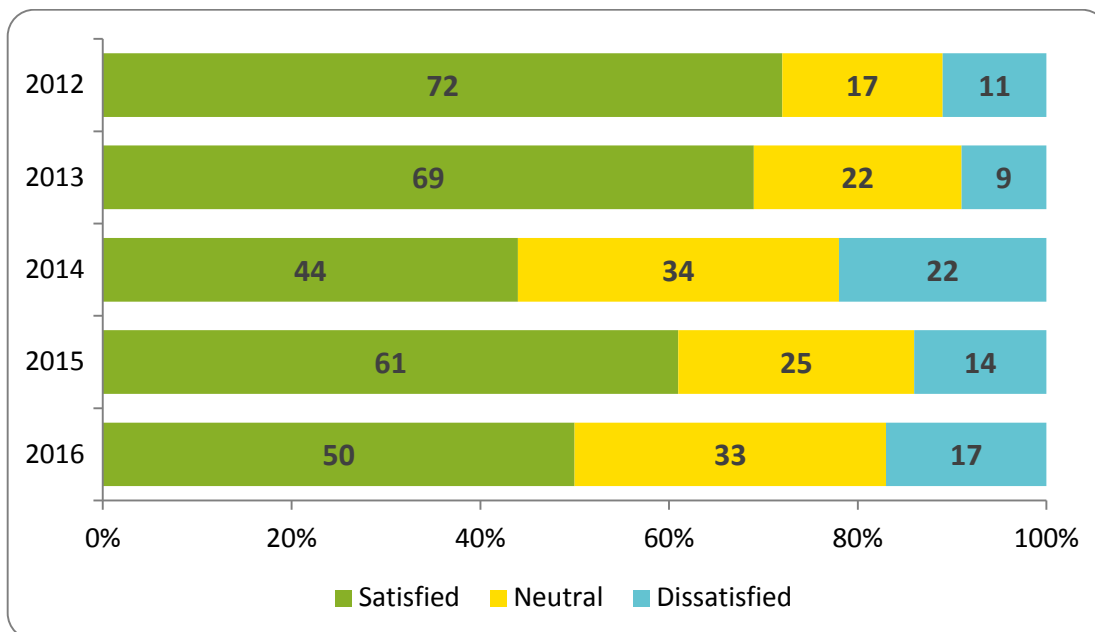
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4.9 Theatres & concert halls

Half of respondents (50%) are satisfied with theatres and concert halls. This is a significant decrease of 11% when compared to 2015. However, dissatisfaction has only increased by 3% so the majority of the change has been an increase in neutral responses. Usage of theatres and concert halls has remained fairly consistent since 2014.

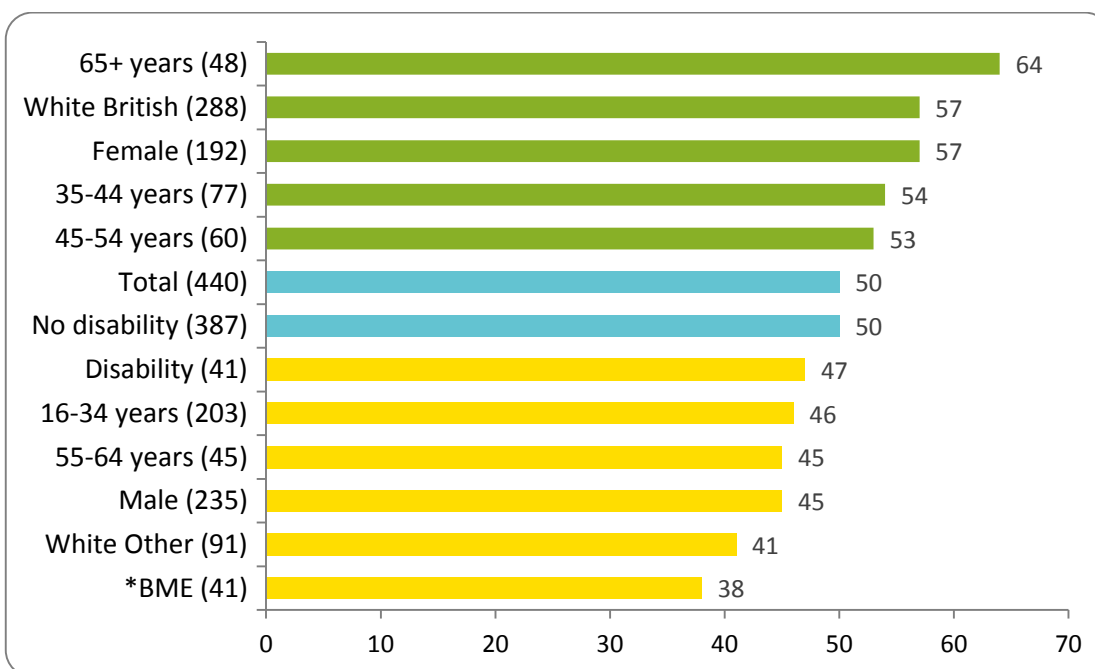
Figure 22: Theatres and concert halls (% respondents)



BASE: All respondents

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 and white other backgrounds.

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



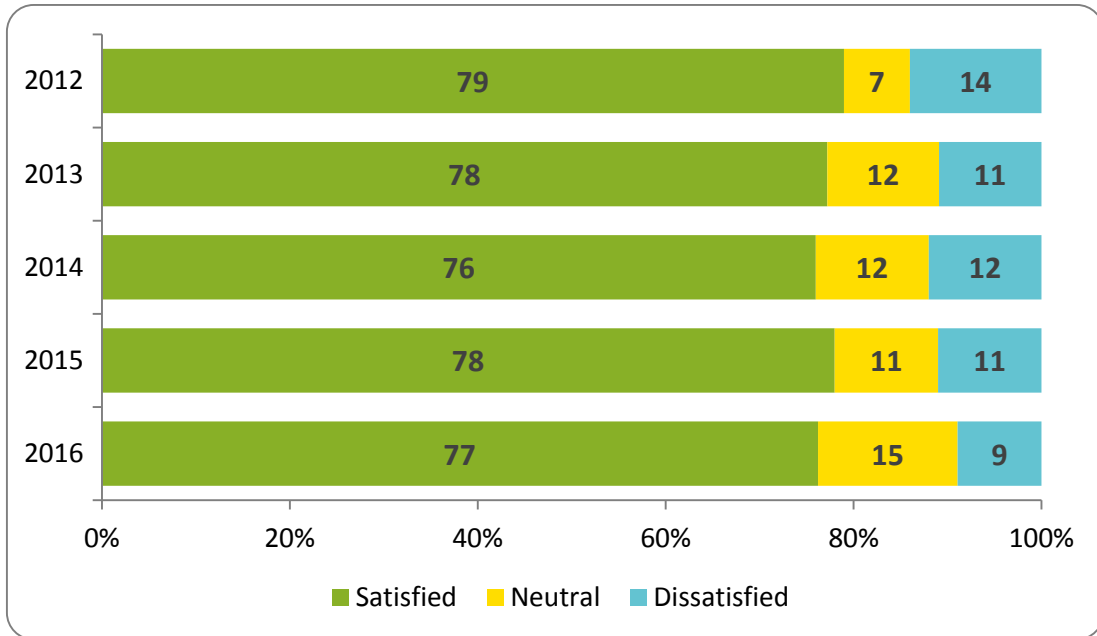
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4.10 Parks & open spaces

Over three quarters of respondents (77%) are satisfied with parks and open spaces. This figure has remained fairly consistent over the last five years. Usage of parks and open spaces has remained fairly consistent since 2013 and currently stands at 96%.

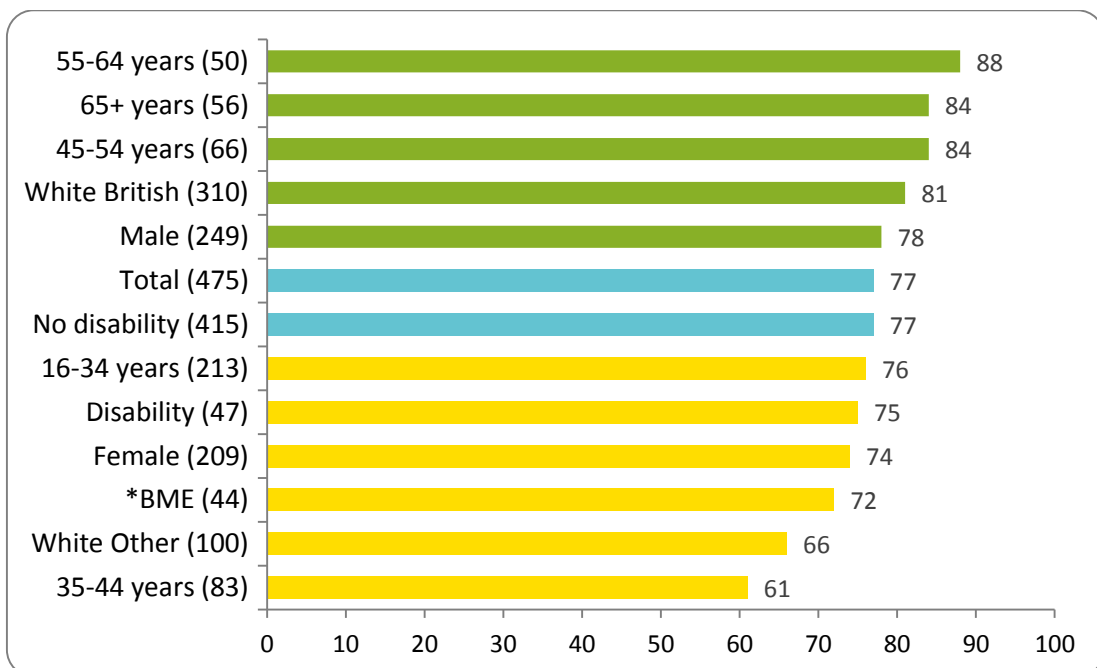
Figure 24: Parks and open spaces (% respondents)



BASE: All respondents

White British respondents are significantly more satisfied with parks and open spaces than respondents from BME and white other backgrounds.

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



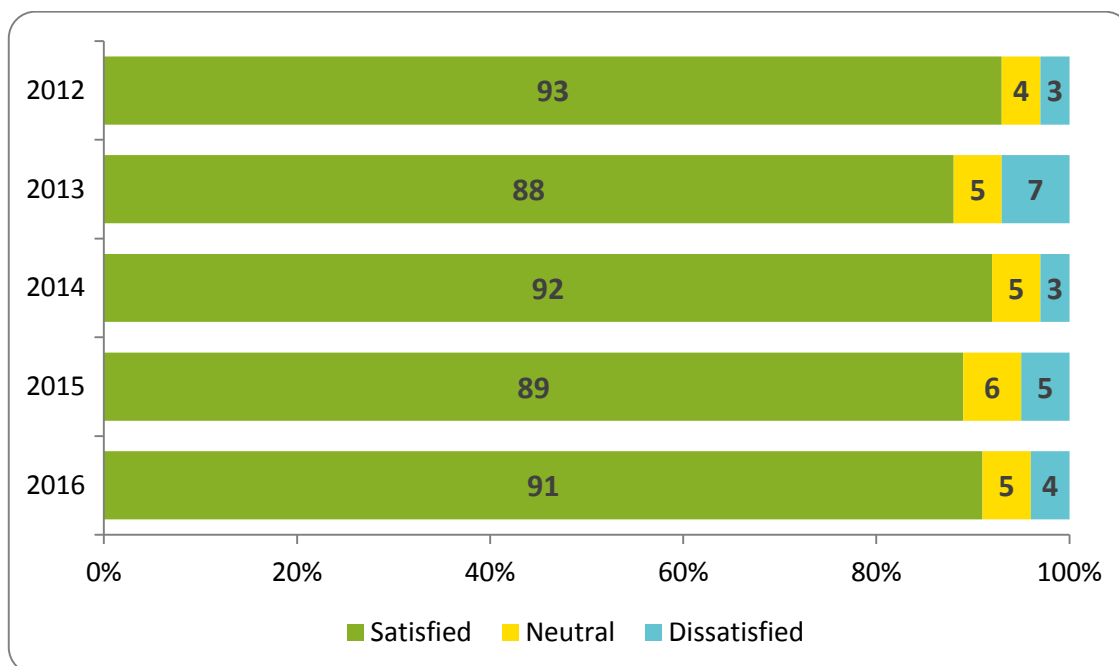
BASE: Varied as labelled

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4.11 Seafront

Just over nine in ten respondents (91%) are satisfied with the seafront and satisfaction remains consistently high. Use of the seafront remains extremely high and currently stands at 99% which is the highest recorded level.

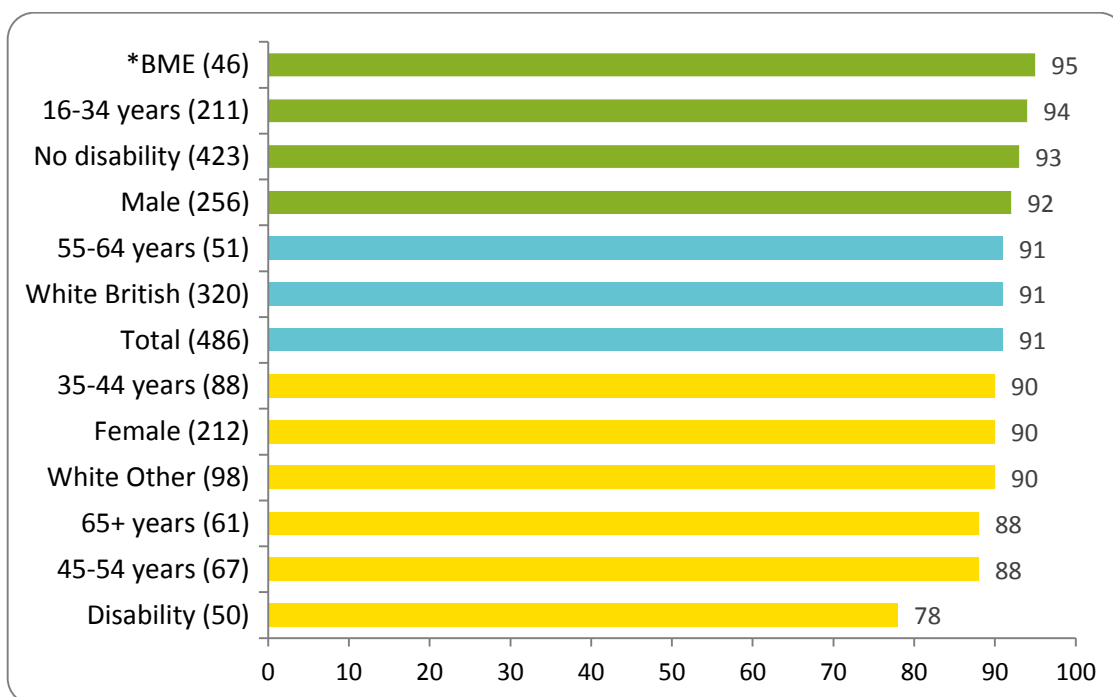
Figure 26: Seafront (% respondents)



BASE: All respondents

Respondents with a disability are significantly less satisfied with the seafront than respondents without a disability.

Figure 27: Satisfaction with seafront (% satisfied)



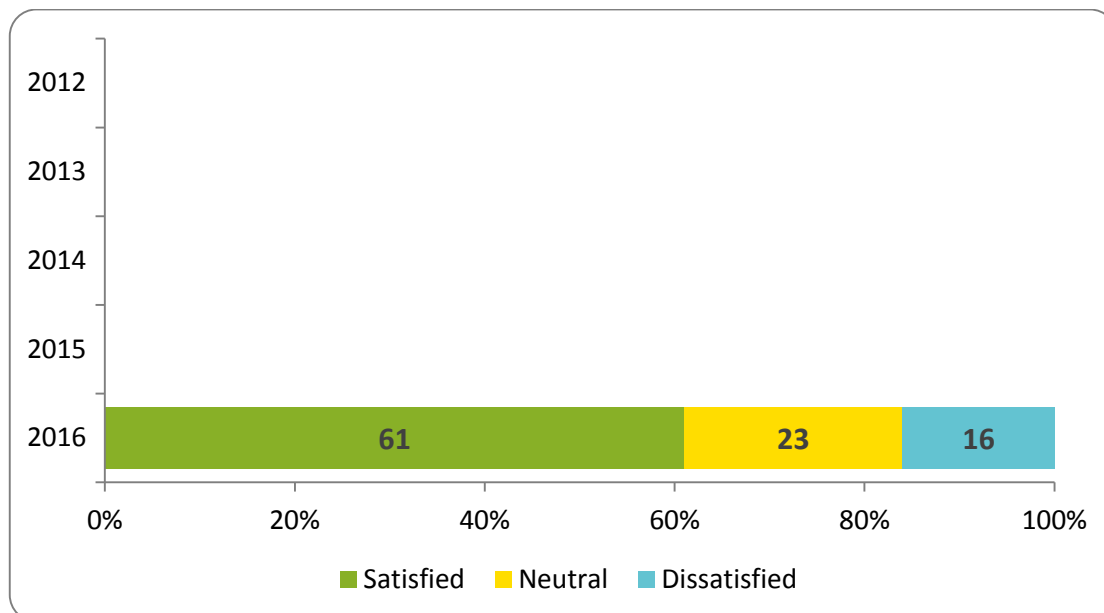
BASE: Varied as labelled

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4.12 Boscombe Market

Just over two fifths of respondents (61%) are satisfied with Boscombe Market. Boscombe Market was included in the 2016 survey for the first time so no previous years' data is available. Almost nine in ten respondents (88%) have used Boscombe Market in the last twelve months. Almost half of respondents (46%) use Boscombe Market at least once a week.

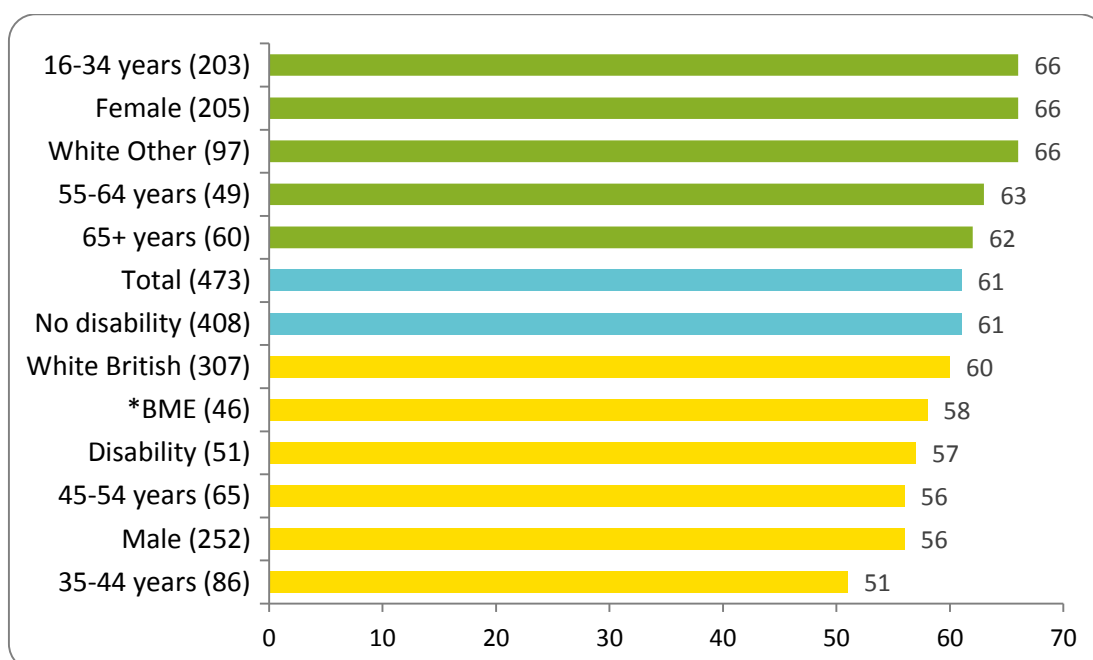
Figure 28: Boscombe Market (% respondents)



BASE: All respondents

Female respondents are significantly more satisfied with Boscombe Market than male respondents.

Figure 29: Satisfaction with Boscombe Market (% satisfied)



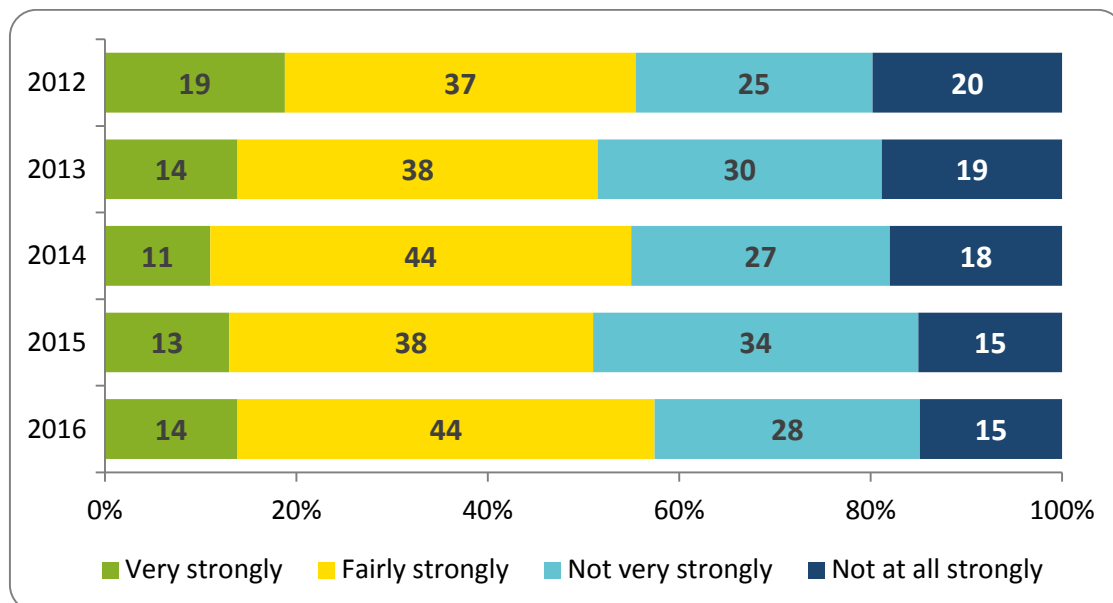
BASE: Varied as labelled

*Small base

5 Your community

Just under three fifths of respondents (58%) say that they feel they belong to their local area. This is a significant increase of 7% when compared to the 51% of respondents in 2015 saying they felt they belonged to their local area and is currently at its highest recorded level.

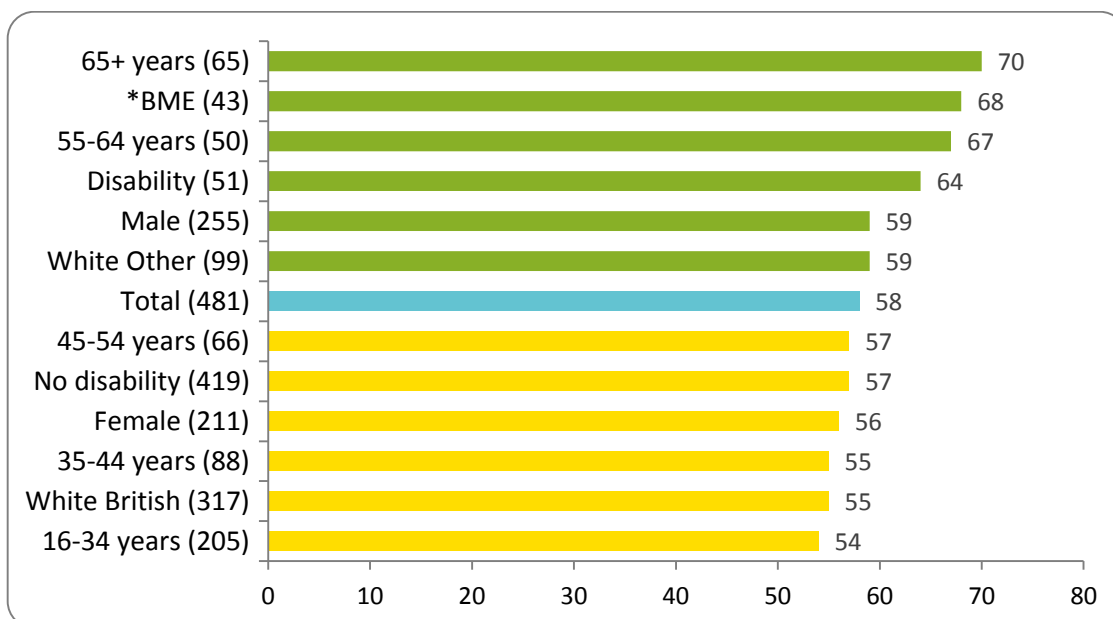
Figure 30: How strongly do you feel you belong to your local area? (% respondents)



BASE: All respondents

Respondents sense of belonging increases with age and respondents aged under 45 are significantly less likely to feel a sense of belonging than those aged 65 and over. Respondents who have lived in the area for three years or more are significantly more likely to have a sense of belonging than those who have lived in the area for less than three years.

Figure 31: Sense of belonging to local area (% belonging)

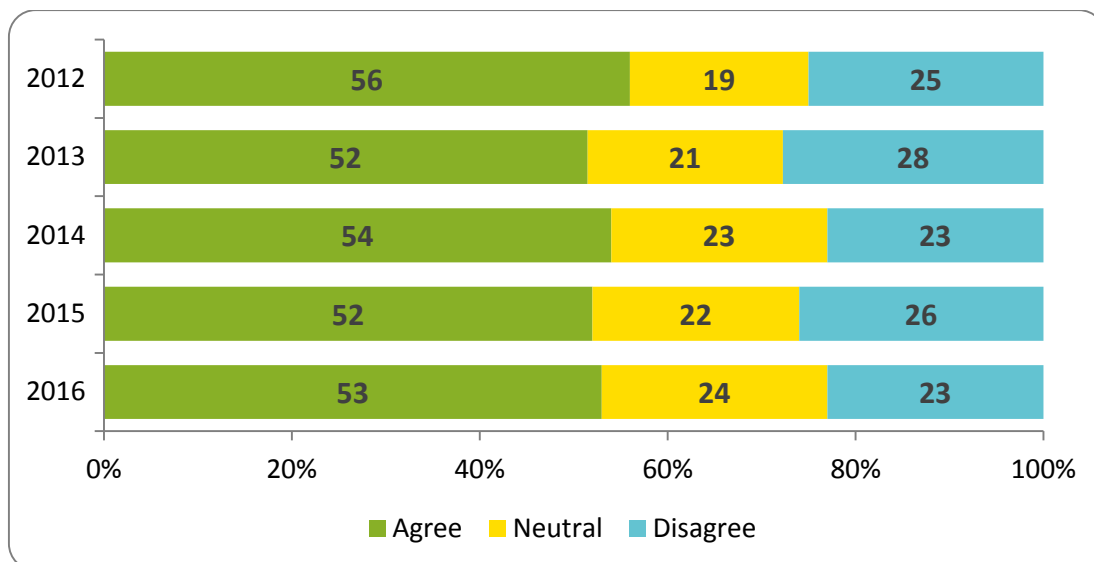


BASE: Varied as labelled
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5.1 People from different ethnic backgrounds get on well together

Just over half of respondents (53%) agree that people from different ethnic backgrounds get on well together which is fairly consistent with previous years. Just under one quarter of respondents (23%) disagreed that people from different ethnic backgrounds get on well together and a similar proportion of respondents (24%) gave a neutral response.

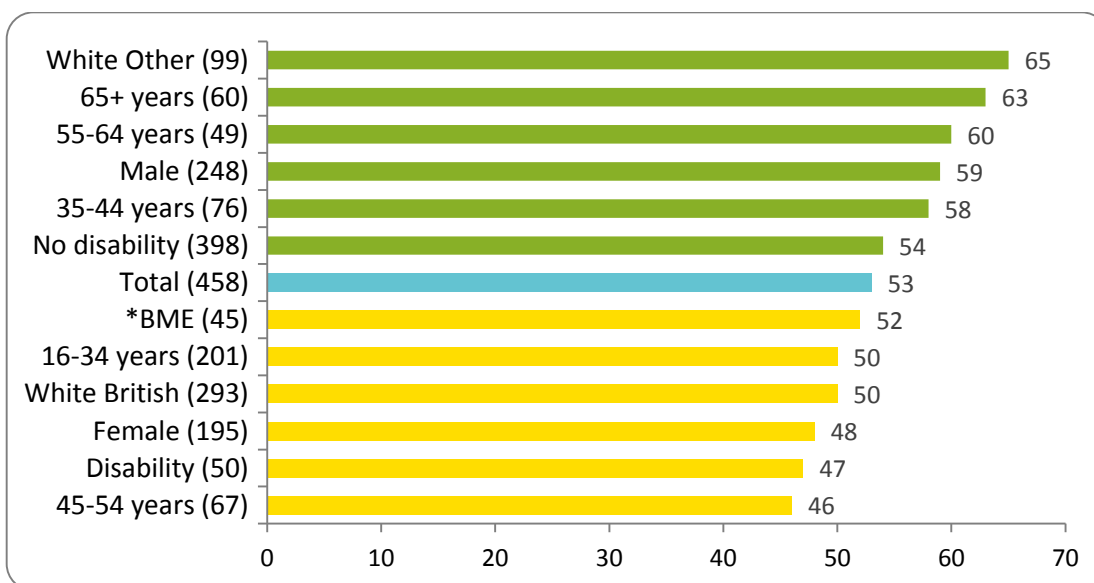
Figure 32: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (% respondents)



BASE: All respondents

Male respondents are significantly more likely to agree that people from different ethnic backgrounds get on well together compared to female respondents. 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. Respondents living in flats are significantly more likely to agree that people from different ethnic backgrounds get on well together compared to those living in houses.

Figure 33: Different ethnic backgrounds get on well together (% agree)



BASE: Varied as labelled

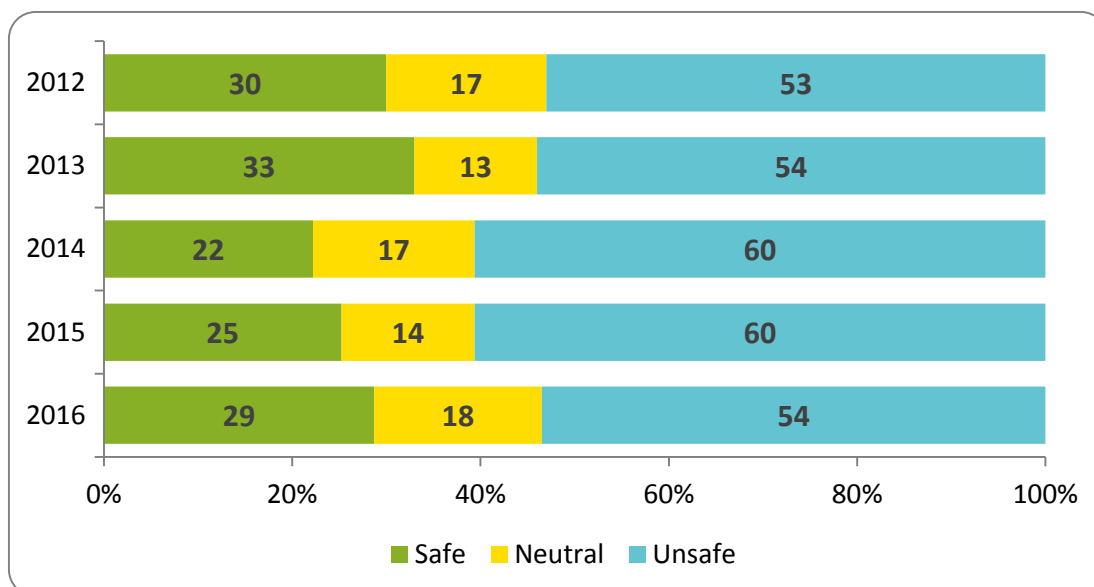
*Small base

6 Community safety

6.1 Feeling safe after dark

Almost three in ten respondents (29%) feel safe after dark which is an increase of 4% compared to 2015 but is within the margin of error. Over half of respondents (54%) feel unsafe after dark which is a significant reduction of 6% compared to levels in 2015 and 2014.

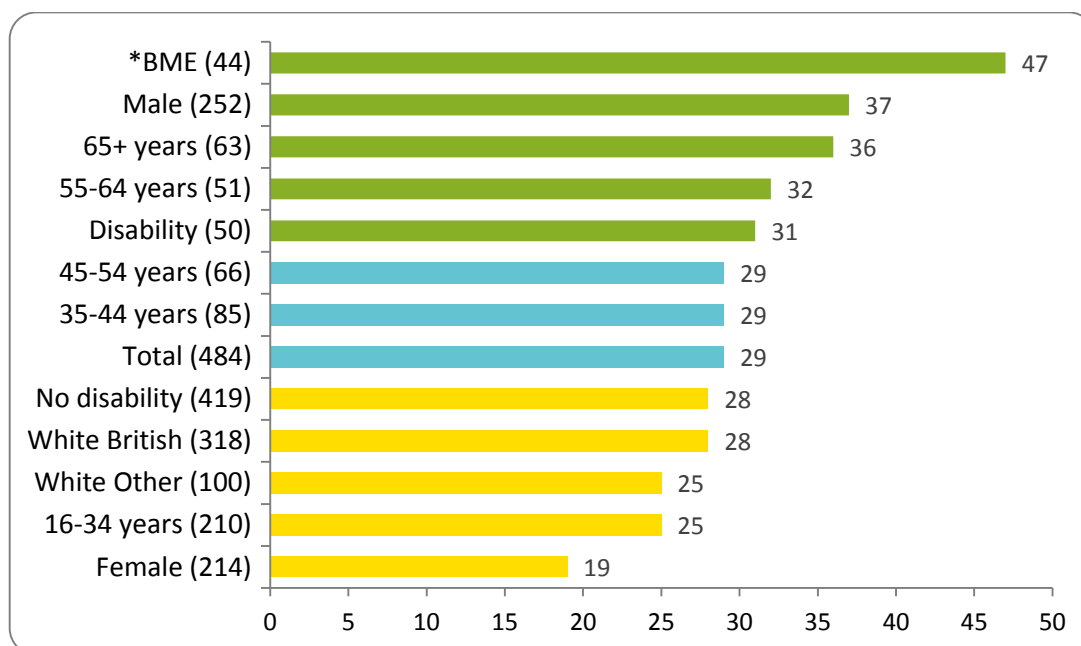
Figure 34: Feelings of safety in local area after dark (% respondents)



BASE: All respondents

As with previous years, female respondents feel significantly less safe after dark compared to male respondents. Respondents from BME backgrounds feel significantly safer after dark than those from white backgrounds.

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



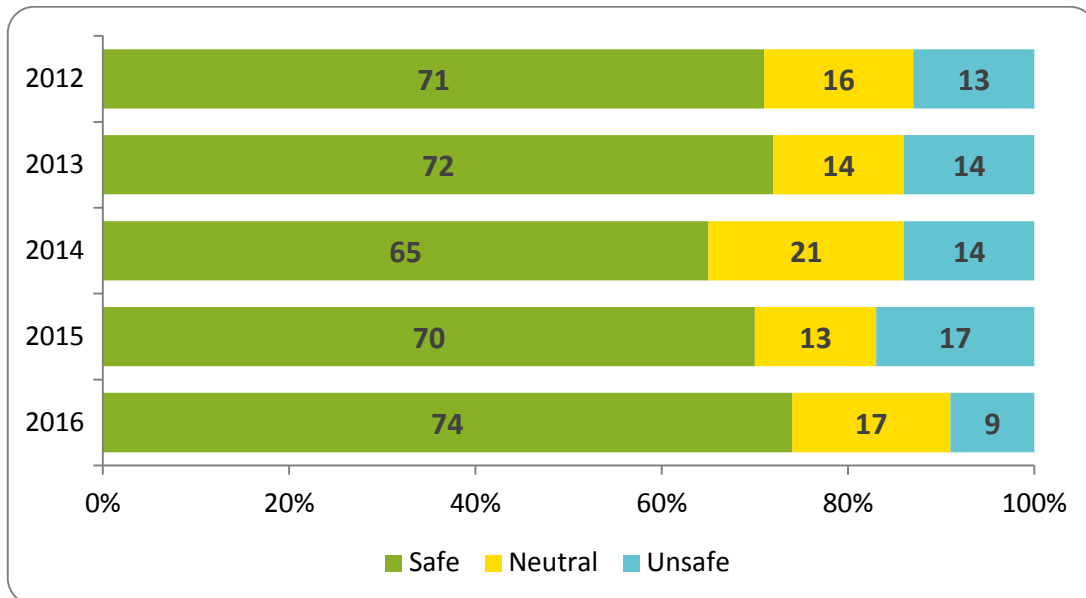
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6.2 Feeling safe during the day

Almost three quarters of respondents (74%) feel safe during the day which is a 4% increase compared to 2015 but is within the margin of error. However, the proportion of respondents who feel unsafe during the day has decreased significantly by 8% and is currently at its lowest recorded level.

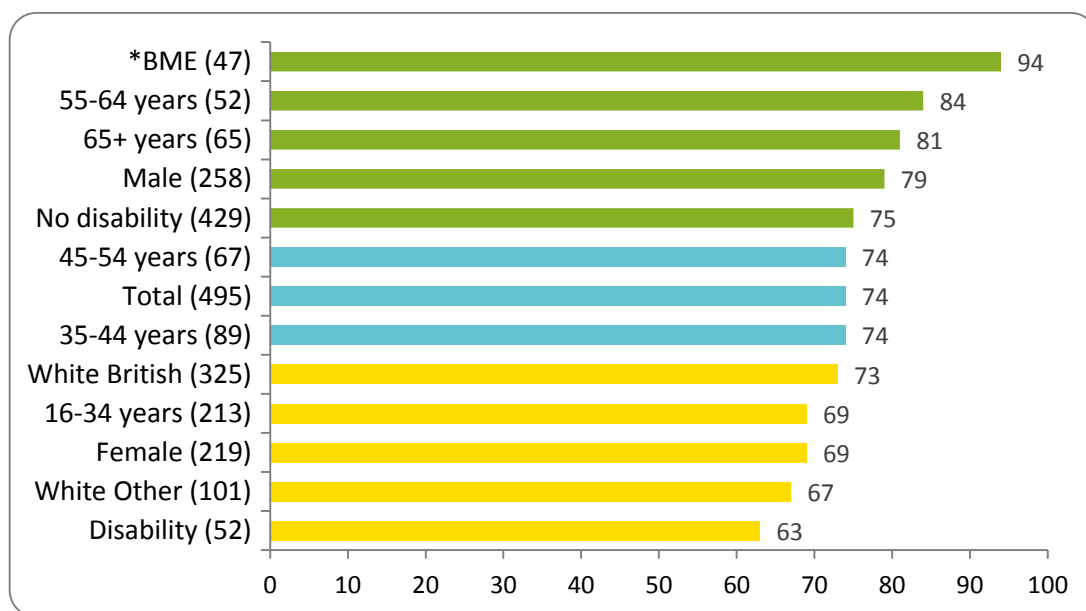
Figure 36: Feelings of safety in local area during the day (% respondents)



BASE: All respondents

Male respondents feel significantly safer than female respondents during the day. Respondents aged 55 and over feel significantly safer during the day compared to those aged under 35. Respondents with a disability feel significantly less safe during the day than those without a disability. Respondents from BME backgrounds feel significantly safer during the day than those from white backgrounds.

Figure 37: Feelings of safety in local area during the day (% feel safe)



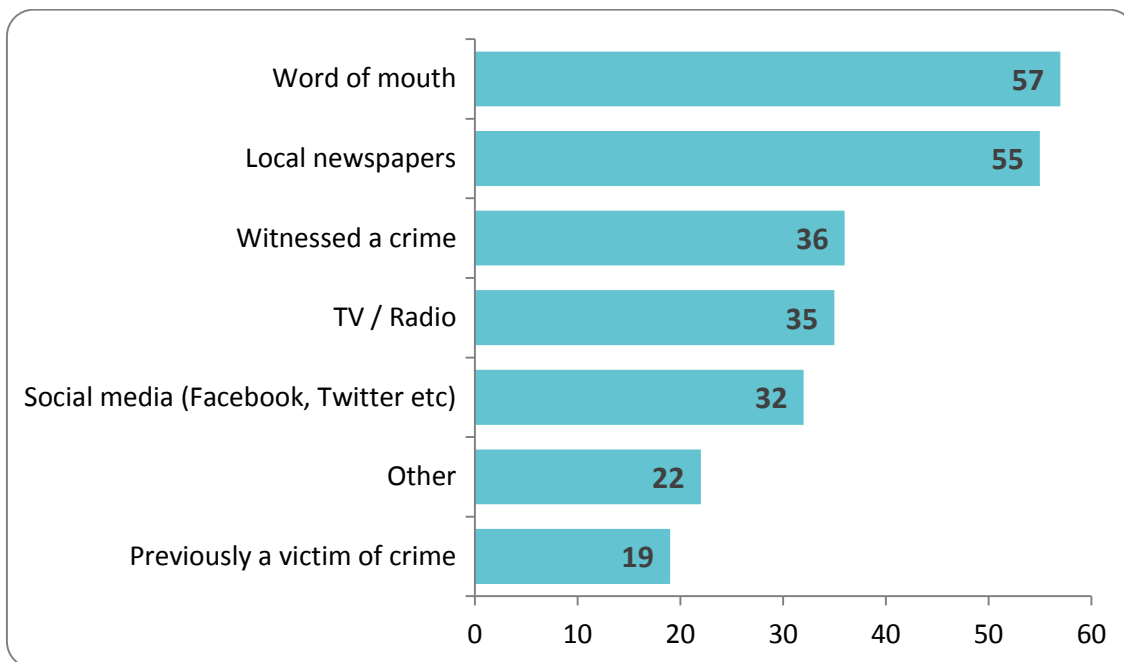
BASE: Varied as labelled

*Small base

6.3 Influencing feelings of safety

A new question was introduced in 2016 which asked respondents what influences how they feel about their safety when outside in their local area. Just under three fifths of respondents (57%) are influenced by word of mouth and 55% are influenced by local newspapers. Over one third (35%) are influenced by TV or radio and just under one third (32%) are influenced by social media. More than one third of respondents (36%) have witnessed a crime and just under one fifth (19%) have previously been a victim of crime. The 'other' factors that influenced people were mainly their own observations and witnessing of anti-social behaviour.

Figure 38: Factors that influence feelings of safety outside in local area (% respondents)



BASE: All respondents

Female respondents were significantly more likely to be influenced by word of mouth compared to male respondents. Respondents aged 35 and over were significantly more likely to be influenced by local newspapers than those aged under 35 whilst younger respondents were significantly more likely to be influenced by social media. Respondents from other white backgrounds were significantly more likely to be influence by social media compared to white British respondents.

Female respondents were significantly more likely to have been a previous victim of crime compared to males and respondents with a disability were significantly more likely to have been a previous victim of crime compared to those without a disability.

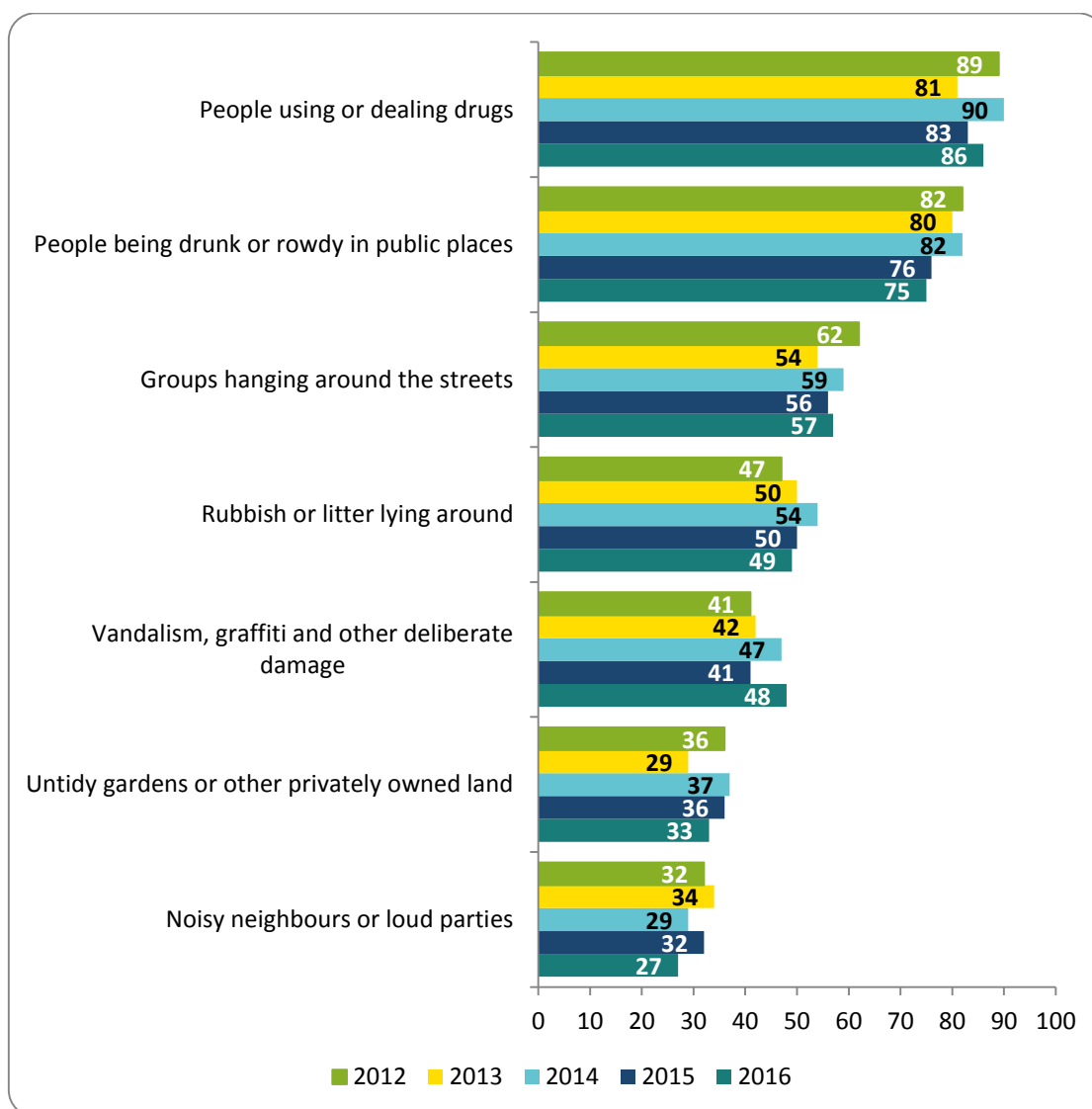
7 Anti-social behaviour

The 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 survey uses a similar methodology¹. Combining the scores for the six indicators from the Crime Survey, the highest possible score is 18 and scores of 10 or more indicate a high perception of anti-social behaviour.

7.1 Overall perceptions of anti-social behaviour

The majority of anti-social behaviour has seen a decrease since 2015 and any increases are within the margin of error. The exception to this is vandalism and graffiti which has increased by 7% since 2015 and is now back in line with 2014 levels.

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

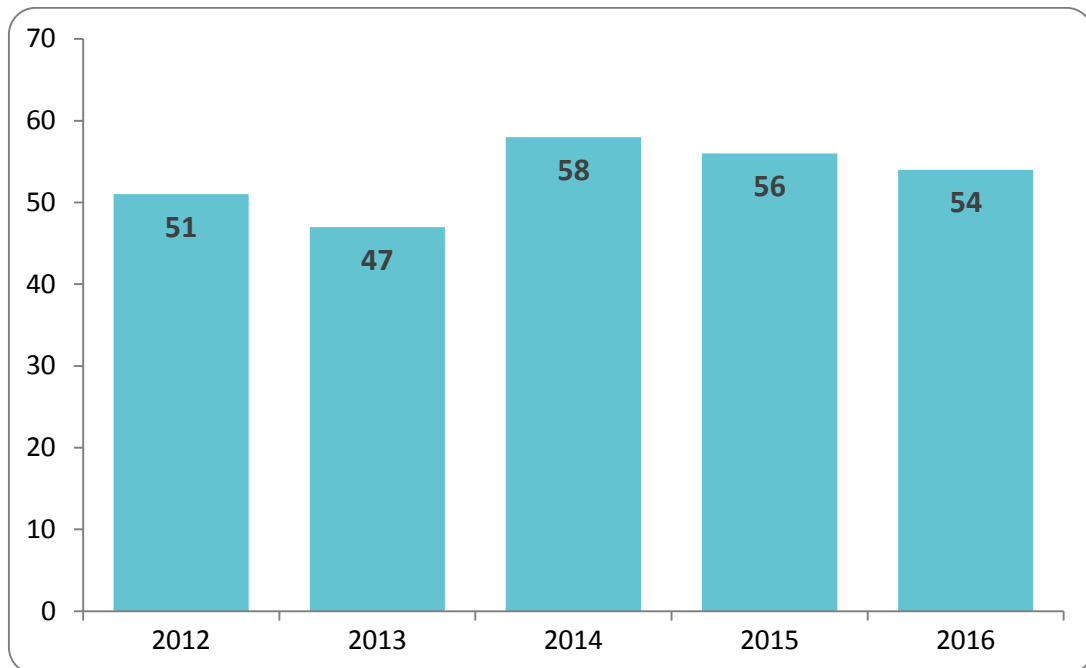


BASE: All respondents

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

The proportion of respondents who have a high perception of anti-social behaviour (combined score of ten or more) has decreased slightly since 2015 but is within the margin of error.

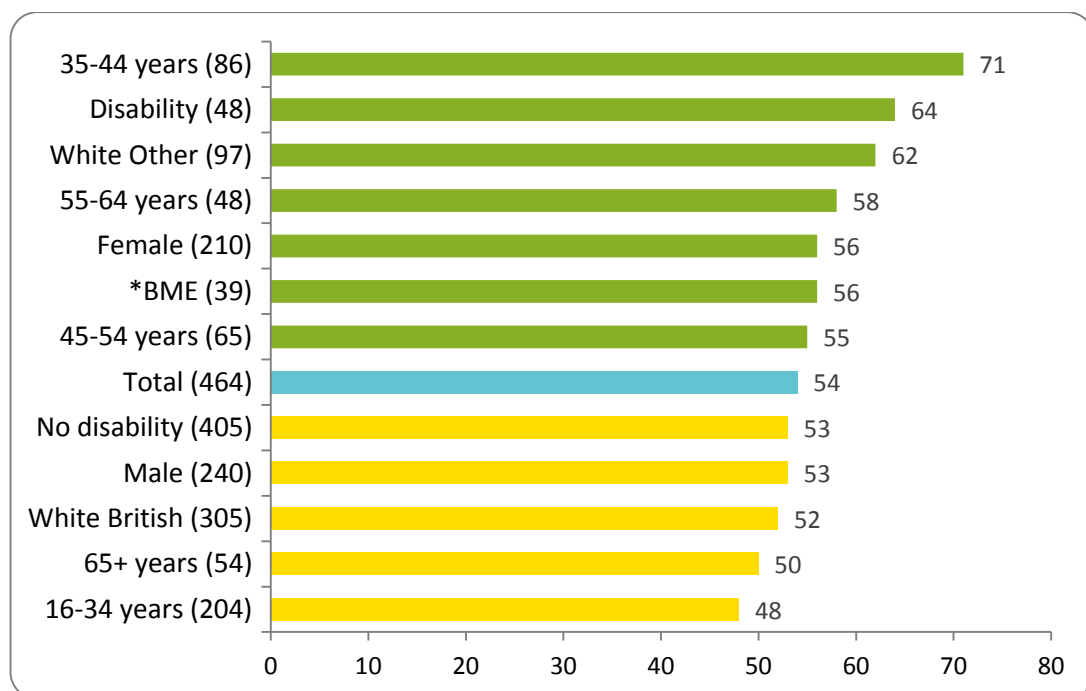
Figure 40: Perception of anti-social behaviour (% high perception)



BASE: All respondents

Respondents aged 35 to 44 are significantly more likely to perceive high levels of anti-social behaviour compared to all other age groups. Respondents who have lived in the local area for two years or more are significantly more likely to perceive high levels of anti-social behaviour than those who have lived in the area for less than two years.

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



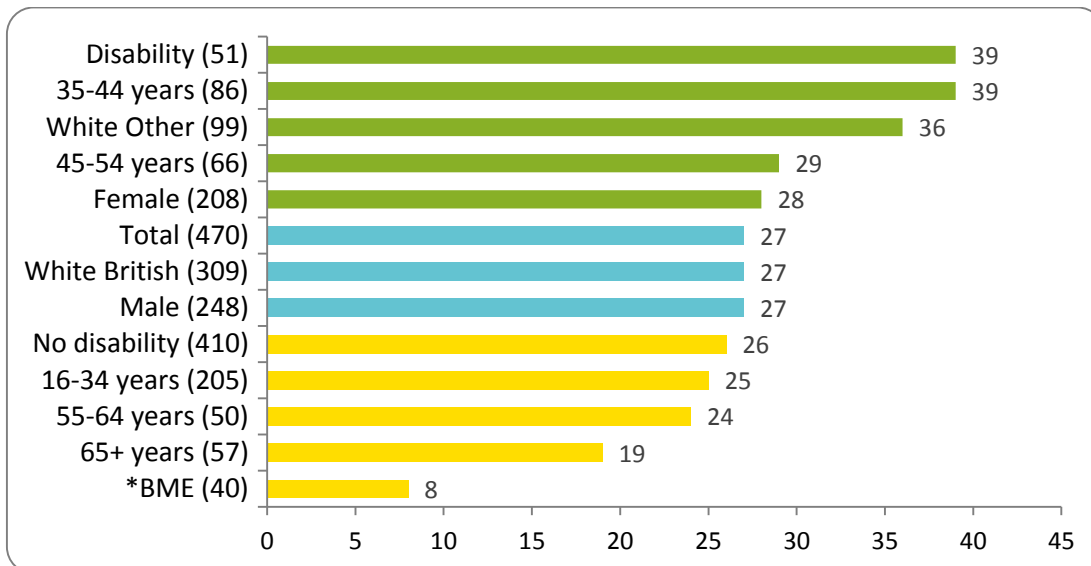
BASE: Varied as labelled

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7.2 Noisy neighbours and loud parties

Respondents aged 35 to 44 are significantly more likely to perceive noisy neighbours as a problem compared to all other age groups and respondents with a disability are significantly more likely to perceive noisy neighbours as a problem than those without a disability. Respondents from BME backgrounds are significantly less likely to perceive noisy neighbours as a problem compared to respondents from white backgrounds.

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

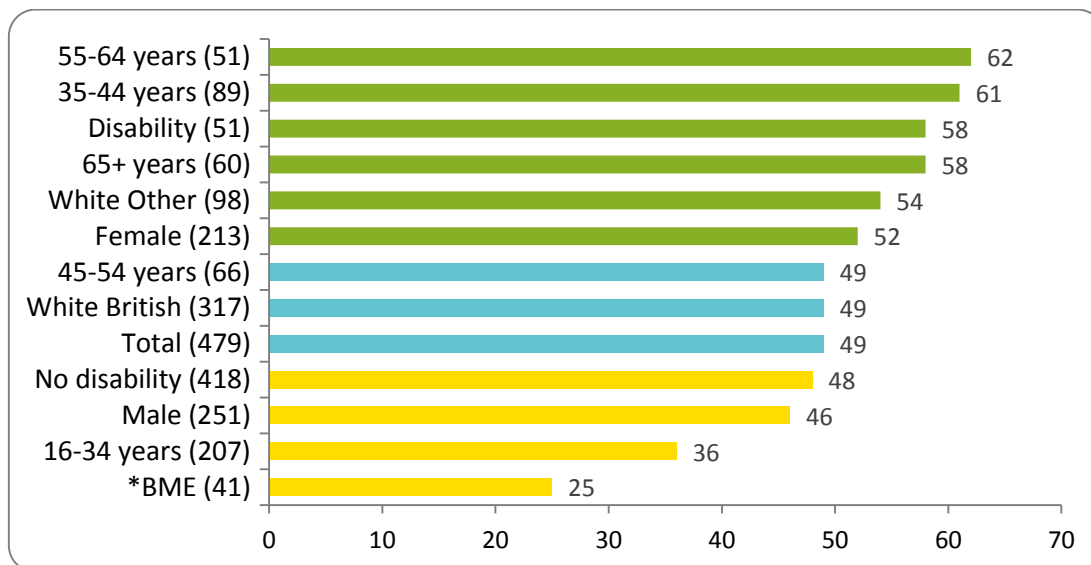


BASE: Varied as labelled
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7.3 Rubbish or litter lying around

Respondents aged 16 to 34 are significantly less likely to perceive rubbish as a problem than all other age groups. Respondents from BME backgrounds are significantly less likely to perceive rubbish as a problem compared to respondents from white backgrounds.

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

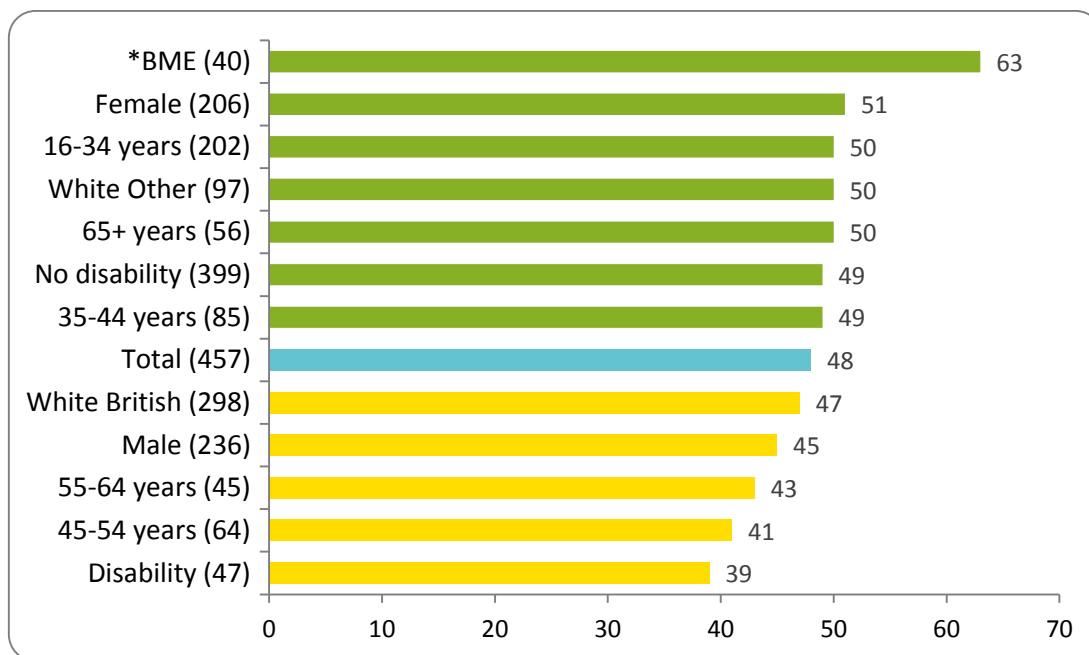


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7.4 Vandalism, graffiti and other deliberate damage

Respondents from BME backgrounds are significantly more likely to perceive vandalism and graffiti as a problem compared to white British respondents.

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

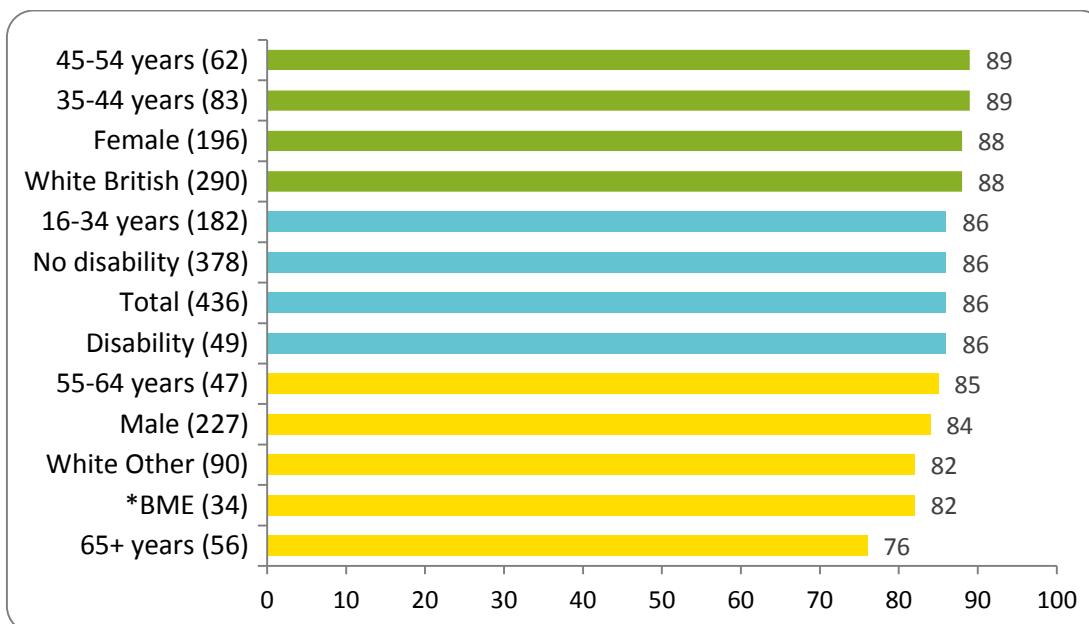


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7.5 People using or dealing drugs

Respondents aged 65 and over are significantly less likely to perceive drugs as a problem compared to all other age groups.

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

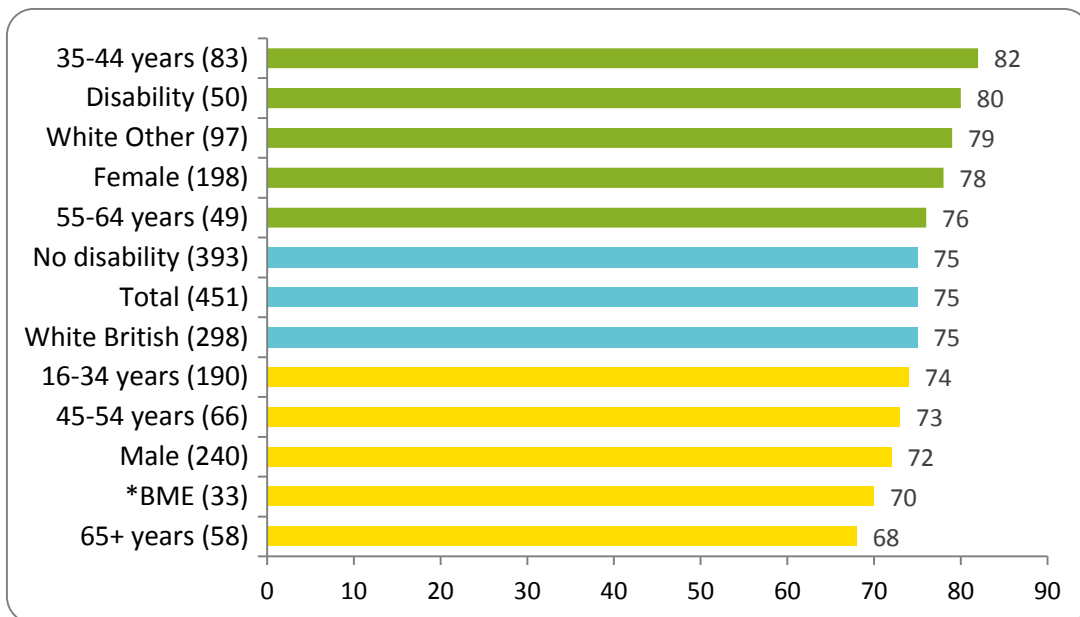


BASE: Varied as labelled
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7.6 People being drunk or rowdy in public places

There are no significant differences between groups with regards to perceptions of people being drunk or rowdy in public places.

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

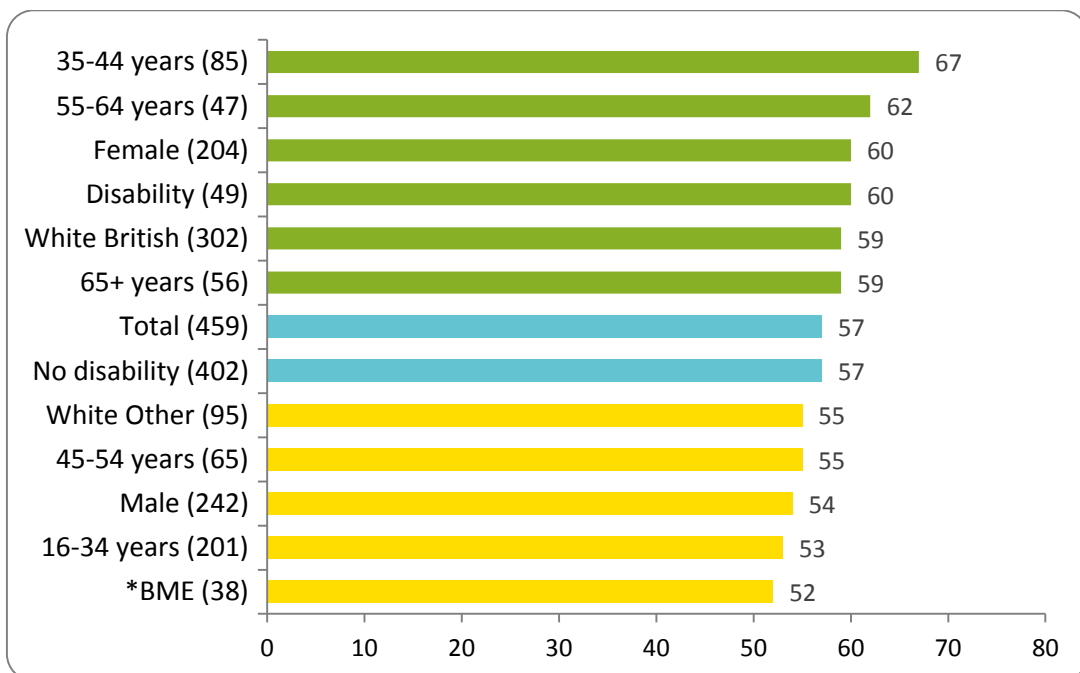


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7.7 Groups hanging around the streets

Respondents aged 16 to 34 are significantly less likely to perceive groups hanging around the streets as a problem compared to those aged 35 to 44.

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

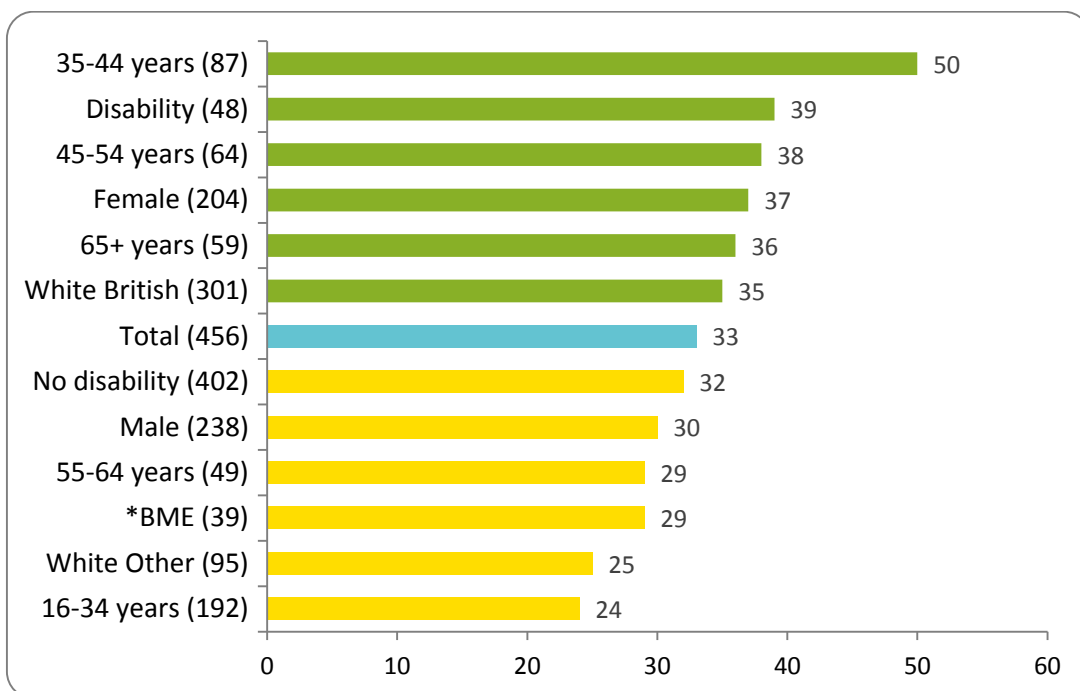


BASE: Varied as labelled
*Small base

7.8 Untidy gardens and other private land

Respondents aged 35 to 44 are significantly more likely to perceive untidy gardens as a problem compared to all other age groups. White British respondents are significantly more likely to perceive untidy gardens as a problem compared to all other ethnicities.

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

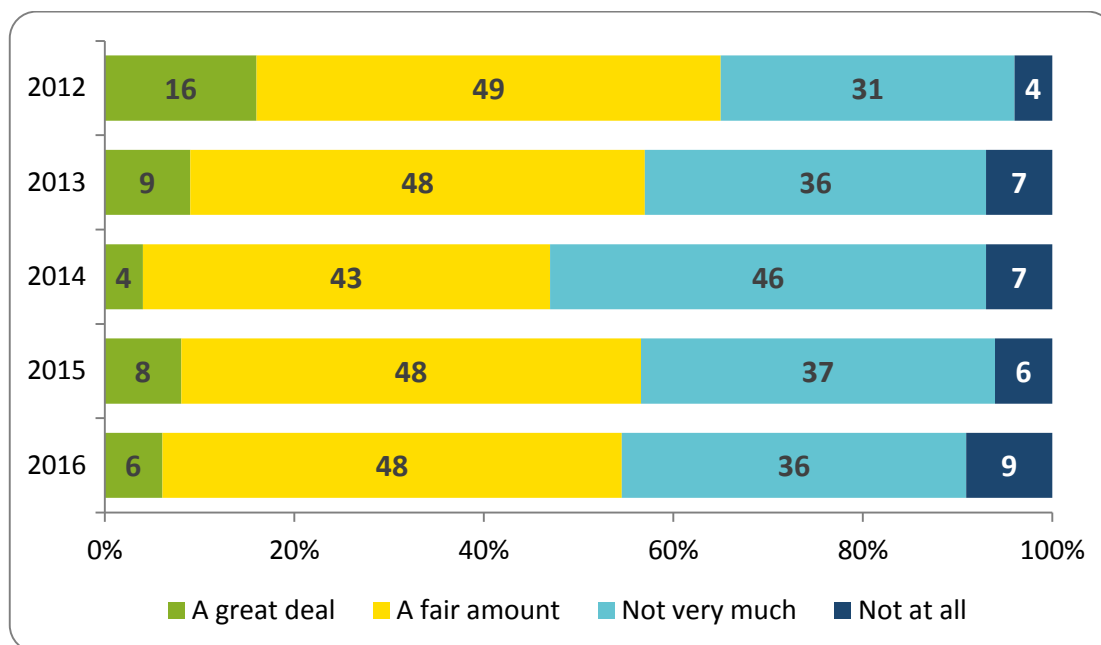


BASE: Varied as labelled
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8 Communication

The proportion of respondents who think that the Council acts on concerns of local residents has decreased by 2% (which is within the margin of error); from 56% in 2015 to 54% in 2016. Under half of respondents (46%) feel that the Council doesn't act on concerns of local residents very much, if at all.

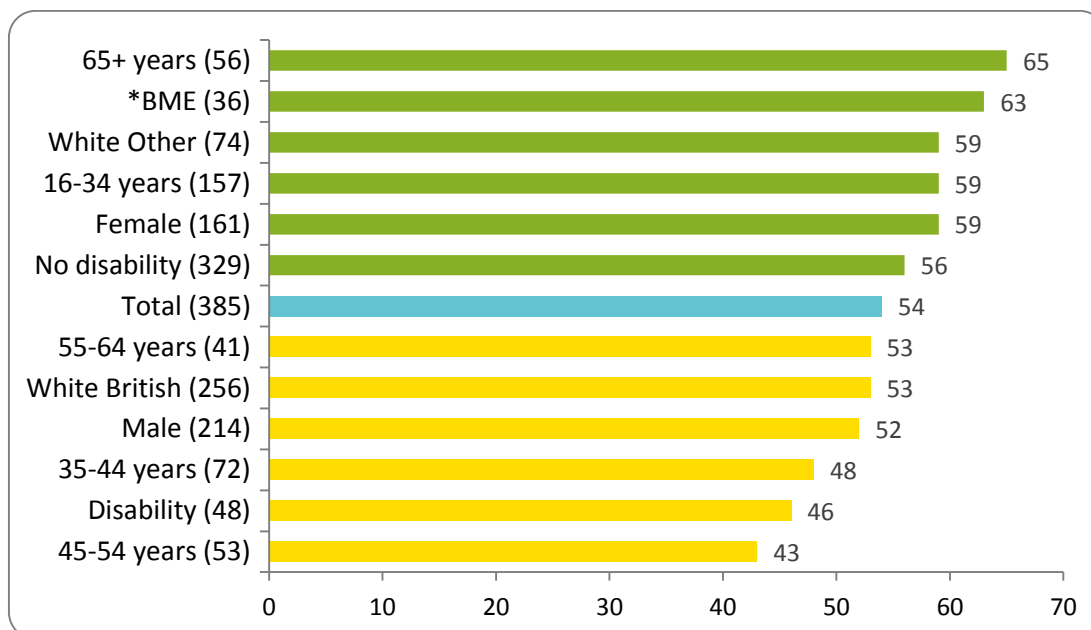
Figure 49: To what extent do you think Bournemouth Borough Council acts on the concerns of local residents? (% respondents)



BASE: All respondents

Respondents aged 65 and over are significantly more likely to feel the Council acts on concerns of local residents compared to those aged 35 to 54.

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



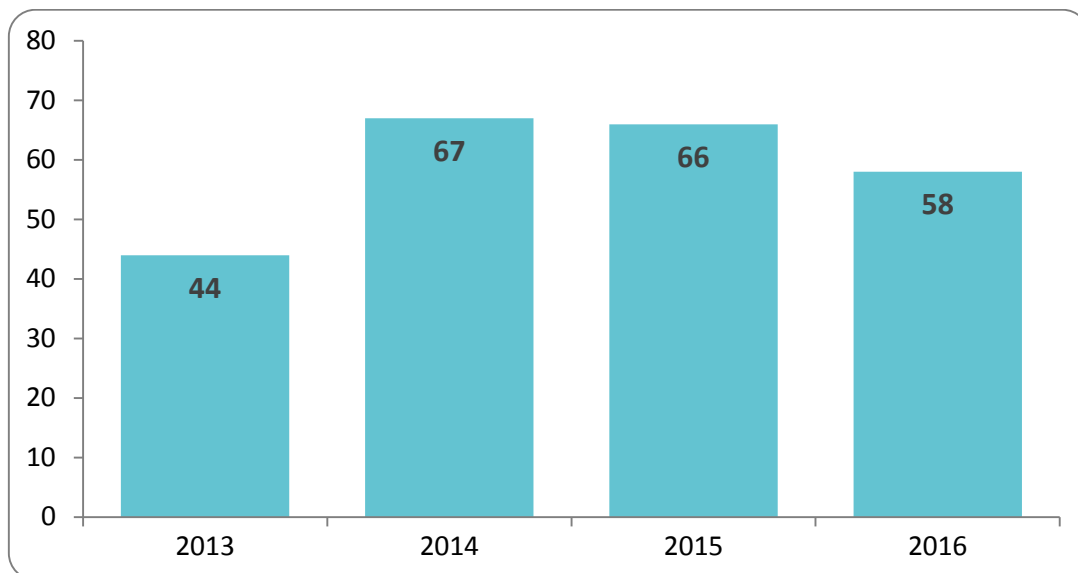
BASE: Varied as labelled

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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 under three fifths of respondents (58%) have heard of the work being done to improve Boscombe. This is a significant decrease of 8% compared to 2015 but that may be due to the change in wording.

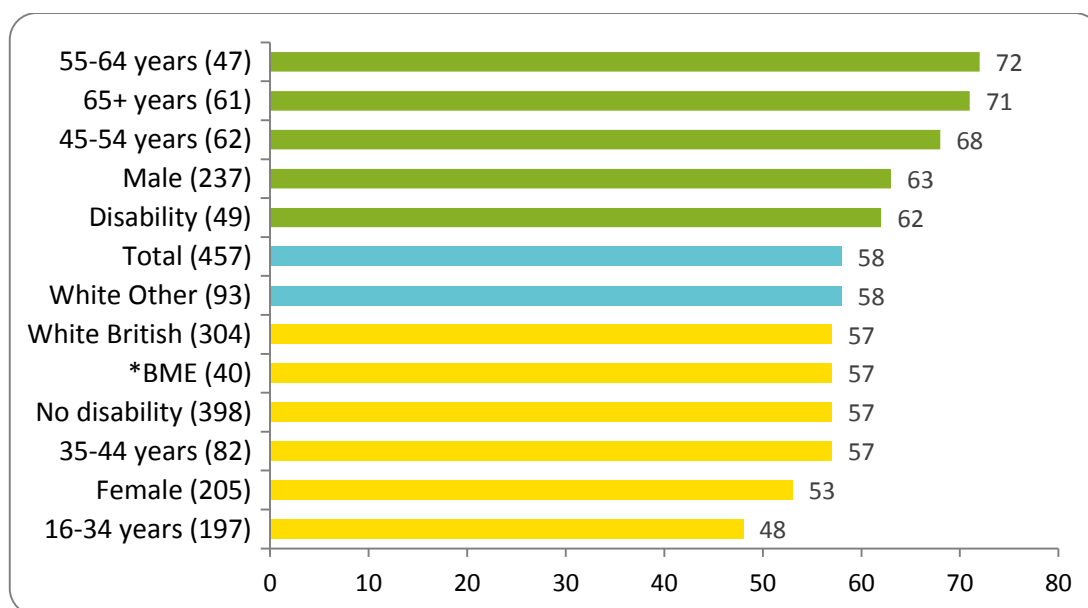
Figure 51: Have you heard of any of the work being done to improve Boscombe? (% yes)



BASE: All respondents

Respondents aged 16 to 34 are significantly less likely to have heard of improvements compared to those aged 45 and over. Respondents who have lived in the area for less than a year are significantly less likely to have heard of the work being done to improve Boscombe compared to those who have lived in the area for more than a year.

Figure 52: Work being done to improve Boscombe (% heard)

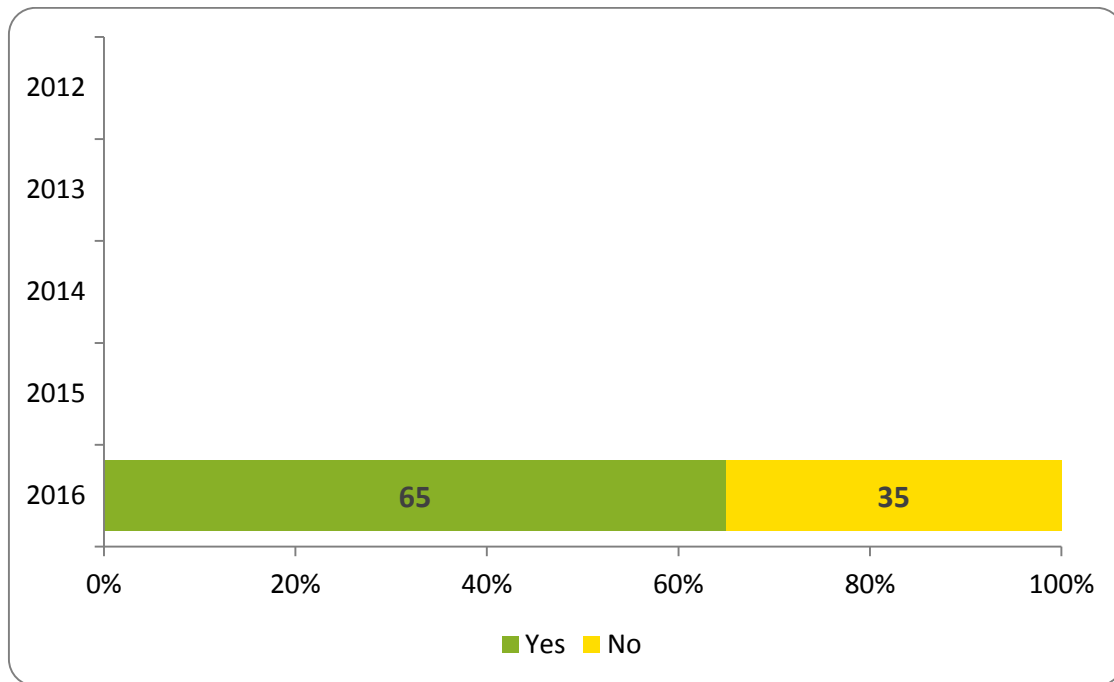


BASE: Varied as labelled

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A new question was introduced in 2016 which asked respondents if they thought Boscombe was improving. Almost two thirds of respondents (65%) thought Boscombe was improving.

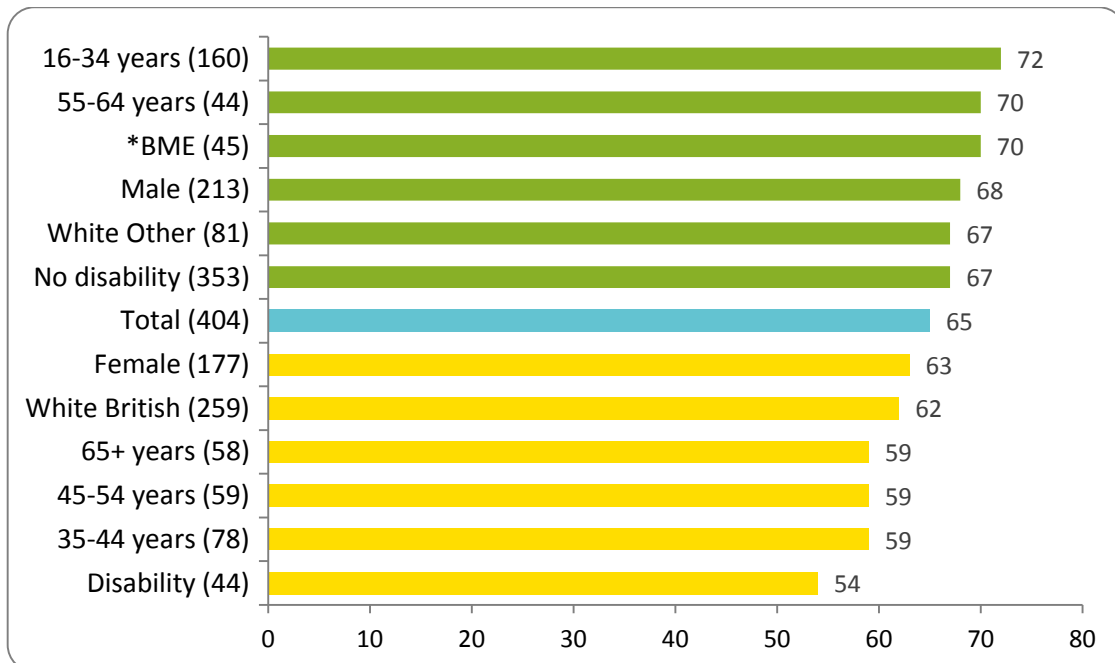
Figure 53: Do you think Boscombe is improving? (% yes)



BASE: All respondents

Respondents who have lived in the area for twenty years or more are significantly less likely to think that Boscombe is improving compared to those who have lived in the area for less than twenty years.

Figure 54: Boscombe improving (% yes)

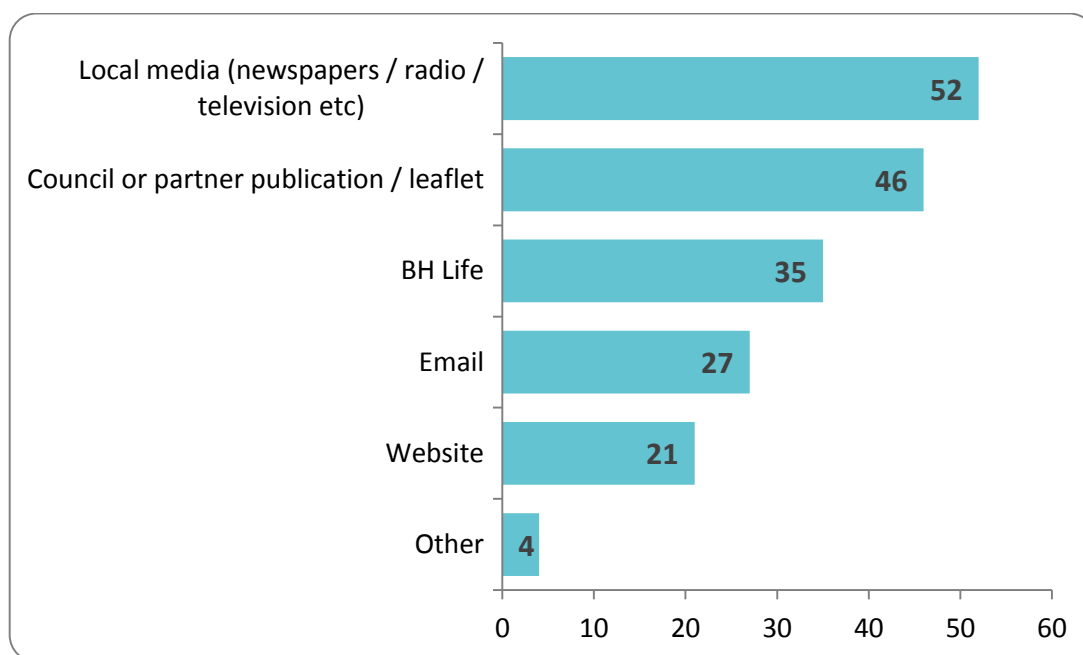


BASE: Varied as labelled

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Another new question introduced in 2016 asked respondents how they would prefer to receive information about the work taking place to improve Boscombe. Over half of respondents (52%) would prefer to receive information from local media whilst 46% would prefer to receive information from a Council or partner publication. Just over one third (35%) would prefer BH Live as a source of information and just over one quarter (27%) would prefer email. Just over one fifth (21%) would prefer using websites. Other suggestions included noticeboards, displays and social media.

Figure 55: How would you prefer to receive information about the work taking place to improve Boscombe? (% respondents)



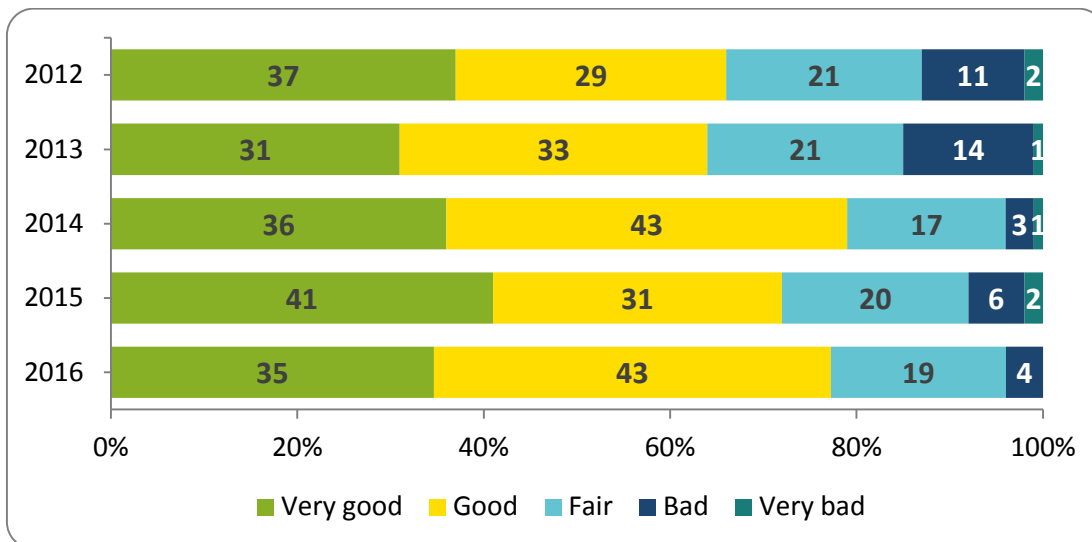
BASE: All respondents

Respondents aged 16 to 34 are significantly less likely to want to receive information from BH Live compared to those aged 35 and over. Respondents from BME backgrounds are significantly more likely to want to receive information from local media compared to those from white backgrounds.

9 Health and wellbeing

Just over three quarters of respondents (77%) describe their health as 'very good' or 'good', which is a significant increase of 5% compared to the 72% of respondents in 2015 who described their health and wellbeing as 'very good' or 'good'. However, the proportion of respondents describing their health as 'very good' as decreased by 6%. The proportion of respondents describing their health as 'bad' or 'very bad' has halved; from 8% in 2015 to 4% in 2016.

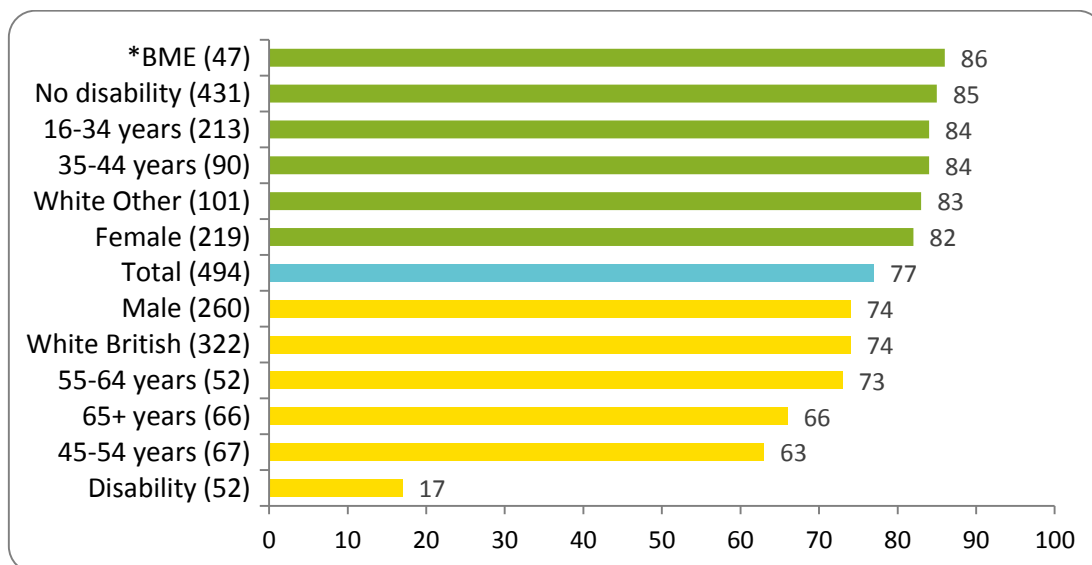
Figure 56: How is your health and wellbeing in general? (% respondents)



BASE: All respondents

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 and wellbeing as 'good' or 'very good'. Respondents with a disability are significantly less likely to have good health compared to those without a disability and respondents in social housing are significantly less likely to have good health compared to those in private rented or owner/occupiers.

Figure 57: Health and wellbeing (% good/very good)



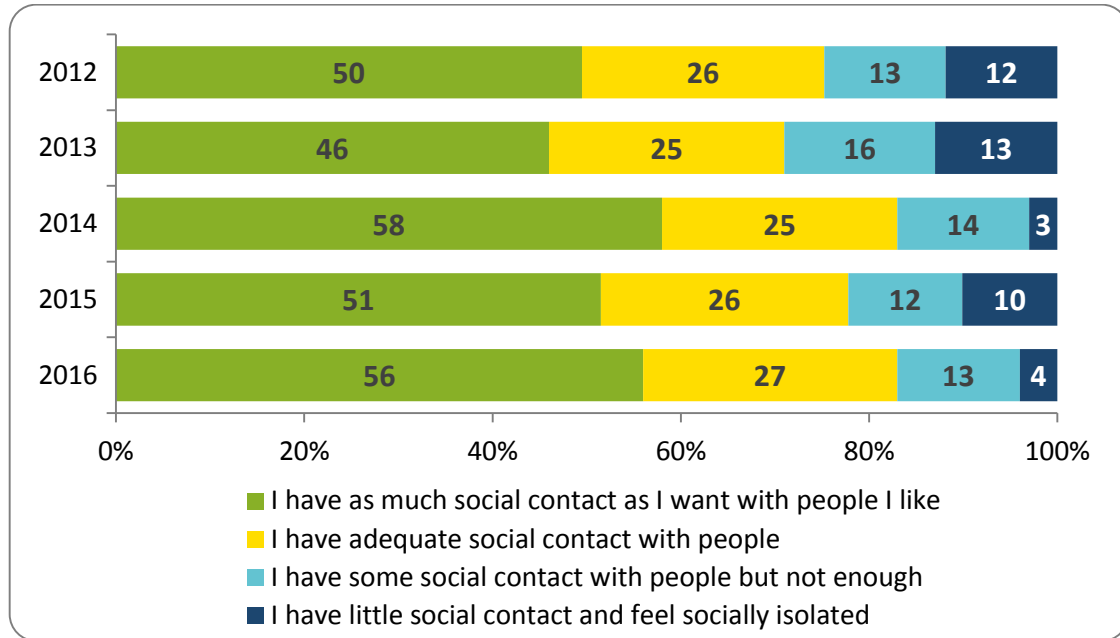
BASE: Varied as labelled

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9.1 Social contact

Over eight in ten respondents (83%) have sufficient social contact which is a significant increase of 6% when compared to 2015 and is back to the same level as 2014. The proportion of respondents who say they have little social contact and feel socially isolated has decreased significantly by 6% and is back to a similar level as seen in 2014.

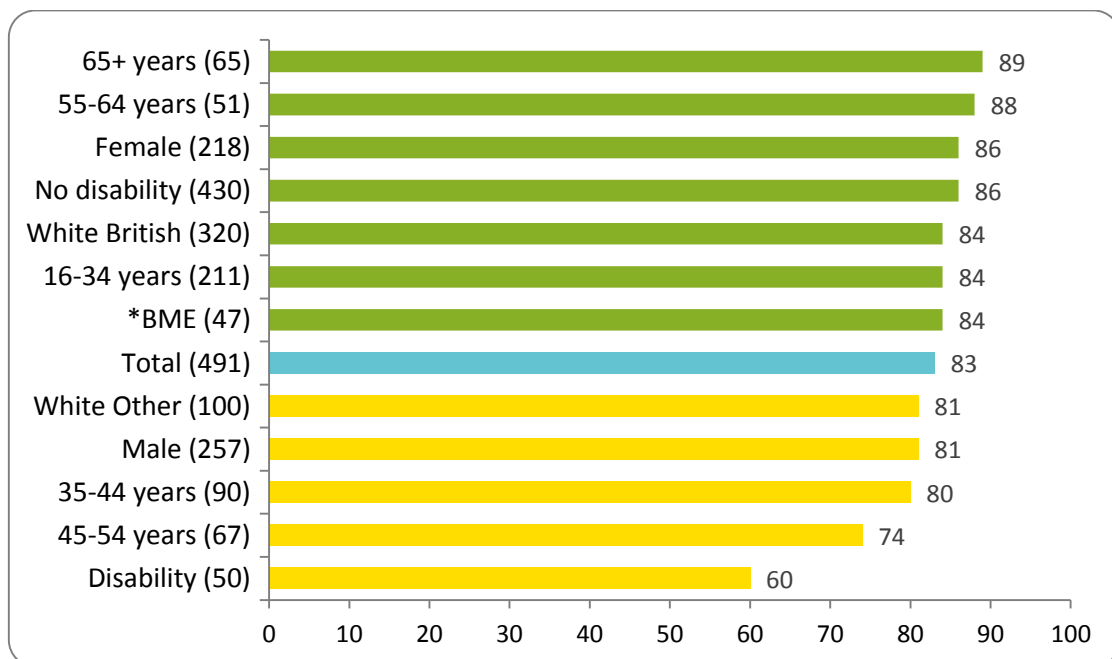
Figure 58: Which of the following statements best describes your social situation? (% respondents)



BASE: All respondents

Respondents with a disability are significantly less likely to have sufficient social contact compared to those without a disability.

Figure 59: Social contact (% at least adequate social contact)



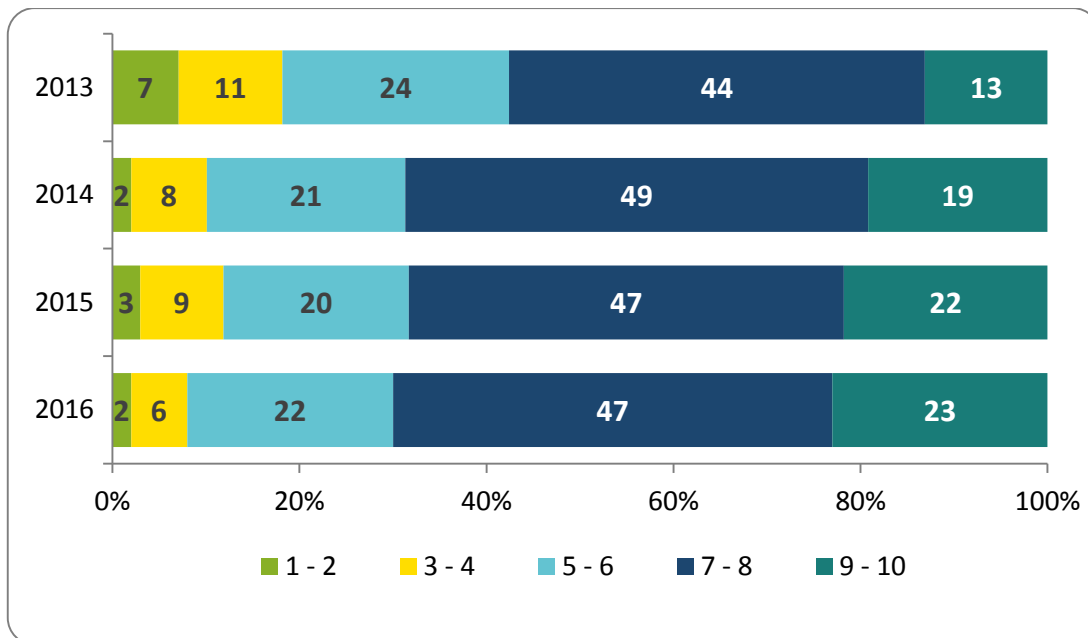
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9.2 Satisfaction with life

A question about satisfaction with life was introduced in 2013. Respondents are asked to rate their life on a scale of 1 to 10. Seven in ten respondents (70%) rate their life as 7 or more which is in line with 2015 and 2014. The proportion of respondents rating their life as 4 or less is currently at its lowest recorded level (8%).

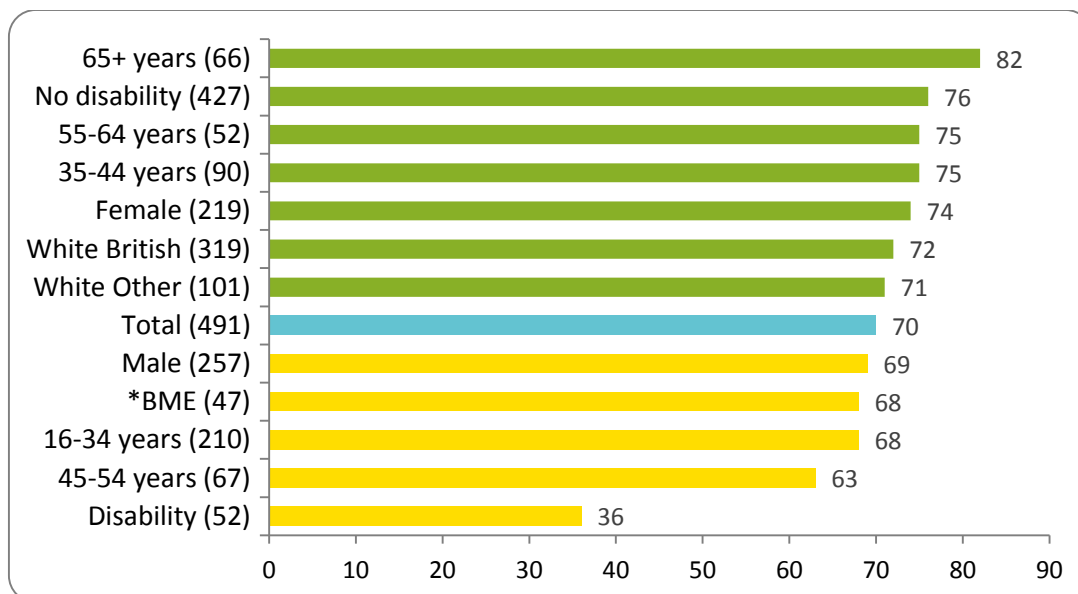
Figure 60: On a scale of 1 to 10, how satisfied are you overall with your life nowadays? (% respondents)



BASE: All respondents

Respondents with a disability are significantly less likely to rate their lives as seven or more compared to those without a disability. Respondents in social housing are significantly less likely to rate their life as seven or more compared to owner/occupiers.

Figure 61: Current life satisfaction (% 7 or more out of 10)



BASE: Varied as labelled

*Small base

10 Conclusion

Overall findings in 2016 are mixed when comparing results to previous years. There has been a decrease in satisfaction with many Council services. The areas which have seen a decline in performance outside the margin of error are:

- Satisfaction with keeping land clear of litter and refuse
- Satisfaction with refuse collection
- Satisfaction with doorstep recycling
- Satisfaction with sport and leisure facilities
- Satisfaction with libraries
- Satisfaction with museums / galleries
- Satisfaction with theatres / concert halls
- Perceptions of vandalism, graffiti and other deliberate damage

The areas which have seen an increase in performance outside the margin of error are:

- Sense of belonging
- Perceptions of noisy neighbours and loud parties
- Health and wellbeing
- Social contact

Appendix 1: Respondent profile

| | | Weighted | Unweighted |
|-----------------------|------------------------|----------|------------|
| Gender | Male | 260 | 237 |
| | Female | 219 | 242 |
| Age | 16 - 34 years | 213 | 92 |
| | 35 - 44 years | 90 | 77 |
| | 45 - 54 years | 67 | 93 |
| | 55 - 64 years | 52 | 81 |
| | 65+ years | 66 | 145 |
| Disability | Yes | 52 | 108 |
| | No | 431 | 375 |
| Ethnicity | White British | 325 | 354 |
| | White Other | 101 | 95 |
| | BME | 47 | 24 |
| Religion | No religion | 204 | 165 |
| | Christian | 223 | 266 |
| | Other religion | 38 | 30 |
| Sexual Orientation | Heterosexual | 431 | 431 |
| | Bisexual, Gay, Lesbian | 30 | 26 |
| Accommodation | Owner / Occupier | 175 | 210 |
| | Renting - Social | 57 | 60 |
| | Renting - Private | 239 | 201 |
| Employment | In employment | 320 | 260 |
| | Unemployed | 19 | 15 |
| | Retired | 58 | 119 |
| | Economically inactive | 59 | 67 |
| Children 17 and under | None | 386 | 404 |
| | One | 64 | 49 |
| | Two or more | 31 | 24 |
| Adults 18 and over | One | 226 | 243 |
| | Two | 207 | 189 |
| | Three or more | 29 | 25 |

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