

Local Government User Satisfaction Survey – Public Perception of Anti Social Behaviour (January 2007).

The 2006 General User Satisfaction Survey took place during September, October and November 2006. A random sample of 3,500 was drawn from a postal address file of 6000 provided by the Audit Commission. A response rate of nearly 40% was achieved from the original questionnaire together with two reminders. The survey included a section on perception of anti social behaviour in the resident's local area. The first question in this section was worded as follows:-

Thinking about this local area, how much of a problem do you think are...**Please tick ✓ one box per row**

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
...parents not taking responsibility for the behaviour of their children	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
...people not treating other people with respect and consideration	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... noisy neighbours or loud parties	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... teenagers hanging around on the streets	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... rubbish and litter lying around	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... people being drunk or rowdy in public spaces	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... abandoned or burnt out cars	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... people being attacked because of their skin colour, ethnic origin or religion	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5
... people using or dealing drugs	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 5

Those highlighted in red were aggregated into a single score representing high perception of ASB. The following process was followed after weighting for age; ethnicity and sampling probability had been applied.

The combined measure of ASB was calculated by allocating scores to the responses to the questions about the seven anti-social behaviours, whereby:

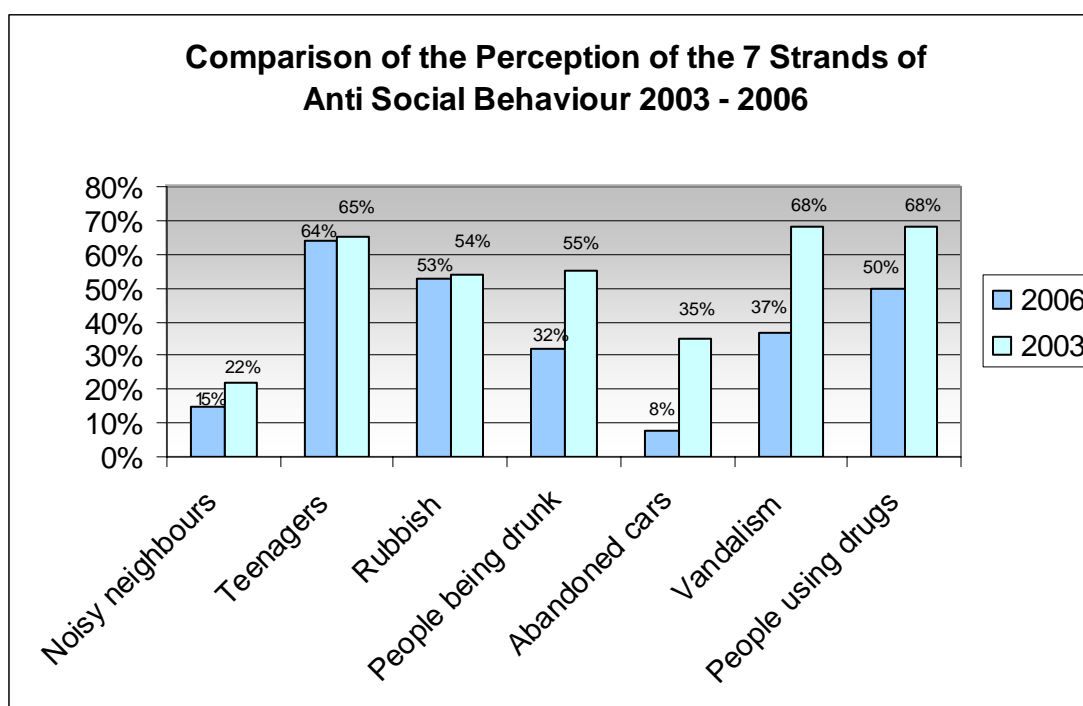
- 0=not a problem at all
- 1= not a very big problem
- 2 = fairly big problem
- 3= very big problem

A total score for each respondent is calculated based on the responses to the seven questions.

- The maximum possible score is 21.
- High perception of ASB is a score of 11 or above.

This process was repeated for the 2003 LGUSS so that comparisons between the two could be made. In 2003 high perception stood at 44%, but in 2006 this had dropped to 27%, a fall of 17 percentage points.

Whilst the overall perception has dropped, each individual strand has also seen a decrease.



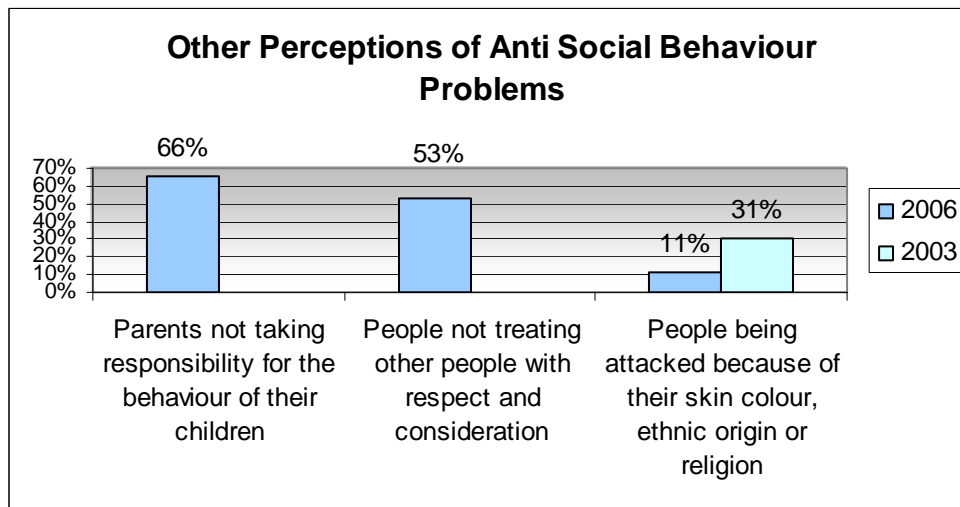
Notable decreases have been seen with vandalism, graffiti and other deliberate damage to property or vehicles with a drop of 31 percentage points. This was followed by abandoned or burnt out vehicles with a drop of 27 percentage points, people being drunk or rowdy in public places (-23 percentage points) and people using or dealing drugs (-18).

Anti Social Behaviour Strands	2006	2003	% Change
Noisy neighbours or loud parties	15%	22%	-7%
Teenagers hanging around on the streets	64%	65%	-1%
Rubbish or litter lying around	53%	54%	-1%
People being drunk or rowdy in public spaces	32%	55%	-23%
Abandoned or burnt out cars	8%	35%	-27%
Vandalism, graffiti and other deliberate damage to property or vehicles	37%	68%	-31%
People using or dealing drugs	50%	68%	-18%

Rather less of a change was seen in respondent's perception of teenagers hanging around on the streets and rubbish and litter lying around being a problem. These only decreased by 1 percentage points each.

All of the strands results reflect the percentage of people who thought that these issues were either a very big or fairly big problem in their local area.

Other Anti Social Behaviour Questions



In the 2006 survey, two new questions relating to anti social behaviour were introduced.

- Parents not taking responsibility for the behaviour of their children
- People not treating other people with respect and consideration

These two questions cannot therefore be compared over time. The question about people being attacked because of their skin colour however, has seen a large drop in perception. The results have been weighted for age and ethnicity and so are thought to be representative of the demographics of the Borough.

When looking at the responses from ethnic groups other than White British, 30% of respondents in 2006 thought that this was a problem compared for 11% for the total sample. These results must be treated with caution, as there were only 44 valid responses from other ethnic groups. This sample size is much too small to be representative. Further research would need to be conducted to confirm if there is a difference in opinion between the ethnic groups.

The trend is still a downward one, as in 2003, 57% of other ethnic groups had concerns, but again only a small sample of 53 respondents was achieved. No particular group showed a higher perception in either sample.

Different Backgrounds Getting on Well Together

To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together? Please tick ✓ one box only

Definitely Agree	Tend to Agree	Tend to Disagree	Definitely Disagree	Don't Know	Too few people in local area	All the same background
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

This question was asked for the first time in the 2006 Local Government User Satisfaction Survey. 73% either definitely or tended to agree with this statement.

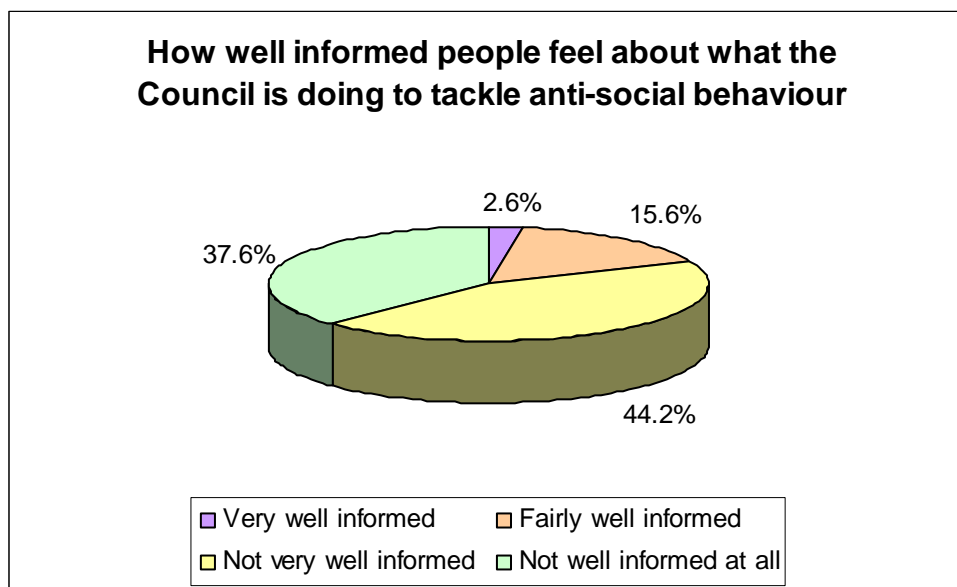
What the Council is doing to tackle anti-social behaviour.

How well informed do you feel about each of the following?

Please tick ✓ one box per row

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
What the Council is doing to tackle anti-social behaviour in your local area	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Again, this question was asked for the first time in 2006 and 18.2% of respondents either felt very well or fairly well informed. Whilst perception of anti social behaviour has markedly decreased, over 4/5ths of people do not feel well informed about what the Council is doing to tackle it.



This page is an extract from the most recent Citizen's Panel (Nov 2006) in which the following question, was asked:-

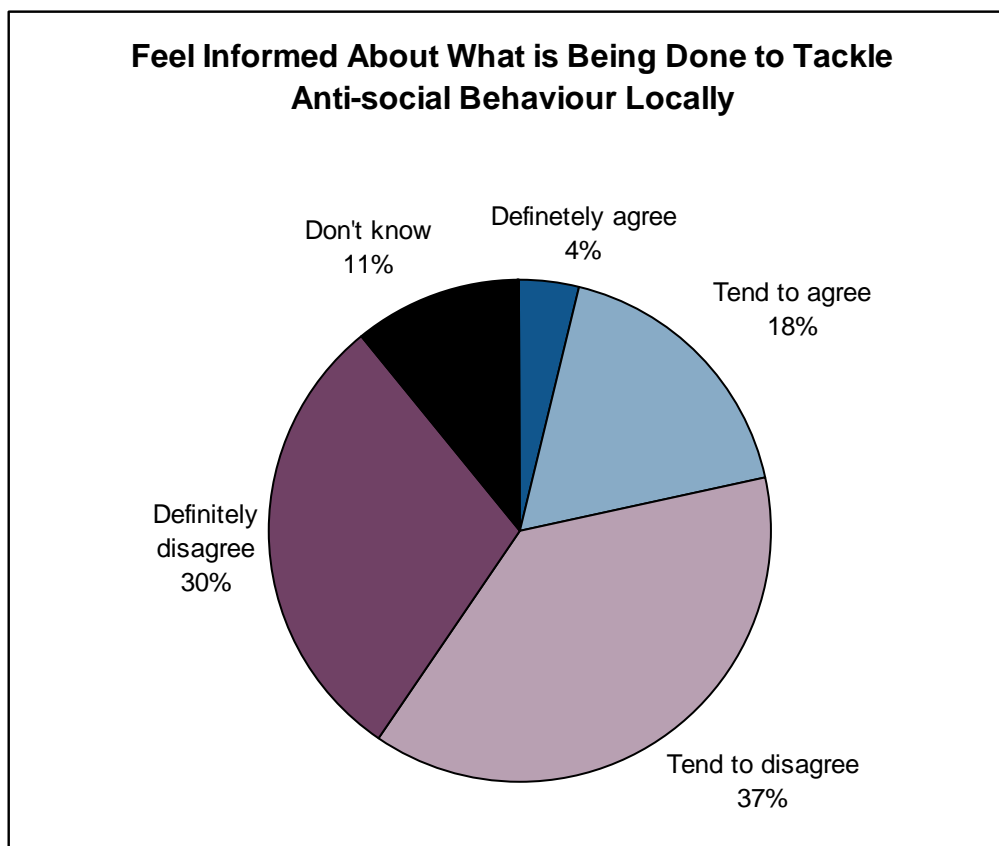
E1 To what extent do you agree or disagree that you feel informed about what is being done to tackle anti-social behaviour in your local area?
Please tick one only

- Definitely agree ☐₁
Tend to agree ☐₂
Tend to disagree ☐₃
Definitely disagree ☐₄
Don't know ☐₅

Respondents were asked if they felt informed about what is being done to tackle anti-social behaviour in their local area and then asked how concerned they were about being a victim of different types of crime.

22% of respondents said they did feel informed about what is being done to tackle anti-social behaviour but the majority (68%) said they did not. Respondents living in Stourbridge (72%) and Dudley North (70%) felt the least informed.

Feel Informed about what is Being Done to Tackle Anti-Social Behaviour Locally



Although the wording is different and this analysis includes a 'Don't Know' option, this does suggest that people do not feel well informed generally about this subject.

Feeling Safe Outside in the Dudley MBC area

The final two questions pertaining to anti social behaviour asked people about feeling safe when out and about in the area. The wording of the question was set by the Audit Commission and according to their instructions, placed within the anti social behaviour section of the questionnaire.

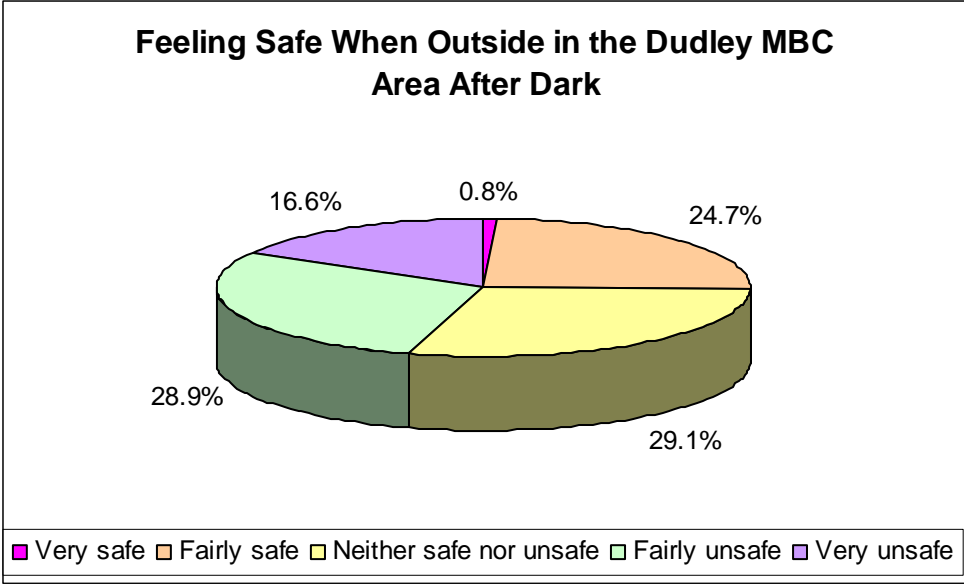
How safe or unsafe do you feel when outside in the Dudley MBC area after dark?

Please tick ✓ one box only

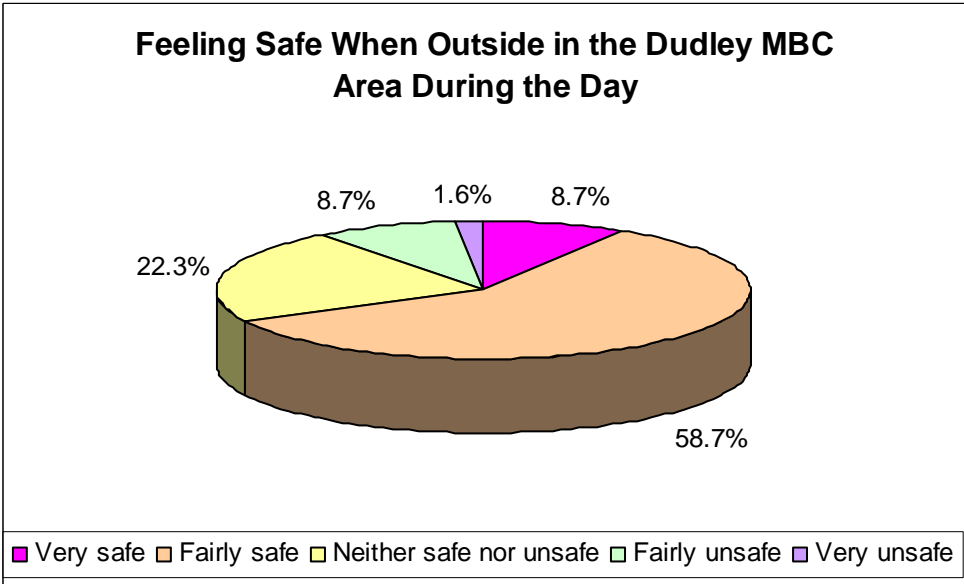
Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

How safe or unsafe do you feel when outside in the Dudley MBC area during the day? Please tick ✓ one box only

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

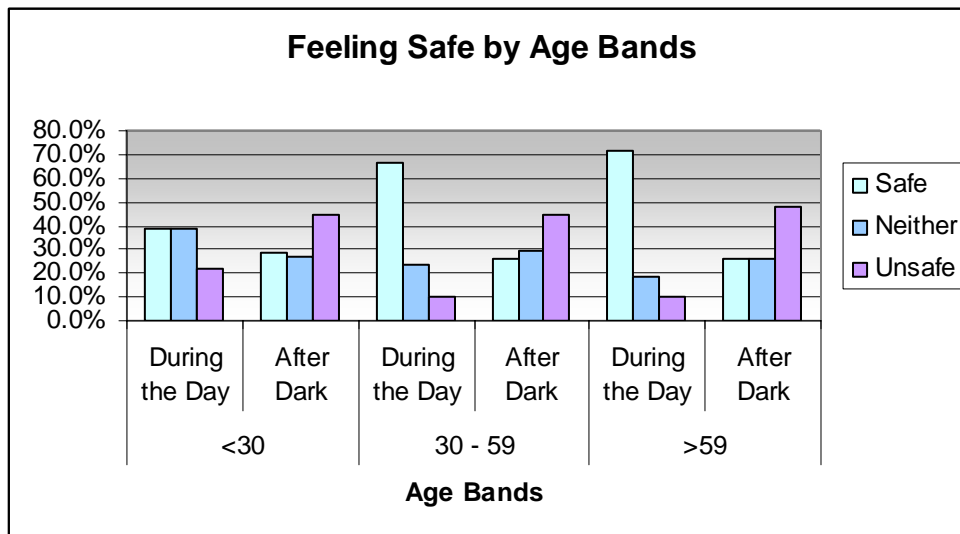


Whilst only 25.5% feel very or fairly safe, 29.1% did not have a strong opinion either way. This leaves the remaining 45.5% feeling either fairly or very unsafe.



As expected, during the day people felt safer when outside in the Dudley MBC area (67.4%). 22.3% did not feel either safe or unsafe, leaving only 10.3% feeling either fairly or very unsafe.

Each answer has been averaged for three age categories; under 30, 30 – 59 and 60 and over.



All three age bands demonstrate a similar pattern when out and about after dark. Those feeling safe are similar in numbers to those feeling neither safe nor unsafe with those feeling unsafe the highest in each age band. During the day however, the under 30's do not appear to feel as safe as the older age groups. 21.7% feel unsafe compared to 10% for the 30 – 59 year olds and 10.2% for the 60 and above age bracket,

Please note that this process has indicated that age may affect feeling safe, but that the numbers are too small to be representative of the individual age bands.

Extract From Analysis of the LGUSS Commissioned by the Directorate of the Urban Environment (January 2007)

Quality of life

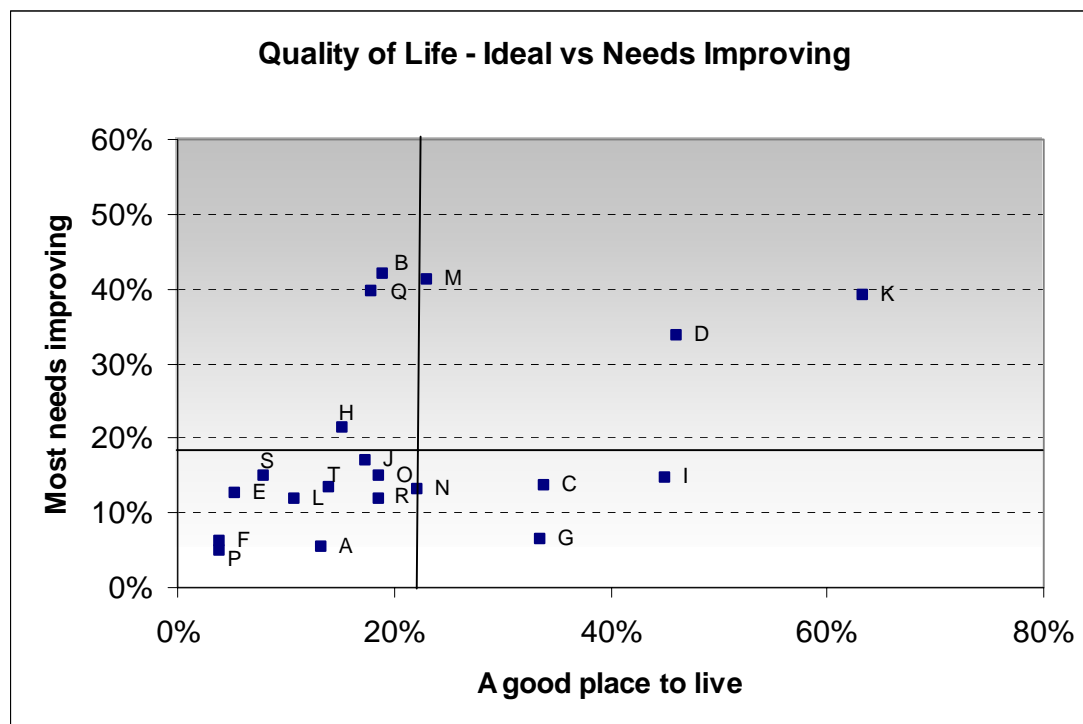
The “quality of life” questions (**questions 1 and 2**) give a valuable insight into people's local priorities for improving their area, and can assist the Authority, Local Strategic Partnerships and other public bodies delivering services in our area see what the public want them to deliver on.

The key is to look at the two questions as a whole. The first question shows what ideally people think are the five most important things in making somewhere a good place to live; the second question shows what people think needs improving. By looking at the results together we can see any obvious gaps in perceptions.

The quality of life issues that are in the top right hand corner of the chart are the ones the Authority may wish to concentrate on. This is the issue that is both most important to residents in making somewhere a good place to live, and those that residents think is most in need of improvement.

Those in the top left corner are identified as needing improvements, but are of lower salience to residents. Those in the bottom right corner residents feel are salient, but few say they need improving. Those in the top left might be considered “second order” priorities for the Council or LSP to deal with, and those in the bottom left as the lowest priority.

Quality of life questions 2006

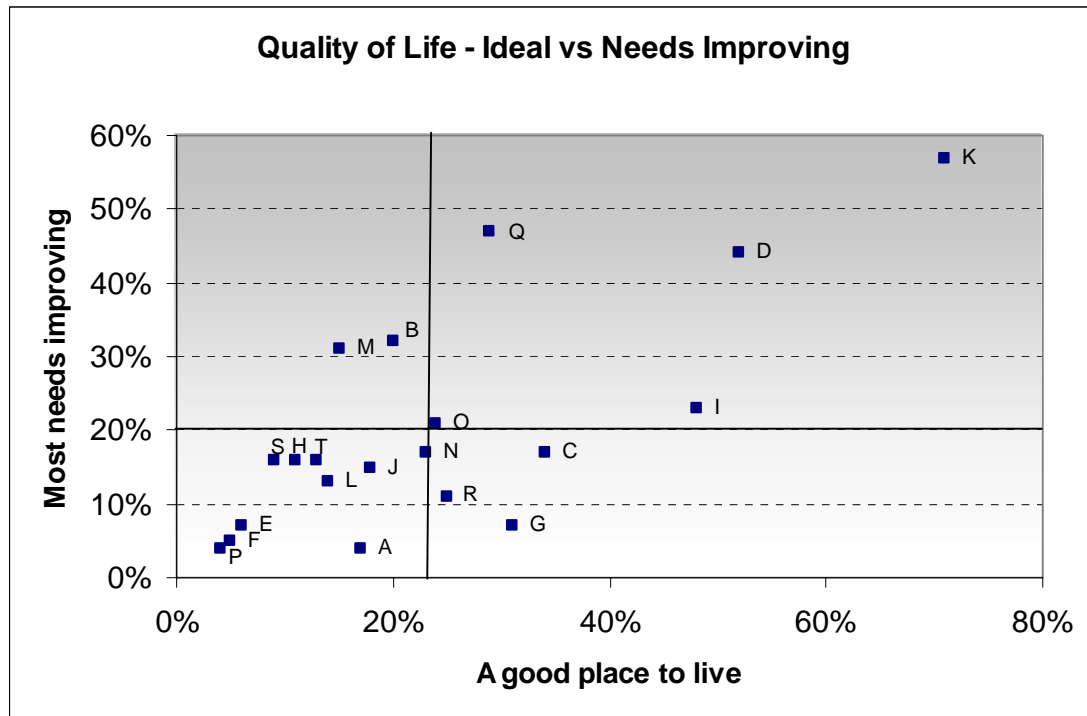


A - Access to nature B - Activities for teenagers C - Affordable decent housing D - Clean streets E - Community activities F - Cultural facilities G - Education provision H - Facilities for young children I -

Health services J - Job prospects K - Low level of crime L - Low level of pollution M - Low level of traffic congestion N - Parks and open spaces O - Public transport
P - Race relations Q - Road and pavement repairs R - Shopping facilities S - Sports & leisure facilities T - Wage levels & local cost of living

In the 2006 LGUSS survey, the results suggest that low levels of crime (K), clean streets (D) and traffic congestion (M) are first order priorities. Second order priorities would include activities for teenagers (B), road and pavement repairs (Q) and facilities for young children (H).

Quality of life questions 2003



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

The importance of low levels of crime making an area a good place to live dropped from 71% to 65% in the three years between surveys. The perception that it most needed improving fell from 57% in 2003 to 39% in 2006. This shift evidences that whilst there has been vast improvements in community safety, this topic still remains the number one priority in people's perception of the quality of life indicators.

Clean streets also remained in the first order priorities and was joined by traffic congestion. Those elements that fell out of this quadrant were health services, public transport and road and pavement repairs.

Further In Depth Analysis of the Local Government Satisfaction Survey 2003 and 2006 Respect Indicators.

Introduction

Following the pre agenda meeting dated 13th December 2007; additional analysis has been conducted into the results of the 2006 Local Government User Satisfaction Survey, with specific reference to the Respect Indicators. A position statement is also included from the Department of the Urban Environment with regard to the rubbish and litter indicator

Results

The overall results of the respect scores gave some very positive results for Dudley, with the percentage of people having a high perception of anti-social behaviour dropping from 44% in 2003 to just 21% in 2006. This follows the national trend whereby perceptions have dropped in most authorities.

Figure 7 details the results for all England Metropolitan District Councils. Dudley fares well compared to the average and only just appears in the upper quartile* for one measure – the perception of drug dealing or drug use. This indicator has however seen a significant drop of 18% on the perception reported in 2003 (down from 68% to 50%).

**The 'Upper Quartile' in this instance indicates high levels of anti social behaviour and is therefore the worst quartile. Not to be confused with 'Top Quartile' this is usually an indication of good performance.*

What is most encouraging is the progress made against other authorities in our Crime and Drugs Reduction Partnership Family Group (CDRP). In 2005, Dudley was close to the upper quartiles for most of the seven measures of anti-social behaviour. In 2007 the gaps had widened, specifically with: -

People being drunk or rowdy in public spaces (from 3 less to 7 less than upper quartile);
Abandoned or burnt out cars (from 2 less to 6 less than upper quartile);
And Vandalism, graffiti and other deliberate damage to property or vehicles (from equal to the upper quartile to 10 less than upper quartile)

These statistics indicate where Dudley has made better progress than its nearest CDRP neighbours and are presented pictorially in **Figures 1 and 2**. Four of the seven measures are now below the average, whereas in 2005 all seven were above the average.

Figures 3 and 4 show the data for teenagers hanging around on the streets and rubbish and litter lying around mapped at Community* level. This data must be viewed with a large degree of caution since the number of respondents in each community is too small to be representative. The data can however be viewed as a 'signposting' method, leading to further investigation, to ascertain if the perceived problem actually exists. Pensnett and Hawbush East have exhibited high levels (above 90%) of concern over teenagers hanging around, whilst high levels of concern over rubbish and litter lying around (above 80%) were expressed in Pensnett, Cockshot and Halesowen West.

**Dudley's Community geography is the result of member consultation carried out in 2005 in response to a need to create descriptions of recognisable communities at neighbourhood level, rather than relying on the larger wards, or anonymous super output areas*

Figures 5 and 6 are for reference and provide maps of community and political ward boundaries.

Customer Survey Regarding Perception of Rubbish and Litter Lying Around - Position Statement from the Directorate of the Urban Environment

For the year 2007/08 a target of 14% for BV199a was set, the lower the percentage, the better. The Indicator refers to the proportion of relevant land and highways that is assessed as having combined deposits of litter and detritus across 4 categories of cleanliness (Clean, Light, Significant and Heavy). At the end of September the performance was 12%. This is due to an increase in funding and a change in the routes.

There is an LAA indicator for the improvement of cleanliness as above with a second part for managed neighbourhoods, having a target 23%. At the end of September performance reached 12% due to increased mechanical sweeping activity. Increased funding will mean an increase in mechanical sweeping from September 2007.

Milestones in the LAA for increasing resident satisfaction with their neighbourhood in disadvantaged areas and reducing the gap by 3% are on target. Use of probation service to help with litter picks. Community clean up at Lodge Farm- 65% of residents that completed a survey said the environment was better or much better.

Introduction of a Service Level Agreement with Housing, targeting fly tipping on housing sites following receipt of information from the local community.

BV199d is an indicator of year on year reduction in the total number of incidents and an increase in enforcement actions taken to deal with fly tipping. The confirmed outcome for the year 2006/07 sent on 10th July 2007 was a final performance grade of `Very Effective`.

During 2006/07 Dudley dealt with 1,157 incidents of fly tipping- the lowest out of 5 West Midlands Authorities, with 6 successful prosecution cases. Nationally Dudley is in the top 50 for success in dealing with fly tipping.

The Street Cleansing Service has recently been awarded the APSE Best Performer in Street Cleansing.

Tackling Teenagers Hanging Around on the Streets

The Local Strategic Partnership has recently asked for details of other authorities who have seen a significant drop in perception for this indicator. Contact has been made with Tamworth and we have been invited to observe some activity which will be undertaken in March 2008. It is envisaged that the same contact will be made with Chesterfield and hopefully both of these authorities will yield some good practise which we could consider adopting in Dudley.

Dudley Compared to Other CDRP Family Group Upper Quartiles – 2005 and 2007

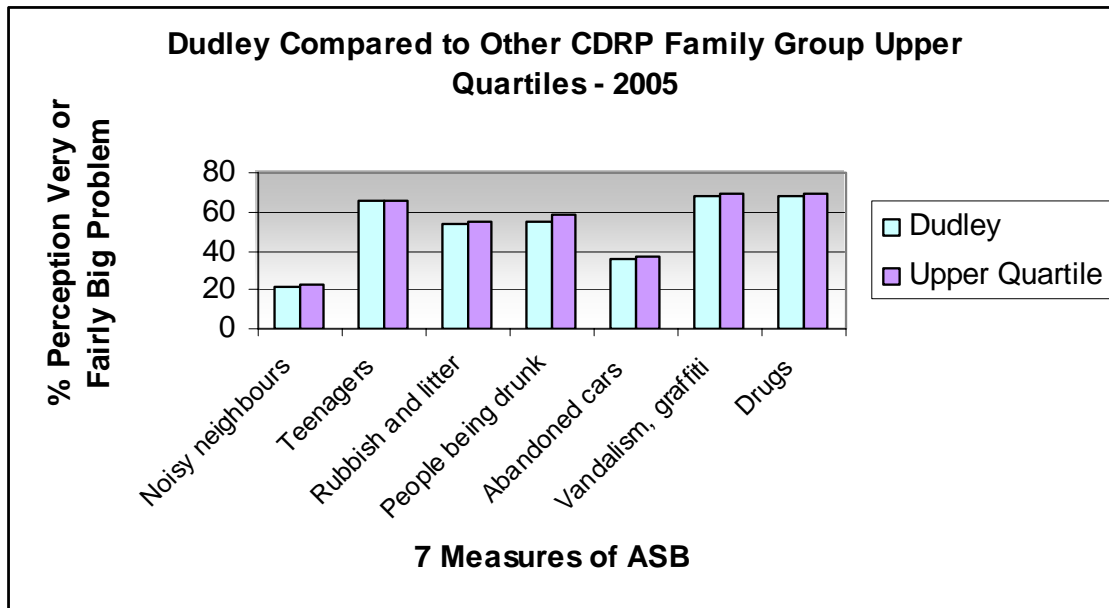


Figure 1

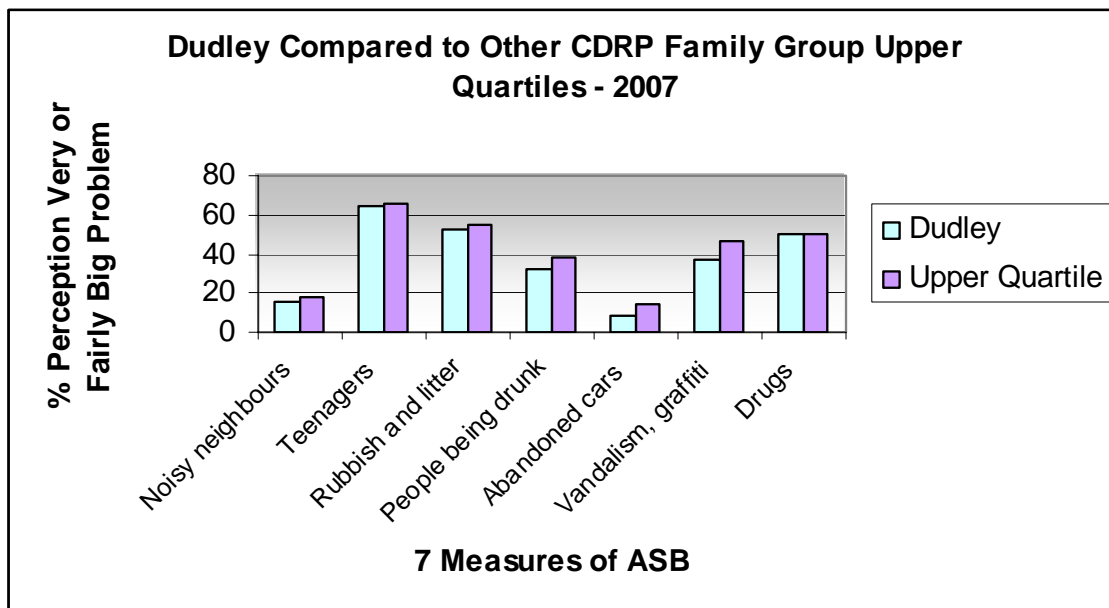
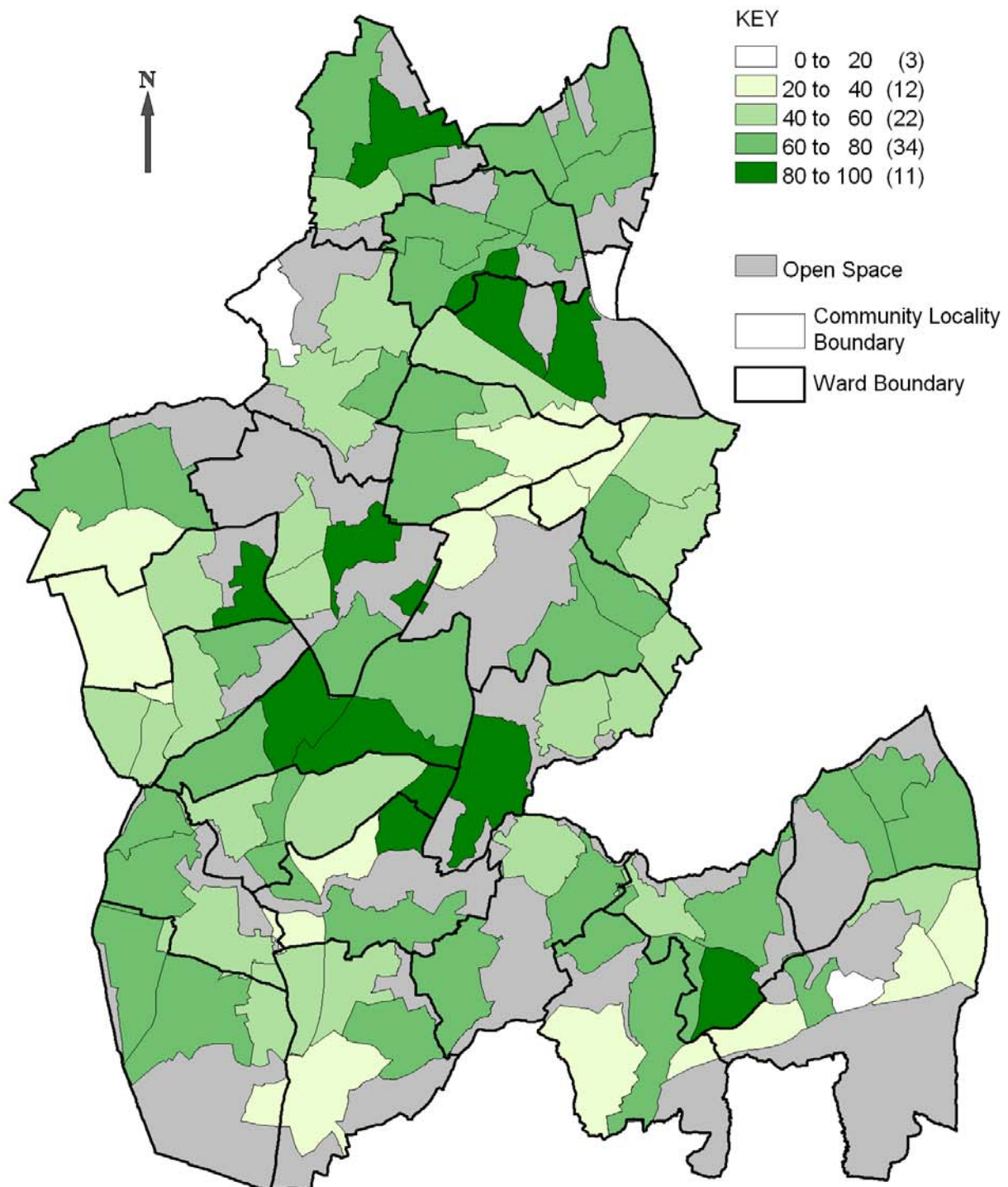


Figure 2

% of Respondents Who Thought Teenagers Hanging Around on the Streets are a Very or Fairly Big Problem



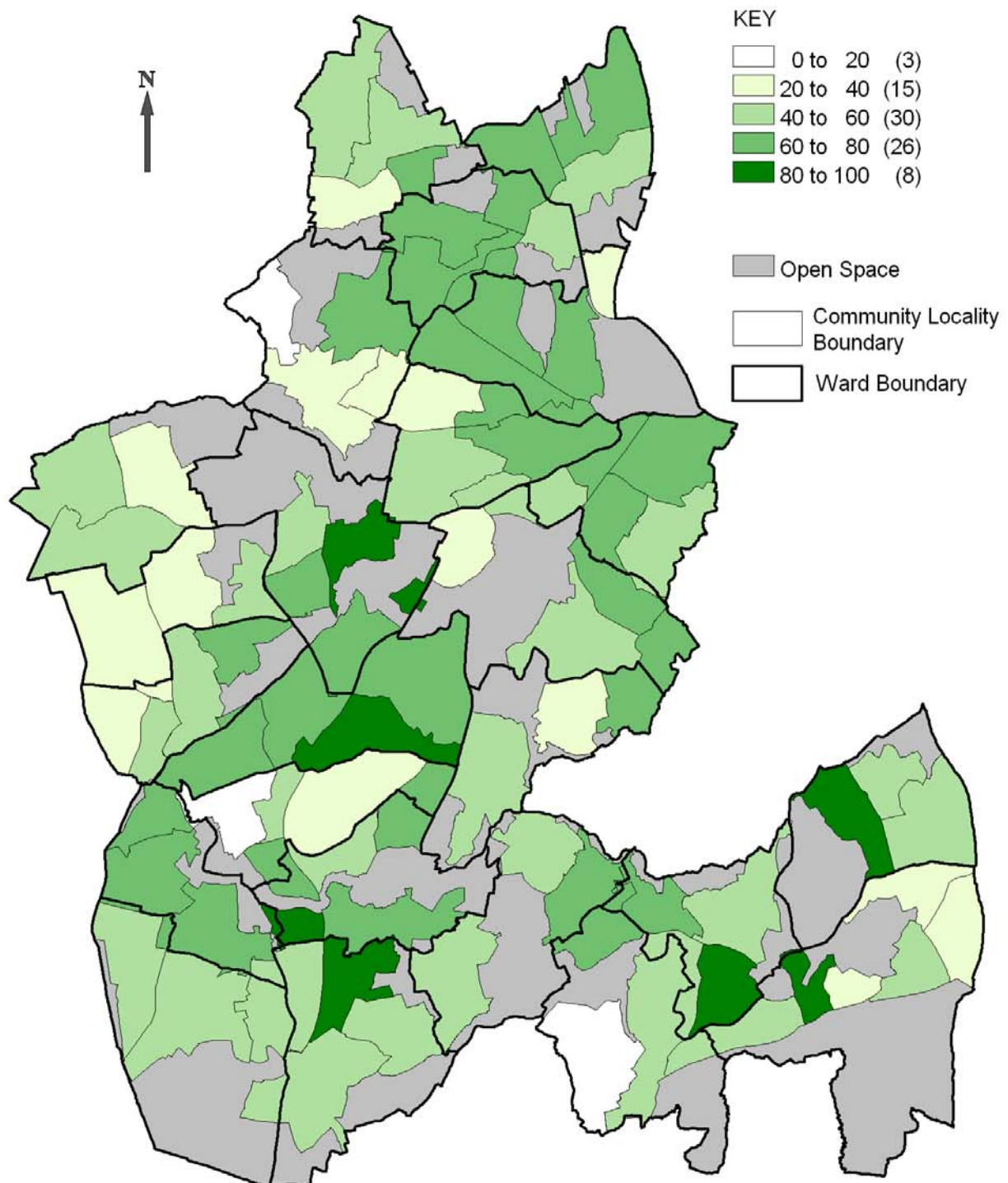
Source: Ordnance Survey/Local Government User Satisfaction Survey (LGUSS) 2006/07

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Figure 3

% of Respondents Who Thought Rubbish or Litter Lying Around is a Very or Fairly Big Problem



Source: Ordnance Survey/Local Government User Satisfaction Survey (LGUSS) 2006/07

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Figure 4

Community Localities, July 2007



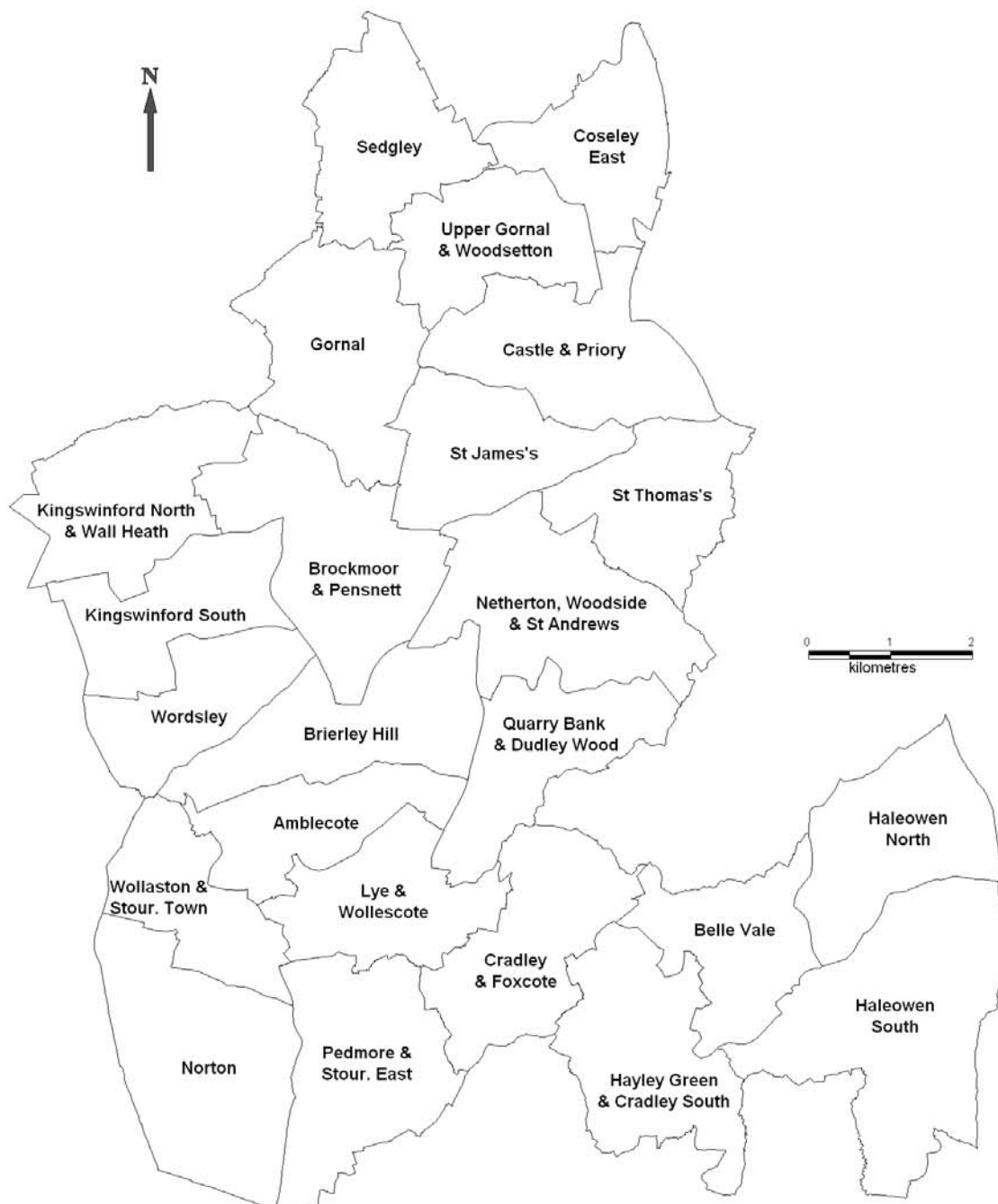
Source: Ordnance Survey/SRI

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Figure 5

Electoral Wards, 2004, Dudley Borough



Source: Ordnance Survey

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Figure 6

Comparison of Respect Indicators from the Local Government Satisfaction Survey 2006/2007- Dudley and Metropolitan District Averages		Dudley	Mean	Percentiles	
				25 (Lowest)	75 (Highest)
Percentage of residents very or fairly satisfied with their local areas as a place to live	Percentage	72	68	65	74
	Confidence Interval	2.29			
Percentage of residents who think that parents not taking responsibility for the behaviour of their children is a very or fairly big problem in their local area	Percentage	66	67	63	72
	Confidence Interval	2.49			
Percentage of residents who think that people not treating other people with respect and consideration is a very or fairly big problem in their local area	Percentage	53	54	50	58
	Confidence Interval	2.64			
Percentage of residents who think that noisy neighbours or loud parties is a very or fairly big problem in their local area	Percentage	15	19	16	21
	Confidence Interval	1.91			
Percentage of residents who think that teenagers hanging around on the streets is a very or fairly big problem in their local area	Percentage	64	64	60	68
	Confidence Interval	2.54			
Percentage of residents who think that rubbish and litter lying around is a very or fairly big problem in their local area	Percentage	53	51	46	55
	Confidence Interval	2.62			
Percentage of residents who think that people being drunk or rowdy in public spaces is a very or fairly big problem in their local area	Percentage	32	33	28	36
	Confidence Interval	2.53			
Percentage of residents who think that abandoned or burnt out cars is a very or fairly big problem in their local area	Percentage	8	1	8	13
	Confidence Interval	1.49			
Percentage of residents who think that vandalism, graffiti and other deliberate damage to property or vehicles is a very or fairly big problem in their local area	Percentage	37	42	37	45
	Confidence Interval	2.58			
Percentage of residents who think that people using or dealing drugs is a very or fairly big problem in their local area	Percentage	50	48	42	50
	Confidence Interval	2.89			
Percentage of residents who agree that their local area is a place where people from different backgrounds get on well together	Percentage	73	74	69	79
	Confidence Interval	2.85			

N.B. Items in blue are the seven measures of anti social behaviour