OPCC
Office of the Police & Crime Commissioner for Gloucestershire

Perceptions of Crime Survey 2024

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Information by Design

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PERCEPTIONS OF CRIME SURVEY 2024

Foreword from Chris Nelson, Police and Crime Commissioner

Each year, my office - in partnership with Safer Gloucestershire and Gloucestershire's Community Safety Partnerships - commissions a Perceptions of Crime Survey. This is for two reasons: to canvas the views of the public around the issues relating to crime that affect and/or concern them the most, and to inform my police and crime prevention plan, which is the blueprint for policing in Gloucestershire. While data relating to crime figures is generally available online, it is also accepted that people's perception of crime is likely to produce different results. Accordingly, the research contained in this study will enable myself, the Constabulary and our partners to identify local issues and how they correlate with reported crime, as well as establishing the level of confidence in partners and knowledge of the public, as to where, and to who, to report issues and to help formulate partnership plans.

Thank you to everyone who engaged with our researchers or took time to answer online.

Chris Nelson
Police and Crime Commissioner for Gloucestershire

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EXECUTIVE SUMMARY

This report contains a summary of the findings from the 2024 'Perceptions of Crime' survey commissioned by the Office of the Police and Crime Commissioner for Gloucestershire (OPCC) and conducted by Information by Design (IbyD). The overall objective of the work was to provide data to improve understanding of local peoples' perceptions and fear of crime. The survey was also conducted in 2023 and 2022, although the survey conducted in 2022 was small-scale, and the sample was not representative of the whole population. Key findings from the 2024 survey are provided in this report, alongside comparisons to 2023.

Fieldwork and Sample

The survey fieldwork was conducted between September and November 2024 with residents primarily completing the survey by assisted self-completion, where teams of fieldwork staff called at residents' homes to deliver and collect a questionnaire. Additional respondents completed the survey online. A total sample of 1,863 residents was included in the analysis, and the sample is representative of the population of Gloucestershire by key demographics (age, gender and ethnic group) as recorded by the 2021 census. Sample sizes are smaller at local authority level, with an average of 310 respondents per local authority and comparing results at this level needs to be treated with caution.

Perceptions of the Police

- Around one-half (51%) of respondents strongly agree or tend to agree that the police and local council are dealing with the antisocial behaviour (ASB) and crime issues that matter in their area. One-in-five (19%) disagreed. In the 2023 survey, 52% agreed with the statement. Although slightly different wording is used, in the Crime Survey for England and Wales (CSEW) 47% agreed that the police and local council are dealing with the antisocial behaviour and crime issues that matter in their area.
- There was general agreement with statements relating to residents' attitudes towards the police, with around three-quarters (76%) agreeing that they 'had respect for the police in their local area' (74% in 2023); 57% agreeing that 'the police treat people fairly and with respect' (also 57% in 2023) and around a half (51%) agreeing that they 'have confidence in the police in my local area' (again no change from 51% in 2023).
- Agreement was lower for the statements 'the police take people's concerns seriously', 'the police are dealing with the crime and antisocial behaviour issues that affect my local area' and 'the police have a good reputation amongst local people'. Compared to 2023, there was a small fall in agreement with the statement 'the police take people's concerns seriously' (from 42% in 2023 to 40% in 2024).

Police Activity

- Whilst over four-fifths (81%) had seen police officers carrying out activities in their local area in the last 12 months, the majority (59%) had seen them patrolling in a vehicle and 46% had seen them attending a road traffic accident. The comparable figures for 2023 were: 78% (had seen police officers), 58% (patrolling in a vehicle) and 42% (attending an RTA). Respondents from Cotswold, Forest of Dean and Tewkesbury were less likely to report seeing police officers.

Perceptions of Safety

- The majority of respondents reported feeling safe when alone in their own home during the day (93%), outside in their local area during the day (90%) and alone in their own home at night (82%). However, a lower proportion felt safe outside in their local area after dark, with only 57% feeling safe (60% in 2023).

- Some sub-groups of respondents were less likely to feel safe outside in their local area after dark, in particular women, respondents aged 75 and over, those classed as disabled under the Equalities Act, those with sexual orientations other than heterosexual and those from the most deprived IMD quintile.
- Perceptions of safety were also lower for feeling safe online, in particular when banking and making purchases online or using social media.
- Around a third (34%) said there were places where they felt unsafe in their local area.
- Almost half of respondents (46%) felt there was something local agencies could do that would make them feel safer in their local area.

Perceptions and Experience of Antisocial Behaviour

- The antisocial behaviour issues perceived to be a problem in the local area by the largest proportion of residents is 'people using or dealing drugs' and 'vehicle-related nuisance' with 28% of respondents thinking these are a problem. 'Fly-tipping' is ranked third (22%). The ranking has not changed since the 2023 survey, when 'people using or dealing drugs' was ranked first (29%), vehicle-related nuisance was ranked second (26%) and 'fly-tipping' was ranked third (20%). In the Crime Survey for England and Wales, figures for England show that 22% thought 'people using or dealing drugs' was a very or fairly big problem.
- Although the sample sizes are smaller at local authority level, there were some differences in ranking by Local Authority, with 'people using or dealing drugs' ranked as the issue perceived to be most of a problem in Cheltenham and Forest of Dean, while 'vehicle-related nuisance' was ranked as the top issue by respondents in Cotswold, Gloucester and Stroud and 'fly-tipping' ranked as the top issue in Tewkesbury.
- Just over half (51%) of respondents had personally experienced at least one type of antisocial behaviour in the last 12 months – the proportion in 2023 was 46%. 'Vehicle-related nuisance' (25%), 'noisy neighbours or loud parties' (18%) and 'people using or dealing drugs' (17%) were the top-ranked ASBs experienced.
- Respondents aged 16 to 34 were more likely to have personally experienced at least one type of antisocial behaviour.
- Of respondents who had experienced antisocial behaviour in the last year, 39% had reported the antisocial behaviour experienced to at least one agency; 61% had not.

Perceptions and Experience of Crime

- The type of crime perceived to be most of a problem in the local area by residents included in the survey is 'online fraud' (33%), an increase from 31% in 2023. 'Computer viruses or malware' was the crime type ranked second (19%) and 'burglary' was ranked third (18%).
- 29% of respondents had personally been a victim of at least one type of crime in the last 12 months (26% in 2023). This reduces to 17% when online fraud and computer viruses and malware are excluded (15% in 2023). In 2024, 15% had been a victim of 'online fraud', 9% a victim of 'intimidation or harassment or abuse' and 5% a victim of 'computer viruses or malware'.
- There are again some differences by sub-groups, with those aged 55 to 74 and those disabled under the Equalities Act more likely to have personally been a victim of at least one type of crime. Initial analysis shows that there are less positive perceptions amongst those who have been a victim of crime.

Reporting Crime

- Overall, 36% of respondents who had been a victim of crime in the last 12 months reported the crime to the police. This is lower than in 2023 when 40% of victims reported the last crime they had experienced to the police.

- 23% did not report the crime to the police because they reported the crime to other authorities, 23% because they did not think the police would have been interested and 13% because it was too trivial.
- Of those who had reported a crime to the police, 43% were satisfied with the service they received and 45% were satisfied with the level of contact they received from the police. The comparable figures from the 2023 survey were 42% and 40% respectively.
- Of those who had reported a crime to the police, 40% had received information about their rights as a victim but only 27% had actually received their rights under the Victim's Code of Practice. The comparable figures in the 2023 survey were 30% and 20% respectively.
- The police were the organisation respondents were most likely to contact to report 'missing persons' (96%), 'concerns about a person's welfare' (78%), 'youths causing a nuisance' (75%), 'abandoned vehicles' (57%), 'dangerous or nuisance animals' (56%) and 'noise' (37%). Respondents were most likely to report 'parking issues', 'graffiti' and 'fly-tipping' to either the County Council or the District, Borough or City Council.
- The majority of respondents (89%) would use the internet to look for information if they wanted to report an issue but didn't know who to contact. 35% would ask a friend or family member, 22% would contact the police and 22% would ask a neighbour.
- Just under three-fifths (57%) of respondents use social media platforms to access information on policing and their local area, 46% use local media and 37% use TV news.

Perceptions of Community Cohesion

- The majority of respondents (64%) agreed that their local area is 'a place where people from different ethnic backgrounds get on well together'. In 2023, 61% agreed with this statement. Respondents from Forest of Dean were less likely to agree that their local area is a place where people from different ethnic backgrounds get on well together, with 46% agreeing.
- Fifty-seven percent (57%) of respondents agreed that there is 'a strong sense of community' in their area. In 2023, 58% agreed with this statement. Respondents from Cotswold were most likely to agree (71%). Respondents aged 16 to 34, those who are disabled under the Equality Act and those from the most deprived IMD quintile were less likely to agree that that is a strong sense of community in their area.
- Forty-five percent (45%) of respondents agreed that 'people in this local community pull together to solve problems in your area'. Respondents from Cotswold were most likely to agree (59%). Some sub-groups were less likely to agree with the statement including those from the most deprived IMD quintile.

Effect of Antisocial Behaviour and Crime on Quality of Life

- Respondents were asked about the effect of antisocial behaviour (ASB) and crime on their quality of life, using a rating of 0 to 10 where 0 is no effect and 10 is a total effect.
- In relation to ASB, one-in-fifty (2%) respondents reported a high score (of 9 or 10 out of 10). In contrast, 63% reported a low score (of 1 or 2 out of 10).
- In relation to crime, the majority (68%) of respondents reported a low score (of 1 or 2 out of 10), but one-in-fifty (2%) reported that a high score (of 9 or 10 out of 10).
- For both ASB and crime, the impact on quality of life was higher amongst respondents aged 35 to 54, those disabled under the Equalities Act, with sexual orientations other than heterosexual and from the most deprived IMD quintile. The impact of crime on quality of life was also higher amongst respondents from ethnic groups other than White British.

Policing Priorities

- The top crime or antisocial behaviour issues that respondents would like to see the police and other agencies do more to tackle in their area was 'reckless and dangerous driving', with 41% of respondents wanting to see more done to tackle this. This is the same proportion as in 2023 (41%). Connected to this, 35% would like to see more done to tackle 'speeding' (37% in 2023). Just over a third (35%) wanted more done to tackle 'drug use and dealing' (36% in 2023) and 29% would like to see more done to tackle 'burglary' (33% in 2023).
- The majority of respondents (78%) would like to see more police visibility to tackle the crime and antisocial behaviour issues they raised in the survey. 38% would like to see more CCTV, 29% would like improved lighting and 24% would like involvement from local Councillors.

Future Policing Budget

- Overall, around two-thirds (65%) of respondents do not think Gloucestershire Constabulary has sufficient funding to address concerns around crime raised in this survey; around a third (35%) think they do have sufficient funding. In the 2023 survey, 68% of respondents did not think Gloucestershire Constabulary had sufficient funding.
- Respondents aged 16 to 34, those from the White British group and those disabled under the Equality Act were less likely to think that Gloucestershire Constabulary has sufficient funding to address concerns around crime raised in this survey.

Volunteering

Four percent (4%) of respondents would be interested in becoming a Special Constable, Voluntary Police Community Support Officer (VPCSO) or Police Support Volunteer. This is the same proportion as in the 2023 survey.

Conclusions

This report summarises the findings from the second survey conducted using the same approach with a large sample of residents and allows changes between 2023 and 2024 to be reported. For many of the measures in the survey, the results show good stability between 2023 and 2024 with mainly small changes year on year. For the key perception measures included in the survey, the results are similar to 2023. For example, there is a 2-percentage point increase in agreement with 'I have respect for the police in my local area' and a 2-percentage point decrease in agreement with 'the police take people's concerns seriously'. There are some positive results in satisfaction with the service provided for those who have been a victim of crime. There are also results which may require further investigation including perceptions of community safety. For safety outside after dark, a slightly lower proportion feel safe in this situation in 2024 and this is a particular issue amongst some sub-groups of residents. Possibly linked to this, the data for 2024 also shows an increase in the proportion who have experienced antisocial behaviour in the last 12 months.

December 2024

1 BACKGROUND AND METHODOLOGY

Background

1.1 This report contains a summary of the findings from the 'Perceptions of Crime' survey conducted by Information by Design (IbyD), who are a company partner of the Market Research Society (MRS), the national governing body of the market research industry. The research was conducted in compliance with the Code of Conduct of the MRS.

1.2 The survey was commissioned by the Office of the Police and Crime Commissioner for Gloucestershire (OPCC) and conducted in partnership with Gloucestershire's Community Safety Partnership. This annual survey is intended to improve understanding of local peoples' perceptions and fears of crime. The survey is designed to help to identify areas of work on community safety in Gloucestershire and to help Gloucestershire Police understand changes in the levels and types of crime and antisocial behaviour in the area over time.

1.3 This survey has been undertaken in previous years. The first was conducted in 2022 but the methodology was exclusively online and the sample was not representative of the area. IbyD conducted the 2023 survey using a new, redesigned questionnaire and an Assisted Self-Completion (ASC) methodology which used quota sampling and took account of district populations and the Index of Multiple Deprivation (IMD). Although the questionnaire was revised slightly in 2024, most indicators remained comparable to the 2023 questionnaire. This report only makes comparisons to the 2023 survey.

Methodology and Sampling

Methodology

1.4 The fieldwork period for the survey was September to November 2024. Fieldwork was conducted using a mixed methodology, primarily using the ASC paper-based methodology where teams of staff called on residents' door-to-door. This was complemented by an online survey promoted in schools and college, via parish councils, and through OPCC contacts.

1.5 For the online survey, the OPCC sent an email to people who had signed up to the 'Your Community Alerts' resource inviting them to take part in the survey. They also promoted the survey on the OPCC website (https://www.gloucestershire-pcc.gov.uk), and social media channels including Facebook and Twitter. Paper questionnaires were also distributed to the residents visiting the Community Engagement Vehicle.

1.6 IbyD primarily used a face-to-face assisted self-completion approach to fieldwork, with a team of trained fieldwork staff administering the survey. In this approach, on the doorstep, the member of fieldwork staff gave the respondent the questionnaire, offered support to complete it, and where it was needed, stayed with the respondent. Where support was not needed, the interviewer moved to another household and then returned to collect the completed questionnaire at an agreed time.

1.7 IbyD fieldwork staff also distributed 2,000 leaflets to households where no-one was in when they called ("letterbox leaflets"). The leaflets asked for help with the survey and contained a link and QR code for the online survey.

1.8 IbyD promoted the online survey by contacting organisations and groups using different methods to ask for help with the survey and providing leaflets, weblinks and QR codes to be circulated to their members/contacts. Paper copies of the questionnaire and return freepost envelopes were also sent to organisations who requested them.

1.9 To increase the proportion of younger people in the sample, IbyD contacted schools with sixth forms and colleges and asked them to share the survey link with their students.

1.10 The aim of the fieldwork was to obtain a target sample size of 1,200 completed questionnaires via the door-to-door assisted self-completion method and between 600 and 800 completed questionnaires via online methods. In total, 2,398 respondents completed the survey: 710 from sources promoted by the OPCC and 1,688 from fieldwork conducted and sources promoted by IbyD. The table below shows the number achieved by source but it should be noted that not all were used in the final sample (see section below).

Source	Number completed
OPCC website and social media[1]	171
'Your Community Alerts' database	535
Community Engagement Vehicle	4
Door-to-door self-completion paper surveys	1,249
Letterbox leaflets	38
Schools & Colleges	232
Organisations	169
Total	2,398

Of the total 2,398 responses to the survey, 1,145 were completed online and 1,253 were paper-based questionnaires. All questionnaires were therefore completed via a self-completion method, giving greater consistency in data collection.

Sample of Residents Used in this Report

1.11 During the analysis of the 2023 survey data, it was found that the profile of respondents who came from the 'Your Community Alerts' database was different to the profile of respondents from the other sources. This is a result of inbuilt selection or response bias. These respondents were more likely to be from older age groups and also more likely to have experienced ASB and to have been a victim of crime in the last 12 months. It was therefore decided to exclude these respondents from the analysis. To match the 2023 survey, responses from the Your Community Alerts' database have also been excluded from the analysis of the 2024 data. These responses, whilst not included in the report, will be considered carefully by the OPCC to ensure that their views are heard.

[1] The responses from the different places OPCC promoted the survey were not tracked. We have assumed that online responses submitted before the email was sent to the 'Your Community Alerts' database on 1st October were from the OPCC website and social media, those from 1st to 21st October were from the email, and those after 21st October were from the OPCC website and social media,

1.12 The results presented in this report are from data collected from all sources excluding the sample from the 'Your Community Alerts' database. The sample of respondents used in this report was broadly representative of the Gloucestershire population.

Coverage of Local Authority Areas

1.13 It should be noted that the Gloucestershire area is divided into six Local Authority areas. Each Local Authority area contains a number of Lower-Level Super Output Areas (LSOAs)[2]. The IbyD door-to-door fieldwork aimed to be representative in terms of geography and deprivation, and to achieve this, the following method was used to select the geographic areas to conduct fieldwork:

- A list was formed of the 373 LSOAs in the Gloucestershire area.
- This was ordered by the 6 Local Authority areas that make up Gloucestershire.
- Within each of the Local Authority areas, the LSOAs were ranked by deprivation using 2019 Index of Multiple Deprivation (IMD). The map in Appendix C shows the IMD ranking of the area.
- From this ranked list, a systematic random sample of LSOAs was selected as the sampling points for the survey (locations where fieldwork was to take place). The actual sampling scheme used included one-in-four LSOAs in the Gloucestershire area.

1.14 This approach provided coverage of the LSOAs in the Gloucestershire area, with a good geographical spread and with the sample selected to be 'representative' in terms of deprivation in the county. In total, 93 LSOAs were selected as sampling points for the IbyD door-to-door fieldwork. The breakdown for each local authority area is shown in the table below.

	Total Number of LSOAs in area	Number of LSOAs Sampled
Cheltenham	75	19
Cotswold	51	12
Forest of Dean	50	13
Gloucester	78	19
Stroud	69	18
Tewkesbury	50	12
Total	**373**	**93**

1.15 The table below shows the number of respondents in the sample used in the survey analysis and included in this 2024 report by source.

Source	Number of respondents
OPCC website and social media	171
Community Engagement Vehicle	4
Door-to-door self-completion paper surveys	1249
Letterbox leaflets	38
Schools & Colleges	232
Organisations	169
Total	1,863

[2] Lower-level Super Output Areas (LSOAs) are small areas designed to be of a similar population size, with an average of approximately 1,500 residents or 650 households. There are 32,844 LSOAs in England. They are a standard statistical geography and were produced by the Office for National Statistics for the reporting of small area statistics. LSOAs are also referred to as 'neighbourhoods.

1.16 The sample used for analysis contained at least 259 respondents from each Local Authority district. The table below shows the number of respondents from each district, before weighting.

District	Number of respondents (unweighted count)
Cheltenham	275
Cotswold	294
Forest of Dean	259
Gloucester	374
Stroud	331
Tewkesbury	327
Unknown	3
Total	1,863

1.17 As a point of reference, the overall confidence interval[3] for the sample of 1,863 respondents used in this report is ±2.3%. Confidence intervals will be different when the data is analysed by sub-groups such as gender or age (where the base size or number of respondents is smaller). In reporting on individual survey questions, the base sizes are given for each question in the Appendix where indicated. Generally, confidence intervals are quoted in this report at the 95% level.

1.18 It is important to note that, whilst the overall results have a high level of precision (to within ±2.3%), the results at local authority level are less precise and will show more variation year-on-year. The confidence interval for Forest of Dean for example (with a sample size of 259) is ±6.1%.

Weighting and analysis

1.19 The final dataset from the selected sample was weighted to correct for the disproportionate[4] sampling scheme used in the door-to-door fieldwork and to ensure that the data matches the latest estimates of the Gloucestershire population. Targets of approximately 200 completed surveys per Local Authority were set for the IbyD door-to-door fieldwork, irrespective of the size of the Local Authority population. Weighting was therefore used to ensure that the final dataset was representative in terms of size of the Local Authorities and in terms of age and gender. Weighting was based on population from the 2021 census data for age and gender at Local Authority level.

1.20 Analysis of the survey was undertaken using the IBM SPSS statistical analysis software. Tables of results were produced including frequency tables and cross-tabulations of the selected sample by Local Authority, age, gender, ethnicity, sexual orientation and deprivation which are shown in this report where appropriate. Appendix A provides a breakdown of the sample sizes for each of the sub-groups used in the analysis.

[3] Confidence intervals assume that the sample of respondents is from a random sample. Strictly speaking this sample is not a random sample, but the confidence interval gives an indication of the significance of any differences.
[4] Disproportionate sampling means that an equal number of residents are included in the sample from each of the local authority areas. A proportionate sample would be that the sample included would be proportionate to the population in the area.

1.21 Within this report, analysis of the survey data by deprivation is included. The measure of deprivation uses the English Index of Multiple Deprivation (IMD) 2019. This is the official measure of relative deprivation for Lower-Layer Super Output Areas (LSOAs) in England. The IMD ranks every LSOA in England from 1 (most deprived area) to 32,844 (least deprived area). To allow the production of cross-tabulations by deprivation, the LSOAs have been grouped into 5 quintiles, where 1 is the most deprived 20% of LSOAs and 5 is the least deprived 20% of LSOAs in England. LSOA and IMD were appended to the dataset using postcode. As some respondents did not give a full or valid postcode, LSOA and IMD was not appended to some records (6% of the selected sample records).

1.22 Within Gloucestershire, 31 of the 373 LSOAs are within the first quintile (most deprived 20%) of neighbourhoods nationally. There are differences in deprivation between the local authority districts. Twenty-one of the LSOAs which are in the first (most deprived) quintile are in Gloucester, 8 are in Cheltenham, 1 is in Forest of Dean and 1 is in Tewkesbury. When looking at the first and second quintile combined it can be seen that there are large differences between the local authority districts. Thirty of the LSOAs in Gloucester fall into the 1st and 2nd most deprived quintiles – in contrast, Cotswold has only 2 LSOAs and both are in the second most deprived quintile. A breakdown of the number of LSOAs in each deprivation quintile by Local Authority is given in the table below.

2019 IMD Quintile	Cheltenham	Cotswold	Forest of Dean	Gloucester	Stroud	Tewkesbury	Total
1 - Most deprived	8	0	1	21	0	1	31
2	12	2	11	9	5	4	43
3	9	12	22	17	10	11	81
4	11	20	16	14	22	14	97
5 - Least deprived	35	17	0	17	32	20	121
Total	75	51	50	78	69	50	373

1.23 The table below shows the number and percentage of respondents in each IMD quintile for each Local Authority from the weighted data. Overall, 108 respondents were from the most deprived quintile of neighbourhoods in the county – this represents 6% of all respondents to the survey. At Local Authority level, Gloucester has the highest proportion of respondents from the most deprived quintile of neighbourhoods – here 19% of respondents were from the most deprived quintile of neighbourhoods. This reflects the distribution of deprivation by LSOA and Local Authority above. It is also worth noting that 139 of the online survey respondents (7% of the online sample) did not provide a full postcode and therefore the LSOA and IMD could not be appended.

2019 IMD Quintile	Cheltenham		Cotswold		Forest of Dean		Gloucester		Stroud		Tewkesbury		Overall	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
1 - Most deprived	30	9%	0	0%	15	6%	63	19%	0	0%	0	0%	108	6%
2	48	15%	0	0%	44	18%	33	10%	25	8%	19	7%	169	10%
3	36	11%	65	26%	112	46%	102	31%	38	12%	88	34%	441	26%
4	59	18%	100	40%	75	31%	46	14%	116	36%	60	23%	457	26%
5 - Least deprived	152	47%	82	33%	0	0%	81	25%	144	44%	92	36%	550	32%

1.24 Again, it is important to note that, whilst the overall results have a high level of precision (to within ±2.3%), the results by deprivation quintile are less precise given the smaller sample sizes and will show more variation year-on-year. The results for quintile 1 (most deprived), for example, are based on 104 respondents and have a confidence interval of ±9.6%.

Comparison to 2023

1.25 Some caution should be used when comparing the results from the 2023 and 2024 surveys. Although a similar questionnaire and methodology was used in both years, there are some differences in the composition of the sample. In 2023, IbyD staff attended the Gloucestershire Constabulary Open Day held at Police HQ on 23rd September 2023 and distributed paper questionnaires and leaflets containing a link and QR code for the online survey to attendees. The Open Day did not take place in 2024, so the 2024 sample does not include questionnaires from this source.

1.26 There are also differences in the proportion of the sample from each source by year, as shown in the table below. For example, online surveys completed via the OPCC website or social media platforms accounted for 3% of the sample in 2023 and 9% of the sample in 2024. The comparison between the 2023 and 2024 samples is shown in the table below.

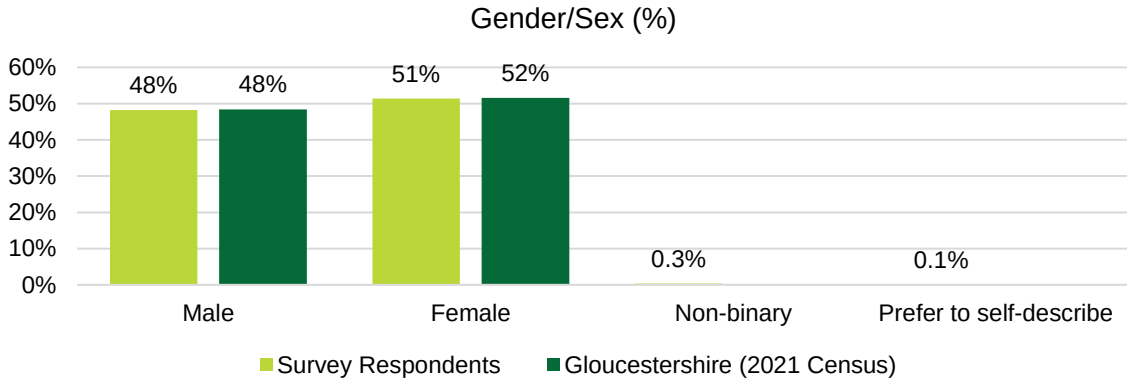
Source	2023 respondents		2024 respondents	
	Number	%	Number	%
OPCC website and social media	49	3%	171	9%
OPCC Community Engagement Vehicle	0	0%	4	0%
IbyD Assisted self-completion paper surveys	1213	66%	1249	67%
IbyD Letterbox leaflets	48	3%	38	2%
IbyD Schools & Colleges	89	5%	232	12%
IbyD Organisations	270	15%	169	9%
Gloucestershire Constabulary Open Day attendees	178	10%	0	0%
Total	1847	100%	1863	100%

2 SURVEY FINDINGS

2.1 This section details the results from the 2024 survey of residents. The results presented are for the sample of 1,863 respondents and are based on data weighted to match the Gloucestershire population.

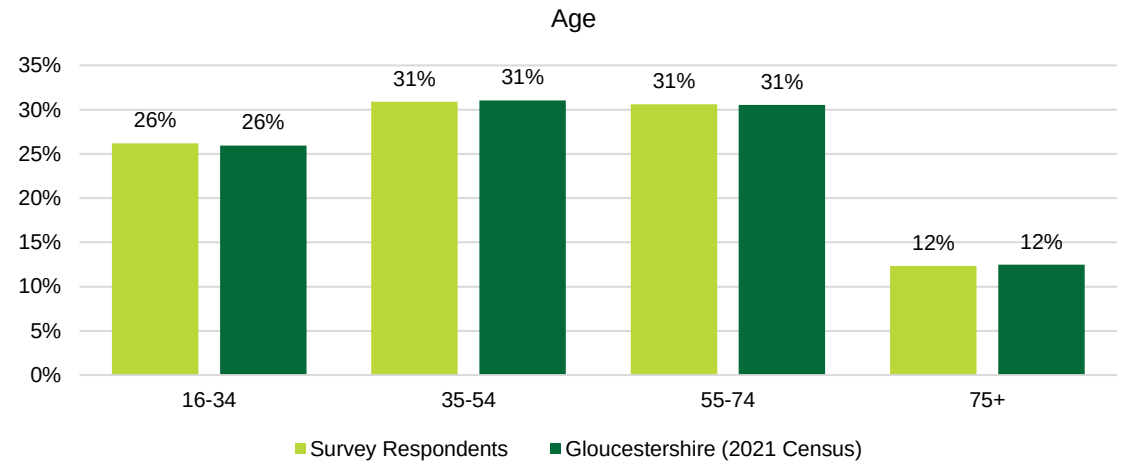
Demographics

2.2 Forty-eight percent (48%) of respondents were male and 52% were female. Less than 1% (0.4%) identified as another gender. This gender profile is very close to that recorded in the 2021 Census for Gloucestershire



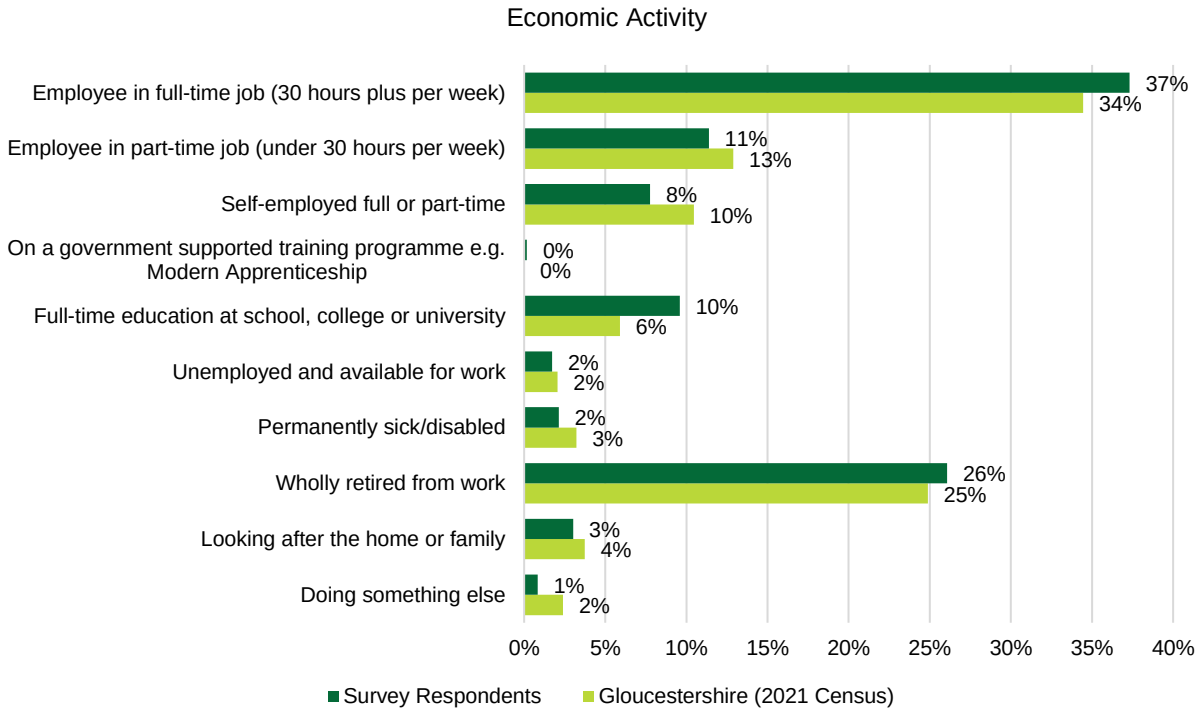
Base: 1,813
Please note: gender was asked on survey and sex was asked in 2021 census

2.3 Twenty-six percent (26%) of respondents were aged 16 to 34, 31% were 35 to 54, 31% were 55 to 74 and 12% were 75 or older. This age profile is very close to that recorded in the 2021 Census for Gloucestershire. In this 2024 survey, the positive response from schools and colleges means that there is a higher proportion of younger people in the survey sample.



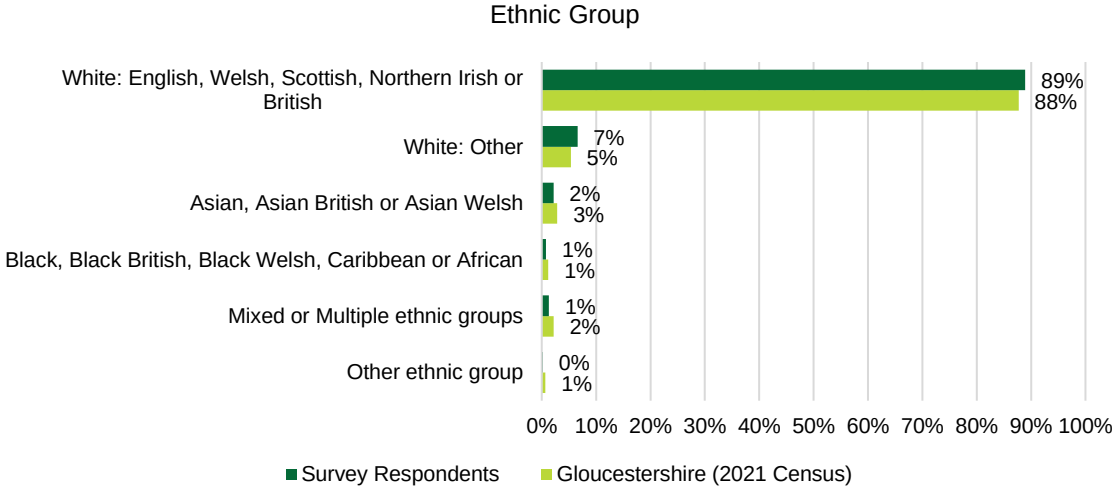
Base: 1,820

2.4 In relation to employment status, 56% of respondents were working, with 37% an employee in full-time work, 11% in part-time work and 8% self-employed. Forty-four percent (44%) were not working, with 26% retired, 10% in full-time education, 3% looking after the home or family, 2% permanently sick or disabled, 2% unemployed, less than 1% on a government supported training programme and 1% doing something else. In the 2021 Census for Gloucestershire, 58% were working. This is similar to the profile of survey respondents, but a higher proportion of survey respondents were employed full-time and a lower proportion were employed part-time or were self-employed than in the census figures. The proportion of respondents in full-time education is also higher than in the census figures, possibly due to the engagement with colleges and sixth forms.



Base: 1,713

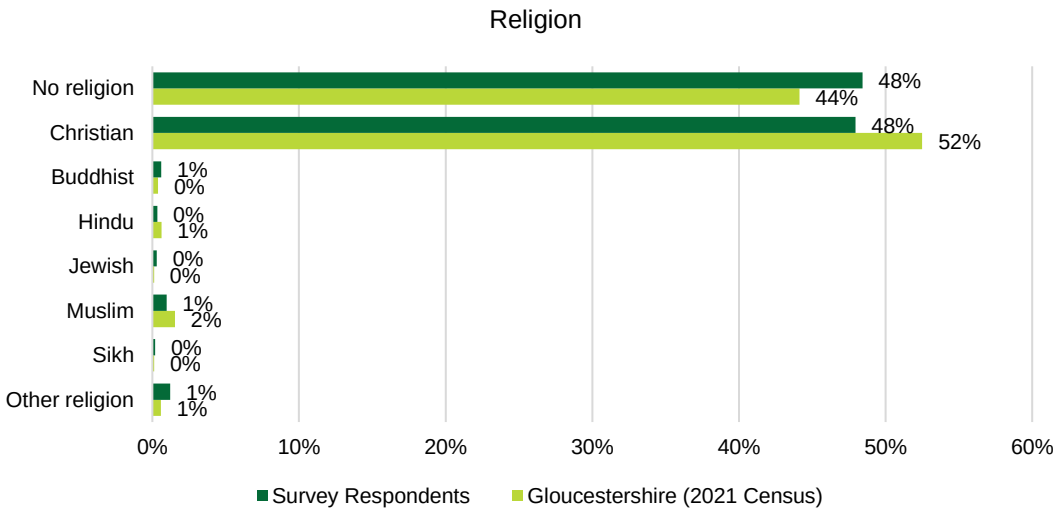
2.5 The majority of respondents (89%) were White British, 7% were from Other White ethnic groups, 2% from Asian ethnic groups, 1% from Mixed ethnic groups, 1% from Black ethnic groups and less than 1% from Arab or other ethnic groups. The profile of respondents by ethnic group is similar to that recorded in the 2021 Census for Gloucestershire.



Base: 1,733

2.6 Seventeen percent (17%) of respondents were disabled under the Equality Act (have a physical or mental health condition or illness lasting or expected to last 12 months or more which reduced their ability to carry out day-to-day activities). This is similar to the 2021 Census for Gloucestershire, where 17% were disabled under the Equality Act.

2.7 Fifty-two percent (52%) of respondents had a religion of some kind, with 48% Christian, 1% Muslim, 1% Buddhist and 2% another religion. 48% of respondents stated that they had no religion. A higher proportion of respondents had no religion and a lower proportion were Christian than recorded in the 2021 Census for Gloucestershire.



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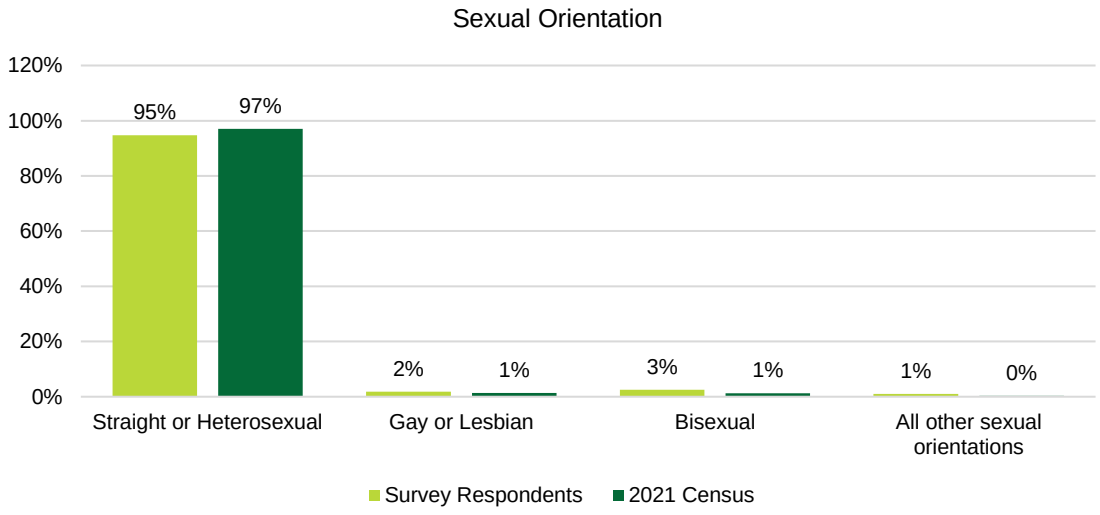
Base: 1,659

2.8 The majority (95%) of respondents were heterosexual. 3% were bisexual, 2% were gay and 1% were another sexual orientation. This is similar to the 2021 Census for Gloucestershire,



Base: 1,616

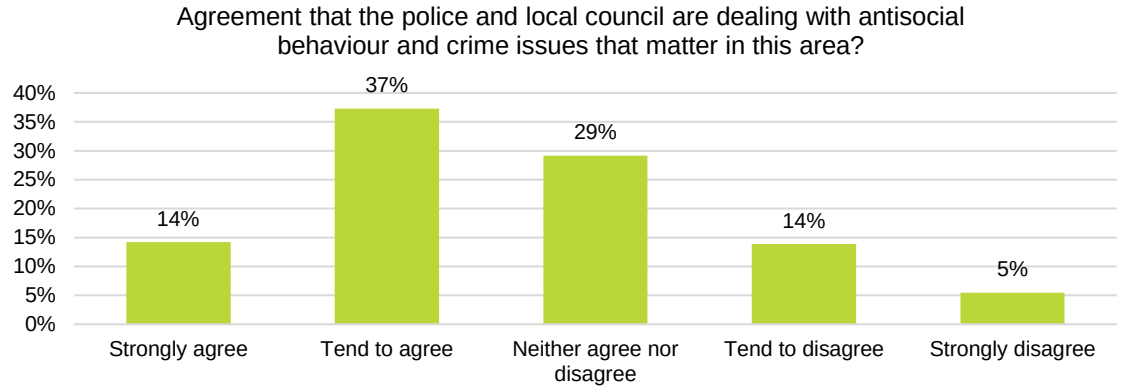
2.9 The majority of respondents identify with the same gender as their gender registered at birth, with the less than 1% who did not. This is similar to the 2021 Census for Gloucestershire.

2.10 A full breakdown of demographics can be found in Appendix B including demographics broken down by Local Authority area. It should be noted that there are differences in the profile of the local authority areas, which may account for some of

the differences in the results. For example, the Cheltenham and Gloucester Local Authority Districts have a higher proportion who are aged 16 to 54, and a higher proportion from ethnic groups other than White British.

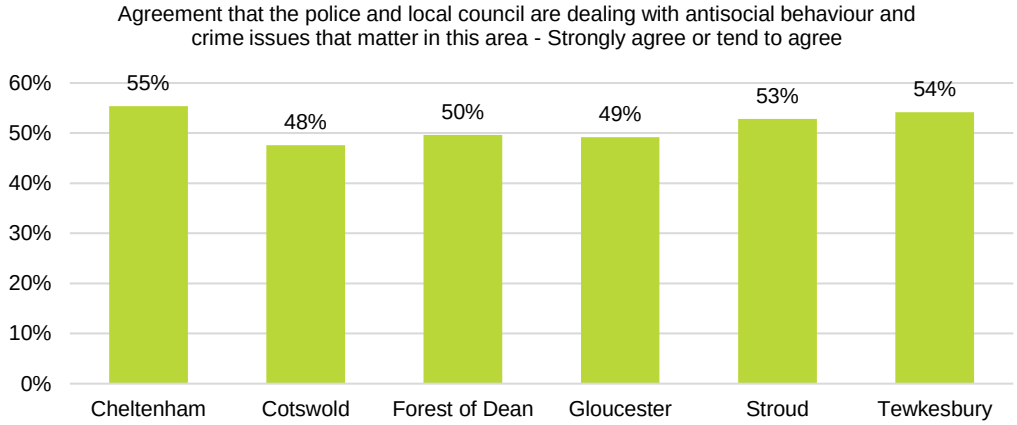
Perceptions of the Police

2.11 Just over half (51%) of respondents strongly agree or tend to agree that the police and local council are dealing with antisocial behaviour and crime issues that matter in this area (52% in 2023). In the Crime Survey for England and Wales, 47%[5] of the Gloucestershire police force area agreed with this statement.



Base: 1,821

2.12 There were no significant differences by Local Authority in the proportion of respondents who agree that the police and local council are dealing with antisocial behaviour and crime issues that matter in this area. Agreement was lower amongst respondents from Cotswold, but the difference is not statistically significant.

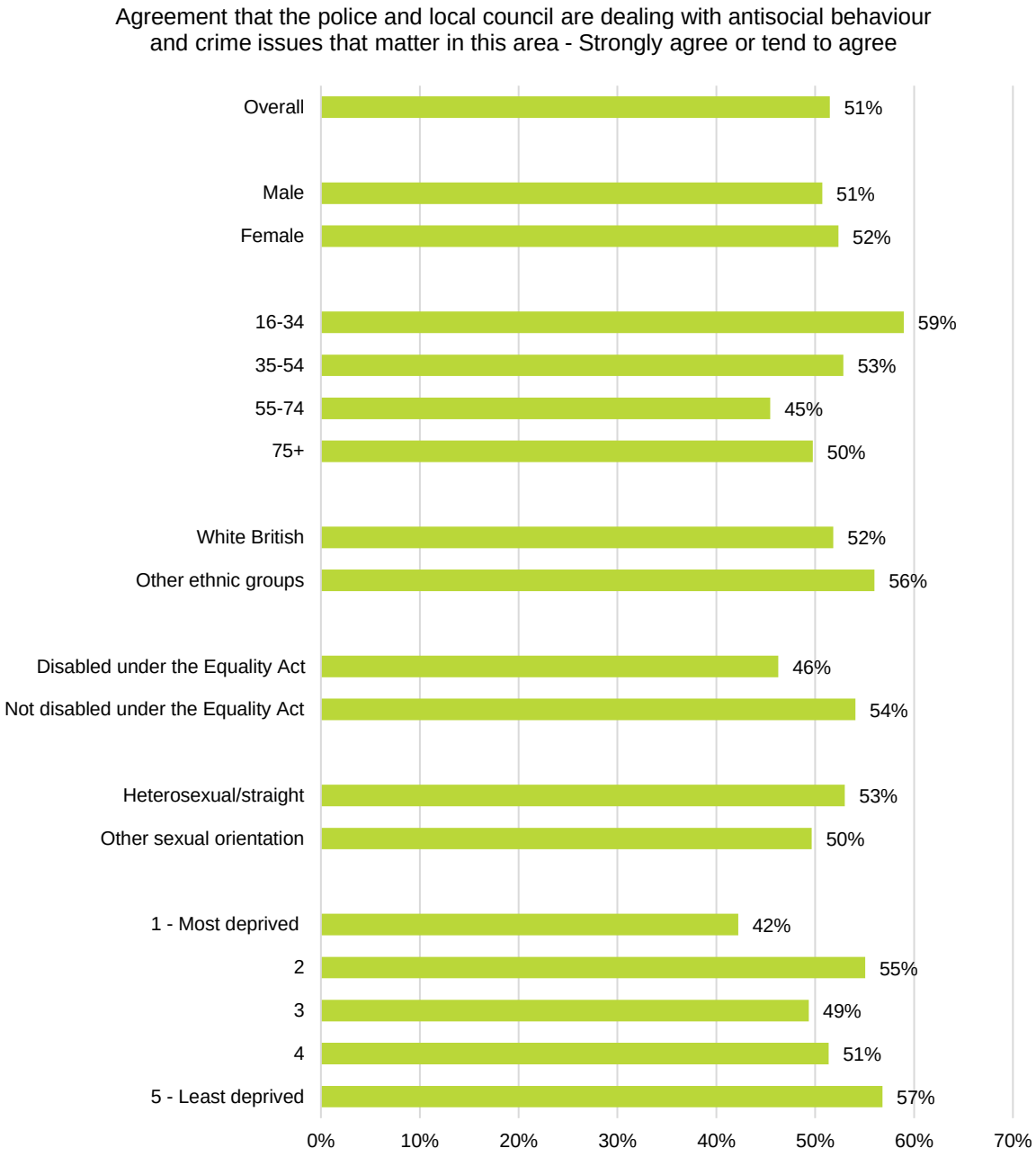


Base: See Appendix A
No significant differences by Local Authority

2.13 There were significant differences in the proportion of respondents who agree that the police and local council are dealing with the antisocial behaviour and crime issues that matter in this area by age, disability status and deprivation. Respondents aged 55-74, respondents who are disabled under the Equality Act and respondents from the most

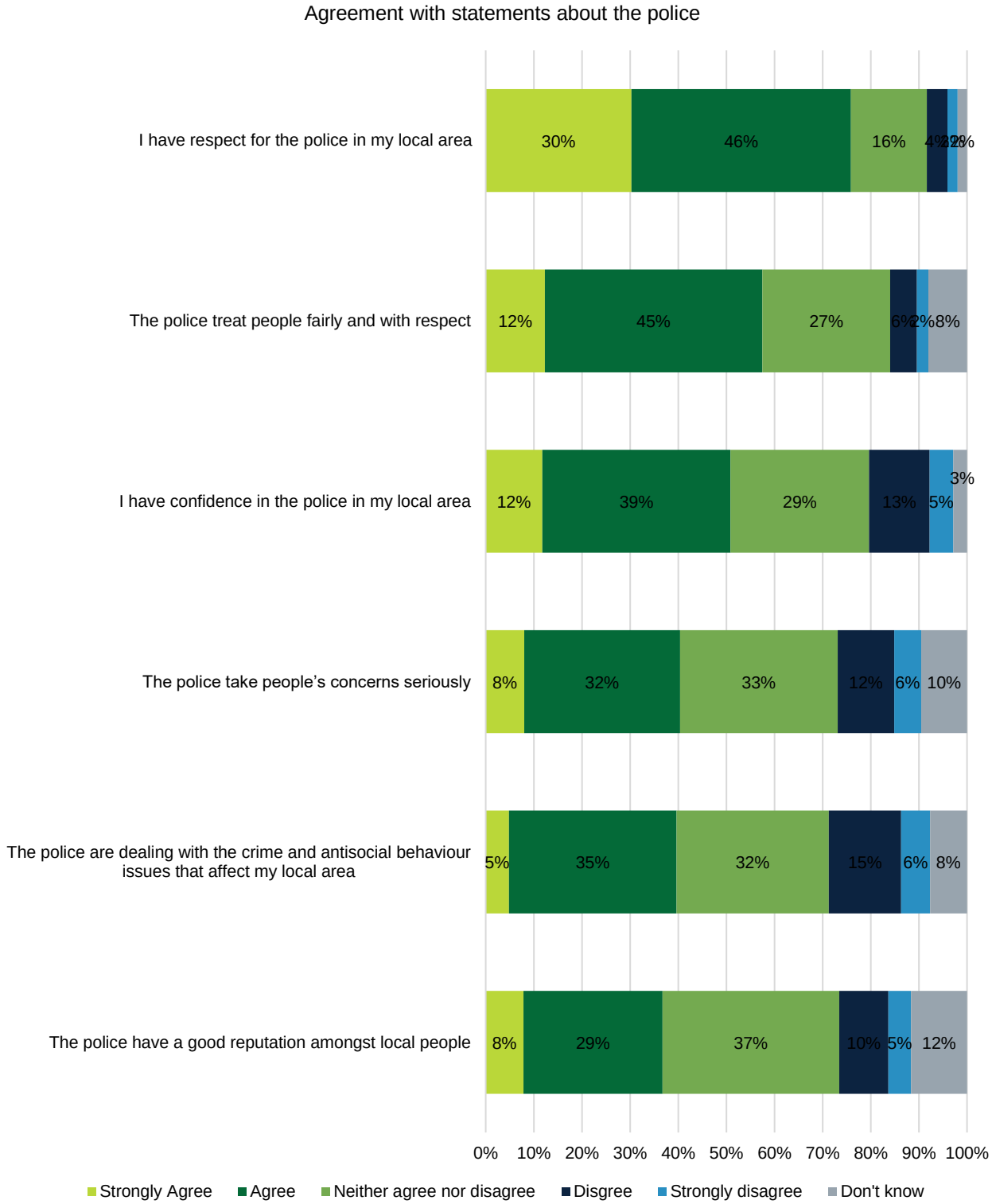
[5] Period Apr 2023 to Mar 2024

deprived IMD quintile were less likely to agree with this statement.



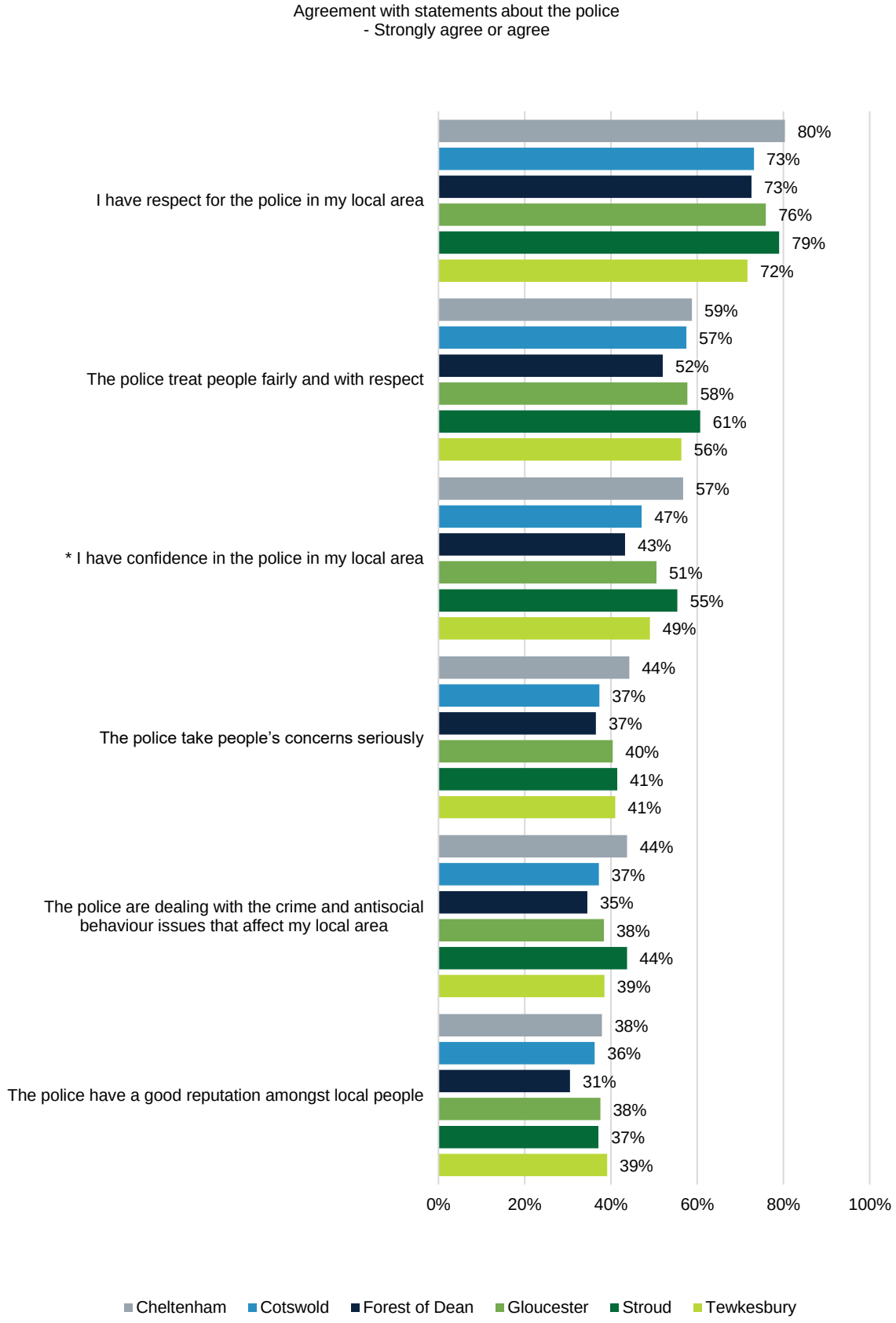
Base: See Appendix A
Significant differences by age, disability status and IMD

2.14 Respondents were asked about their attitudes towards the police. Looking at those who strongly agree or agree, just over three-quarters of respondents (76%) agree with the statement: 'I have respect for the police in my local area' (74% in 2023). 57% agree that 'the police treat people fairly and with respect' (also 57% in 2023) and 51% that 'I have confidence in the police in my local area' (51% in 2023). Agreement was lower for 'the police take people's concerns seriously' (40%, 42% in 2023), 'the police are dealing with the crime and antisocial behaviour issues that affect my local area' (40%, 40% in 2023) and 'the police have a good reputation amongst local people' (37%, 38% in 2023).



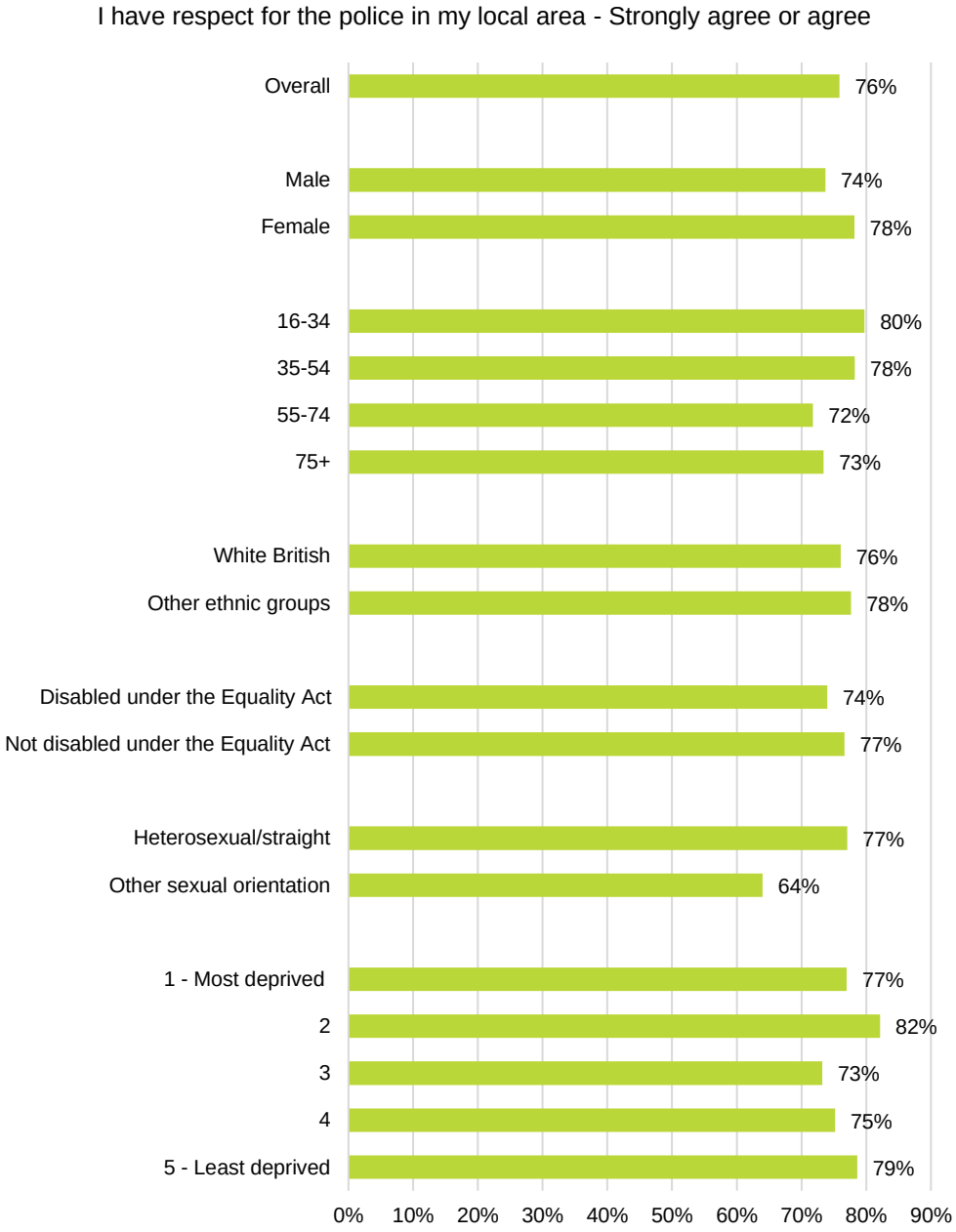
Base: 1,834 – 1,835

2.15 There were some differences by Local Authority in the proportion of respondents who agree with the statements. Only one of these was a statistically significant difference - agreement that 'I have confidence in the police in my local area' was lower amongst respondents from the Forest of Dean.



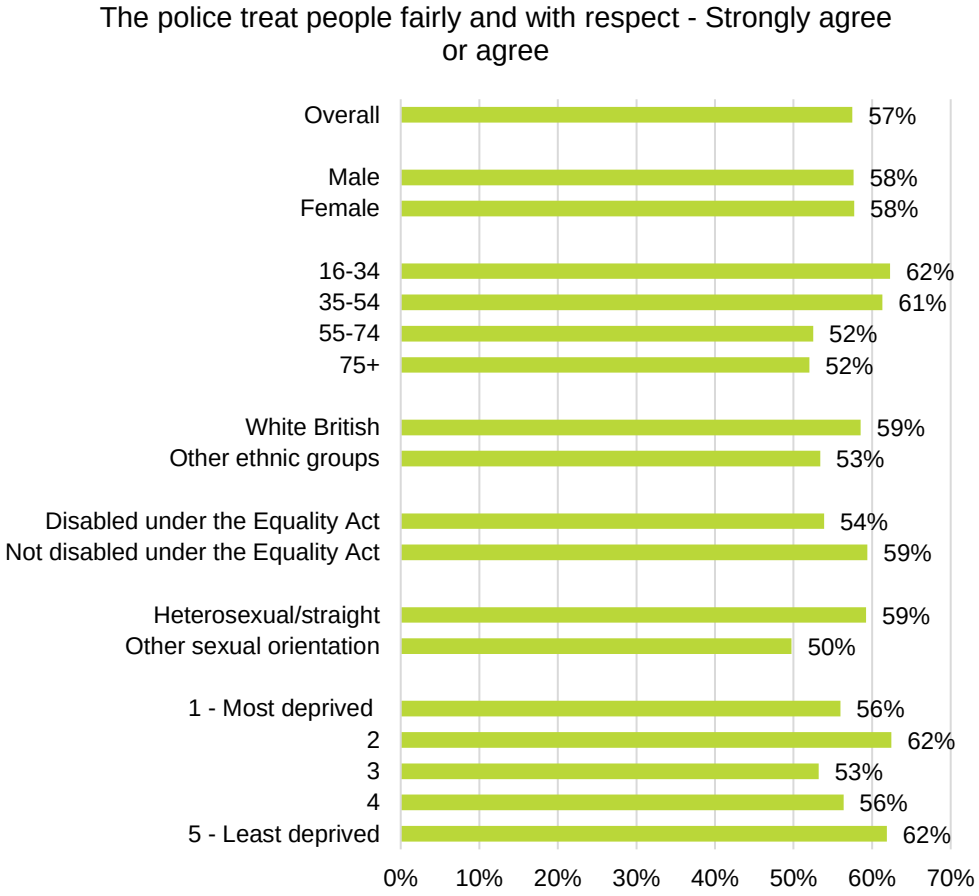
Base: See Appendix A
* = significant differences by Local Authority

2.16 There were significant differences in the proportion of respondents who agree that they 'have respect for the police in my local area' by gender, age and sexual orientation. Men, respondents aged 55 and over and those with a sexual orientation other than heterosexual were less likely to agree that that they 'have respect for the police in my local area'.



Base: See Appendix A
Significant differences by gender, age and sexual orientation

2.17 There were significant differences in the proportion of respondents who agree that 'the police treat people fairly and with respect' by age. Respondents aged 55 and over were less likely to agree that that 'the police treat people fairly and with respect'.



Base: See Appendix A
Significant differences by age

2.18 Sections 2.16 to 2.17 (above) detail differences in key groups in relation to their agreement with two of the statements about the police. There are also some differences by sub-group for the other four statements. For example, respondents aged 55 to 74, those disabled under the Equality Act and those from the most deprived IMD quintile are significantly less likely to agree that 'the police are dealing with the crime and antisocial behaviour issues that affect my local area'.

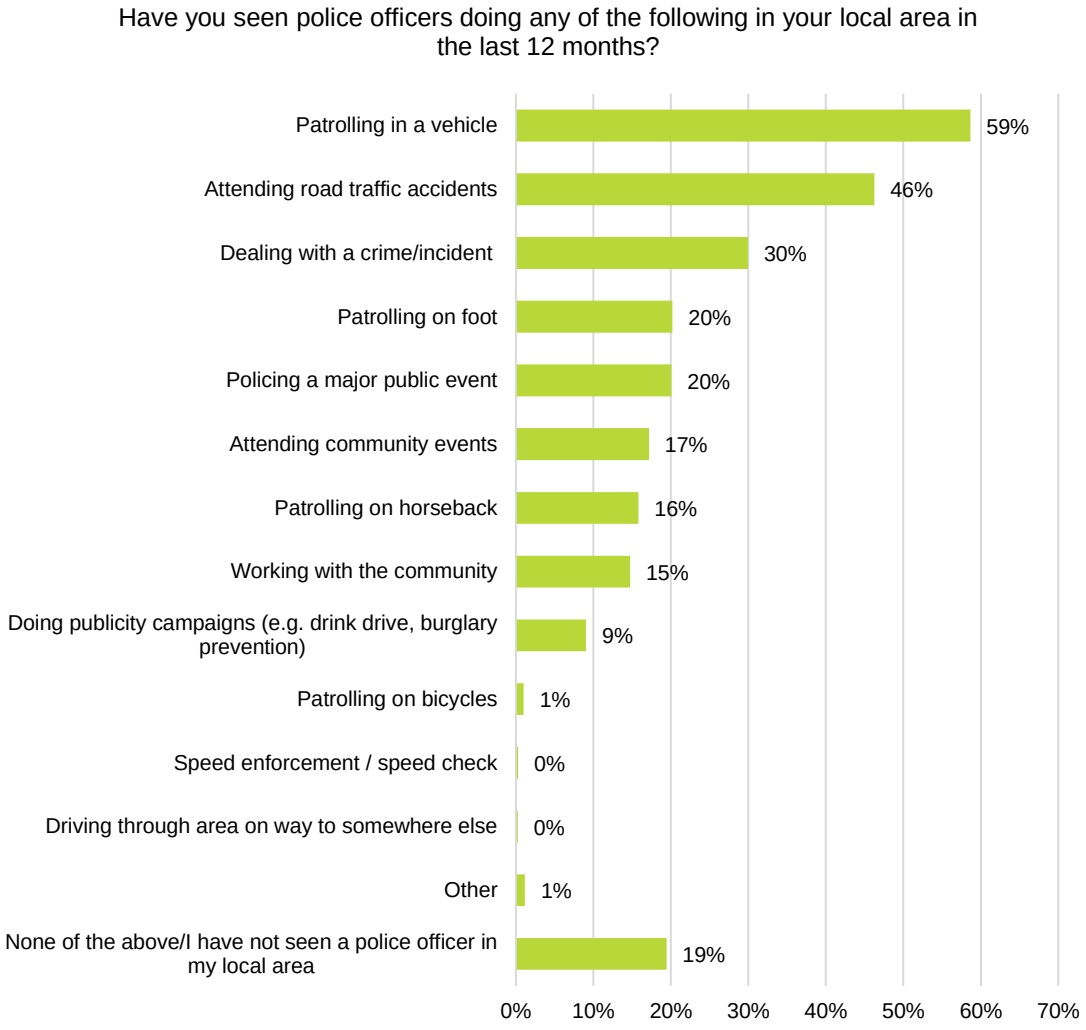
2.19 Respondents were asked about the reasons for agreeing or disagreeing with the statements about the police. The reasons given included some negative and some positive comments. Examples are below, but the full list of text responses has been supplied as a part of this report.

- Agree we are all well served by the police.
- Complete lack of presence. If you do call them no response just a crime reference number. I've even called the 101 number just to get an answerphone!
- Crime figures are low in my area so the police do not feature heavily in the area. However, I have not heard, or seen, evidence to suggest that there is anything but admiration for the work that the police do.
- Don't see the police in my area unless they are attending an emergency somewhere else.
- Have never had any reason to know what they are like.
- We never see any policemen in this area, so we cannot agree or disagree.

- We receive no help from the police when they are aware of ongoing ASB in our area.
- Whenever needed, I've found the local police force to be co-operative, attentive and pleasant.

Police Activity

2.20 Just over four-fifths (81%) of respondents had seen police officers carrying out activities in their local area in the last 12 months - 19% had not. 59% had seen police officers patrolling in a vehicle and 46% had seen them attending a road traffic accident. In the 2023 survey, 78% of respondents had seen police officers carrying out activities in their local area in the last 12 months, with 58% having seen them patrolling in a vehicle and 42% having seen them attending a road traffic accident.

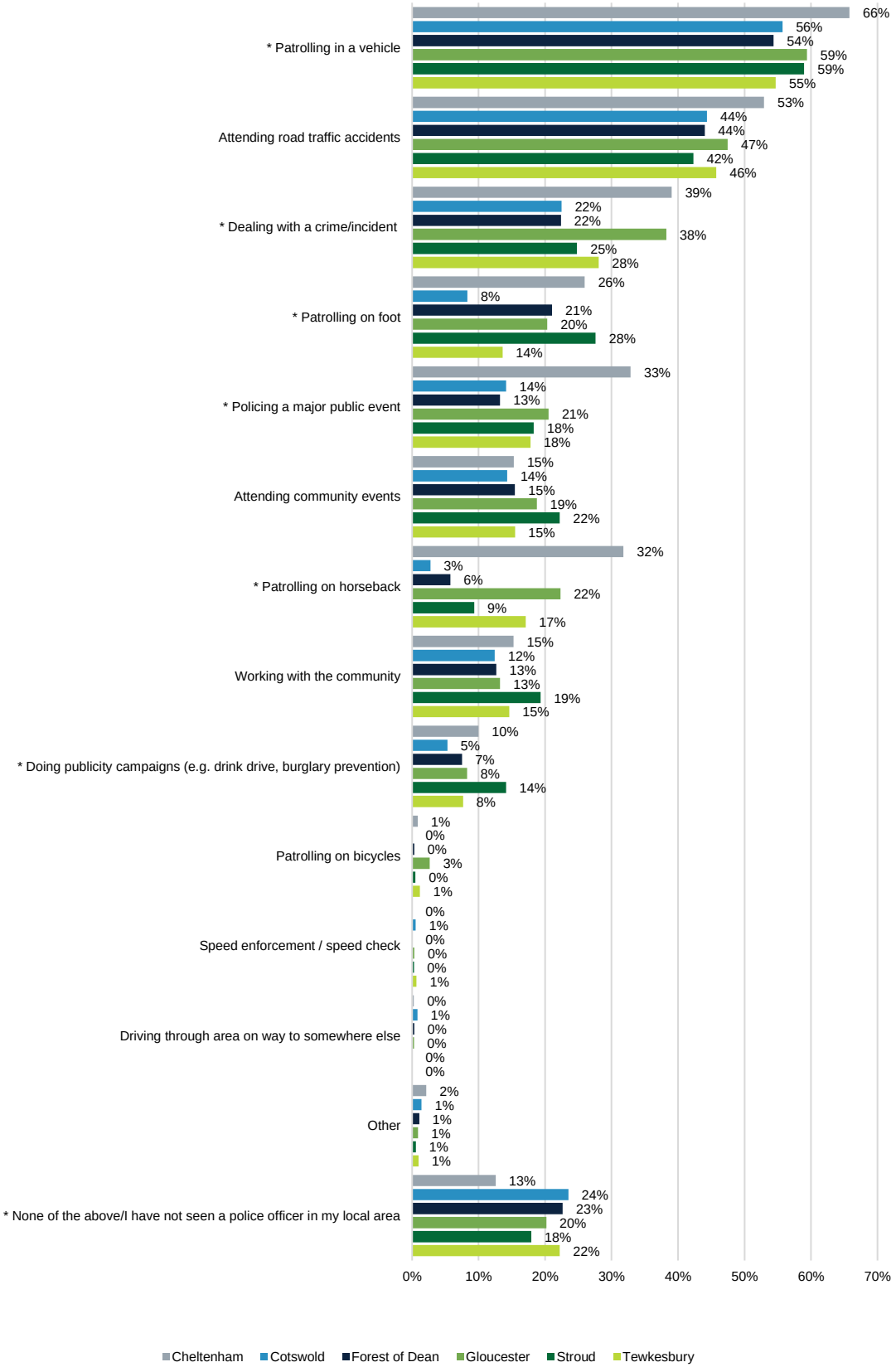


Base: 1,829
'Speed enforcement/speed checks' and 'Driving through area on way to somewhere else' coded from 'other'.

2.21 There were some significant differences by local authority in the proportion of respondents who had seen police officers carrying out activities in the local area in the last 12 months. Respondents from Cotswold, Forest of Dean and Tewkesbury were less likely to have seen police officers in their local area, with 24%, 23% and 22% respectively reporting that they had <u>not</u> seen police officers in their local area in the last 12 months. Respondents from Cheltenham were more likely to have seen police officers patrolling in a vehicle, policing a major public event and patrolling on horseback. Respondents from both Cheltenham and Gloucester were more likely to

have seen them dealing with a crime or incident. Respondents from Stroud were more likely to have seen them patrolling on foot. Respondents from Stroud were more likely to have seen them doing publicity campaigns.

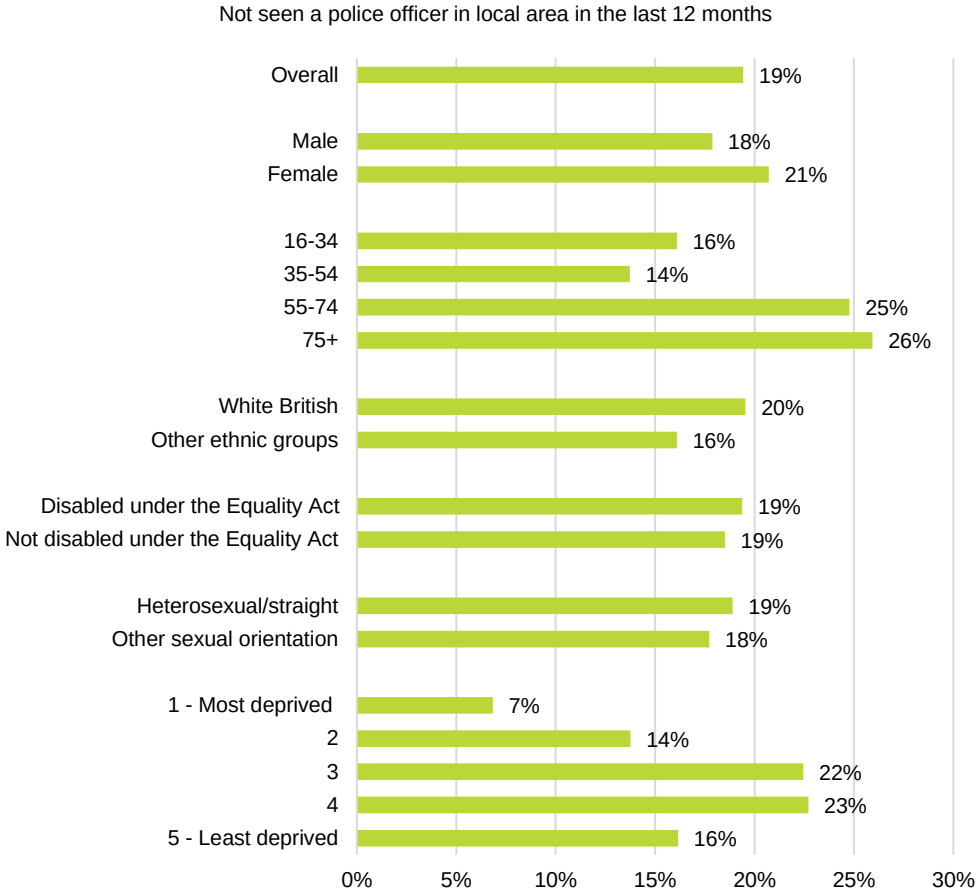
Have you seen police officers doing any of the following in your local area in the last 12 months?



Base: See Appendix A

* = Significant difference by Local Authority

2.22 There were significant differences in the proportion of respondents who had not seen a police officer in their local area in the last 12 months by age and deprivation. Respondents aged 55 and over and respondents from IMD quintiles 3 and 4 were less likely to have seen a police officer in their local area in the last 12 months.

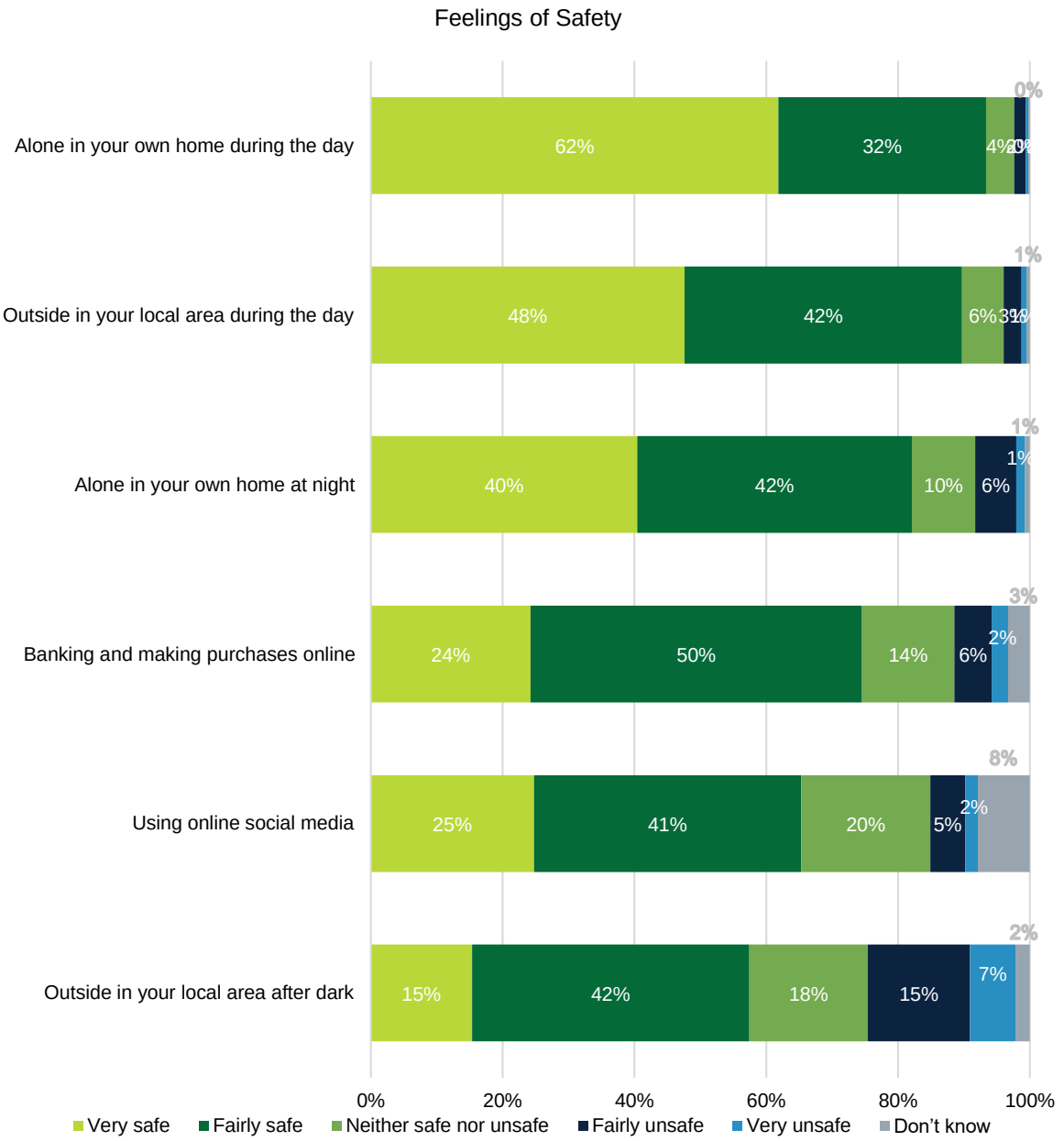


Base: See Appendix A
Significant differences by age and IMD

2.23 There were some other significant differences in the types of activities respondents had seen police officers carrying out in their local in the last 12 months. For example, there are significant differences by age and deprivation in the proportion of respondents who had seen police officers patrolling on foot, with respondents aged 16 to 34 and those from most deprived IMD quintile more likely to have seen police officers doing this.

Perceptions of Safety

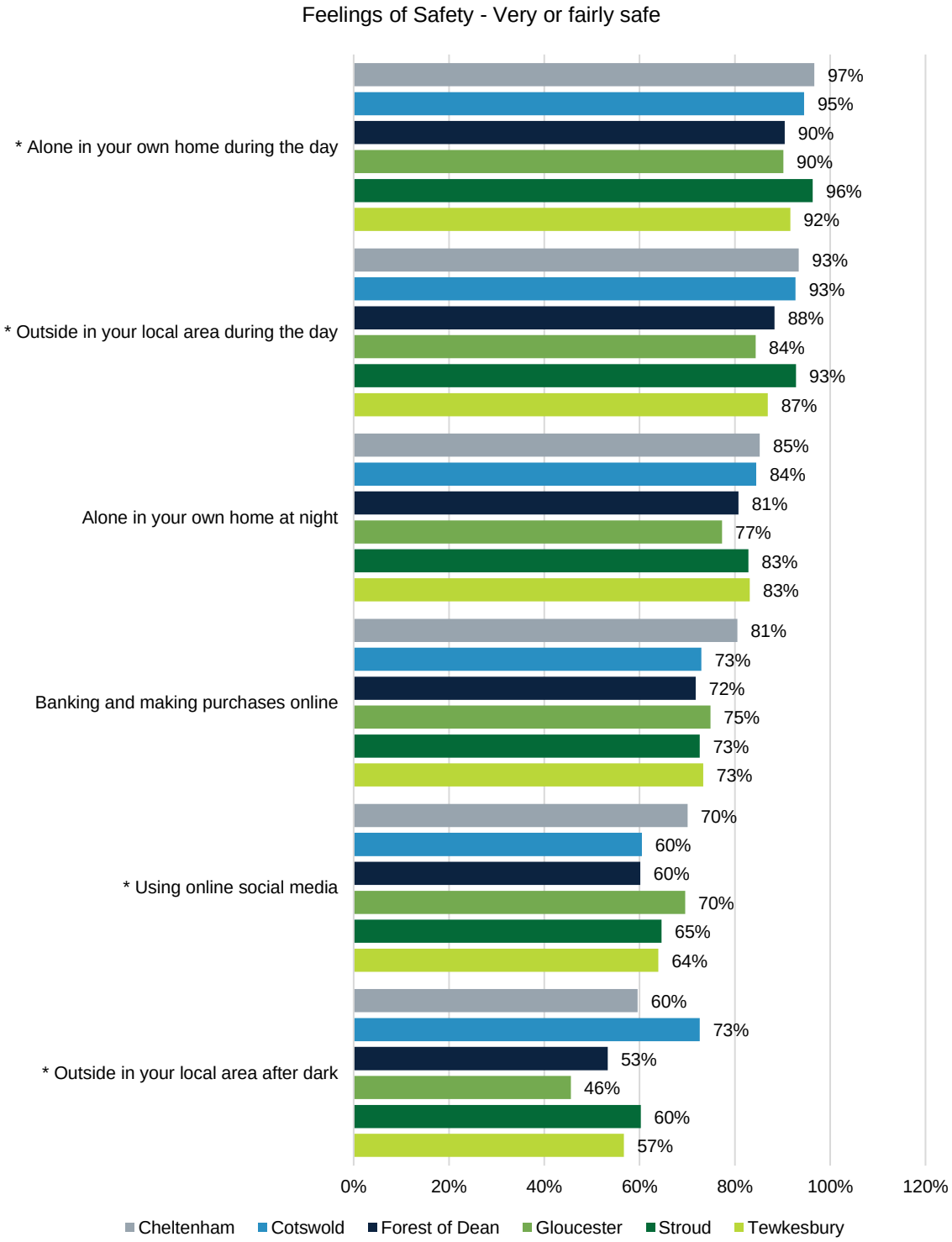
2.24 The majority of respondents (93%) reported feeling safe when alone in their own home during the day (92% in 2023). Nine-out-of-ten (90%) felt safe when outside in their local area during the day (also 90% in 2023) and 82% reported feeling safe alone in their own home at night (83% in 2023). Respondents felt less safe online, with 75% feeling safe banking and making purchases online (73% in 2023) and 65% feeling safe using online social media (also 65% in 2023). Respondents felt least safe outside in their local area after dark, with 57% feeling safe (60% in 2023) and 22% feeling unsafe (20% in 2023). In the Local Government Association (LGA) polling on resident satisfaction with councils[6], 71% felt safe when outside in their local area after dark and 91% felt safe when outside in their local area during the day. However, these figures were obtained using a telephone methodology, and as the mode of data collection can have a marked impact on results, caution should be used when comparing these figures.



Base: 1,798 – 1,845

[6] Polling on resident satisfaction with councils: Round 38, Research Report, June 2024

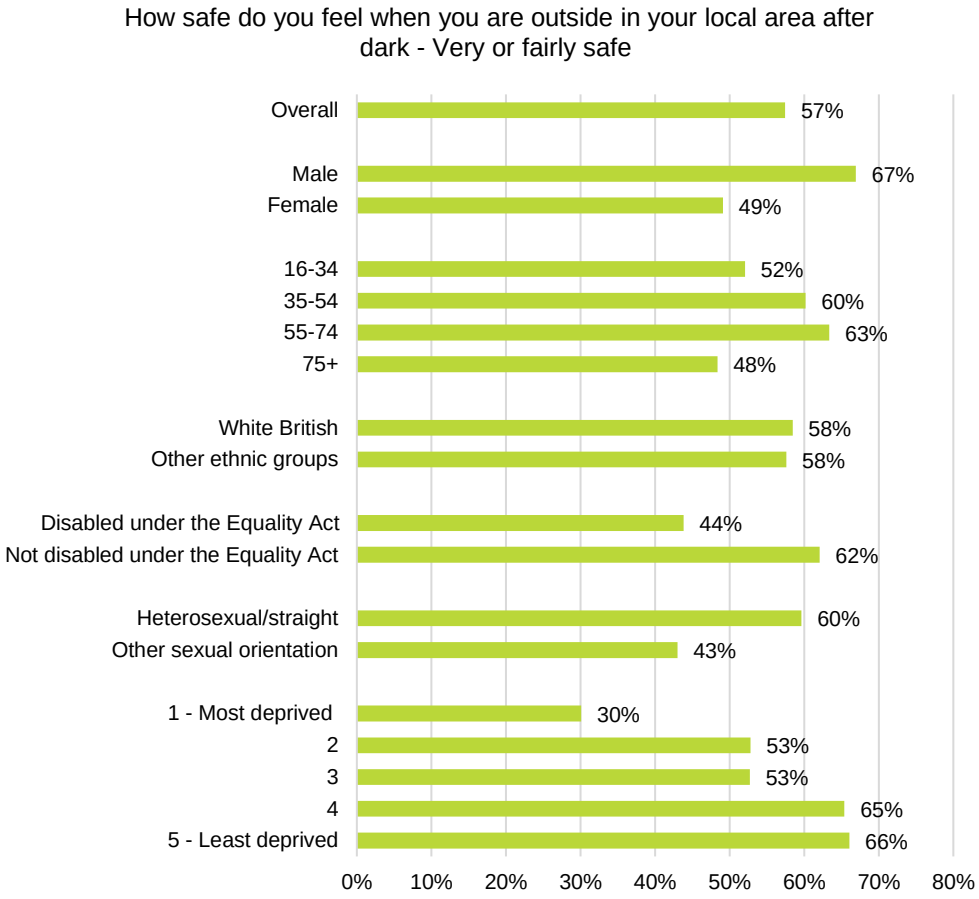
2.25 There were some significant differences by Local Authority in the proportion of respondents who feel very or fairly safe in different situations. Respondents from Gloucester were less likely to feel safe when outside in their local area during the day and when outside in their local area after dark. For safety outside after dark, the highest level of perceived safety was in Cotswold. Respondents from Forest of Dean and Cotswold were less likely to feel safe when using social media.



Base: See Appendix A

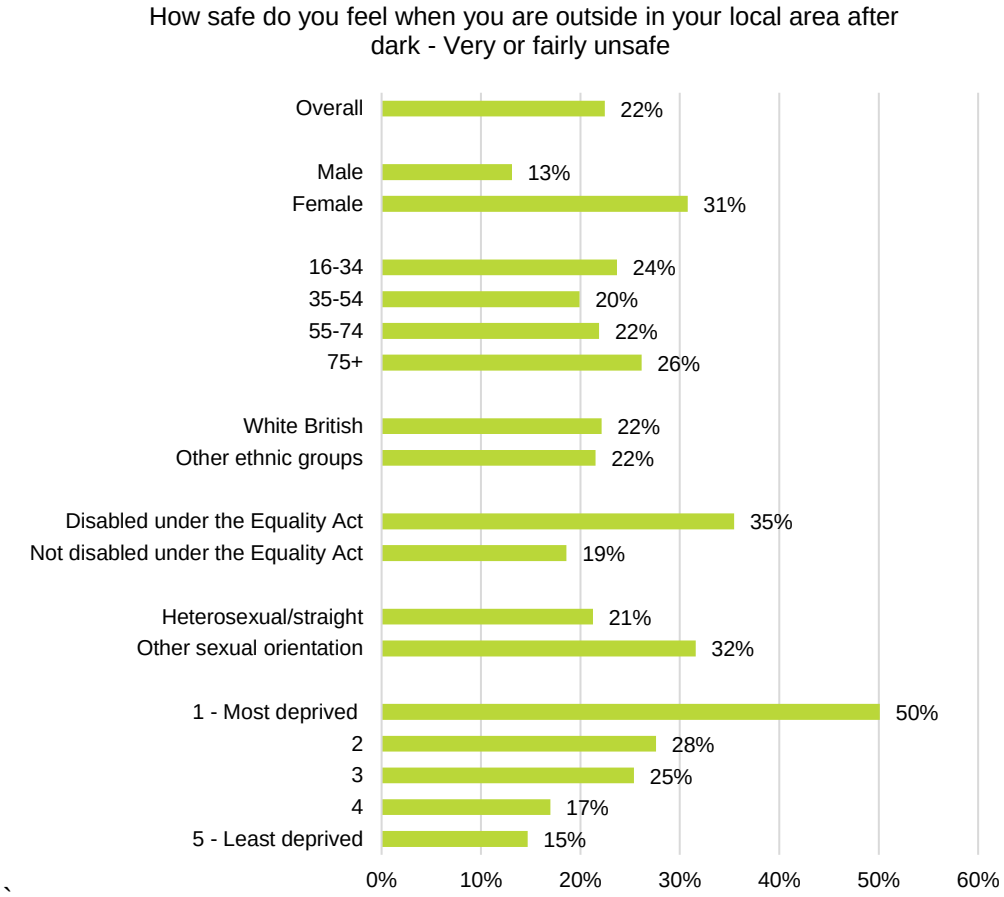
* = Significant difference by Local Authority

2.26 There were significant differences in the proportion of respondents who feel very or fairly safe outside in their local area after dark by gender, age, disability status, sexual orientation and deprivation. Women, respondents aged 75 and over, those classed as disabled under the Equalities Act, those with sexual orientations other than heterosexual and those from the most deprived IMD quintile were less likely feel safe outside in their local area after dark. Respondents aged 75 and over were more likely to have answered 'don't know'. When these respondents are excluded from the analysis, there is still a significant difference by age, but respondents aged 16 to 34 and respondents aged 75 and over are less likely to feel safe outside in their local area after dark. The comparable figures are 53% (aged 16 to 34), 60% (aged 35 to 54), 64% (aged 55 to 74) and 54% (75 and over) feeling very or fairly safe in this situation.

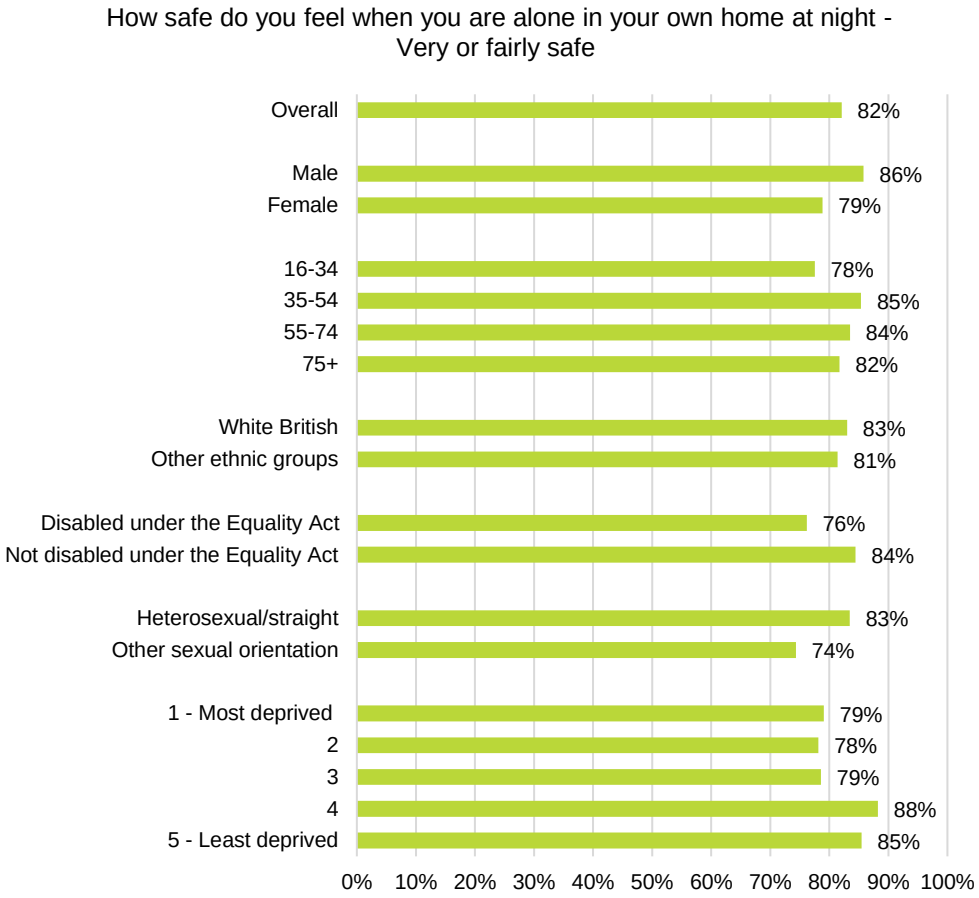


Base: See Appendix A
Significant differences by gender, age, disability status, sexual orientation and IMD

2.27 Looking at the same data, around one in-five respondents feel very or fairly unsafe in their local area after dark – with the same significant differences by gender, age, disability status, sexual orientation and IMD. The most striking difference is in the results by deprivation - those in the most deprived neighbourhoods are twice as likely to feel very or fairly unsafe in their local area after dark. Just over one-third (35%) of those who are disabled under the Equality Act feel unsafe, compared to one-fifth of those not disabled. Similarly, those who have a sexual orientation other than heterosexual/straight are more likely to feel very or fairly unsafe - nearly one-third (32%) compared to around one-fifth (21%).



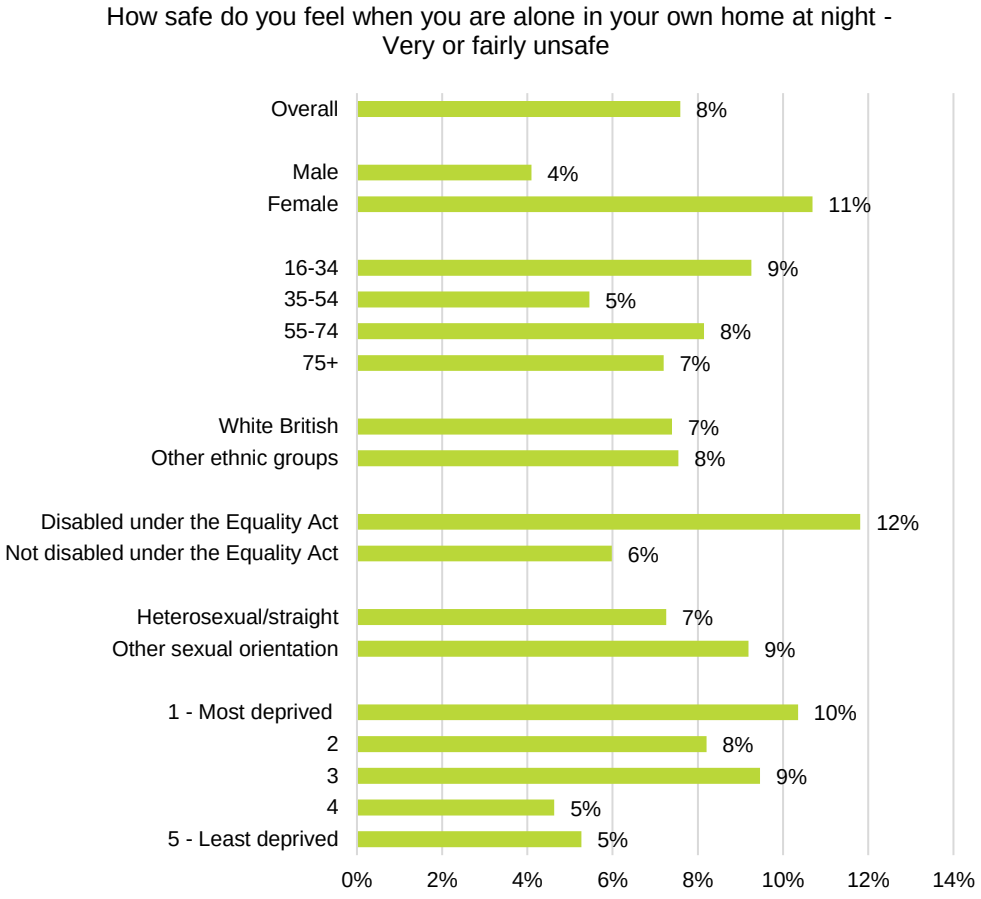
2.28 There were significant differences in the proportion of respondents who feel very or fairly safe alone in their own home at night by gender, age, disability status, sexual orientation and deprivation. Women, respondents aged 16 to 34, respondents disabled under the Equalities Act, those with sexual orientations other than heterosexual and those from the three most deprived IMD quintiles were less likely feel safe in this situation.



Base: See Appendix A
Significant differences by gender, age, disability status, sexual orientation and IMD

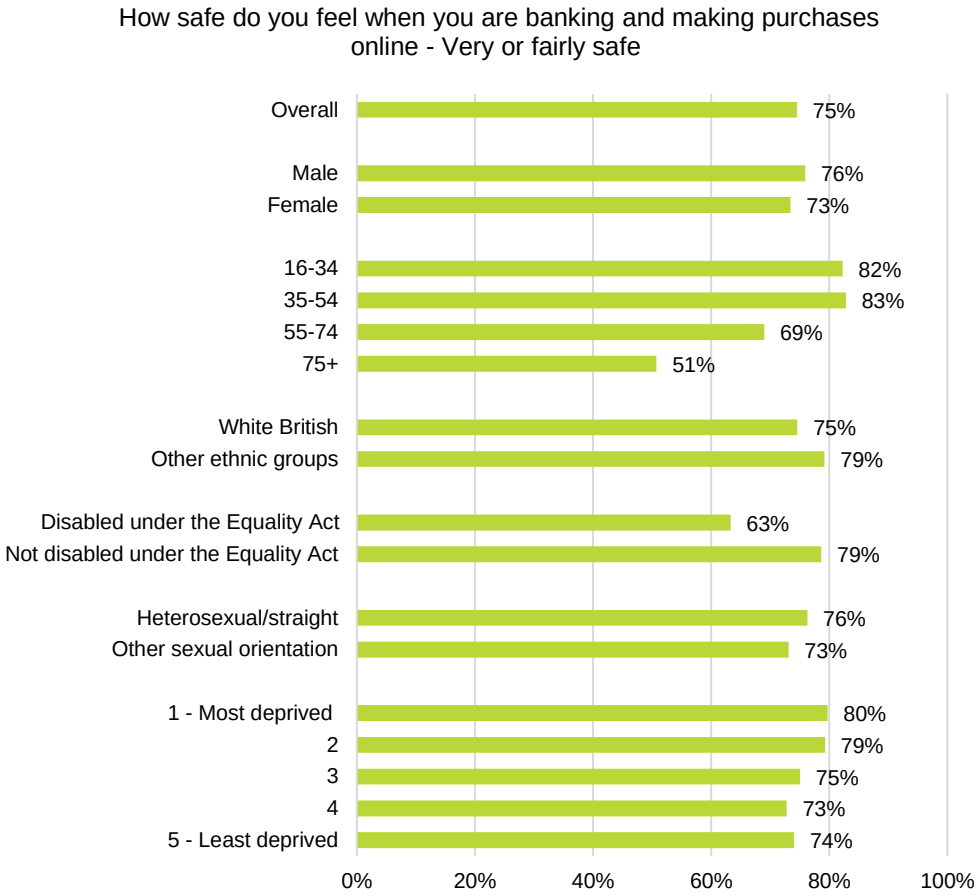
2.29 There were significant differences in the proportion of respondents who feel very or fairly safe alone in their own home at night by gender, age, disability status, sexual orientation and deprivation. Women, respondents aged 16 to 34, respondents disabled under the Equalities Act, those with sexual orientations other than heterosexual and those from the three most deprived IMD quintiles were less likely feel safe in this situation.

2.30 The data below again shows the same data, but for those who feel very or fairly unsafe at night in their own home. Although the proportions are much smaller, there are significant differences by age, gender, disability status and IMD. Women, those in younger age groups, those who are disabled and those in the most deprived quintiles are less likely to feel safe.



Significant differences by gender, disability status and IMD

2.31 There were significant differences in the proportion of respondents who feel very or fairly safe when banking or making purchases online by age and disability status. Respondents aged 75 and over and those disabled under the Equalities Act were less likely feel safe in this situation. Respondents aged 75 and over were more likely to have answered “don’t know”. When ‘don’t know’ is excluded from the analysis, there are still significant differences by age and disability status, with respondents aged 75 and over and those disabled under the Equalities Act less likely to feel safe when banking or making purchases online.

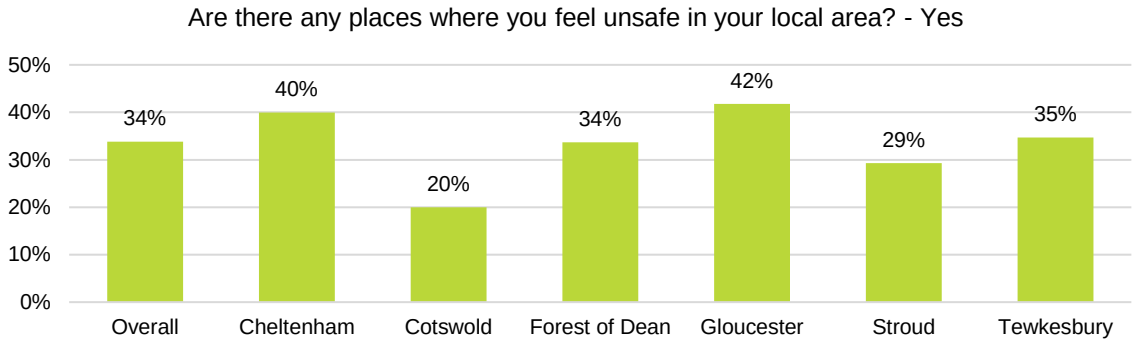


Base: See Appendix A
Significant differences by age and disability status

2.32 There were some significant differences in the proportion of respondents who feel safe in other situations by subgroup. There were significant differences in the proportion of respondents:

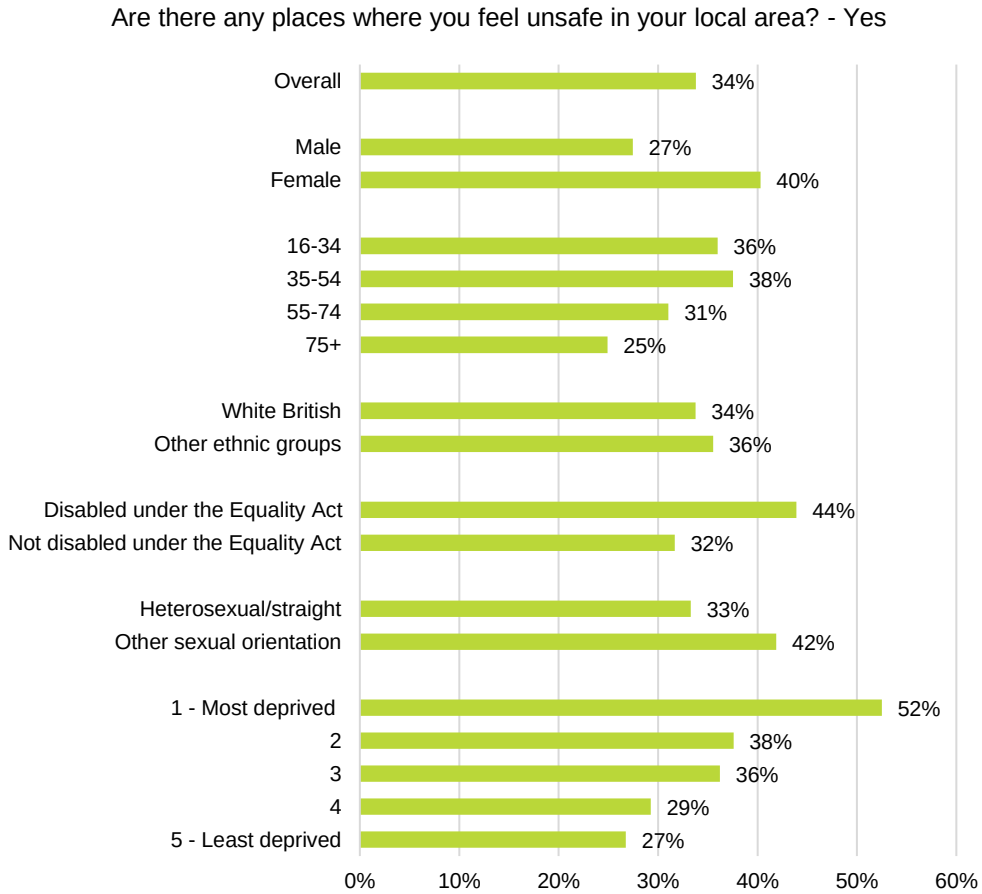
- who feel very or fairly safe outside in their local area during the day by disability status and deprivation, with respondents disabled under the Equalities Act and respondents from the most deprived IMD quintile less likely feel safe.
- who feel very or fairly safe alone in their own home during the day by disability status and deprivation, with respondents disabled under the Equalities Act and respondents from the most deprived IMD quintile and from quintile 3 less likely feel safe.
- who feel very or fairly safe using online social media by gender, age, disability status and deprivation, with men, respondents aged 75 and over, those disabled under the Equalities Act and those from the three least deprived IMD quintiles less likely to feel safe. Respondents aged 75 and over were more likely to have answered ‘don’t know’, but when ‘don’t know’ is excluded from the analysis, there is still a significant difference by age, with respondents aged 75 and over less likely to feel safe using online social media.

2.33 When asked if there were any places where they feel unsafe in their local area, 34% of respondents reported that there were. There were significant differences by Local Authority, with respondents from Cheltenham and Gloucester more likely to say that there were places in their local area where they feel unsafe, and respondents from Cotswold less likely to say this. The question was asked differently in the 2023 survey, so the results are not comparable.



Base: Overall = 1,821, See Appendix A for Local Authority
Significant differences by Local Authority

2.34 There were significant differences in the proportion of respondents who said there were places where they feel unsafe in their local area by gender, age, disability status and deprivation. Women, respondents aged 16 to 54, those disabled under the Equalities Act and those from the most deprived IMD quintile were more likely to say there were places where they feel unsafe in their local area.



Base: See Appendix A
Significant differences by gender, age, disability status and IMD

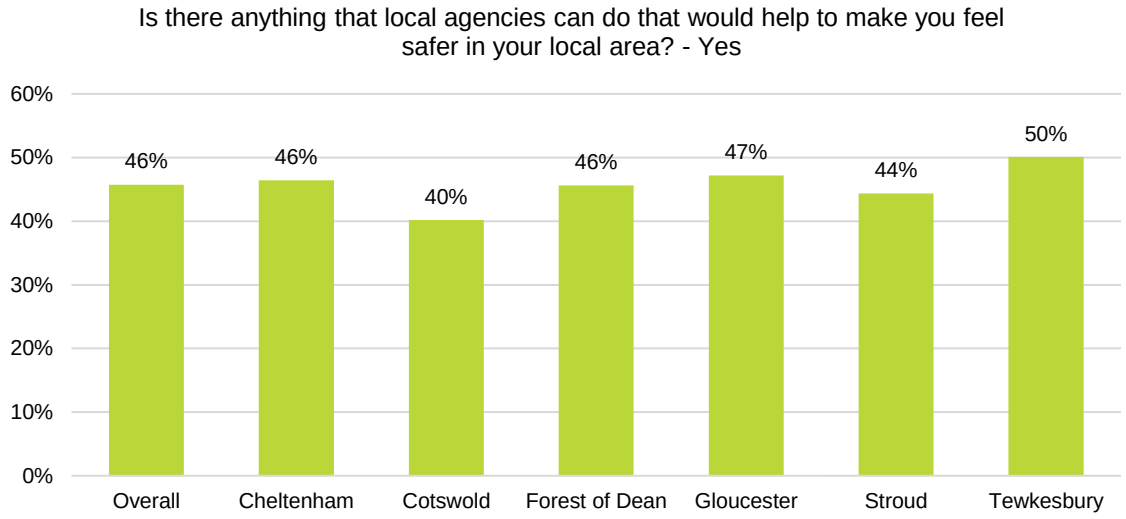
2.35 Respondents who said there were places in their local area where they felt unsafe were asked to give details of the places where they felt unsafe. The diagram below shows words that occur 10 or more times in the responses. The size of the word reflects the frequency in the responses. The most frequently occurring words are 'park/parks', 'night', 'road', 'street' and 'dark'.

Words mentioned 10 or more times
Excluded words: the, and, there, are, not, with, have

2.36 The full set of comments received has been provided separately to this report. Whilst many respondents gave details of specific places they feel unsafe, some gave details for more general places, for example parks and alleyways. Many respondents mentioned feeling unsafe at night, or in dark or unlit areas. Feeling unsafe when walking was also commonly mentioned. Some of the comments received from residents are shown below.

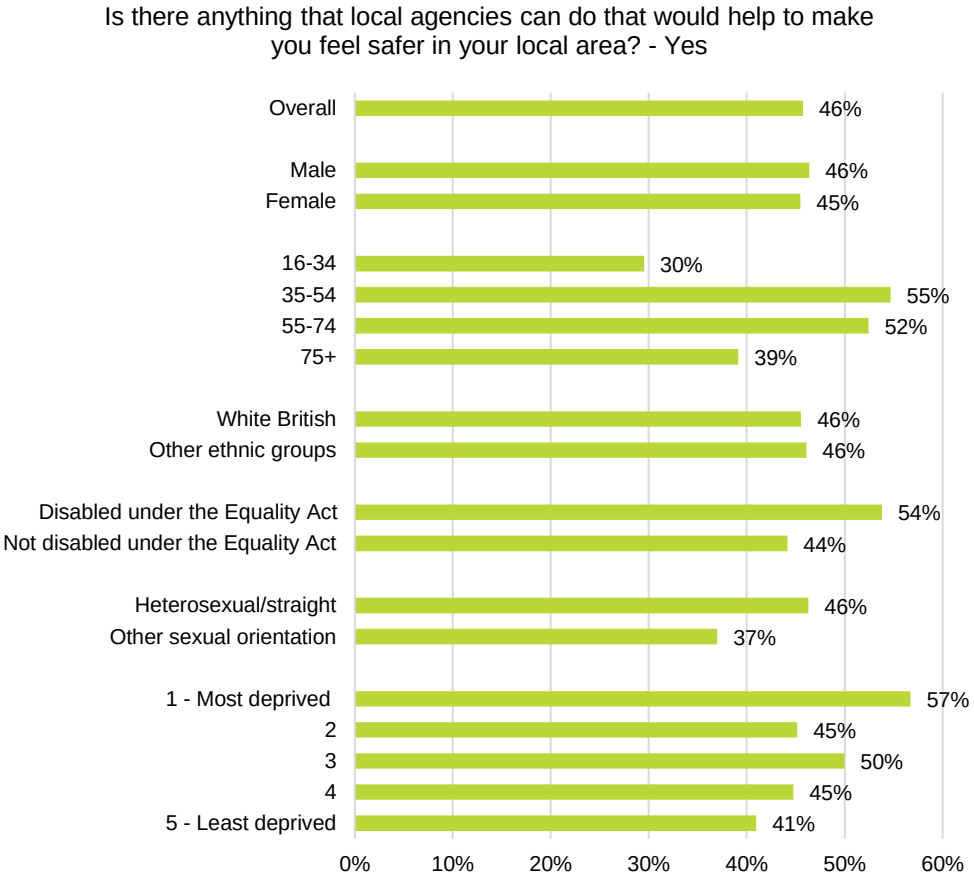
- Alleyways which I have to use very often when out walking.
- Badly lit areas at night.
- Centre of Gloucester day or night.
- Cinderford town centre walking at night in the street.
- Darker areas like parks.
- In town and around the back streets of our area.
- On Sandhurst Lane outside the travelling community.
- Walking from the train station to home after dark through the playing fields.
- When it is dark there is minimal or no lighting in some areas of Fairford.

2.37 Almost half of respondents (46%, 47% in 2023) felt there was something local agencies can do that would make them feel safer in their local area. The differences by area range from 40% to 50% but differences are not statistically significant.



Base: Overall = 1,768, See Appendix A for Local Authority
No significant differences by Local Authority

2.38 There were significant differences in the proportion of respondents who felt there was something local agencies could do that would make them feel safer in their local area by age, disability status and deprivation. Respondents aged 55 to 74, those disabled under the Equalities Act and those from the most deprived IMD quintile were more likely to feel that there was something local agencies can do.



Base: See Appendix A
Significant differences by age, disability status and IMD

2.39 Respondents who felt there was something local agencies can do that would make them feel safer in their local area were asked what would make them feel safer. The diagram below shows words that occur 20 or more times. The size of the word reflects the frequency in the responses. The most frequently occurring words are ‘more’, ‘police’, ‘patrols/patrolling’, ‘presence’, ‘lighting/lights’, ‘foot’, and ‘visible’.

Words mentioned 20 or more times
Excluded words: and, the, are, not, that, for

2.40 The full set of comments received has been provided separately to this report. Many respondents mentioned more police patrols, presence or visibility. Street lighting and CCTV was also mentioned. Some of the comments received from residents are shown below:

- A larger police presence.
- Better lighting and CCTV.
- Deal with antisocial behaviour, including drug taking and dealing.
- Increased police presence on foot.
- Visible presence of officers, tackling drug and shoplifting.

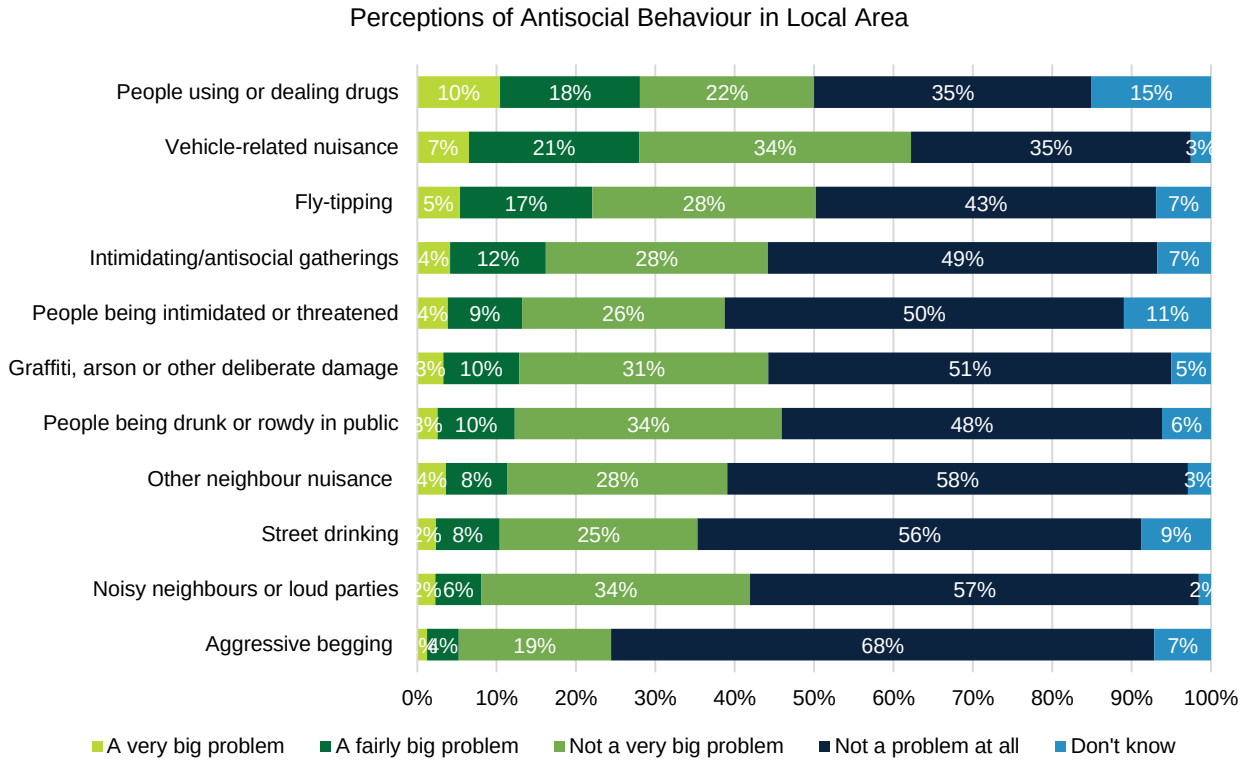
Perceptions and Experience of Antisocial Behaviour

Perceptions of Antisocial Behaviour

2.41 Respondents were asked how much of a problem they perceived a number of different ASB issues to be in their local area. The chart below is ranked by the combined proportion of residents thinking the issue was ‘a very big’ and ‘a fairly big’ problem. With this ranking, the ASB issues perceived to be most of a problem are ‘people using or dealing drugs’ and ‘vehicle-related nuisance’, with 28% of respondents thinking these are a problem. ‘Fly-tipping’ is ranked third, with 22% of respondents thinking this is a problem. In the 2023 survey, the ranking was the same, with ‘people using or dealing drugs’ being the ASB issue ranked first (29%), vehicle-related nuisance ranked second (26%) and ‘fly-tipping’ ranked third (20%). In the Crime Survey for England and Wales figures for England[7], 8% thought ‘noisy neighbours or loud parties’ was a very or fairly big problem (8% in this survey), 22% thought ‘people using or dealing

[7] Apr 2023 to Mar 2024

drugs' was a very or fairly big problem (28% in this survey) and 12% thought 'people being drunk or rowdy in public' was a very or fairly big problem' (12% in this survey).

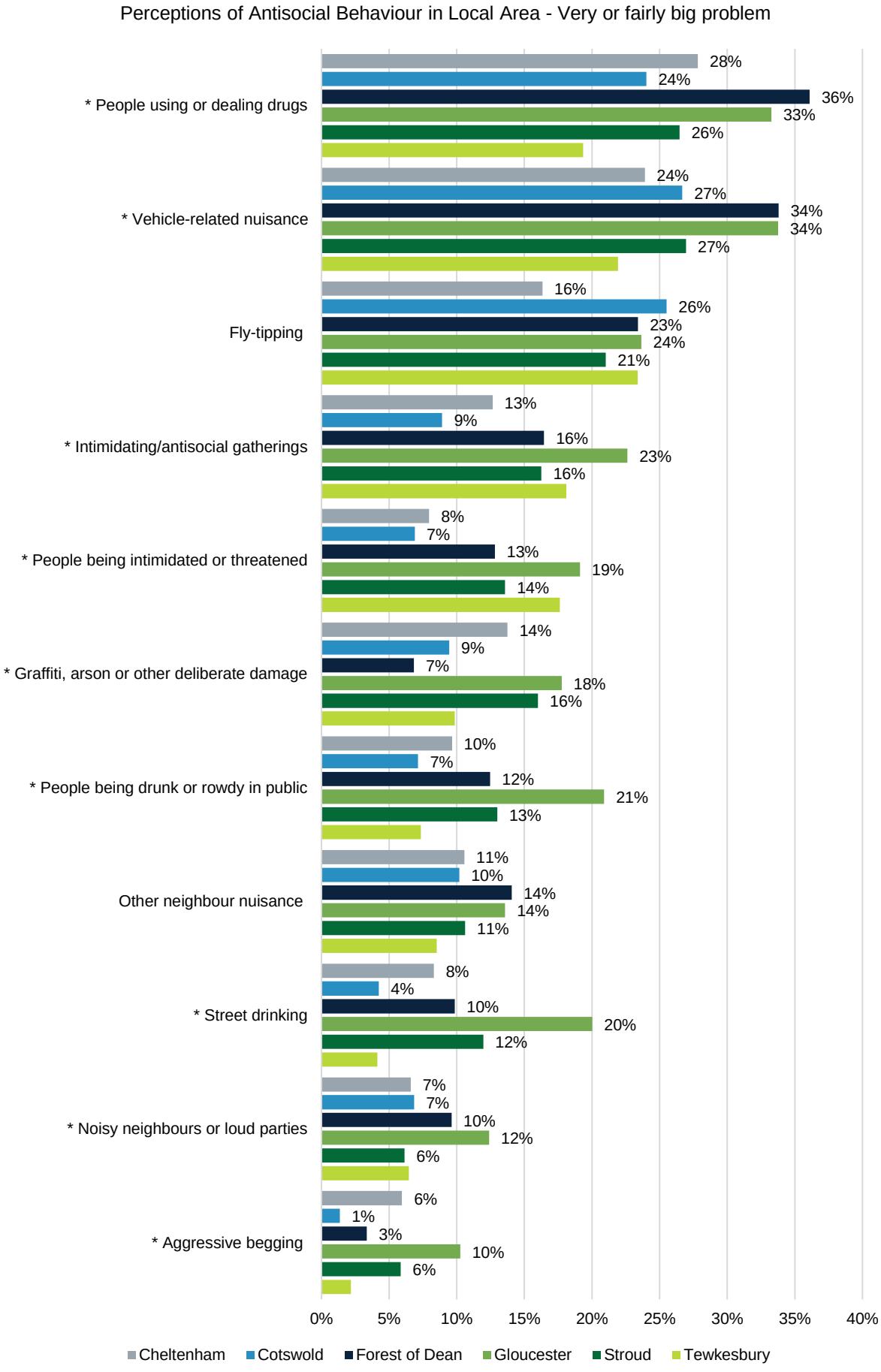


Base: 1,794 – 1,818

2.42 There were significant differences by local authority in perceptions of anti-social behaviour for nine of the eleven issues. The issues that respondents were more or less likely to think were a problem included:

- Forest of Dean – more likely to think that 'people using or dealing drugs' was a problem.
- Gloucester and Forest of Dean - more likely to think that 'vehicle-related nuisance' was a problem.
- Gloucester – more likely to think that 'intimidating/antisocial gatherings', 'graffiti, arson or other deliberate damage', 'people being drunk or rowdy in public', 'street drinking', 'noisy neighbours or loud parties' and 'aggressive begging was a problem.
- Gloucester and Tewkesbury – more likely to think that 'people being intimidated or threatened' was a problem.

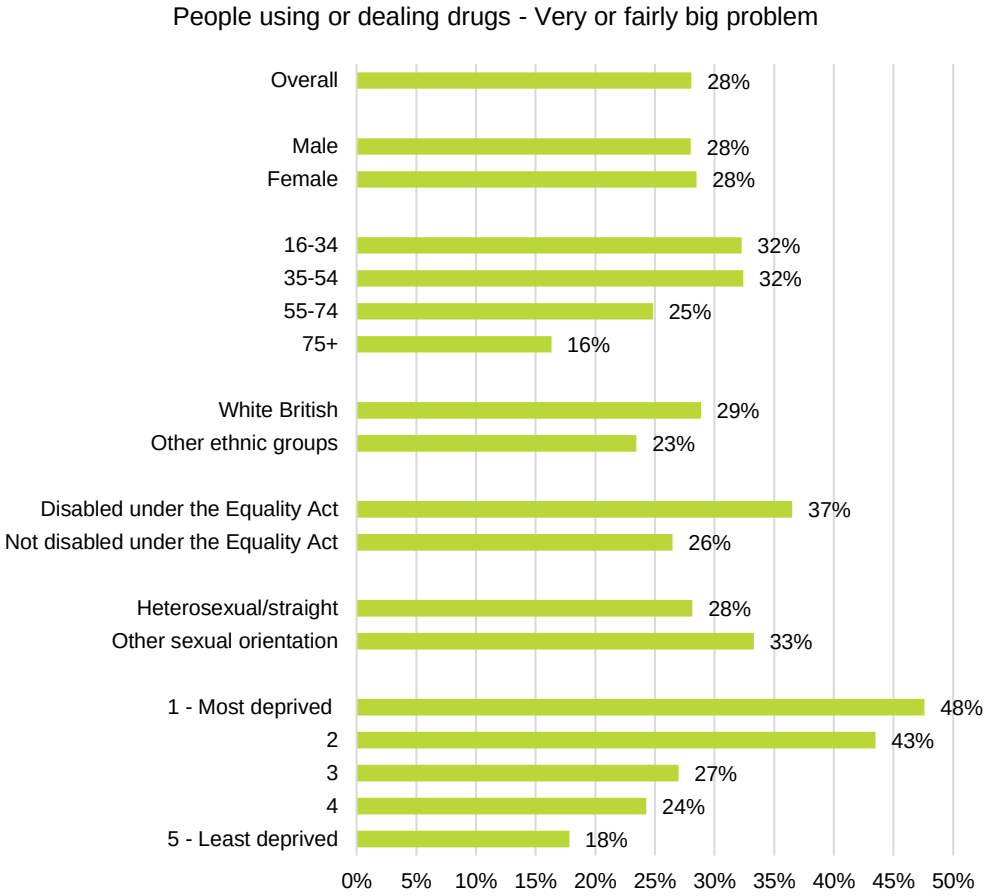
2.43 There were also some differences in the ranking of issues by Local Authority. 'People using or dealing drugs' was ranked first in Cheltenham and Forest of Dean. 'Vehicle-related nuisance' was ranked first by respondents in Cotswold, Gloucester and Stroud and 'fly-tipping' was ranked first in Tewkesbury. 'Vehicle-related nuisance' was ranked second by respondents in Cheltenham, Forest of Dean and Tewkesbury, while 'fly-tipping' was ranked second in Cotswold and 'people using or dealing drugs' was ranked second in Gloucester and Stroud. (Chart overleaf).



Base: See Appendix A

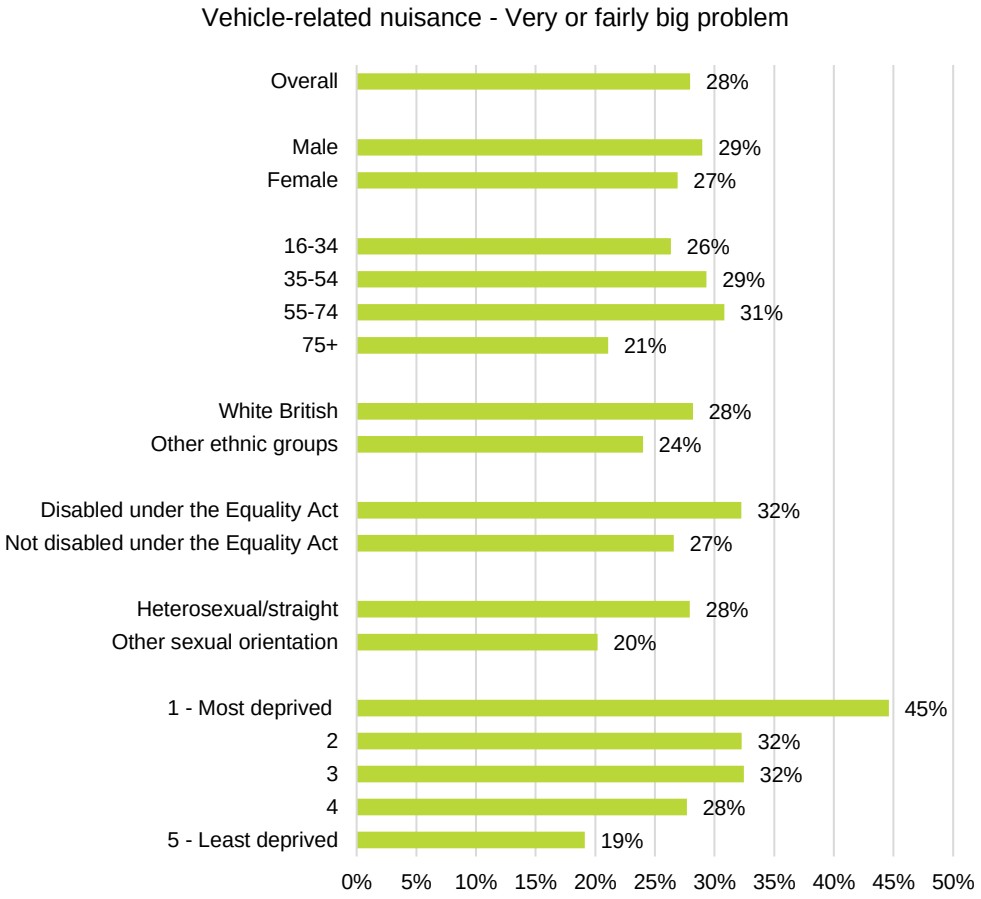
* = Significant difference by Local Authority

2.44 There were significant differences in the proportion of respondents who felt that people using or dealing drugs was a very big or fairly big problem in their local area by age, disability status and deprivation. Respondents from younger age groups, those who are disabled under the Equalities Act and those from the most deprived IMD quintiles were more likely to perceive this issue as a very big or fairly big problem.



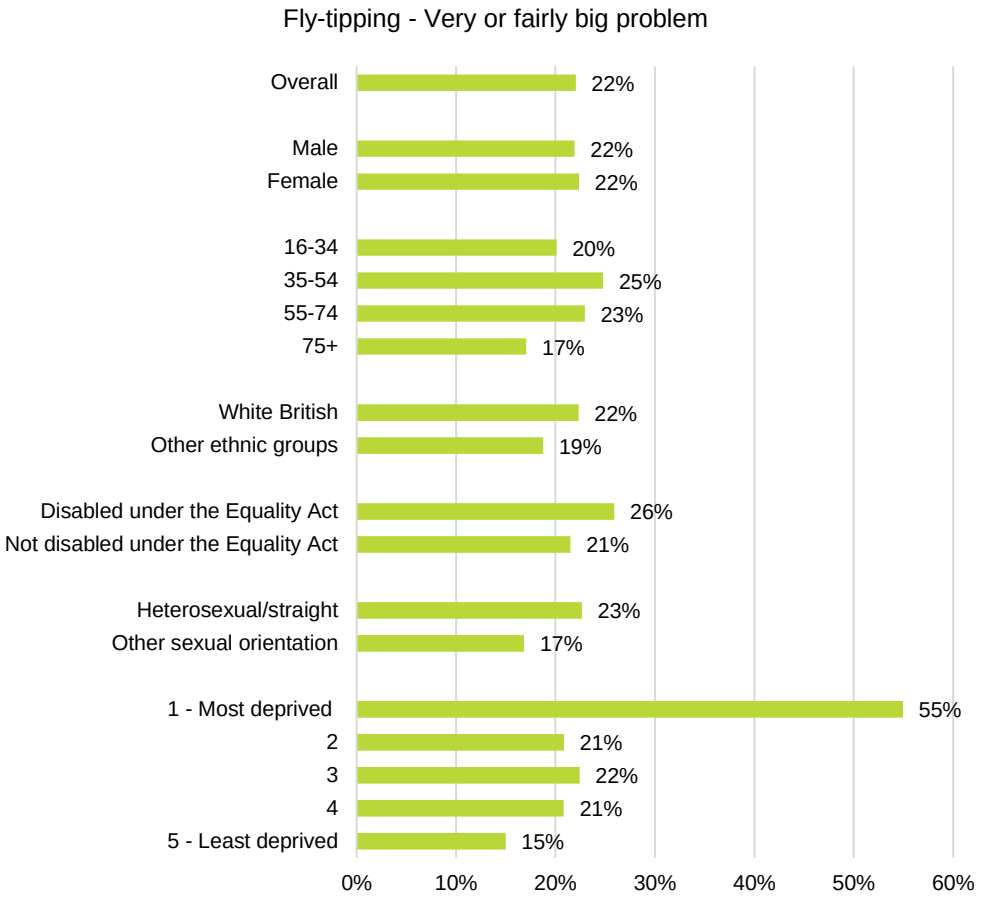
Base: See Appendix A
Significant differences by age, disability status and IMD

2.45 There were significant differences in the proportion of respondents who felt that vehicle-related nuisance was a very or fairly big problem in their local area by age and deprivation. Respondents aged 55 to 74 and those from the most deprived IMD quintile were more likely to perceive this issue as a very big or fairly big problem. (Chart overleaf).



Base: See Appendix A
Significant differences by age and IMD

2.46 There were significant differences in the proportion of respondents who felt that 'fly-tipping' was a very big or fairly big problem in their local area by deprivation. Respondents from the most deprived IMD quintile were more likely to perceive this issue as a very big or fairly big problem.

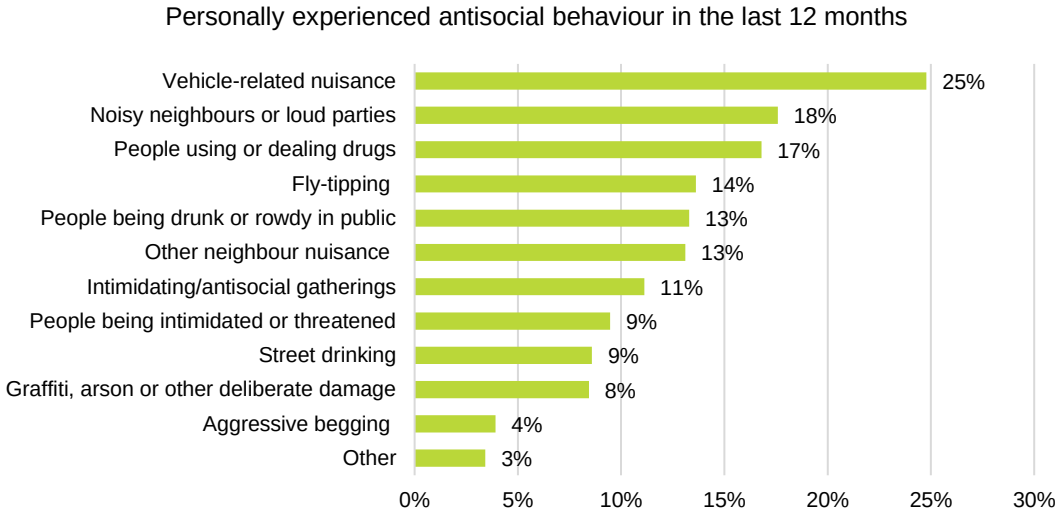


Base: See Appendix A
Significant differences by IMD

2.47 Sections 2.41 to 2.43 (above) detail differences in key groups for the top three antisocial behaviour issues perceived by respondents. There are also some differences by sub-group for other issues. For example, there were significant differences in the proportion of respondents who felt that people being drunk or rowdy in public was a very big or fairly big problem in their local area, with respondents aged 16 to 34, from non-White British ethnic groups, who are disabled under the Equalities Act and from the most deprived IMD quintile more likely to perceive this issue as a problem.

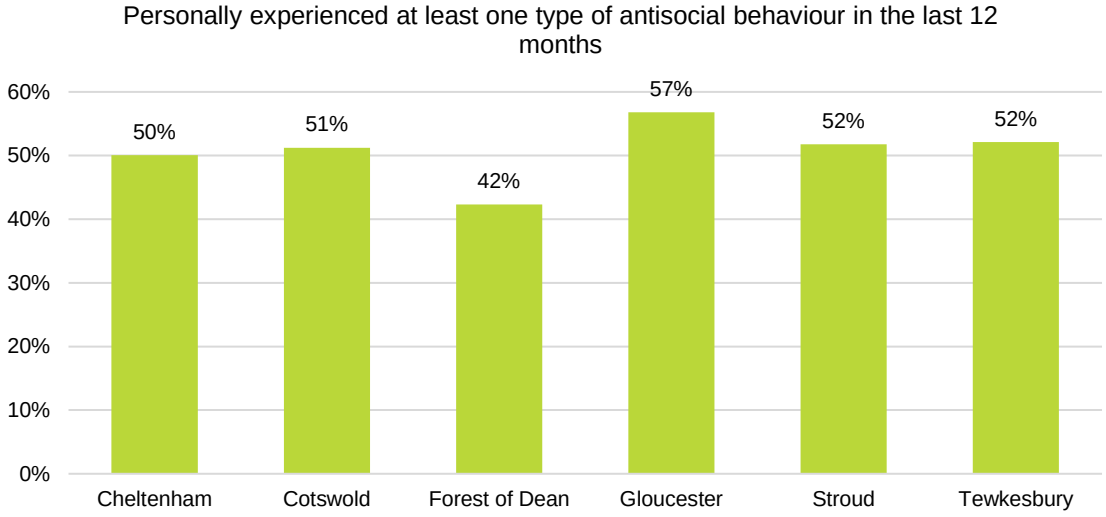
Experience of Antisocial behaviour

2.48 Just over half (51%) of respondents had personally experienced at least one type of antisocial behaviour in the last 12 months – the proportion in 2023 was 46%. 25% had experienced 'vehicle-related nuisance' (22% in 2023), 18% had experienced 'noisy neighbours or loud parties' (17% in 2023) and 17% had experienced 'people using or dealing drugs' (16% in 2023). In the Crime Survey for England and Wales, figures for England[8], 10% had personally experienced or witnessed 'people using or dealing drugs' in their in local area.



Base: 1,846
'Other' coded from 'If you wish to make any additional comments on antisocial behaviour, please write these in the box below.'

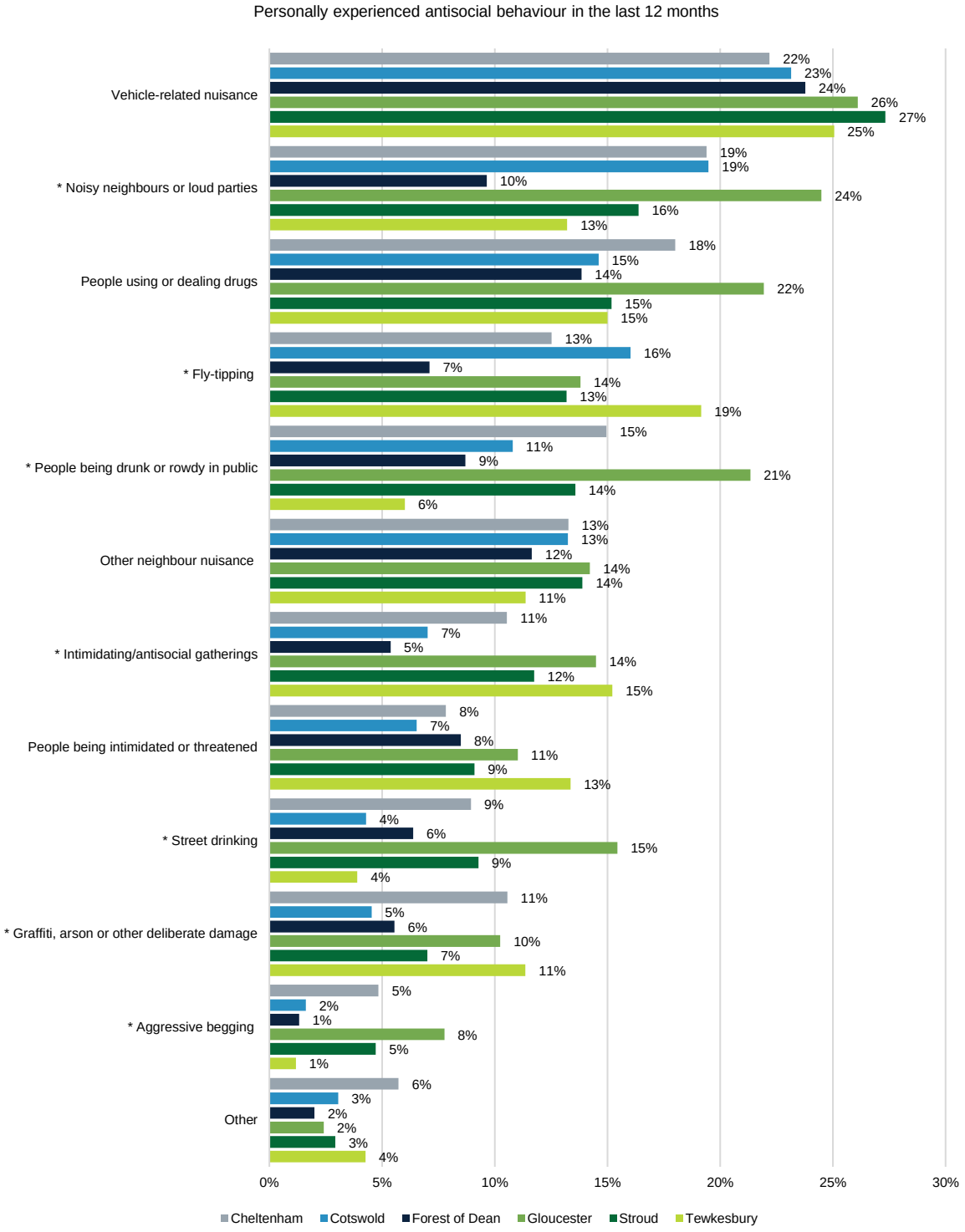
2.49 There were significant differences by Local Authority in the proportion of respondents who had personally experienced at least one type of antisocial behaviour in the last 12 months. Respondents from Gloucester were more likely to have personally experienced at least one type of antisocial behaviour, while respondents from the Forest of Dean were less likely.



Base: See Appendix A
Significant differences by Local Authority

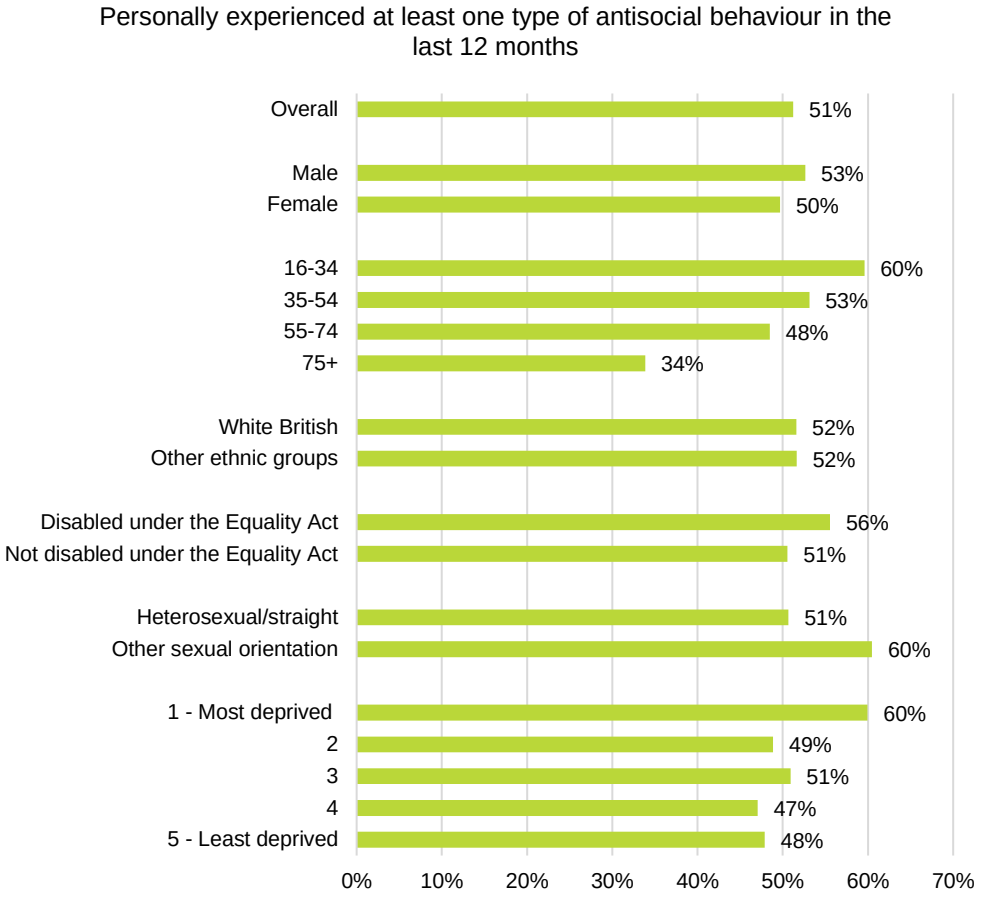
[8] Apr 2023 to Mar 2024

2.50 There were some significant differences in the types of antisocial behaviour respondents had personally experienced in the last 12 months by Local Authority. Respondents from Gloucester were more likely to have experienced 'noisy neighbours or loud parties', 'people being drunk or rowdy in public', 'street drinking' and 'aggressive begging'. Respondents from Tewkesbury were more likely to have experienced 'fly-tipping. Respondents from Gloucester and Tewkesbury were more likely to have experienced 'intimidating/antisocial gatherings'. Respondents from Gloucester and Tewkesbury were more likely to have experienced 'graffiti, arson or other deliberate damage'.



Base: See Appendix A
* = Significant difference by Local Authority

2.51 There were some significant differences in the proportion of respondents who had personally experienced at least one type of antisocial behaviour in the last 12 months by age. Respondents aged 16-34 were more likely to have personally experienced at least one type of antisocial behaviour, while those aged 75 and over were less likely to have personally experienced at least one type of antisocial behaviour.

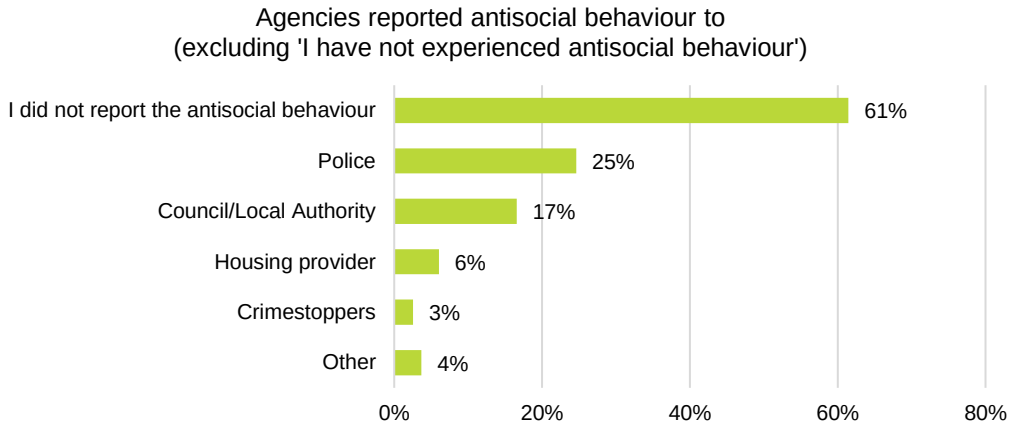


Base: See Appendix A
Significant differences by age

2.52 There are also some significant differences in the types of antisocial behaviour respondents had personally experienced in the last 12 months by subgroup. For example, there were significant differences in the proportion of respondents who had experienced vehicle-related nuisance by gender, with men more likely to have experienced this type of antisocial behaviour.

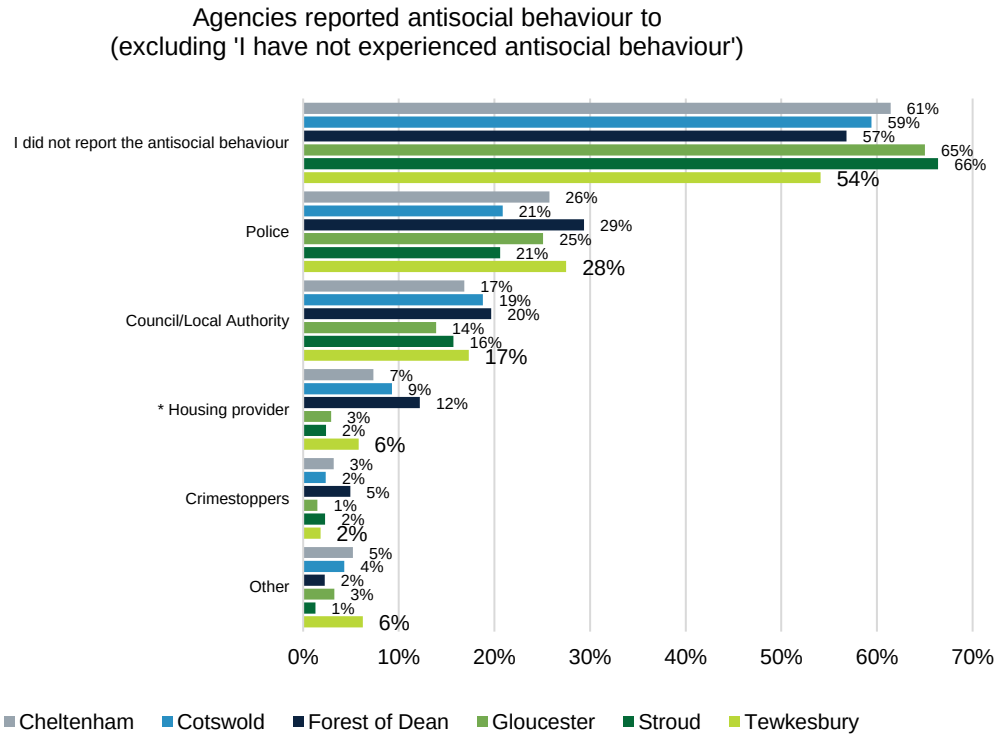
Reporting Antisocial Behaviour

2.53 Of respondents who had experienced antisocial behaviour in the last year, 61% had not reported it, compared to 39% who had reported it to at least one agency. 25% of respondents had reported antisocial behaviour to the police and 17% had reported it to the council or local authority. Some respondents (16%) answered this question, even though they did not report having experienced any type of antisocial behaviour in the previous question. In the 2023 survey, 63% had not reported the antisocial behaviour experienced, 22% had reported it to the police and 17% had reported it to the council or local authority.



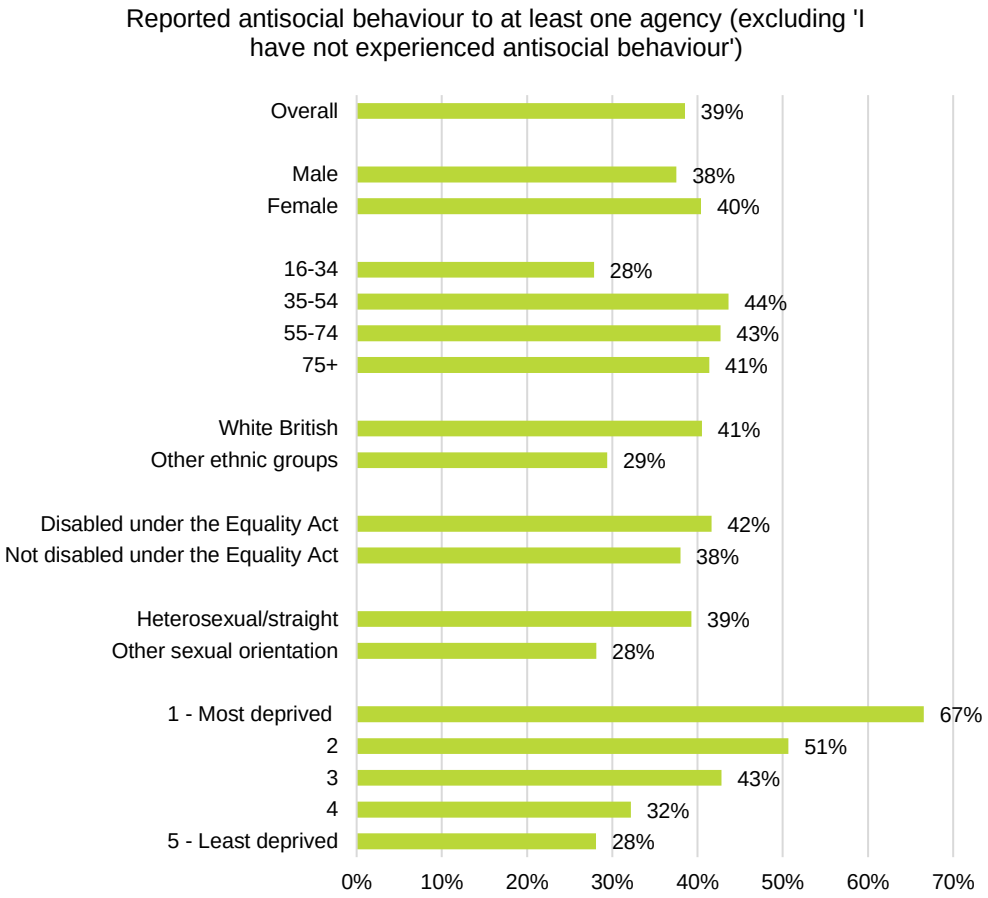
Base: 915 (Note that respondents could give more than one answer and so the figures sum to over 100%).

When respondents who answered that they had not experienced antisocial behaviour are excluded, there are no significant differences in the proportion of respondents who reported the antisocial behaviour experienced over the last year by Local Authority. There are significant differences in the agencies antisocial behaviour was reported to, by Local Authority, with respondents from Forest of Dean more likely to have reported antisocial behaviour to a housing provider.



Base: See Appendix A
* = significant differences by Local Authority

2.54 When respondents who answered that they have not experienced antisocial behaviour are excluded, there are significant differences in the proportion of respondents who reported the antisocial behaviour experienced to at least one agency by age, ethnic group and deprivation. White British respondents and respondents from the most deprived quintile were more likely to have reported antisocial behaviour experienced to at least one agency. Respondents aged 16 to 34 were less likely to have reported antisocial behaviour experienced to at least one agency.



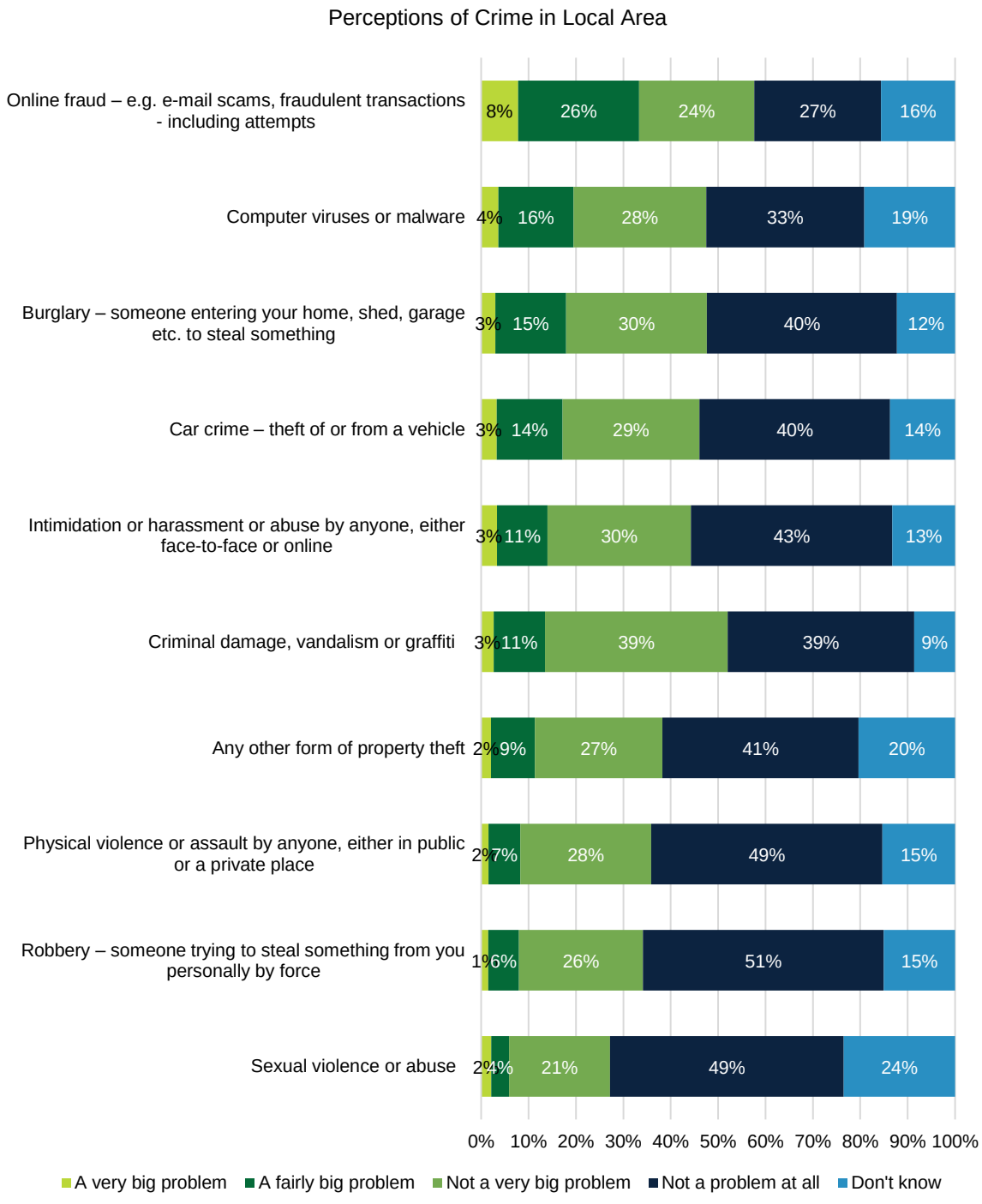
Base: See Appendix A
Significant differences by age, ethnic group and IMD

2.55 There are also some significant differences in the agencies antisocial behaviour was reported to by subgroup (when respondents who answered that they have not experienced antisocial behaviour are excluded). For example, there were significant differences in the proportion of respondents who reported antisocial behaviour to the police by age and deprivation, with respondents aged 35 to 74 and respondents from the most deprived quintile more likely to have reported antisocial behaviour experienced to the police. There were significant differences in the proportion of respondents who reported antisocial behaviour to the Council or Local Authority by age, ethnic group and deprivation, with respondents aged 55 to 75, those who are White British and those from the most deprived IMD quintile more likely to have reported antisocial behaviour experienced to Council or Local Authority.

Perceptions and Experience of Crime

Perceptions of Crime

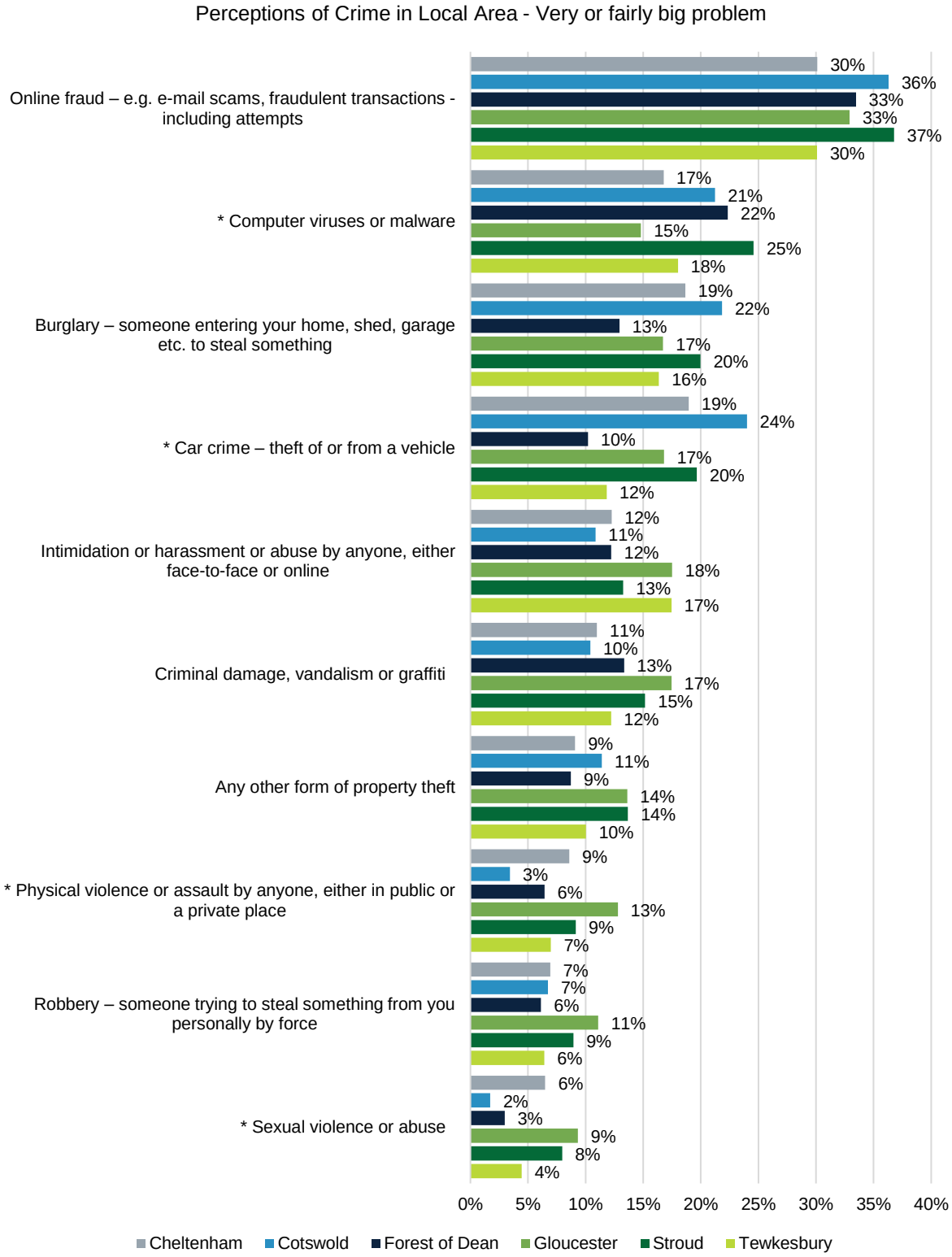
2.56 Respondents were asked how much of a problem they perceived a number of different types of crime to be in their local area. The chart below is ranked by the combined proportion of respondents thinking the crime was 'a very big' and 'a fairly big' problem. With this ranking, the type of crime perceived to be most of a problem is 'online fraud' with 34% of respondents thinking this a fairly big or very big problem (31% in 2023). 'Computer viruses or malware' is ranked second, with 19%[9] of respondents thinking this is a problem (20% in 2023) and 'burglary' is ranked third, with 18% of respondents thinking this is a problem (also 18% in 2023).



Base: 1,763 – 1,811

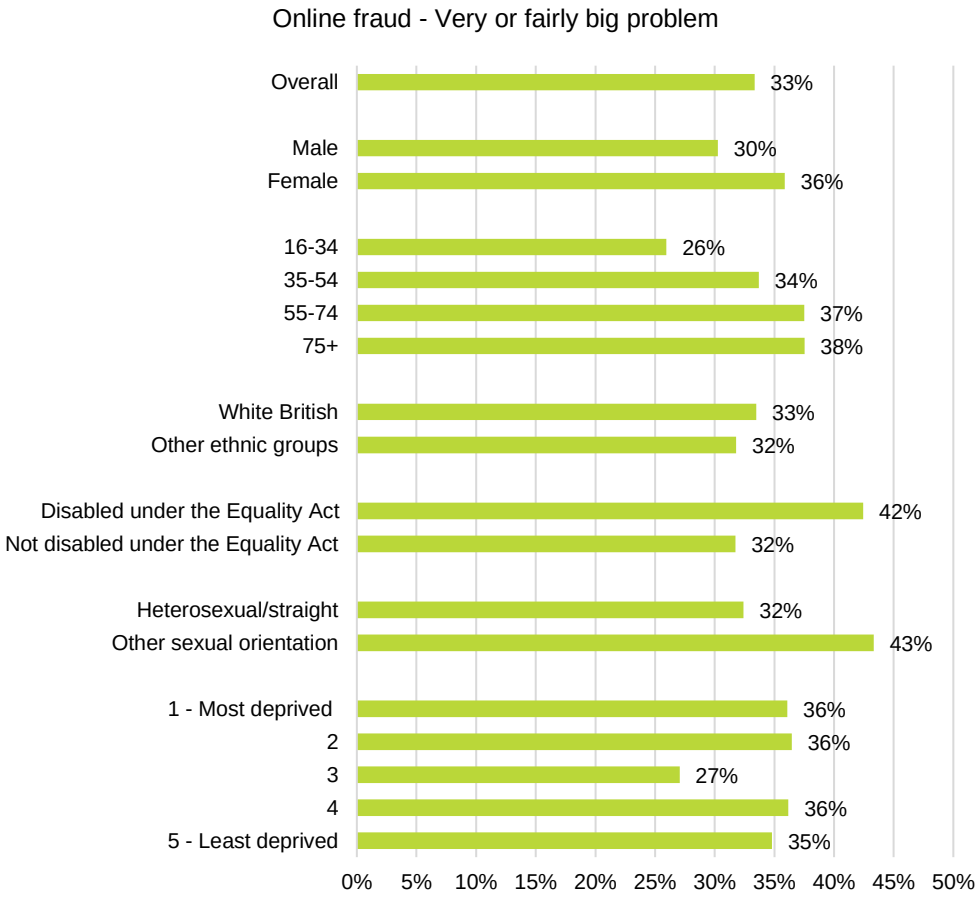
[9] 19% due to rounding

2.57 There were significant differences by Local Authority in perceptions of crime for four of the ten types of crime. Respondents from Stroud were more likely to think that 'computer viruses or malware' was a problem. Respondents from Cotswold were more likely to think that 'car crime' was a problem. Respondents from Gloucester were more likely to think that 'physical violence or assault' was a problem. Respondents from Gloucester and Stroud were more likely to think that 'sexual violence or abuse' was a problem.



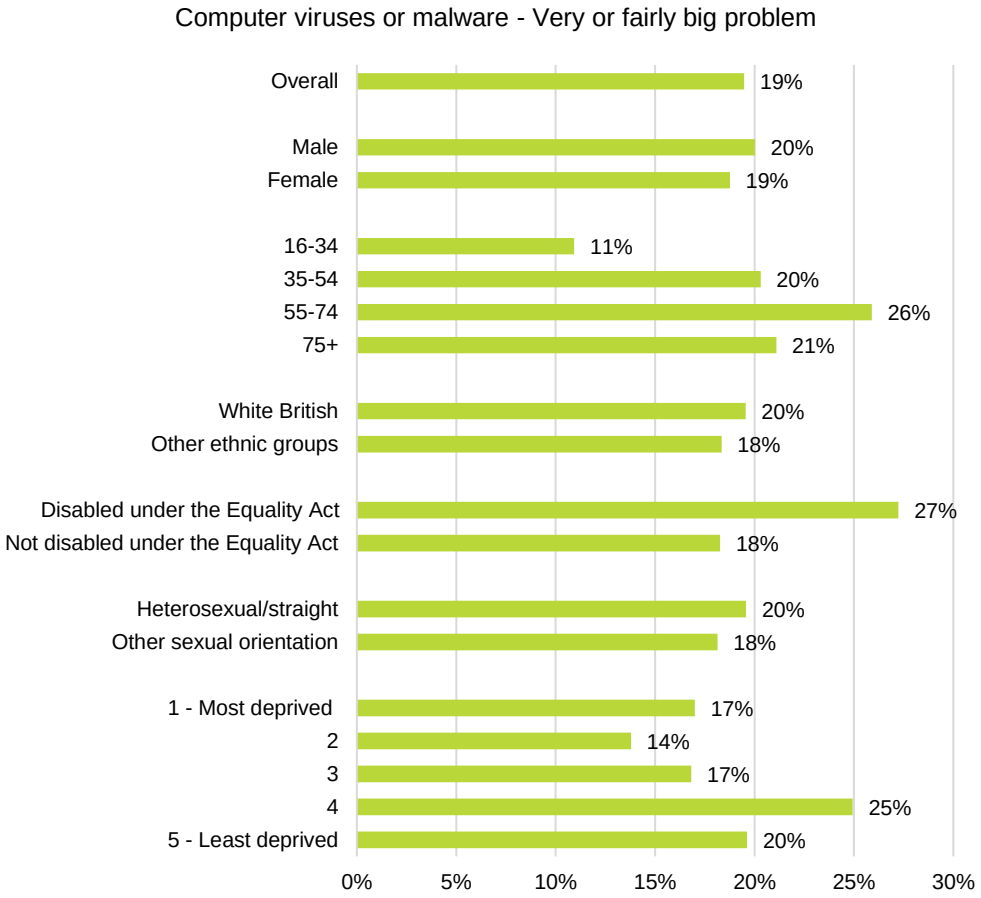
Base: See Appendix A
* = Significant difference by Local Authority

2.58 There were significant differences in the proportion of respondents who felt that online fraud was a very big or fairly big problem in their local area by gender, age, disability status, sexual orientation and deprivation. Women, respondents who are disabled under the Equalities Act and those with sexual orientations other than heterosexual were more likely to perceive this type of crime as a very big or fairly big problem. Respondents aged 16 to 34 and those from the middle (third most derived) IMD quintile were less likely to perceive this type of crime as a very big or fairly big problem.



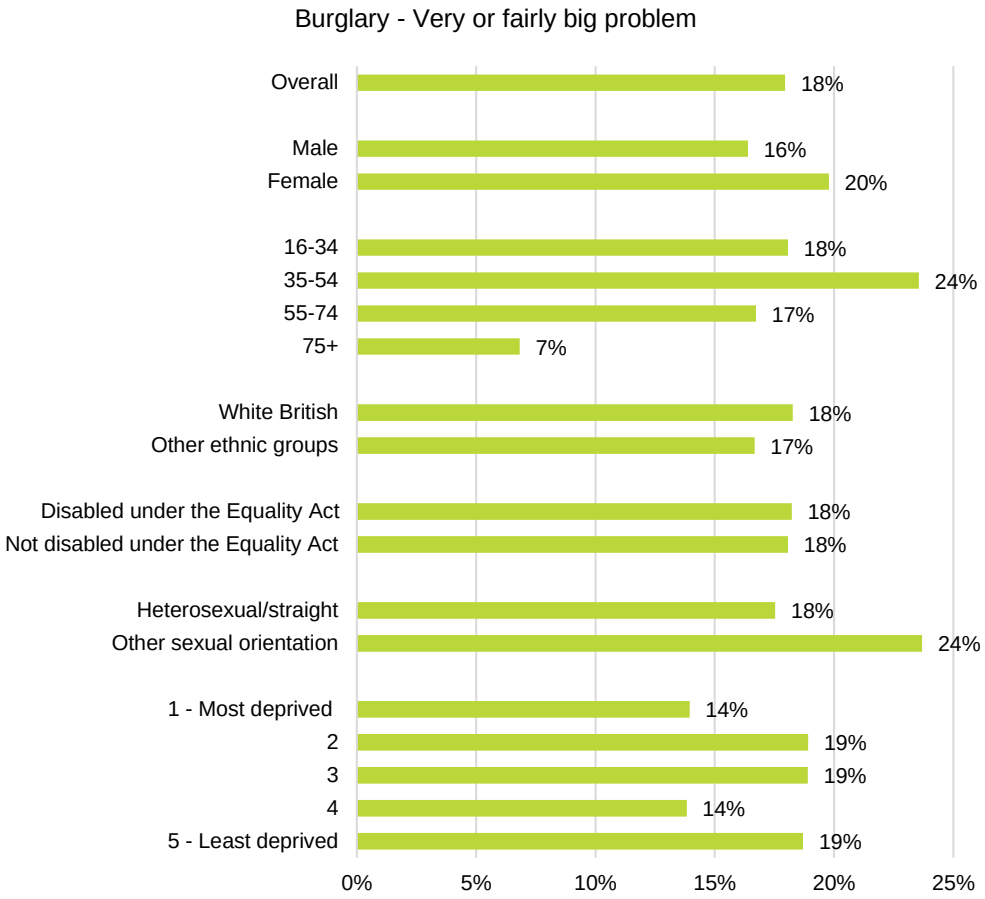
Base: See Appendix A
Significant differences by gender, age, disability status, sexual orientation and IMD

2.59 There were significant differences in the proportion of respondents who felt that computer viruses or malware was a very big or fairly big problem in their local area by age, disability status and deprivation. Respondents aged 55 to 74, those who are disabled under the Equalities Act and those from the second least deprived IMD quintile were more likely to perceive this type of crime as a very big or fairly big problem.



Base: See Appendix A
Significant differences by age, disability status and IMD

2.60 There were significant differences in the proportion of respondents who felt that burglary was a very big or fairly big problem in their local area by age. Respondents aged 35 to 54 were more likely to perceive this type of crime as a very big or fairly big problem.



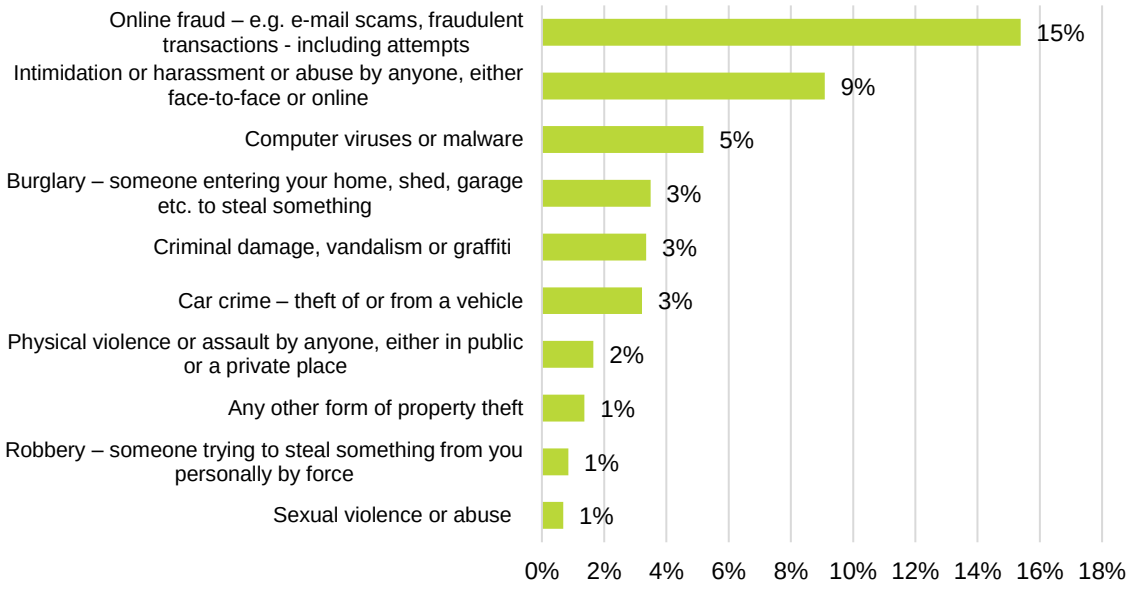
Base: See Appendix A
Significant differences by age

2.61 The sections above detail differences in key groups for the top type of crime perceived by respondents. There are also some differences by sub-group for other types of crime. For example, there were significant differences in the proportion of respondents who felt that sexual violence or abuse was a very big or fairly big problem in their local area by age and deprivation, with respondents aged 16 to 34 and those from the most deprived and the middle (third most derived) IMD quintile more likely to perceive this type of crime as a very big or fairly big problem.

Experience of Crime

2.62 Twenty-nine percent (29%) of respondents had personally been a victim of at least one type of crime in the last 12 months (26% in 2023). 15% had been a victim of 'online fraud', 9% had been a victim of 'intimidation or harassment or abuse' and 5% had been a victim of 'computer viruses or malware'. When online fraud and computer viruses and malware are excluded, 17% of respondents had personally been a victim of crime in the last 12 months (15% in 2023). In the 2023 survey, 15% had been a victim of 'online fraud', 7% had been a victim of 'intimidation or harassment or abuse' and 5% had had been a victim of 'computer viruses or malware'.

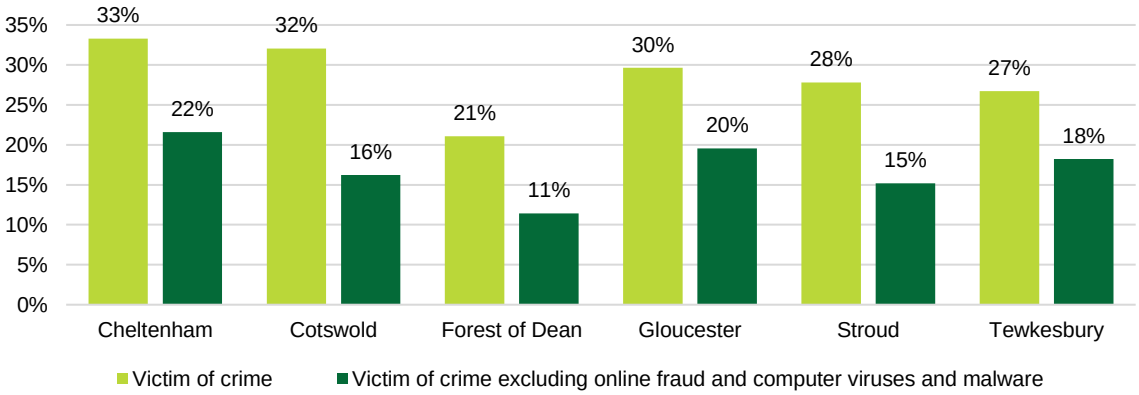
Personally been a victim of crime in the last 12 months



Base: 1,691

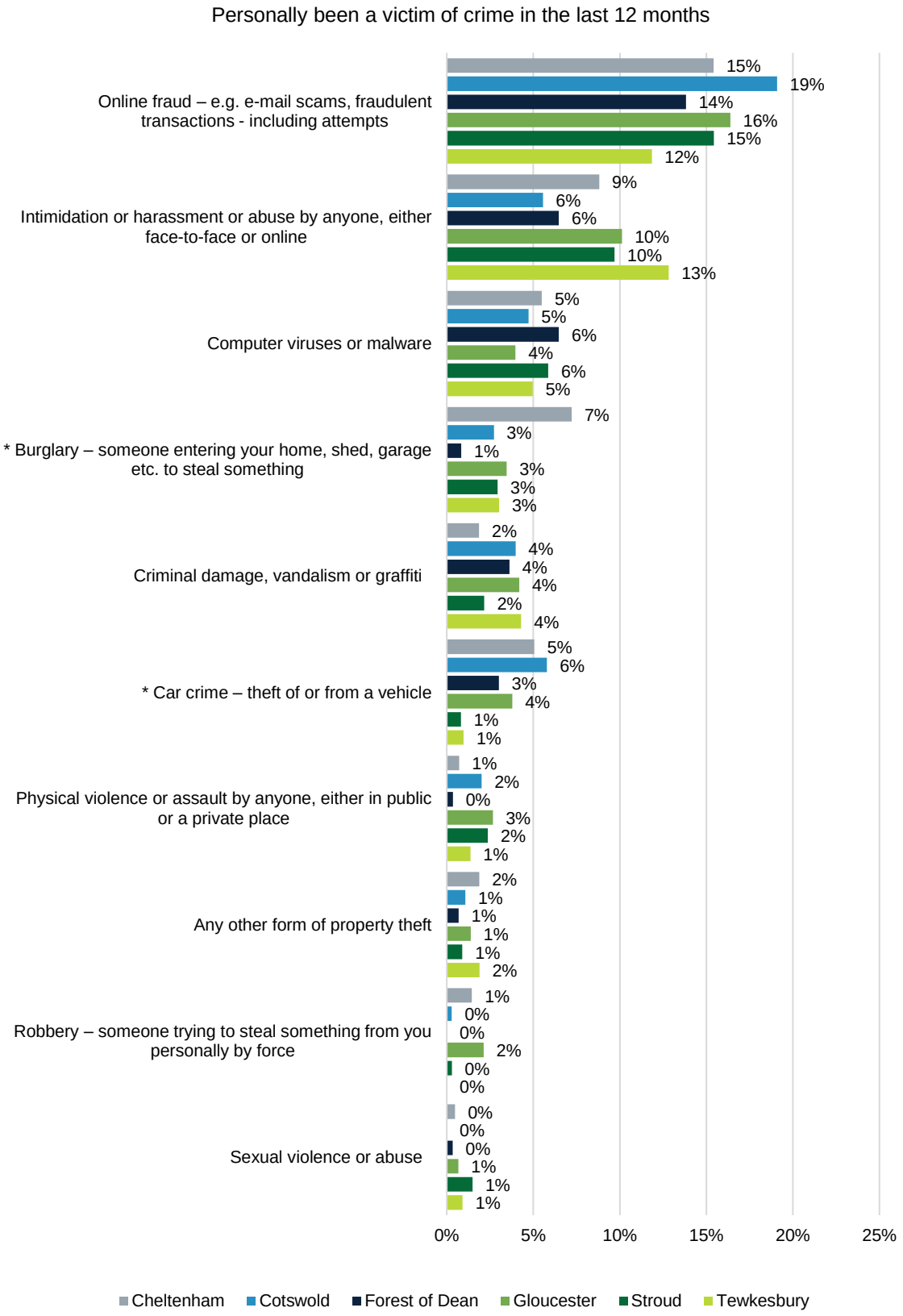
2.63 There were significant differences by Local Authority in the proportion of respondents who had had been a victim of at least one type of crime in the last 12 months, with respondents from Cheltenham and Cotswold more like to have been a victim of at least one type of crime. There were also significant differences by Local Authority in the proportion of respondents who had had been a victim of crime in the last 12 months when online fraud and computer viruses and malware are excluded, with respondents from Cheltenham and Gloucester more like to have been a victim of at least one type of crime in that case.

Personally been a victim of at least one type of crime in the last 12 months



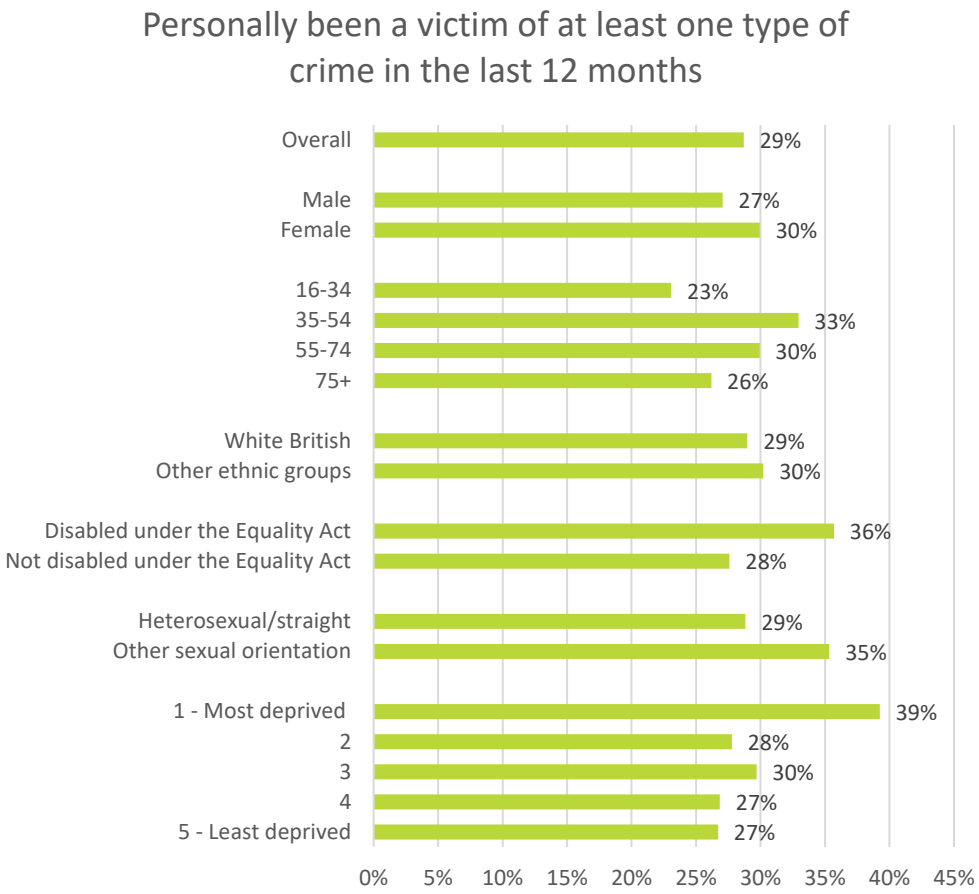
Base: See Appendix A
Significant differences by Local Authority in victim of crime and victim of crime excluding online fraud and computer viruses and malware

2.64 There were some significant differences in the types of crime respondents had been a victim of in the last 12 months by Local Authority. Respondents from Cheltenham were more likely to have been a victim of 'burglary'. Respondents from Cheltenham and Cotswold were more likely to have been a victim of 'car crime'.



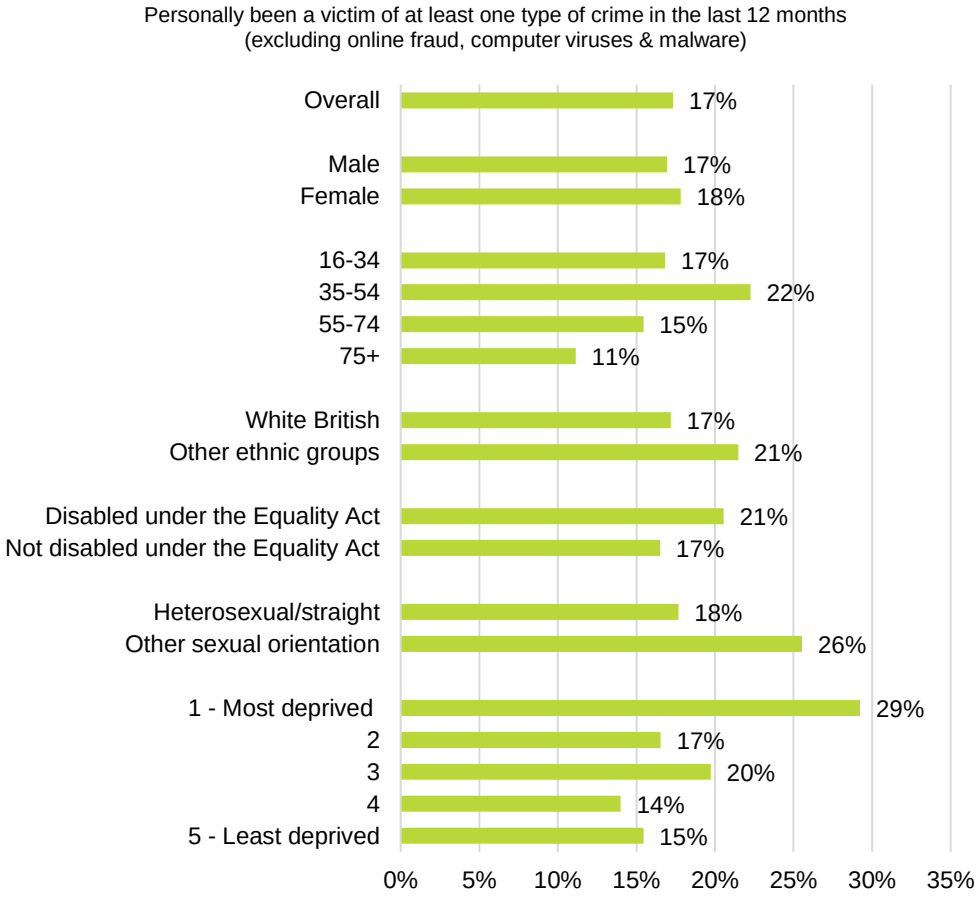
Base: See Appendix A
* = Significant difference by Local Authority

2.65 There were some significant differences in the proportion of respondents who had personally been a victim of at least one type of crime in the last 12 months by age and disability status. Respondents aged 35 to 74 and those disabled under the Equalities Act were more likely to have personally been a victim of at least one type of crime.



Base: See Appendix A
Significant differences by age and disability status

2.66 There were some significant differences in the proportion of respondents who had personally been a victim of crime in the last 12 months when online fraud and computer viruses and malware are excluded by age and deprivation. Respondents aged 35 to 54 and those from the most deprived IMD quintile were more likely to have personally been a victim of crime when online fraud and computer viruses and malware are excluded.

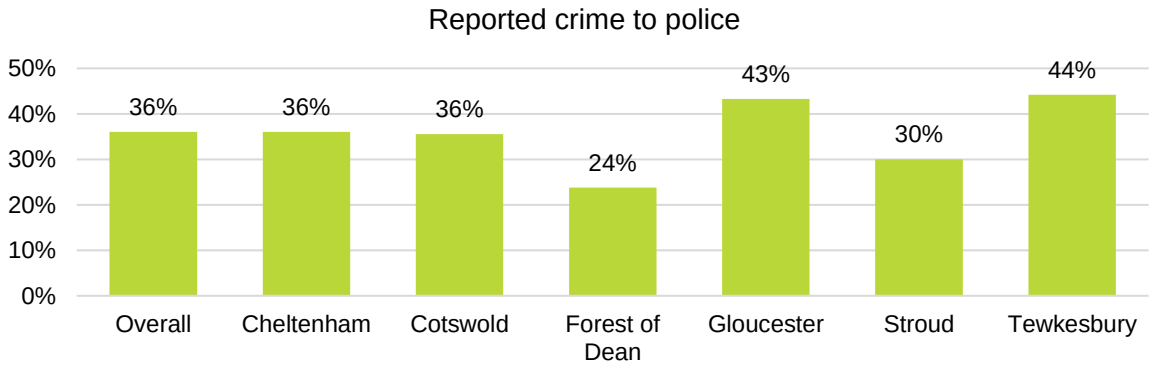


Base: See Appendix A
Significant differences by age and IMD

2.67 There are also some significant differences in the types of crime respondents had personally been a victim of in the last 12 months by subgroup. For example, there were significant differences in the proportion of respondents who had been a victim of 'intimidation or harassment or abuse' by disability status and deprivation, with respondents disabled under the Equality Act and those from the most deprived IMD quintile more likely to have been a victim of this type of crime.

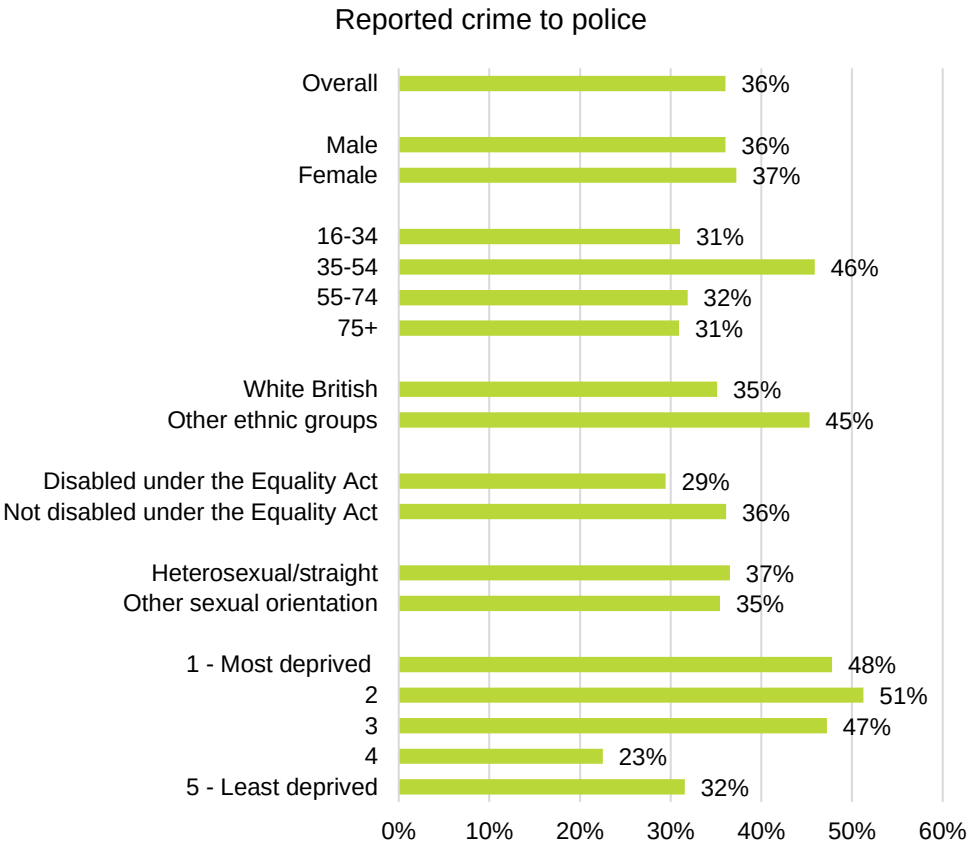
Reporting Crime

2.68 Overall, 36% of respondents who had been a victim of crime in the last 12 months reported the last crime they were a victim of to the police. Gloucester and Tewkesbury saw the highest proportion reporting crime, but there were no significant differences by Local Authority. In the 2023 survey, a slightly higher proportion of respondents (40%) who had been a victim of crime in the last 12 months reported the last crime they were a victim of to the police.



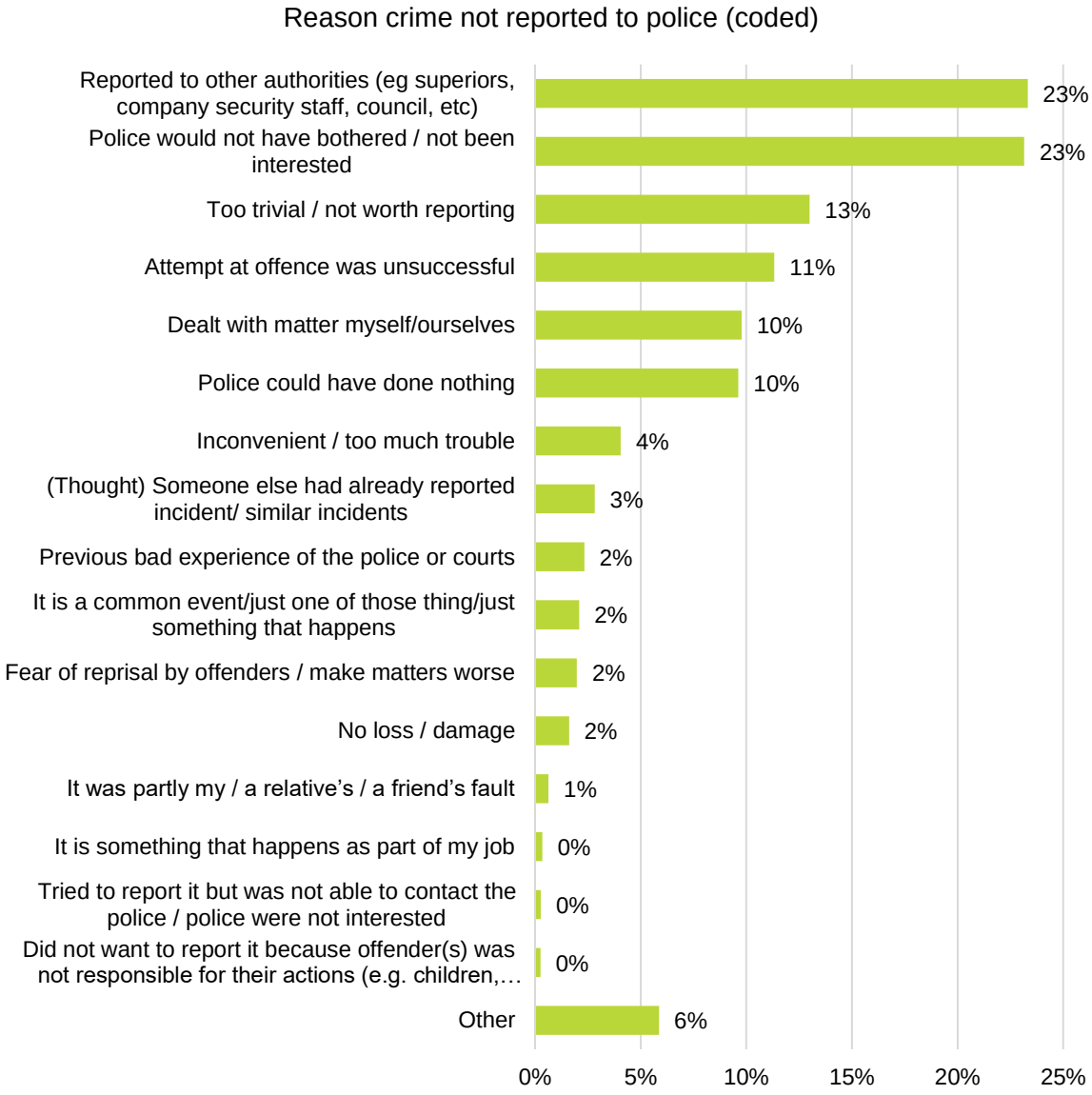
Base: Overall = 510, See Appendix A for Local Authority
No significant differences by Local Authority

2.69 There were significant differences in the proportion of respondents that reported the last crime they had been a victim of to the police by age and IMD. Respondents aged 35 to 54 and respondents from the three most deprived IMD quintiles were more likely to have reported the crime to the police.



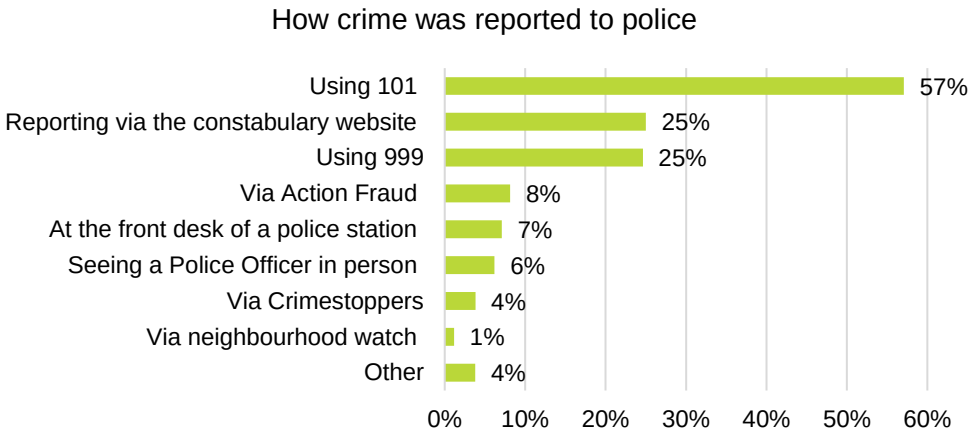
Base: See Appendix A
Significant differences by age and IMD
Caution: Small sample size for Other sexual orientation (29), IMD Quintile 1 (41) and IMD Quintile 2 (46)

2.70 Respondents who had been a victim of crime in the last 12 months and did not report it to the police were asked why they did not report the crime. 23% did not report the crime to the police because they reported it to other authorities (also 23% in 2023), 23% because they did not think the police would have been interested (21% in 2023) and 13% because it was too trivial (15% in 2023).



Base: 281 (Respondents who had been a victim of crime in the last 12 months and did not report the last crime they had been a victim of to the police).

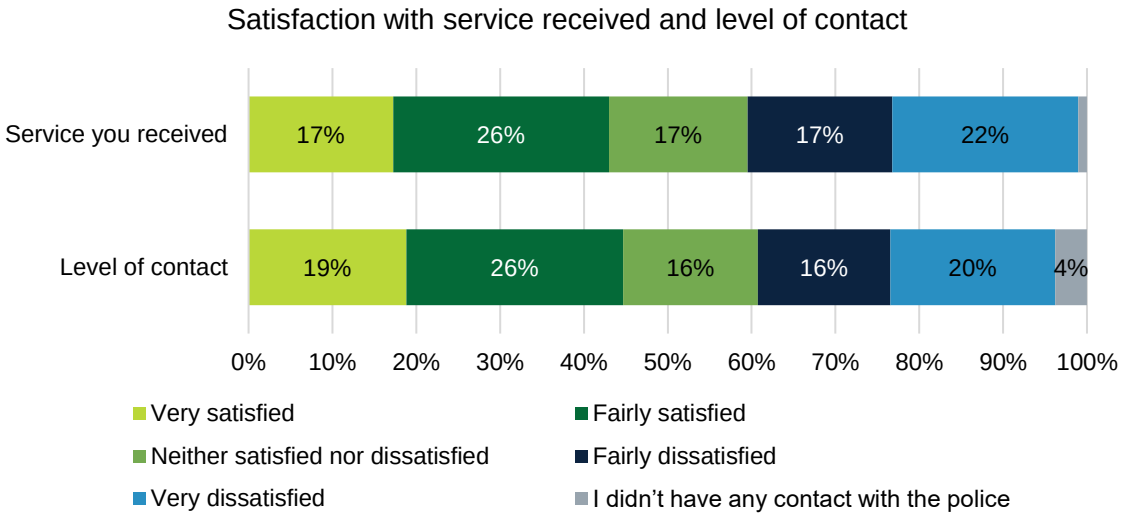
2.71 The majority of respondents (70%) reported the crime to the police by phone, with 57% using 101 and 25% using 999. 25% reported the crime via the constabulary website.



Base: 182 (Respondents who had reported crime to police)

Service Satisfaction

2.72 Of those who had reported a crime to the police, 43% were satisfied with the service they received from the police and 45% were satisfied with the level of contact they received from the police. The comparable figures from the 2023 survey were 42% and 40% respectively.



Base: Service received = 183, Level of contact = 183

2.73 Respondents were asked about the reasons for their satisfaction with the service received. The reasons given included some negative and some positive comments. Examples are below, but the full list of text responses has been supplied separately to this report.

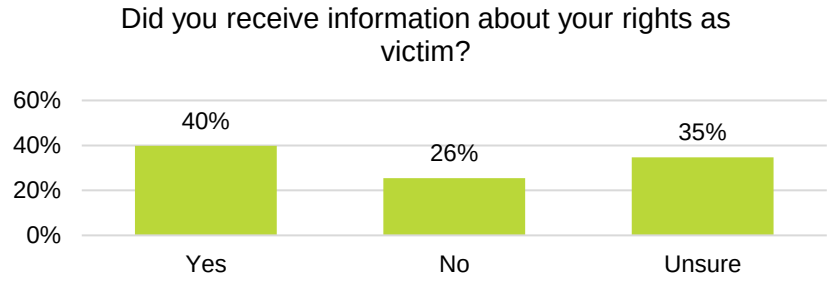
- The police were amazing from the start. From the first phone call to the officer who came to my property. He was very nice.
- As the neighbours already had a history of anti-social behaviour the police responded very quickly.
- The police were sympathetic and did all they could.
- Four days for a response to be told nothing will be done.
- Nothing occurred, didn't even get a crime number.
- My report was handled, but I know that the numerous reports in the village remain unhandled.

- Still waiting for contact from police.
- Never got back to me or talked to me about anything I experienced, despite leaving clear contact request and details.

2.74 Respondents were asked about the reasons for their satisfaction with the level of contact received. The reasons given included some negative and some positive comments. Examples are below, but the full list of text responses has been supplied separately to this report.

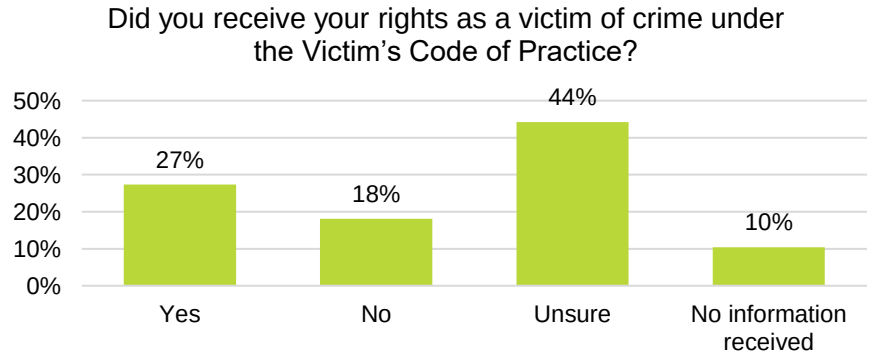
- Contacted within 48 hours
- This is an ongoing issue and I would have much preferred an officer to check back or give a contact number for reassurance.
- I was kept well informed from the start throughout the whole process of him going to court.
- No follow up.
- Local officer would call me to ask for more info and keep me informed. Problem was the lack of action due to resources.
- No one came to see me or call me
- We did eventually get an effective response, but only after several attempts.
- Village continues to suffer with antisocial behaviour, and we do not see any action.

2.75 Of those who had reported a crime to the police, 40% had received information about their rights as a victim, 26% had not and 35% were unsure. In the 2023 survey, 30% had received information about their rights as a victim.



Base: 176 (those who reported a crime)

2.76 Of those who had reported a crime to the police, 27% had received their rights as a victim of crime under the Victim's Code of Practice, 18% had not, 44% were unsure and 10% stated that they had not received information. In the 2023 survey, 20% had received their rights as a victim of crime under the Victim's Code of Practice.



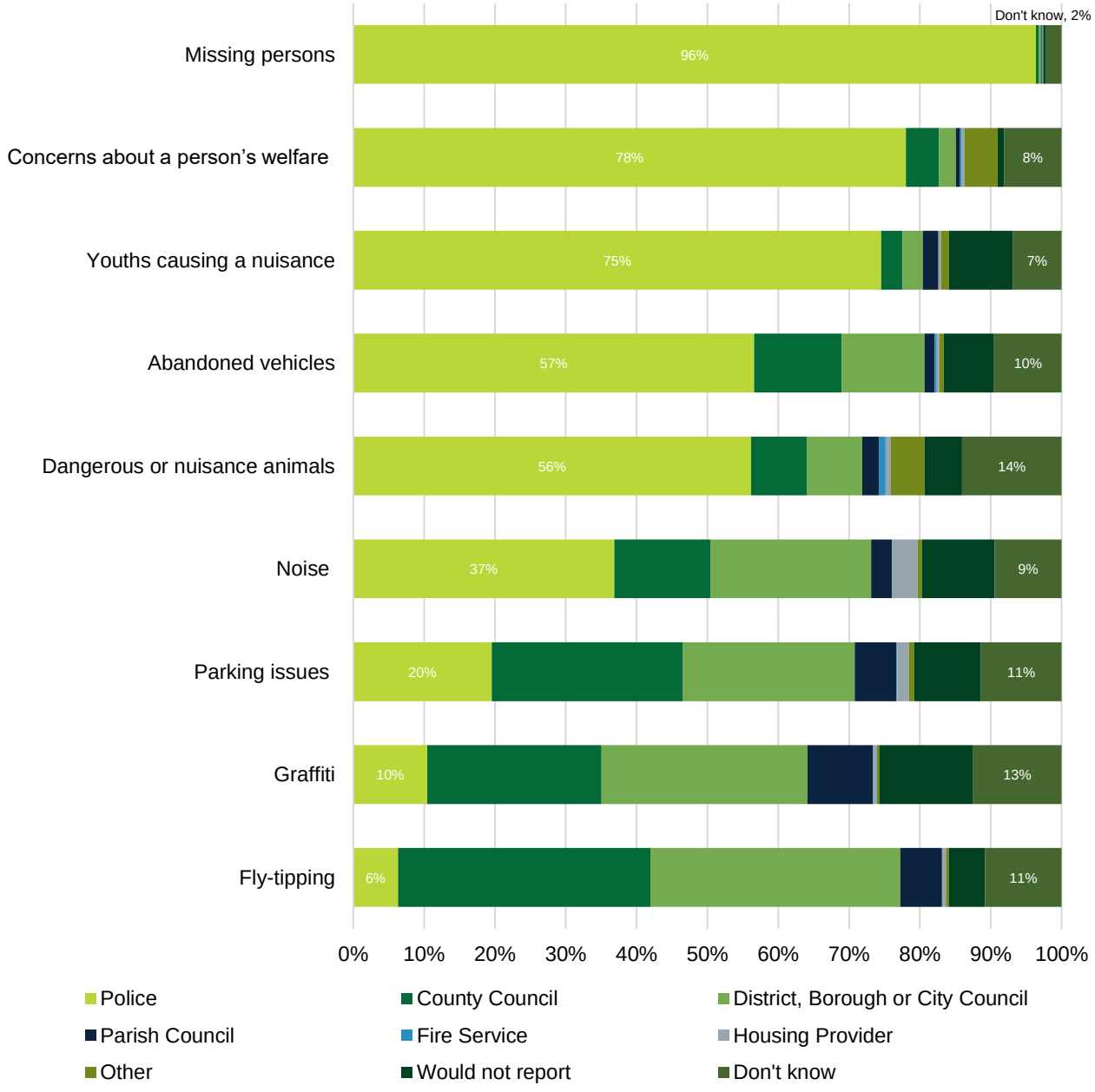
Base: 177 (those who reported a crime)

Where Would Residents Report Issues?

2.77 Respondents were given a list of issues, and asked which organisation they would contact about the issue. The results show that:

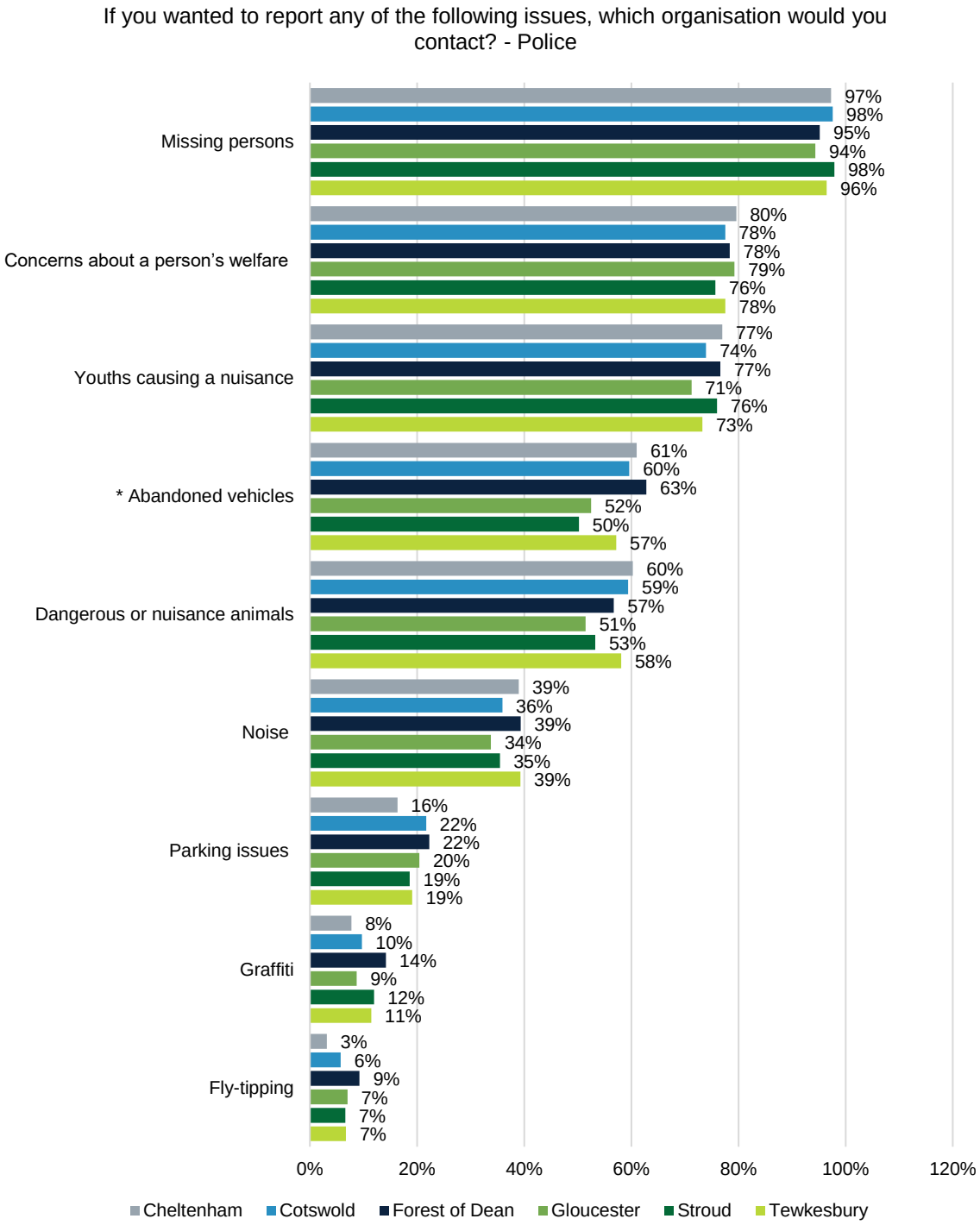
- The police were the organisation respondents were most likely to contact to report: missing persons (96%); concerns about a person's welfare (78%); youths causing a nuisance (75%); abandoned vehicles (57%); dangerous or nuisance animals (56%) and noise (37%). This is very similar to the 2023 survey, in which the police were the organisation respondents were most likely to contact to report: missing persons (95%); concerns about a person's welfare (80%); youths causing a nuisance (75%); dangerous or nuisance animals (60%) and noise (39%).
- Respondents were most likely to report parking issues, graffiti and fly-tipping to either the County Council or the District, Borough or City Council. This is the same as in the 2023 survey.

If you wanted to report any of the following issues, which organisation would you contact?



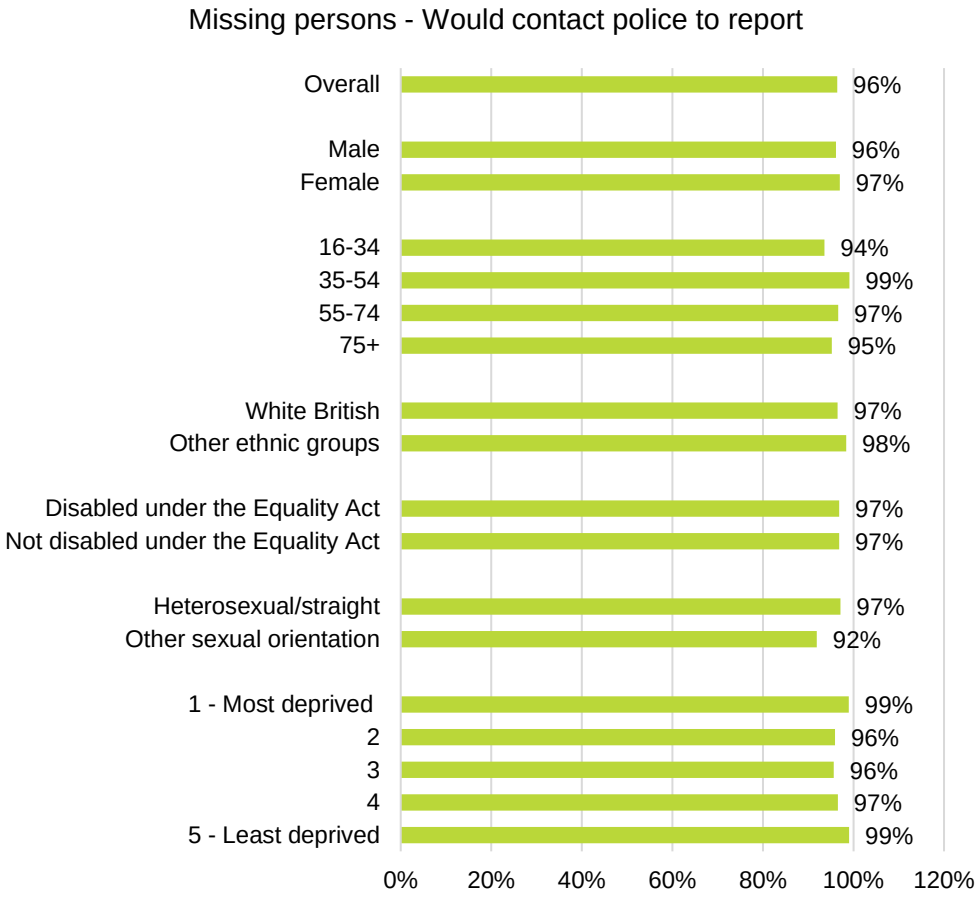
Base: 1,707 – 1,799

2.78 There were very few significant differences in the proportion of respondents who would report different issues by Local Authority. The only significant difference was in the reporting of abandoned vehicles to the police. Respondents from Cheltenham, Cotswold and Forest of Dean were more likely to contact the police to report this issue.



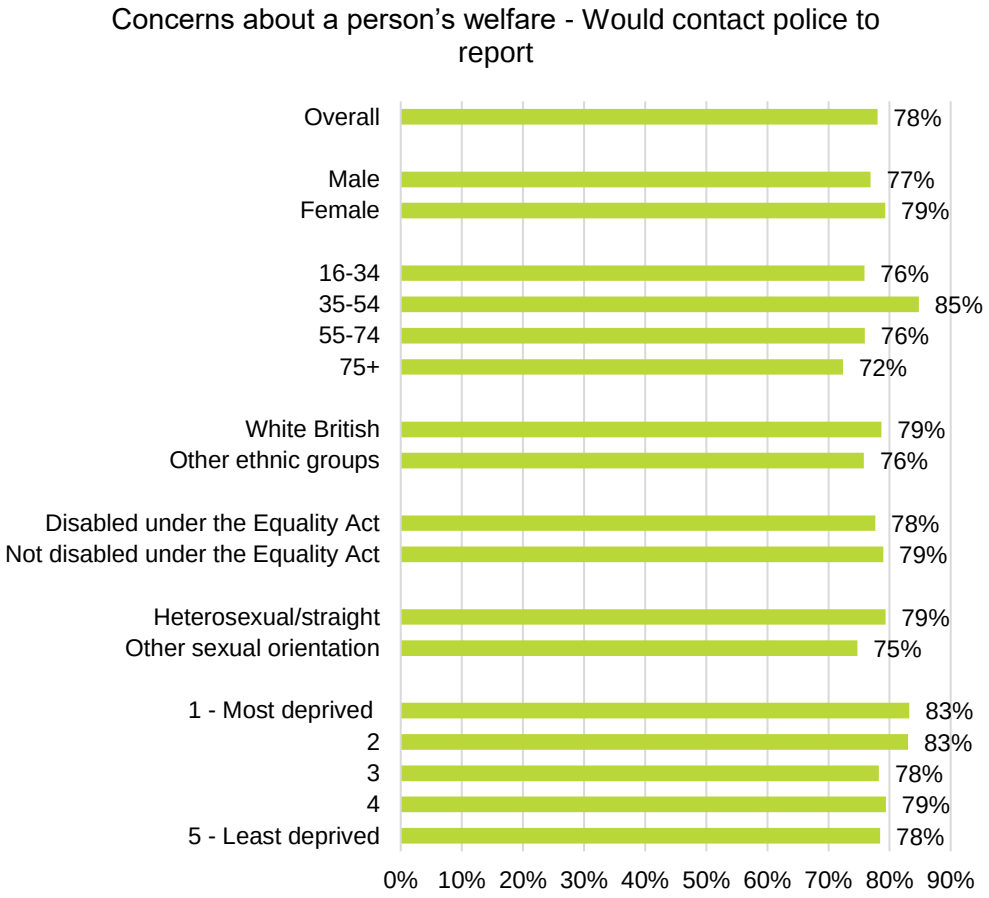
Base: See Appendix A
* = Significant difference by Local Authority

2.79 There were significant differences in the proportion of respondents who would contact the police to report missing persons by age. Respondents aged 16 to 34 were less likely to contact the police to report this issue.



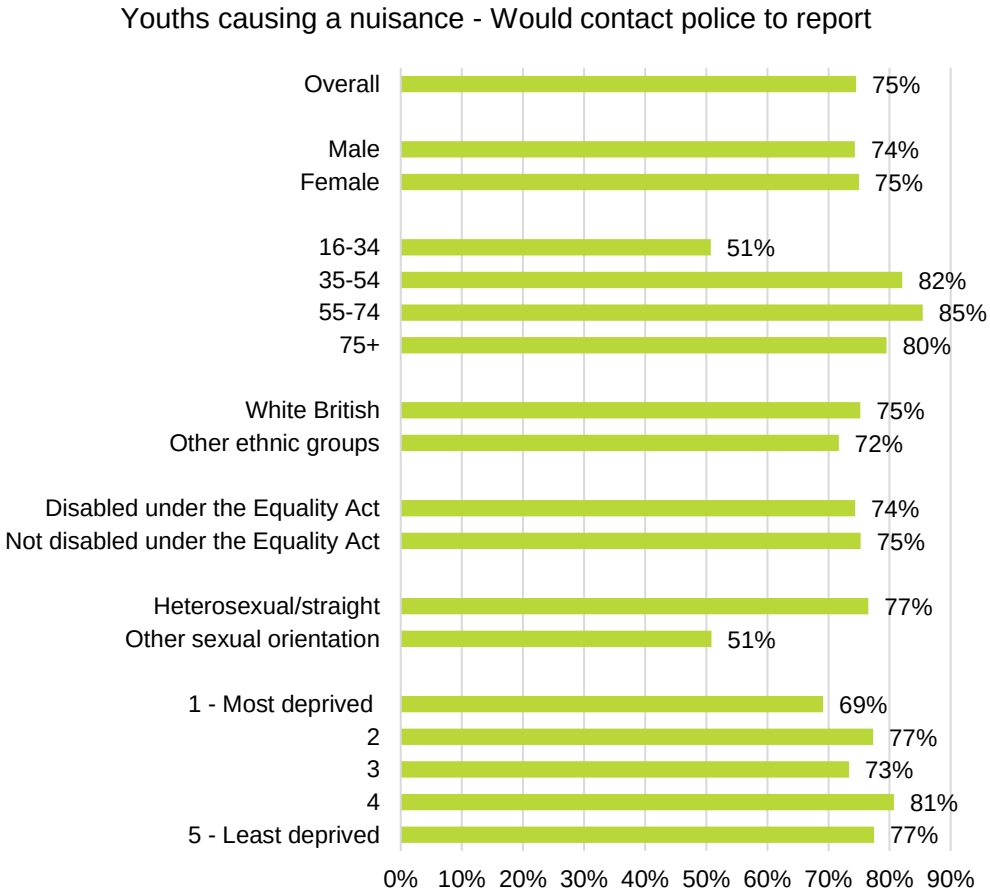
Base: See Appendix A
Significant differences by age

2.80 There were significant differences in the proportion of respondents who would contact the police to report concerns about a person's welfare by age. Respondents aged 35 to 54 were more likely to contact the police to report this issue.



Base: See Appendix A
Significant differences by age

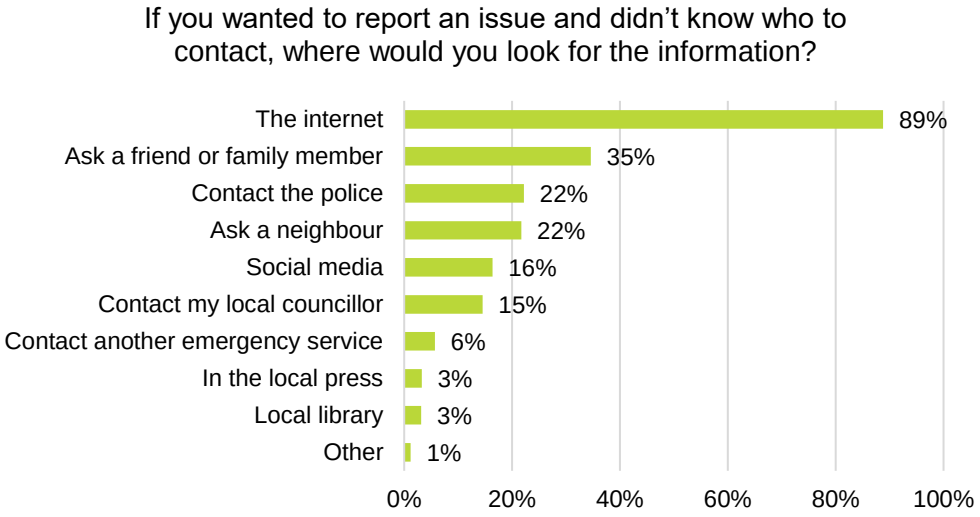
2.81 There were significant differences in the proportion of respondents who would contact the police to report youths causing a nuisance by age, sexual orientation and deprivation. Respondents aged 16 to 34, those with sexual orientations other than heterosexual and those from the most deprived IMD quintile were less likely to contact the police to report this issue.



Base: See Appendix A
Significant differences by age, sexual orientation and IMD

2.82 The sections above detail differences in key groups for the three issues respondents were most likely to contact the police to report. There are also some differences by sub-group for other issues. For example, there were significant differences in the proportion of respondents who would contact the police to report graffiti by gender and ethnic group, with women and respondents who are White British less likely to contact the police to report this issue.

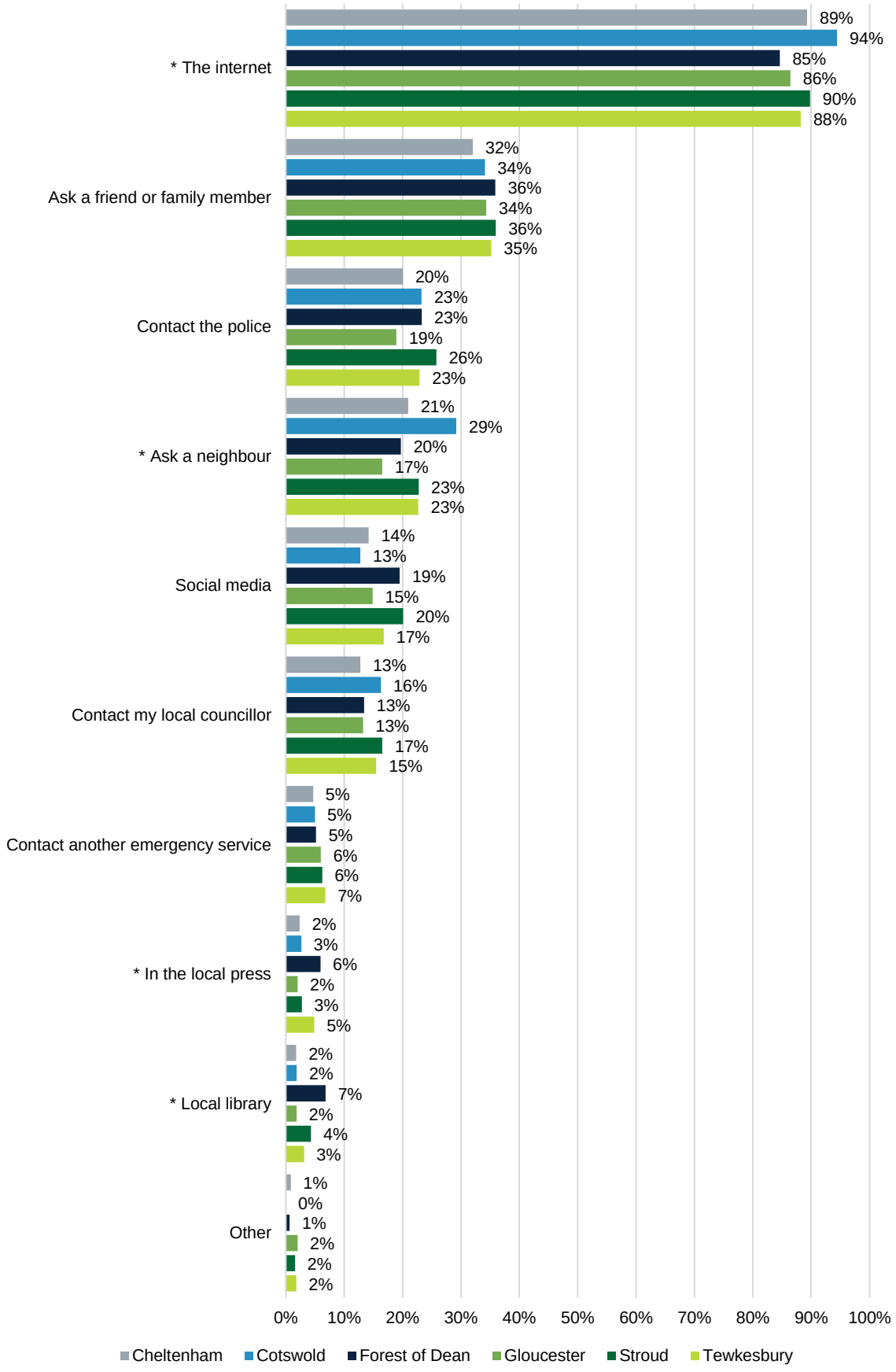
2.83 The majority of respondents (89%) would use the internet to look for information if they wanted to report an issue but didn't know who to contact. 35% would ask a friend or family member, 22% would contact the police and 22% would ask a neighbour. In the 2023 survey, 88% would use the internet, 33% would ask a friend or family member, 22% would contact the police and 22% would ask a neighbour.



Base: 1,820

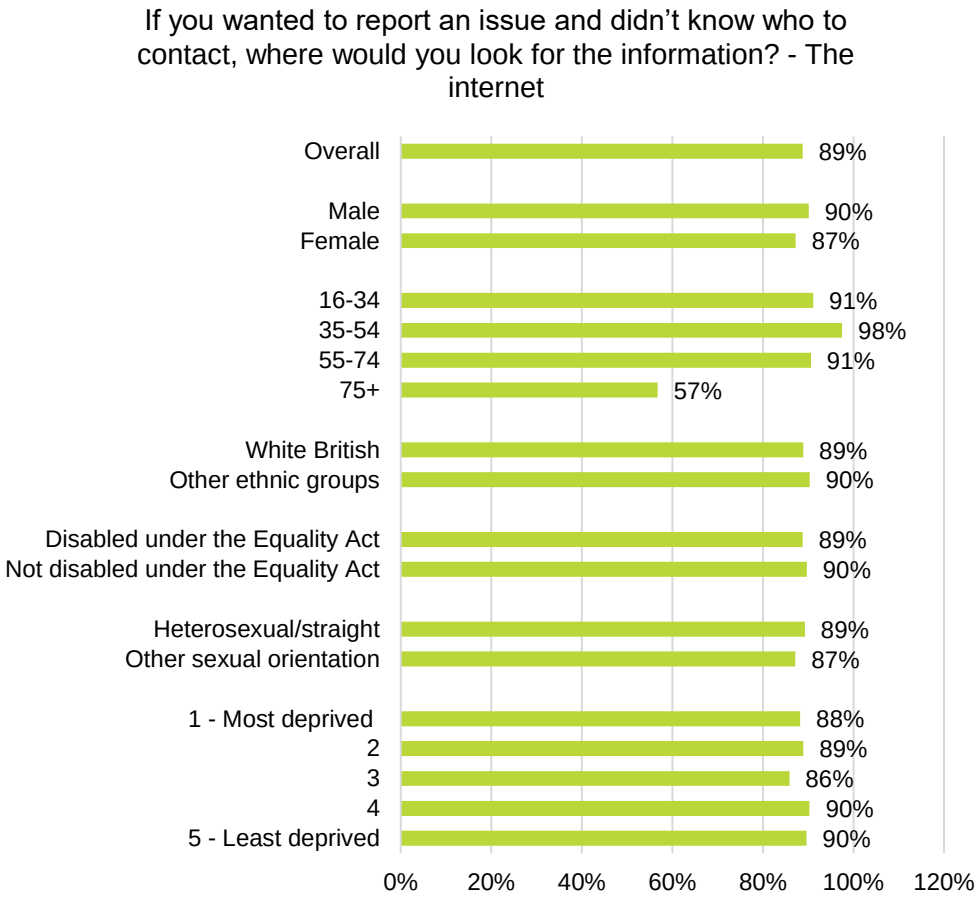
2.84 There were significant differences by Local Authority in where respondents would look for information if they wanted to report an issue but didn't know who to contact. Respondents from Cotswold were more likely to use the internet or to ask a neighbour. Respondents from Forest of Dean and Tewkesbury were more likely to look for information in the local press. Respondents from Forest of Dean were also more likely to look for information at the local library. (Chart overleaf).

If you wanted to report an issue and didn't know who to contact, where would you look for the information?



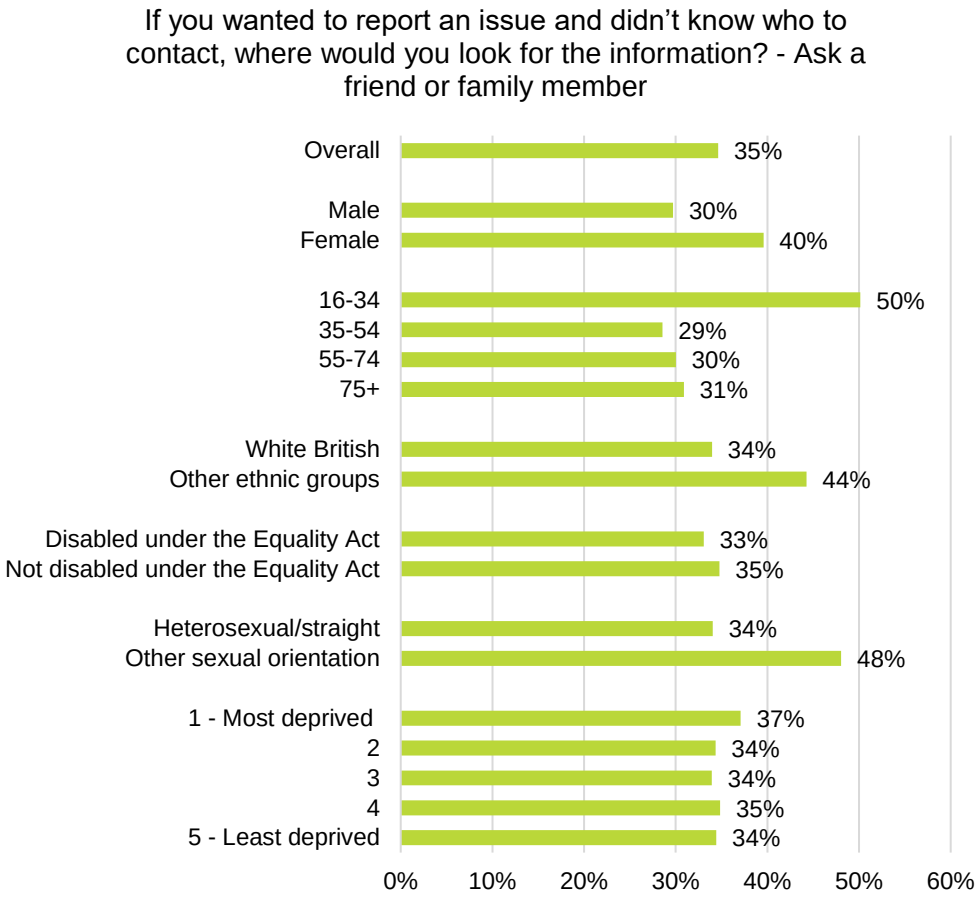
Base: See Appendix A
* = significant difference by Local Authority

2.85 There were significant differences in the proportion of respondents who would use the internet to look for information if they wanted to report an issue but didn't know who to contact by age. Respondents aged 75 and over were less likely to use the internet to look for information if they wanted to report an issue but didn't know who to contact.



Base: See Appendix A
Significant differences by age

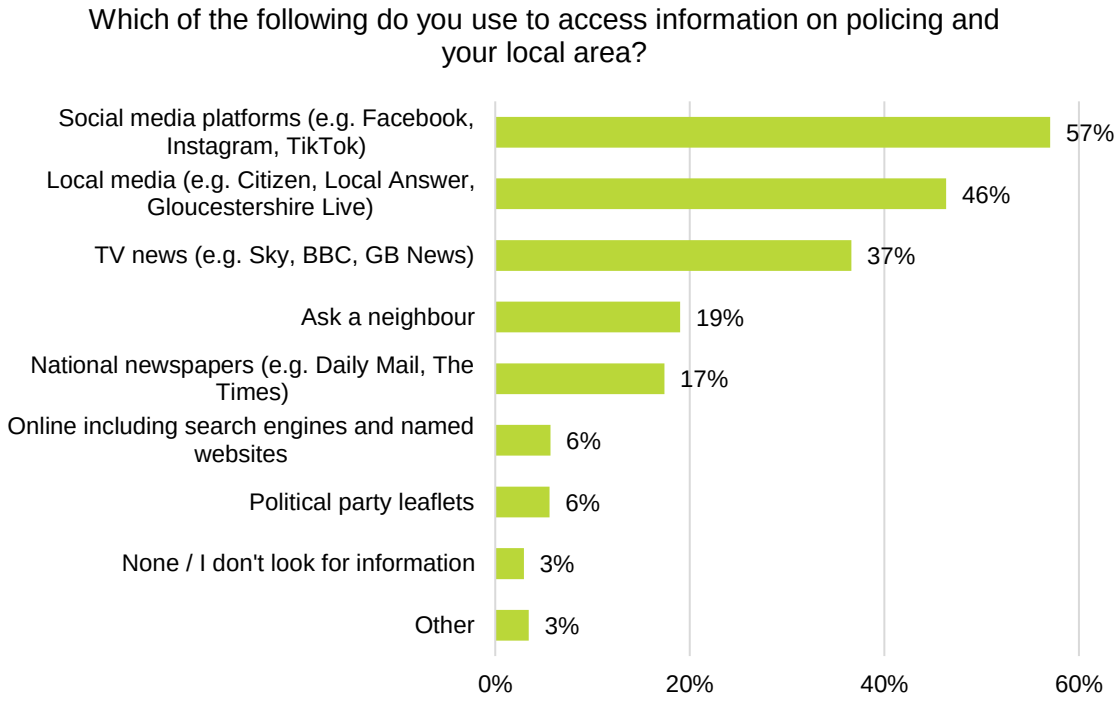
2.86 There were significant differences in the proportion of respondents who would ask a friend or family member for information if they wanted to report an issue but didn't know who to contact by gender, age, ethnic group and sexual orientation. Women, respondents aged 16 to 34, respondents from ethnic groups other than White British and respondents with sexual orientations other than heterosexual were more likely to ask a friend or family member for information if they wanted to report an issue but didn't know who to contact.



Base: See Appendix A
Significant differences by gender, age, ethnic group and sexual orientation

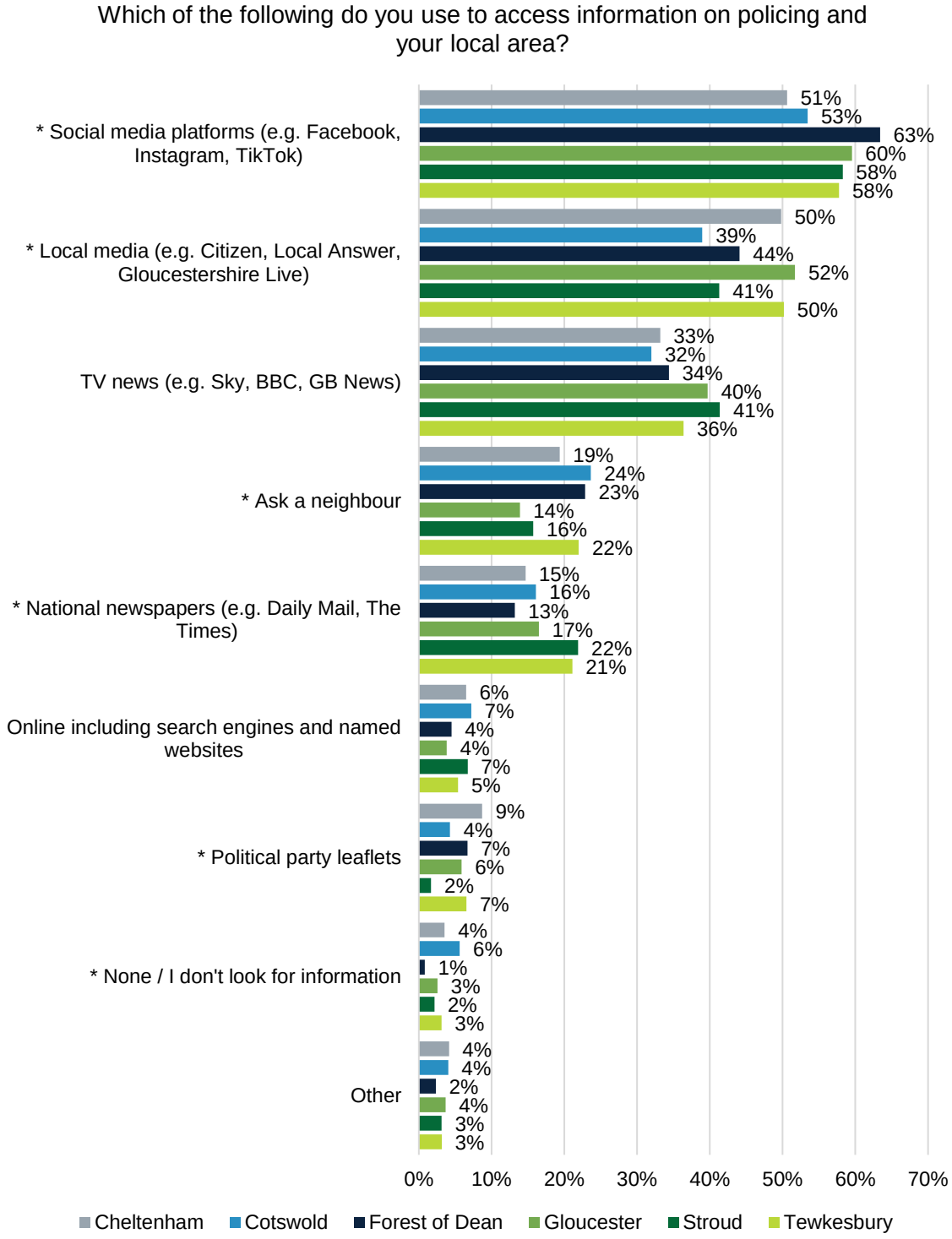
2.87 There were some other significant differences by subgroup in where respondents would look for information if they wanted to report an issue but didn't know who to contact. For example, there were significant differences in the proportion of respondents who would contact the police for information if they wanted to report an issue but didn't know who to contact by age, ethnic group and sexual orientation. Respondents aged 75 and over, respondents from ethnic groups other than White British and respondents with a sexual orientation other than heterosexual were more likely to contact the police for information if they wanted to report an issue but didn't know who to contact.

2.88 Fifty-seven percent (57%) of respondents used social media platforms to access information on policing and their local area. 46% use local media and 37% use TV news. This question was not asked in the 2023 survey.



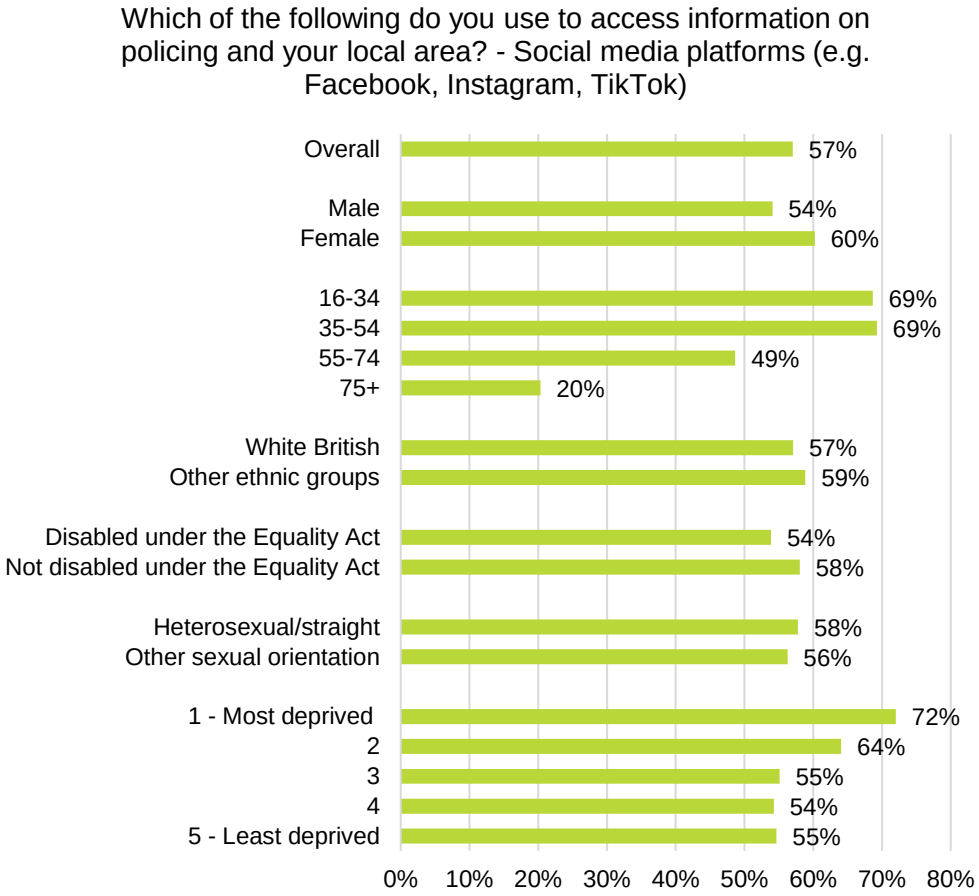
Base = 1,739
"Online including search engines and named websites" and "None / I don't look for information" coded from "other"

2.89 There were significant differences by Local Authority in where respondents access information on policing and their local area. Respondents from Gloucester were more like to use social media platforms. Respondents from Cheltenham, Gloucester and Tewkesbury were more like to use local media. Respondents from Cotswold and Forest of Dean were more like to ask a neighbour. Respondents from Cheltenham were more like to use political party leaflets. Respondents from Cotswold were more likely to not use any of the sources or not look for information on policing and their local area.



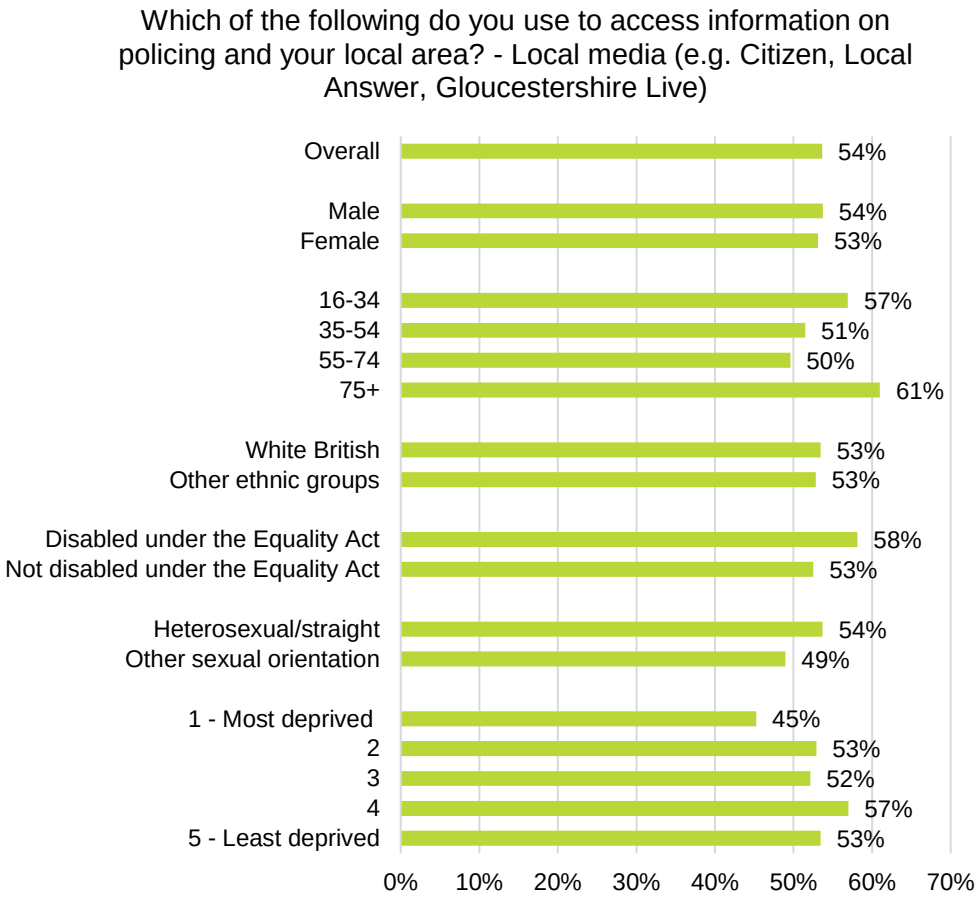
Base: See Appendix A
* = significant difference by Local Authority

2.90 There were significant differences in the proportion of respondents who use social media platforms to access information on policing and their local area by gender, age and deprivation. Women, respondents aged 16 to 54 and respondents from the most deprived IMD quintile were more likely to use social media platforms to access information on policing and their local area.



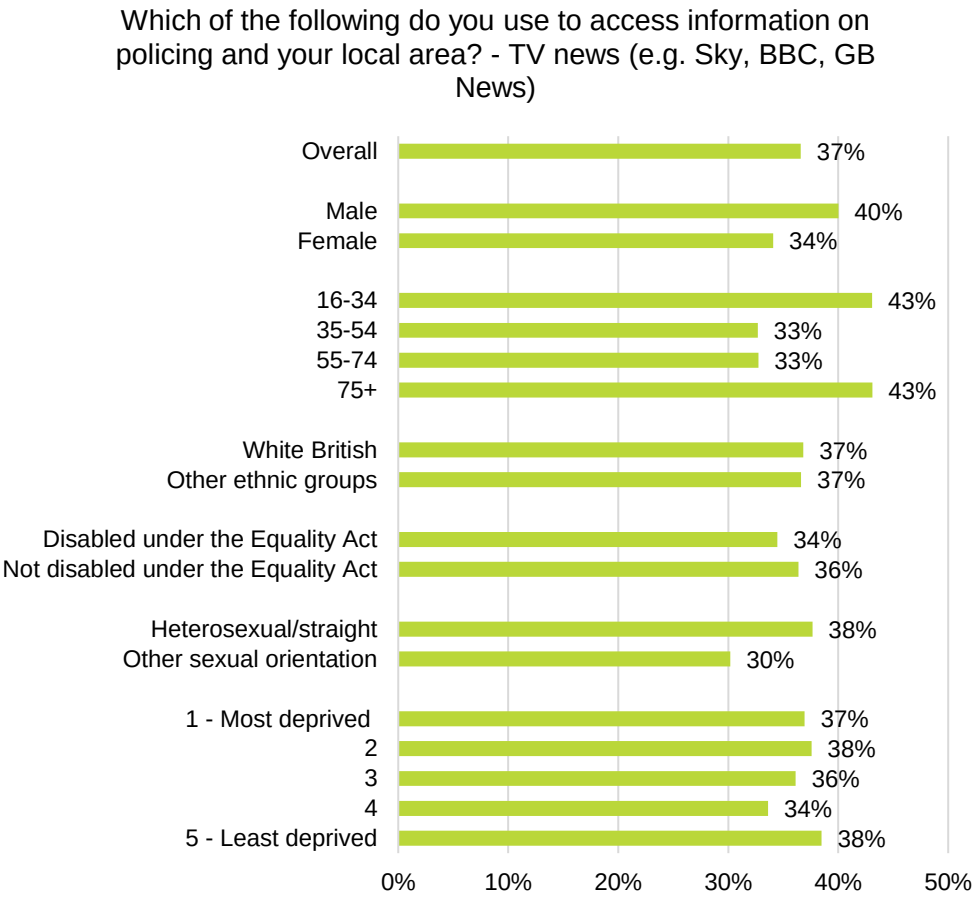
Base: See Appendix A
Significant differences by gender, age and IMD

2.91 There were significant differences in the proportion of respondents who use local media to access information on policing and their local area by age. Respondents aged 75 and over were more likely to use local media to access information on policing and their local area.



Base: See Appendix A
Significant differences by age

2.92 There were significant differences in the proportion of respondents who used TV news to access information on policing and their local area by gender and age. Men and respondents aged 16 to 34 and 75 and over were more likely to use TV news to access information on policing and their local area.

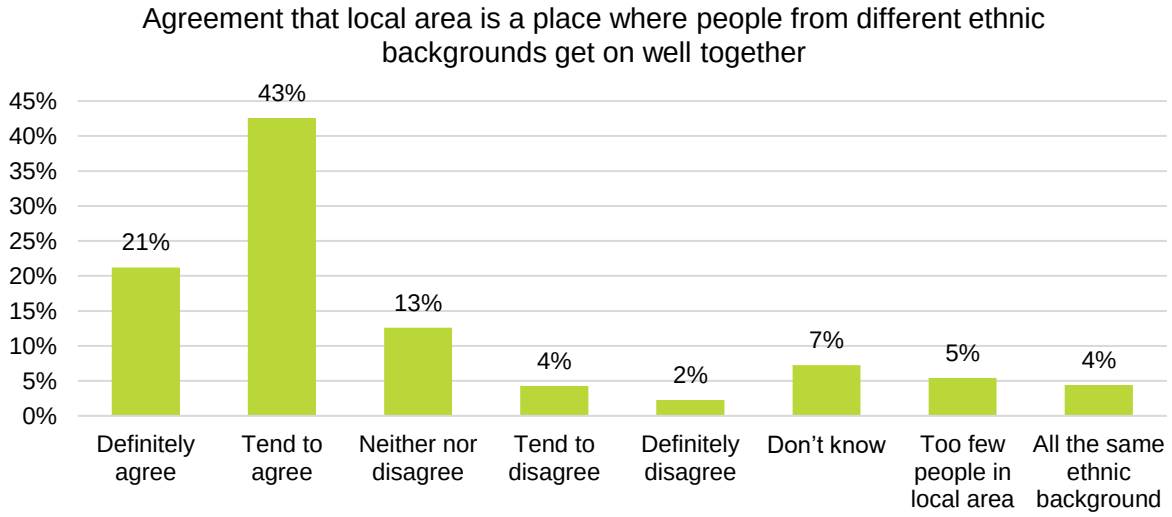


Base: See Appendix A
Significant differences by gender and age

2.93 There were some other significant differences by subgroup in where respondents access information on policing and their local area. For example, there were significant differences in the proportion of respondents who would ask a neighbour for information on policing and their local area by gender, age and ethnic group. Women, respondents aged 75 and over and respondents from ethnic groups other than White British were more likely to access information on policing and their local area by asking a neighbour.

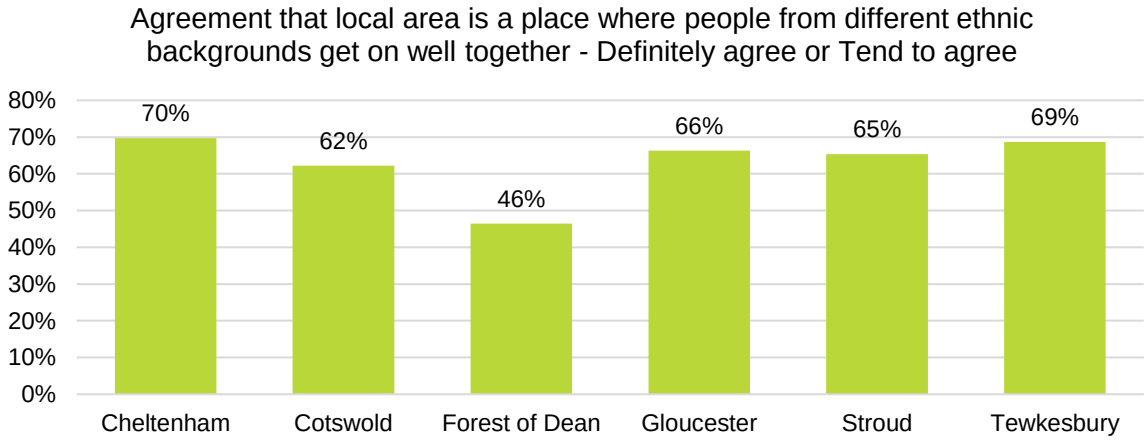
Perceptions of Community Cohesion

2.95 The majority of respondents (64%) agreed that their local area is a place where people from different ethnic backgrounds get on well together (61% in 2023). Only 7% disagreed (6% in 2023).



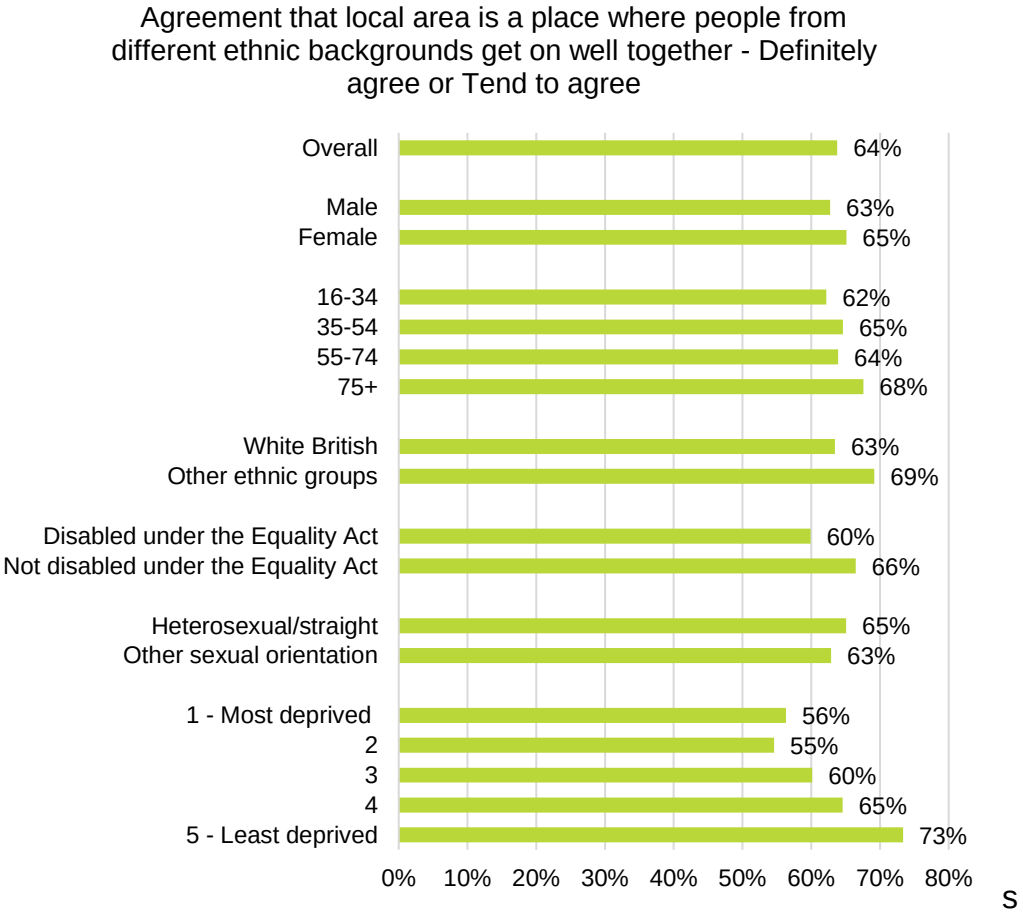
Base: 1,823

2.96 There were significant differences in the proportion of respondents who agree that their local area is a place where people from different ethnic backgrounds get on well together by Local Authority. Respondents from Forest of Dean were less likely to agree with the statement. When 'too few people in local area' and 'all the same ethnic background' are excluded, respondents from Forest of Dean were still significantly less likely to agree that their local area is a place where people from different ethnic backgrounds get on well together (results with these exclusions are 75% for Cheltenham, 74% for Cotswold, 53% for Forest of Dean, 69% for Gloucester, 75% for Stroud and 76% for Tewkesbury).



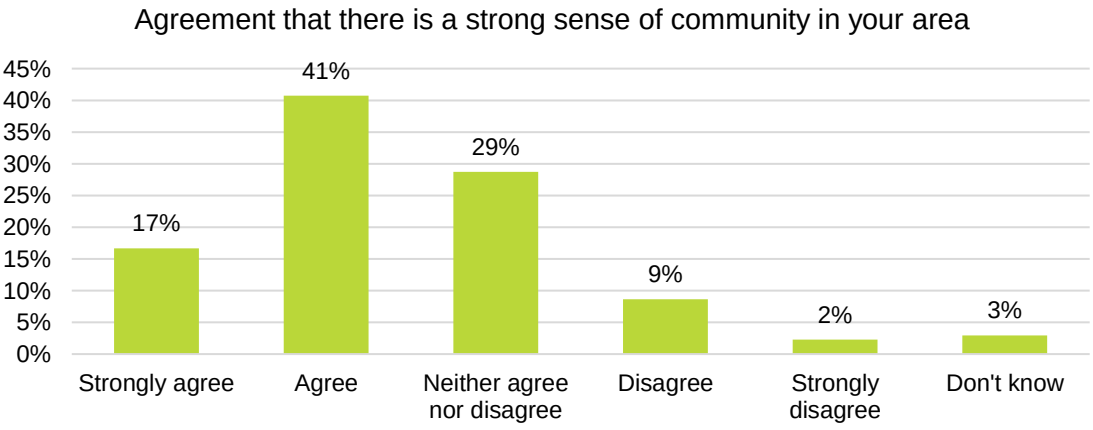
Base: See Appendix A
Significant differences by Local Authority

2.97 There were significant differences in the proportion of respondents who agree that their local area is a place where people from different ethnic backgrounds get on well together by disability status and deprivation. Respondents who are not disabled under the Equality Act and those from the least deprived IMD quintiles were more likely to agree. These significant differences are also seen when 'too few people in local area' and 'all the same ethnic background' are excluded.



Base: See Appendix A
Significant differences by disability status and IMD

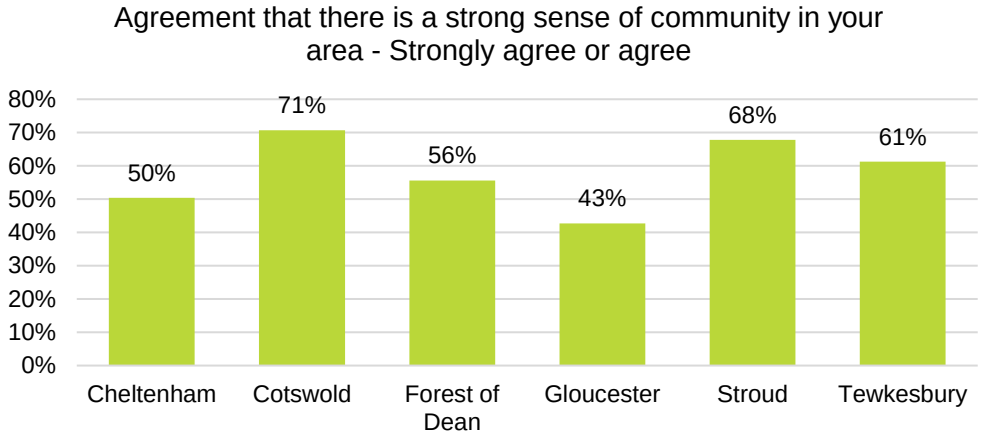
2.98 Fifty-seven percent (57%[10]) of respondents agree that there is a strong sense of community in their area. This is similar to the 2023 survey when 58% agreed with the statement.



Base: 1,832

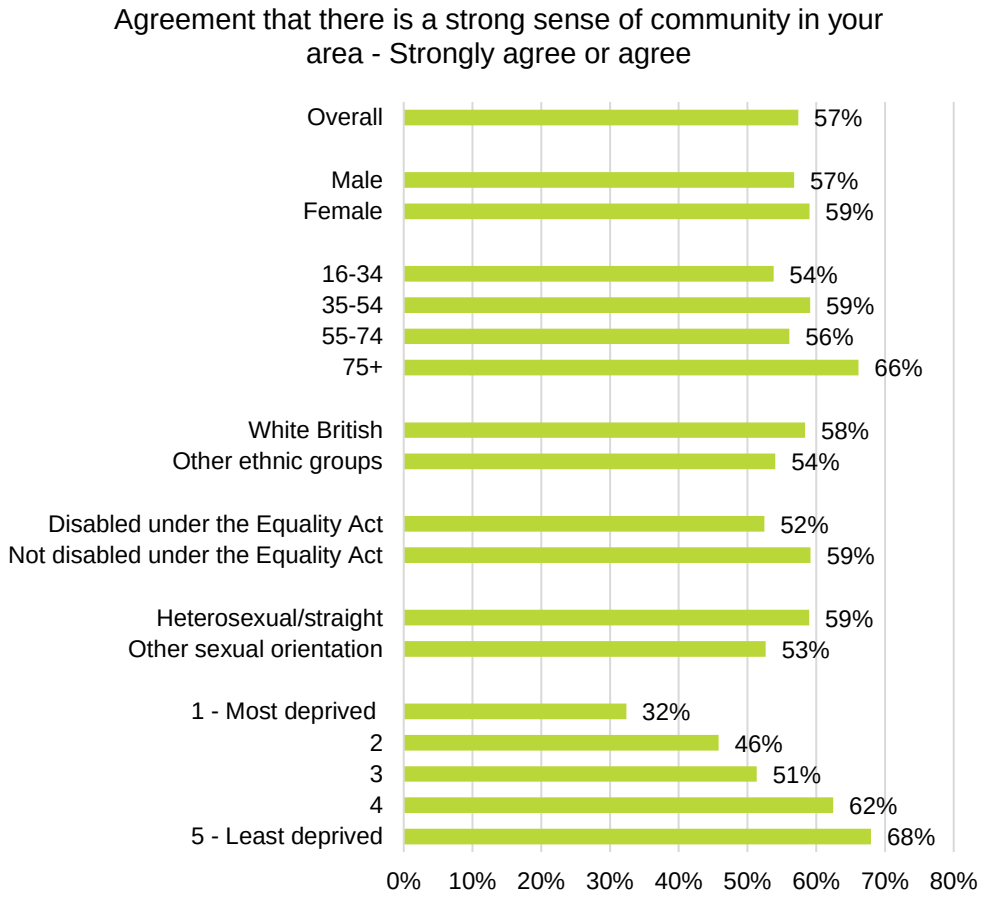
[10] 57% due to rounding

2.99 There were significant differences in the proportion of respondents who agree that there is a strong sense of community in their area by Local Authority. Respondents from Cheltenham and Gloucester were less likely to agree with the statement.



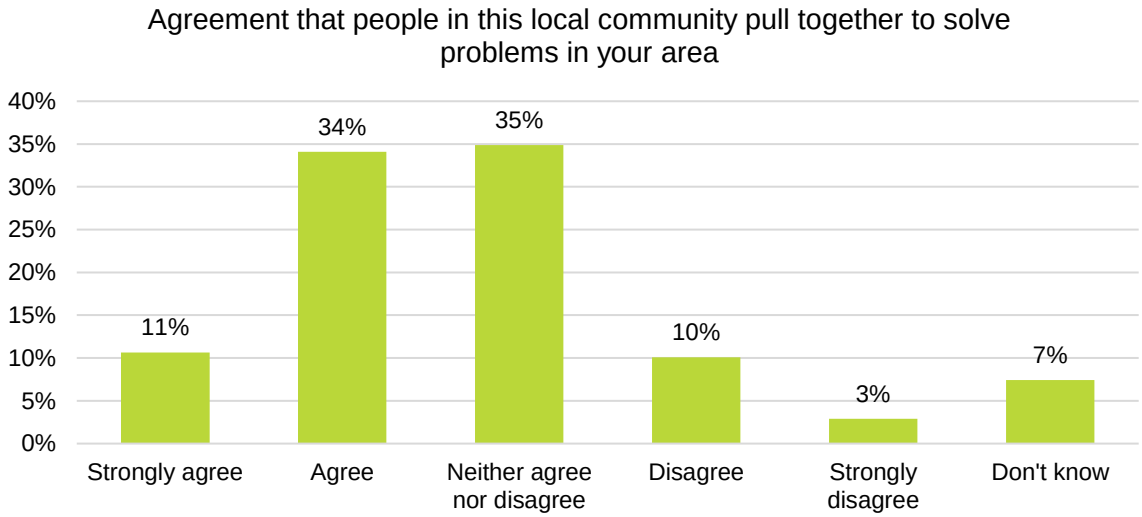
Base: See Appendix A
Significant differences by Local Authority

2.100 There were significant differences in the proportion of respondents who agree that there is a strong sense of community in their area by age, disability status and deprivation. Respondents aged 16 to 34, those who are disabled under the Equality Act and those from the most deprived IMD quintile were less likely to agree.



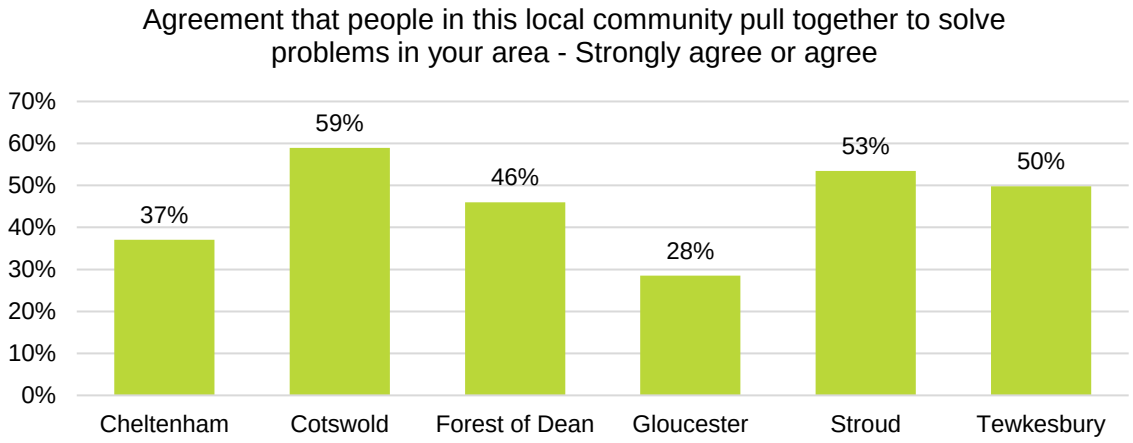
Base: See Appendix A
Significant differences by age, disability status and IMD

2.101 Forty-five percent (45%) of respondents agree that 'people in this local community pull together to solve problems in your area'. This question was not asked in the 2023 survey.



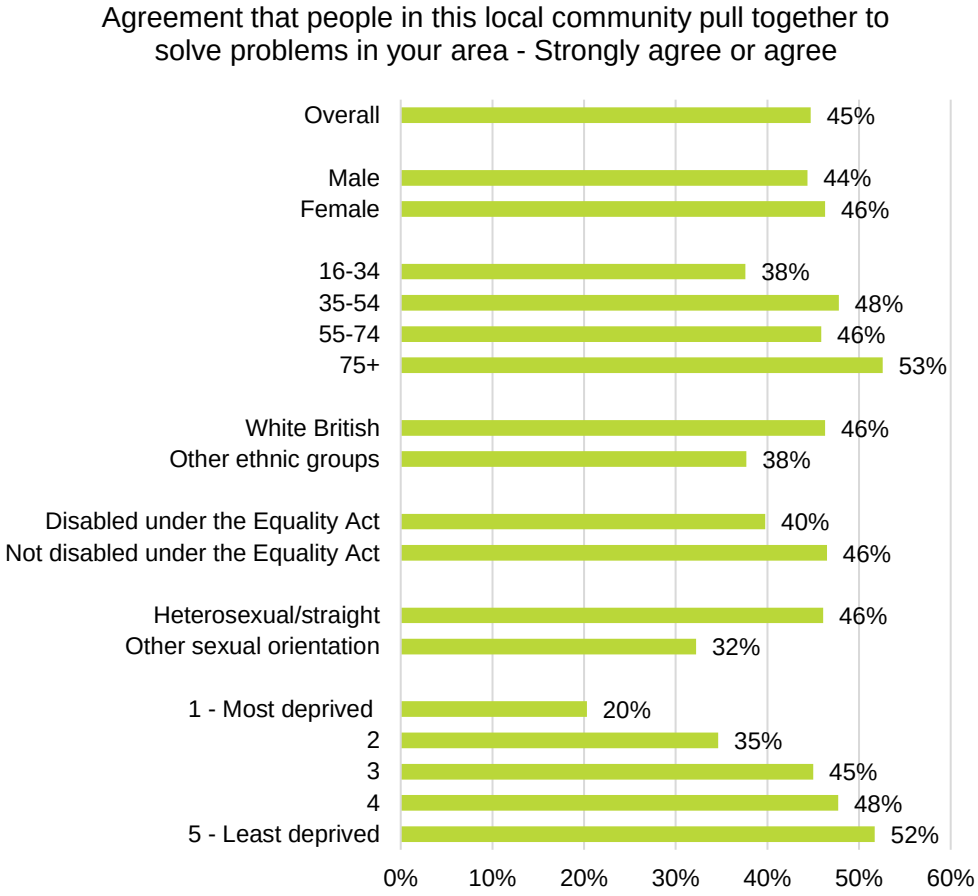
Base: 1,829

2.102 There were significant differences in the proportion of respondents who agree that people in this local community pull together to solve problems in your area by Local Authority. Respondents from Cheltenham and Gloucester were less likely to agree with the statement.



Base: See Appendix A
Significant differences by Local Authority

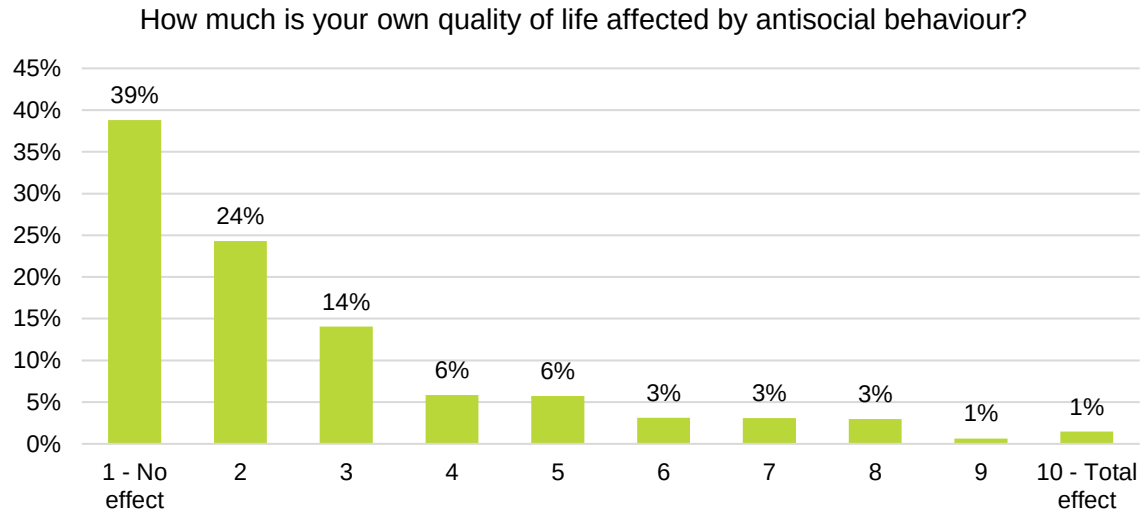
2.103 There were significant differences in the proportion of respondents who agree that people in this local community pull together to solve problems in your area by age, ethnic group, disability status, sexual orientation and deprivation. Respondents aged 16 to 34, those from ethnic groups other than White British, those who are disabled under the Equality Act, those with sexual orientations other than heterosexual and those from the most deprived IMD quintile were less likely to agree.



Base: See Appendix A
Significant differences by age, ethnic group, disability status, sexual orientation and IMD

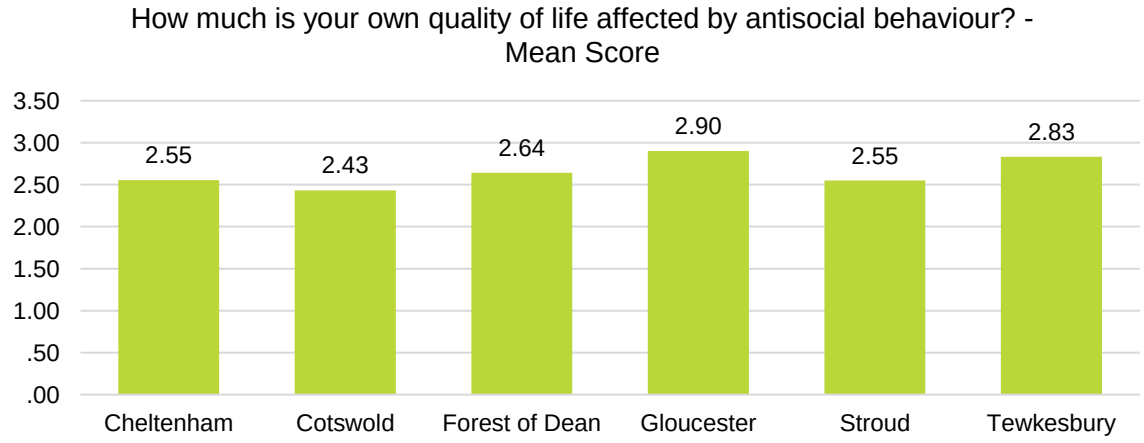
Effect of Antisocial Behaviour on Quality of Life

2.104 When asked about the effect of antisocial behaviour on their quality of life, 2% gave a score of 9 and 10 (on a scale of 1-10 where 10 is a total effect). One-in-ten (11%) reported a score of 6 or higher. 63% gave a score of 1 or 2 out of 10 where 0 is no effect. The mean score was 2.66. In the 2023 surveys, the results were similar - the mean score was 2.62, with 3% reporting a score of 9 or 10 out of 10, 11% a score of 6 or higher and 64% a score of 1 or 2 out of 10.



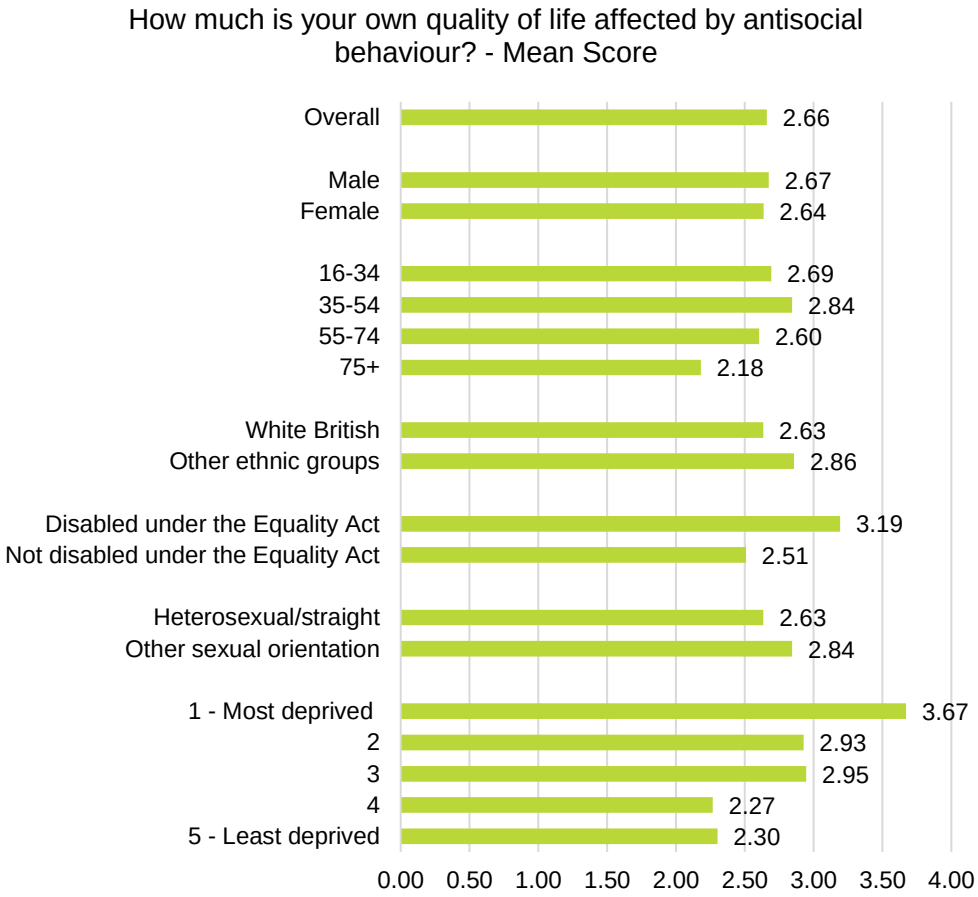
Base: 1,825

2.105 There were significant differences in the mean scores measuring the impact of ASB on quality of life by Local Authority. The mean scores for respondents in Gloucester and Tewkesbury were higher than the other local authorities, indicating that ASB had a larger effect on the quality of life of respondents in these two Local Authorities.



Base: See Appendix A
Significant differences by Local Authority

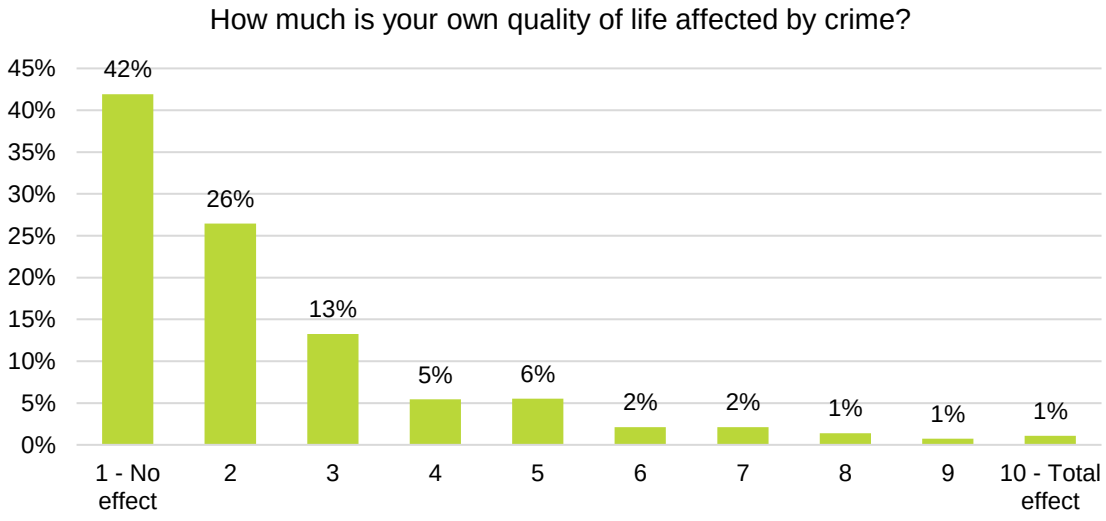
2.106 There were significant differences in the mean scores measuring the impact of ASB on quality of life by age, disability status and IMD. The mean scores for respondents aged 35 to 54, those disabled under the Equality Act and from the most deprived IMD quintile were higher, indicating that antisocial behaviour had a greater effect on the quality of life of respondents in these groups. (Chart overleaf)



Base: See Appendix A
Significant differences by age, disability status and IMD

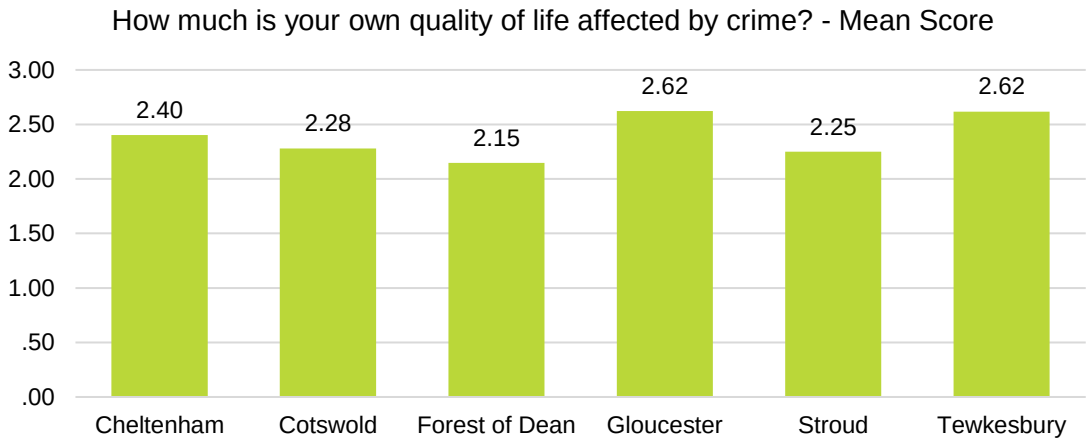
Effect of Antisocial Behaviour on Quality of Life

2.107 In relation to the effect of crime on their quality of life, one-in-fifty respondents (2%) reported that a score of 9 or 10 out of 10; 7% reported that a score of 6 or more. 68% reported a score of 1 or 2 out of 10. The mean score was 2.40. In the 2023 survey, the mean score was 2.33, with 2% reporting a score of 9 or 10 out of 10; 8% a score of 6 or more and 70% a score of 1 or 2 out of 10.



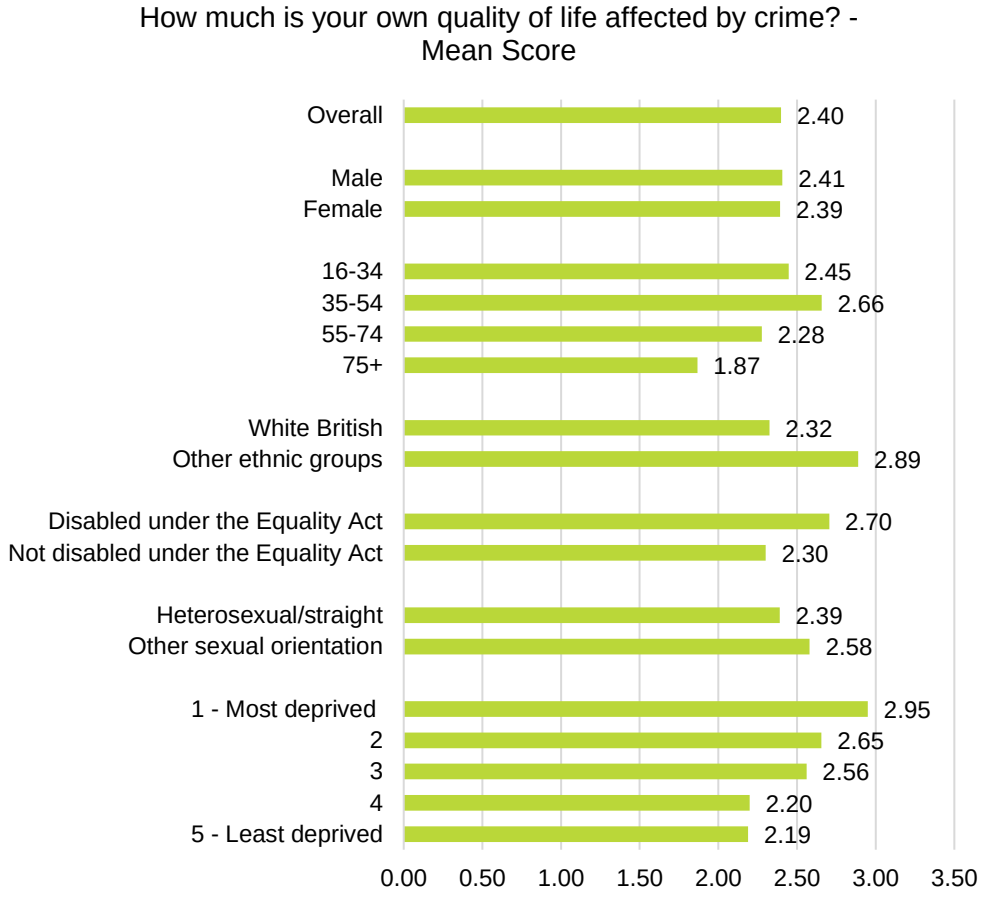
Base: 1,827

2.108 There were significant differences in the mean scores measuring the impact of crime on quality of life by Local Authority. The mean scores for respondents in Gloucester and Tewkesbury were higher than for the other local authorities, indicating that crime had a larger effect on respondents' quality of life in these two Local Authorities.



Base: See Appendix A
Significant differences by Local Authority

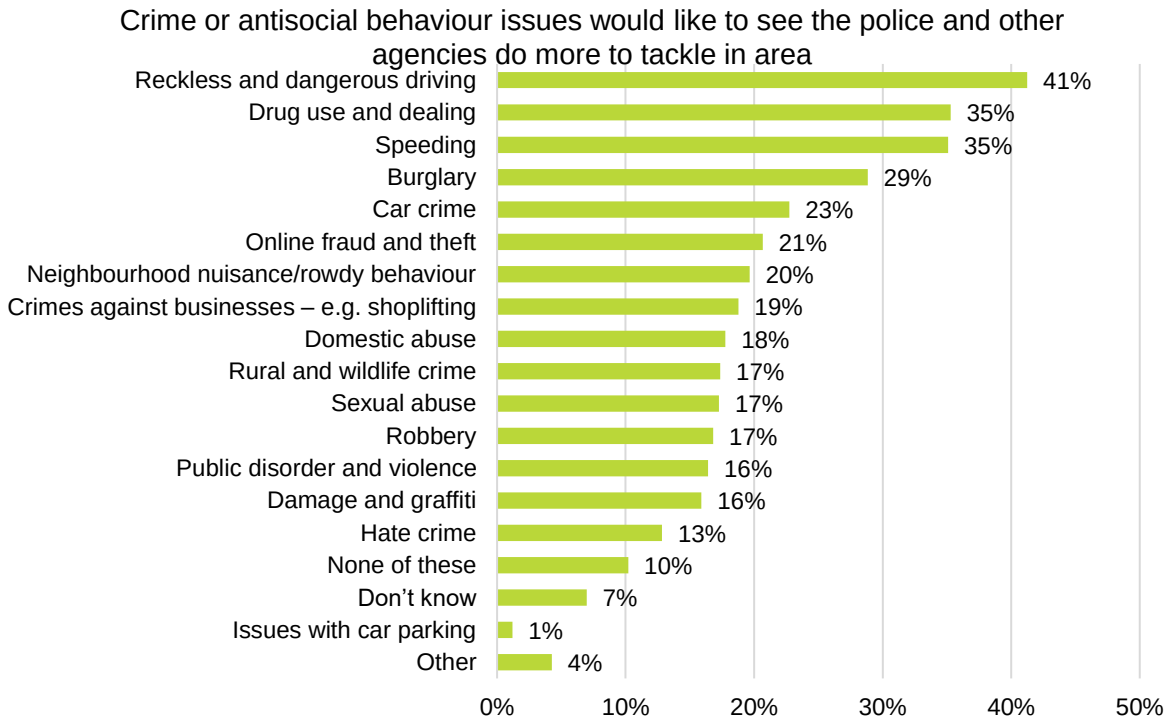
2.109 There were significant differences in the mean scores measuring the impact of crime on quality of life by age, ethnic group, disability status and IMD. The mean scores for respondents aged 35 to 54, those from ethnic groups other than White British, those disabled under the Equality Act and those from the most deprived IMD quintile were higher, indicating that crime had a greater effect on respondents' quality of life in these groups. (Chart below)



Base: See Appendix A
Significant differences by age, ethnic group, disability status and IMD

Policing Priorities

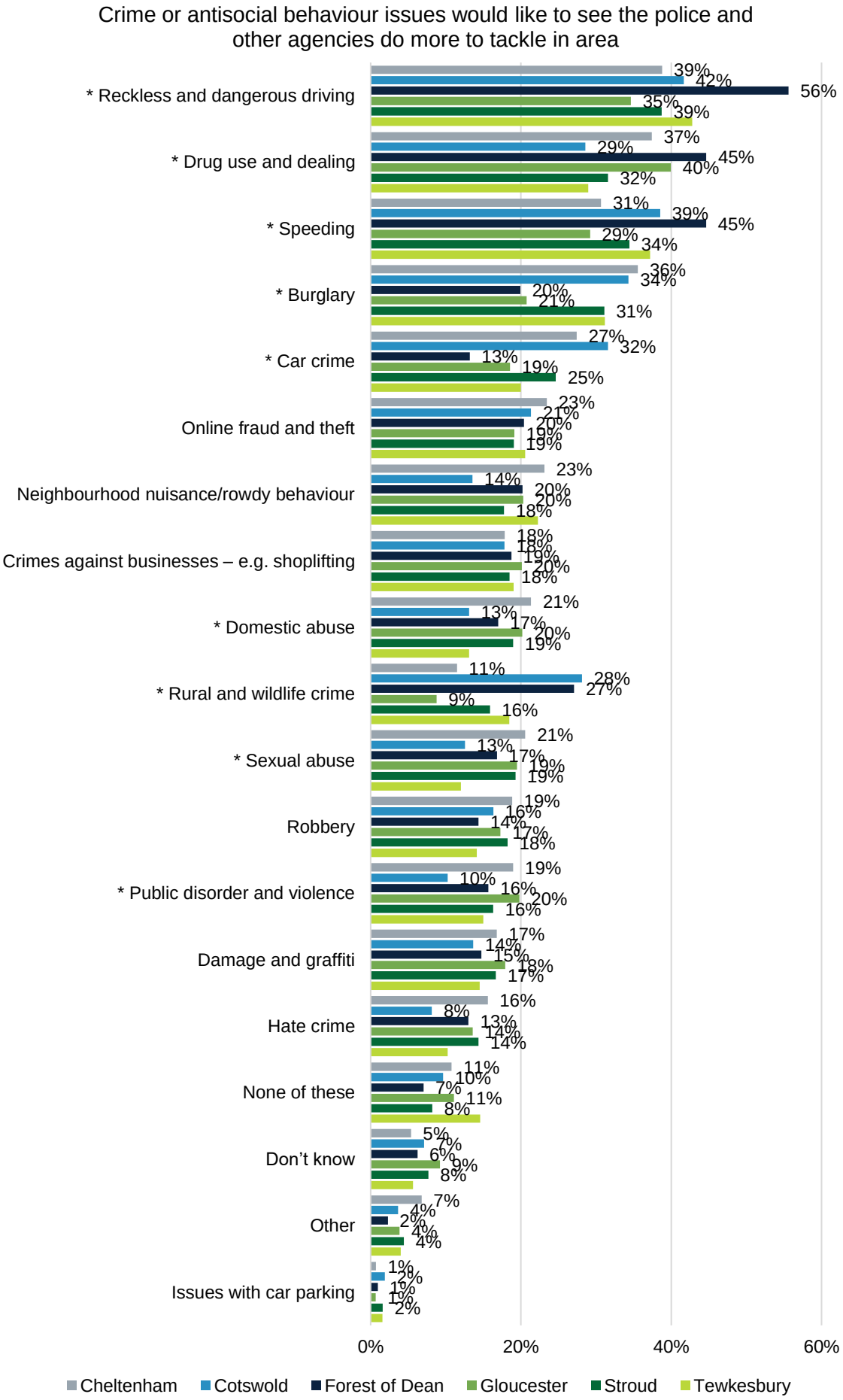
The crime or antisocial behaviour issue that most respondents would like to see the police and other agencies to do more to tackle in their area was 'reckless and dangerous driving', with 41% of respondents wanting to see more done to tackle this. Following this, the top issues for respondents were 'drug use and dealing', 'speeding', and 'burglary'. In the 2023 surveys, the same proportion (41%) wanted to see more done to tackle 'reckless and dangerous driving', 37% wanted to see more done to tackle 'speeding', 36% wanted to see more done to tackle 'drug use and dealing' and 33% wanted to see more done to tackle 'burglary'.



Base: 1,774
'Issues with car parking' coded from 'other'.

2.110 There were significant differences in the crime or antisocial behaviour issues that respondents would like to see the police and other agencies do more to tackle in their area by Local Authority. Respondents from:

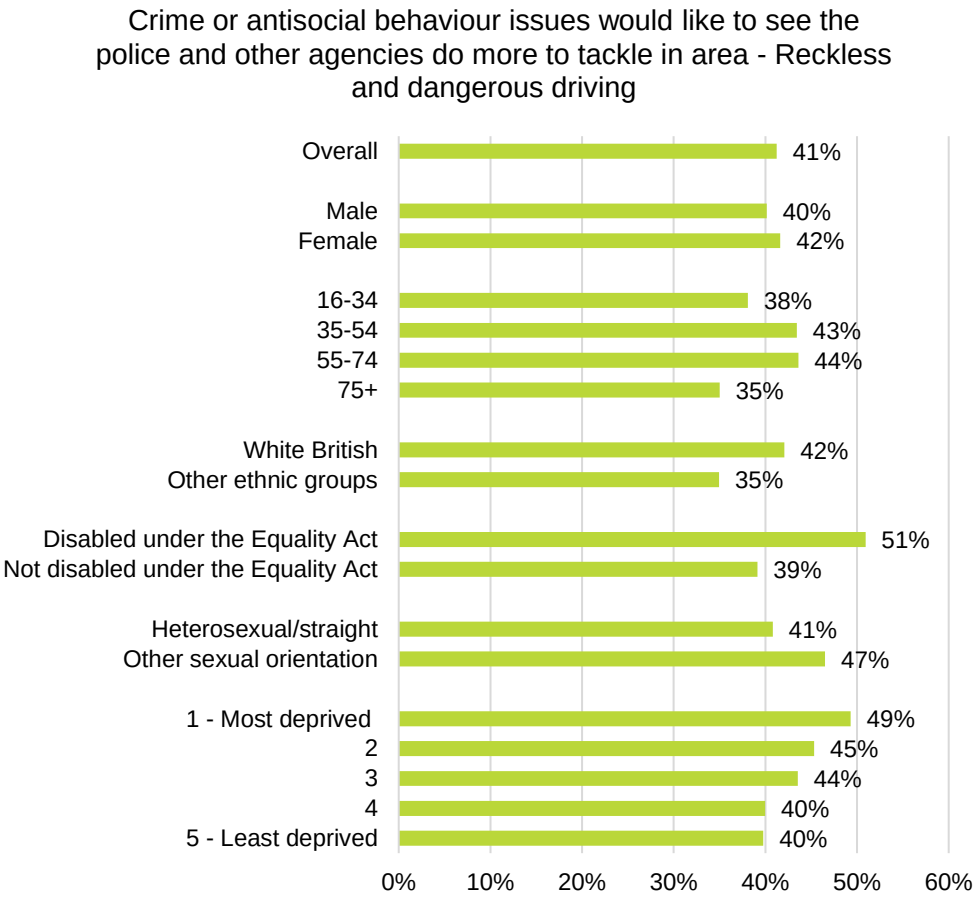
- Forest of Dean - were more likely to want to see more done to tackle 'reckless and dangerous driving', 'drug use and dealing', 'speeding'.
- Cotswold - were more likely to want to see more done to tackle 'car crime'.
- Cheltenham - were more likely to want to see more done to tackle 'sexual abuse' and 'domestic abuse'.
- Cheltenham and Gloucester - were more likely to want to see more done to tackle 'public disorder and violence'.
- Cheltenham and Cotswold - were more likely to want to see more done to tackle 'burglary'.
- Forest of Dean and Cotswold - were more likely to want to see more done to tackle 'rural and wildlife crime'.
  (Chart overleaf).



Base: See Appendix A

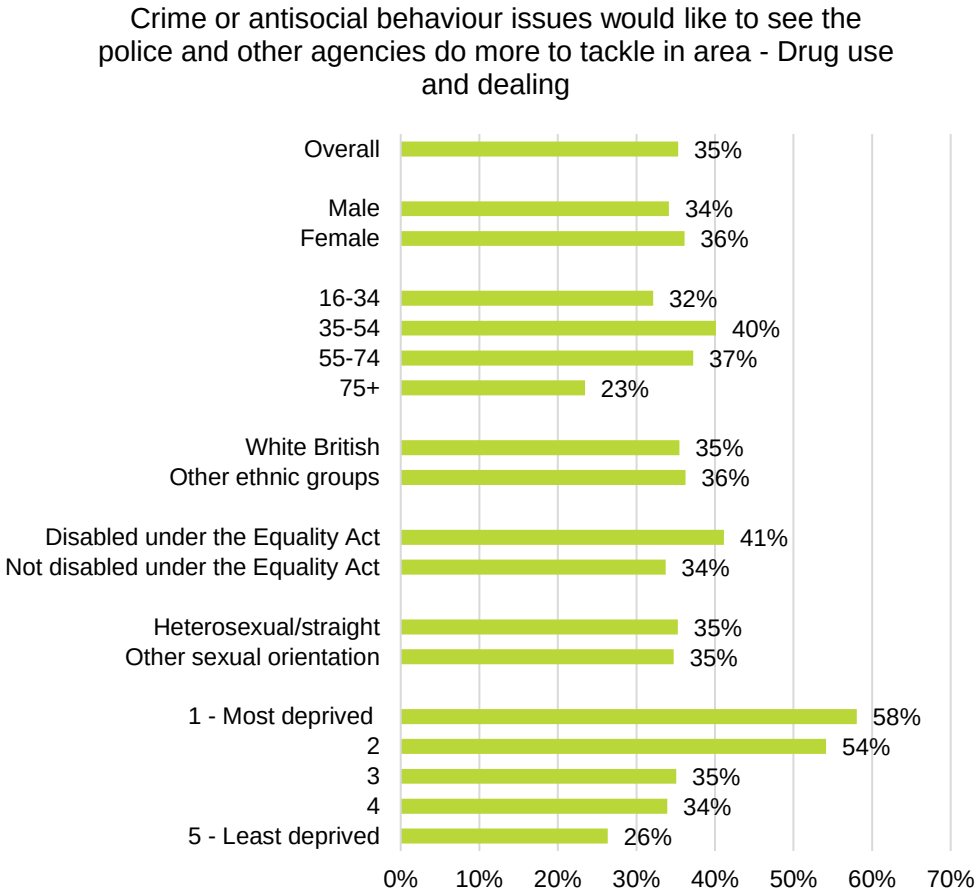
* = Significant differences by Local Authority

2.111 There were significant differences in the proportion of respondents who would like to see the police and other agencies do more to tackle reckless and dangerous driving in their area by disability status. Respondents disabled under the Equality Act were more likely to want to see more done to tackle this issue.



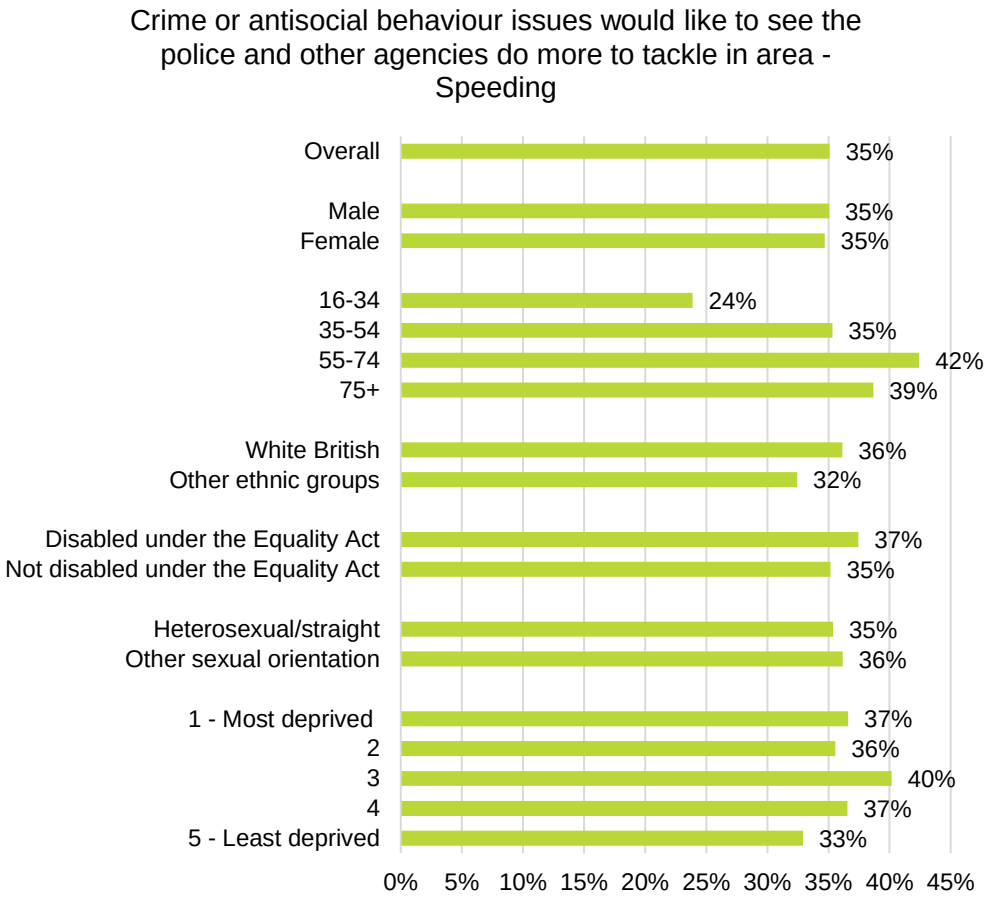
Base: See Appendix A
Significant differences by disability status

2.112 There were significant differences in the proportion of respondents who would like to see the police and other agencies do more to tackle drug use and dealing in their area by age, disability status and deprivation. Respondents aged 35 to 54, those disabled under the Equality Act and those from the two most deprived IMD quintile were more likely to want to see more done to tackle this issue.



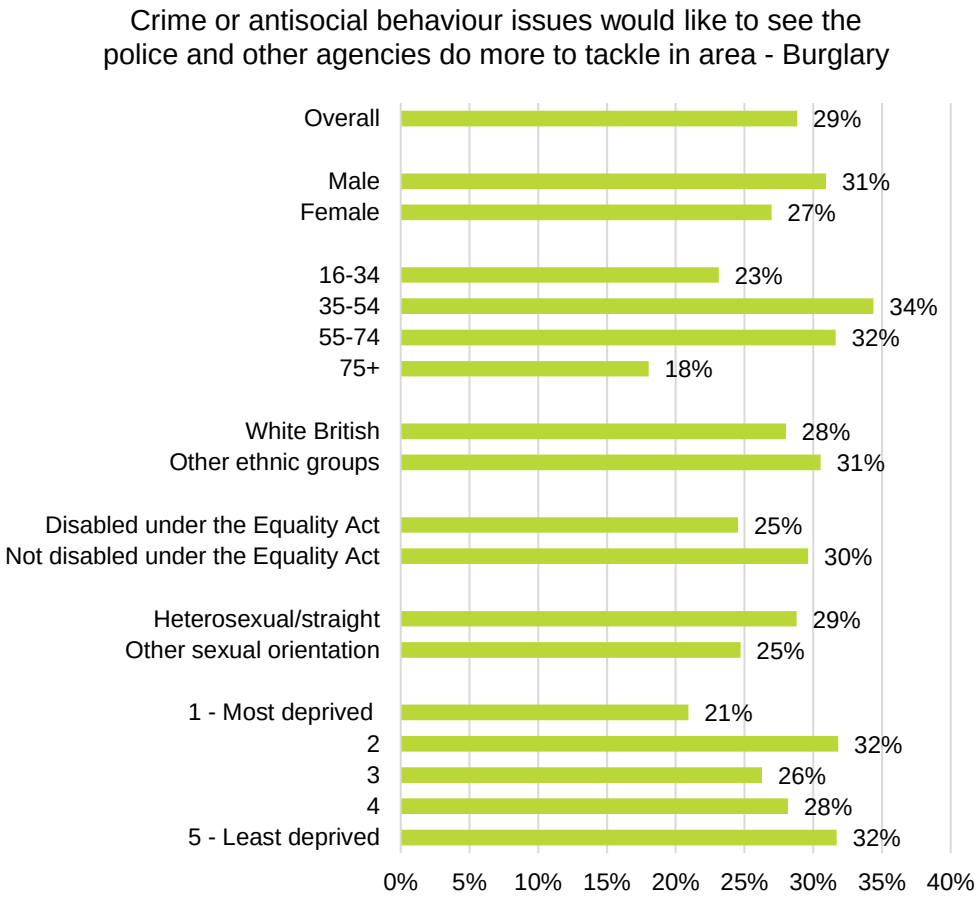
Base: See Appendix A
Significant differences by age, disability status and IMD

2.113 There were significant differences in the proportion of respondents who would like to see the police and other agencies do more to tackle speeding in their area by age. Respondents aged 55 to 74 were more likely to want to see more done to tackle this issue.



Base: See Appendix A
Significant differences by age

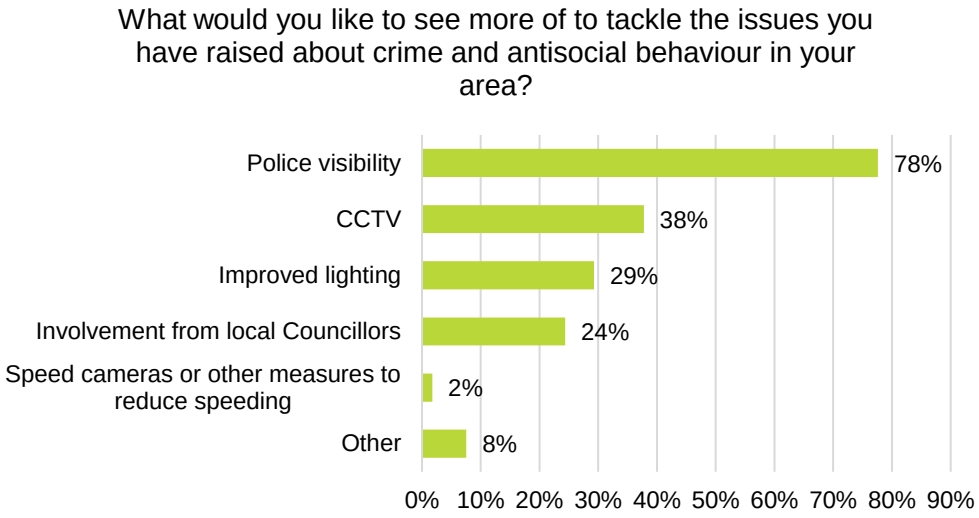
2.114 There were significant differences in the proportion of respondents who would like to see the police and other agencies do more to tackle burglary in their area by age. Respondents aged 35 to 74 were more likely to want to see more done to tackle this issue.



Base: See Appendix A
Significant differences by age

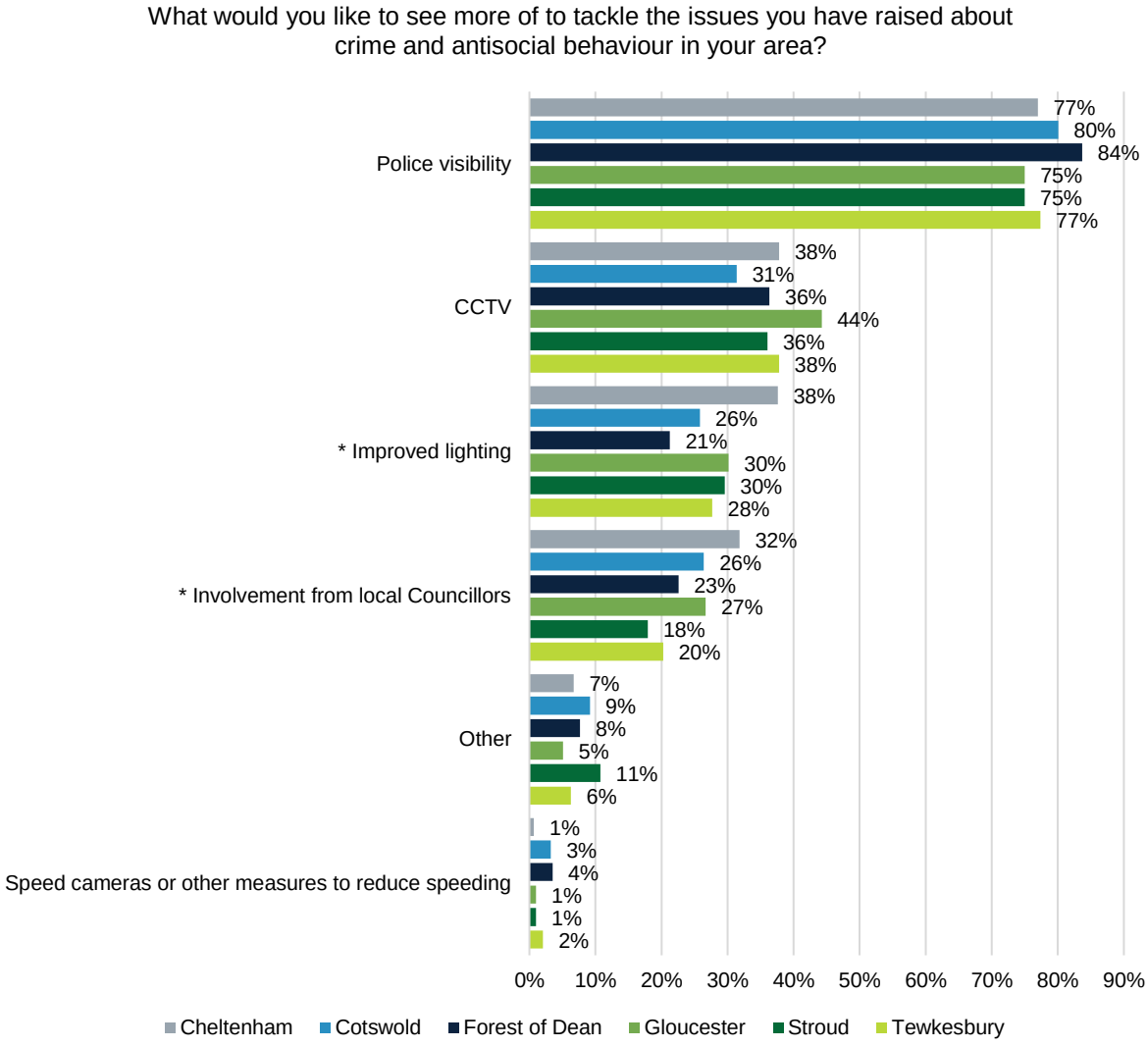
2.115 The sections above detail differences in key groups for the top crime or antisocial behaviour issues that respondents would like to see the police and other agencies do more to tackle in their area. There are also some differences by sub-group for other crime or antisocial behaviour issues. For example, there were significant differences in the proportion of respondents who would like to see the police and other agencies do more to tackle domestic abuse in their area by age, sexual orientation and deprivation, with respondents aged 16 to 54, those with a sexual orientation other than heterosexual and those from the second most deprived quintile more likely to want to see more done to tackle this issue.

2.116 Respondents were asked what they would like to see more of to tackle the crime and antisocial behaviour priorities they had highlighted in the previous question. The majority of respondents (78%) would like to see more police visibility. 38% of respondents would like to see more CCTV, 29% would like to see improved lighting and 24% would like to see involvement from local Councillors. This question was not asked in the 2023 survey.



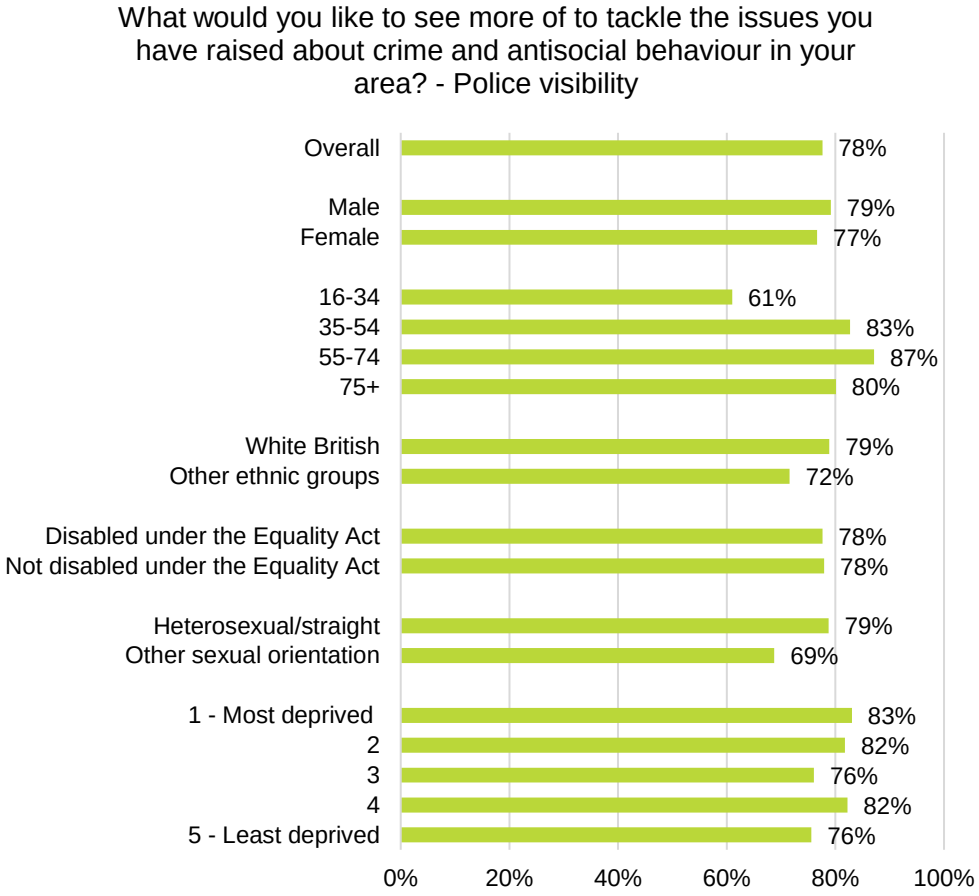
Base: 1,695
'Speed cameras or other measures to reduce speeding' coded from 'other'.

2.117 There were significant differences in what respondents would like to see more of to tackle the crime and antisocial behaviour priorities they had highlighted in the previous question by Local Authority. Respondents from Cheltenham were more likely to want to see more improved lighting and involvement from local Councillors.



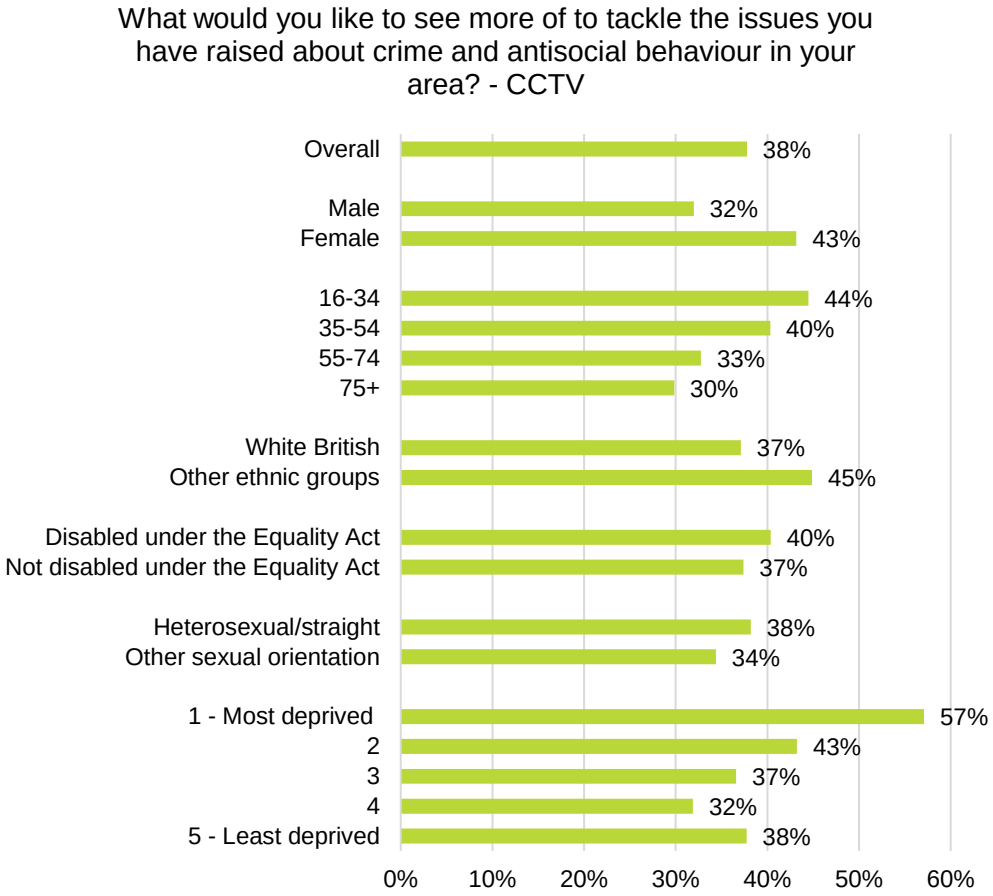
Base: See Appendix A
* = Significant differences by Local Authority

2.118 There were significant differences in the proportion of respondents who would like to see more police visibility by age, ethnic group, sexual orientation and deprivation. Respondents aged 16 to 34, from ethnic groups other than White British, with sexual orientations other than heterosexual and from the third (middle) and least deprived IMD quintiles were less likely to want to see more police visibility to tackle the issues they raised about crime and antisocial behaviour in their local area.



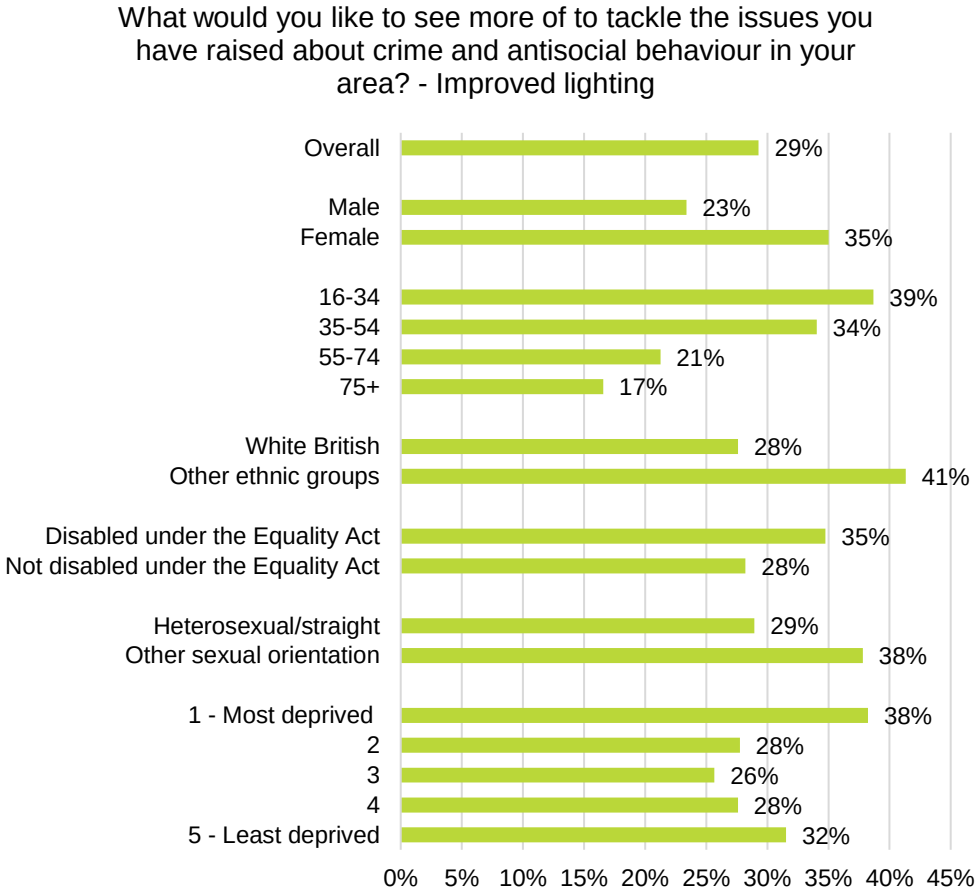
Base: See Appendix A
Significant differences by age, ethnic group, sexual orientation and IMD

2.119 There were significant differences in the proportion of respondents who would like to see more CCTV by gender, age, ethnic group and deprivation. Women, respondents aged 16 to 34, those from ethnic groups other than White British and from the most deprived IMD quintiles were more likely to want to see more CCTV to tackle the issues they raised about crime and antisocial behaviour in their local area.



Base: See Appendix A
Significant differences by gender, age, ethnic group and IMD

2.120 There were significant differences in the proportion of respondents who would like to see improved lighting by gender, age, ethnic group and disability status. Women, respondents aged 16 to 34, respondents from ethnic groups other than White British and respondents disabled under the Equality Act were more likely to want to see improved lighting to tackle the issues they raised about crime and antisocial behaviour in their local area.

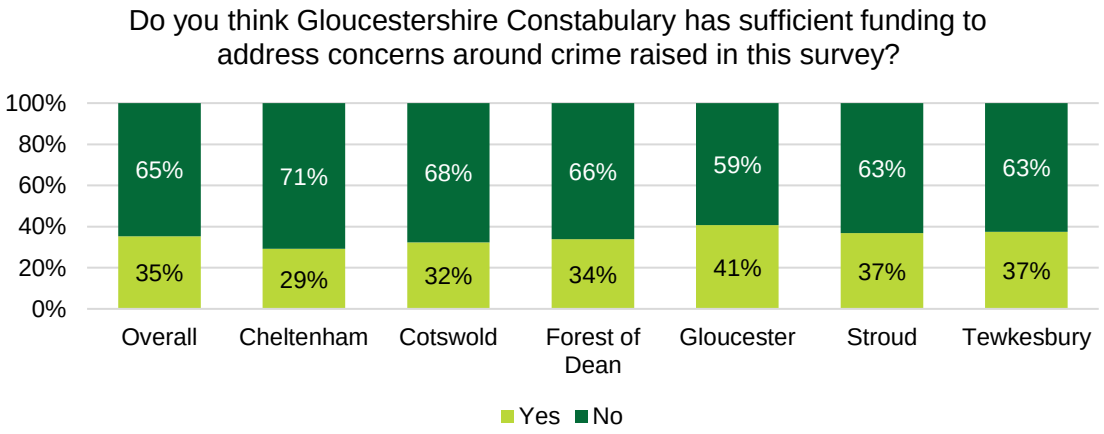


Base: See Appendix A
Significant differences by gender, age, ethnic group and disability status

2.121 There were some other significant differences by subgroup in what respondents would like to see more of to tackle the issues they raised about crime and antisocial behaviour in their local area. For example, there were significant differences in the proportion of respondents who want to see more involvement from local Councillors by gender and deprivation, with women and respondents from the most deprived quintile less likely to want to see more involvement from local Councillors to tackle the issues they raised about crime and antisocial behaviour in their local area.

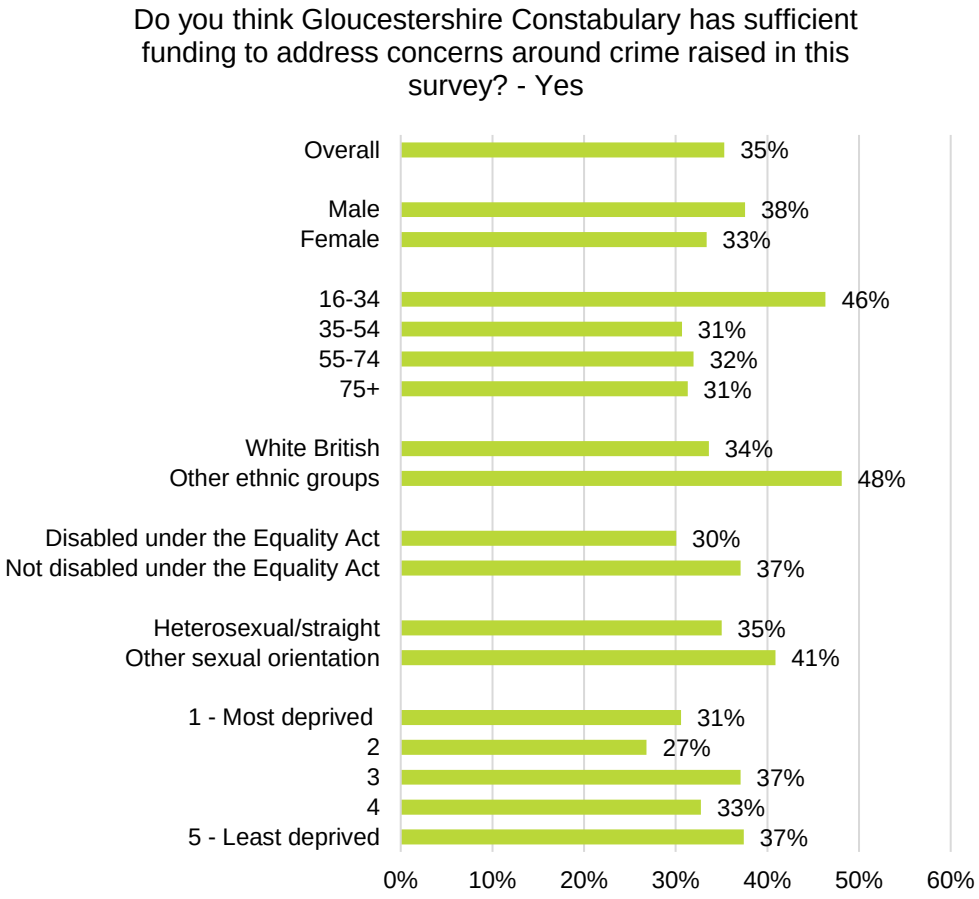
Future Policing Budget

2.122 Overall, around two-thirds (65%) of respondents do not think Gloucestershire Constabulary has sufficient funding to address concerns around crime raised in this survey; around a third (35%) think they do have sufficient funding. There were significant differences in perception by Local Authority district, with residents in Gloucester more likely to think that Gloucestershire Constabulary has sufficient funding to address concerns around crime raised in this survey. In the 2023 survey, 68% of respondents did not think Gloucestershire Constabulary had sufficient funding to address concerns around crime raised in the survey



Base: Overall = 1,652, see Appendix A for Local Authority Significant differences by Local Authority

2.123 There were significant differences in the proportion of respondents who think that Gloucestershire Constabulary has sufficient funding to address concerns around crime raised in this survey by age, ethnic group and disability status. Respondents aged 16 to 34, those from the White British group and those disabled under the Equality Act were less likely to think that Gloucestershire Constabulary has sufficient funding to address concerns around crime raised in this survey.



Base: See Appendix A
Significant differences by age, ethnic group and disability status

2.124 Respondents were asked 'if more money were available to Gloucestershire Constabulary, where would they want it spent'. The diagram below shows words that occur 20 or more times in the responses when responses like 'don't know' have been removed. The size of the word reflects the frequency of the responses. The most frequently occurring words are 'police', 'more', 'visibility/visible', 'officers', 'patrol/patrols/patrolling', 'crime', 'presence', 'community' and 'policing'.

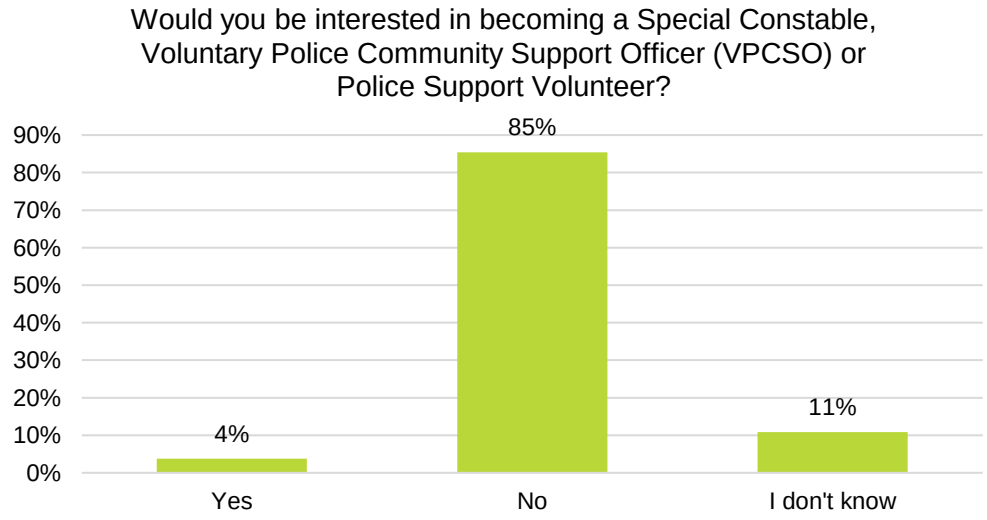
Words mentioned 20 or more times
Excluded words: the, and, with, not, for, are, have, that, but, from

2.125 The full set of comments received has been provided separately to this report. As in the 2023 survey, clear patterns emerge from this – visibility, foot patrols, tackling specific crimes and issues, but also wider points around partnership working, making connections, and prevention. Some of the comments received from residents are shown below.

- Actually dealing with incidents and offenders, not just giving out a crime number.
- An increase in local presence / visibility.
- Bobbies on the beat like the old days.
- Community policing visible in the area.
- Recruitment of women and minorities.
- Educate younger generation (from school itself) about safety, drug usage and crime and if they get involved, then after effect.
- Frontline policing and more community outreach.
- Having a more positive reputation with people, being more visible and being seen as a place of safety rather than just being seen when something bad has happened.
- Increased staffing and visible police presence.
- More foot patrols - police to be easily accessible.
- More officers and call handlers.
- More police officers on the ground.
- Rural crime prevention and actual officers visibly policing the area.
- Training and community involvement.
- Use the money to provide police officers with the best equipment to tackle crime.
- Visible policing being part of the community.

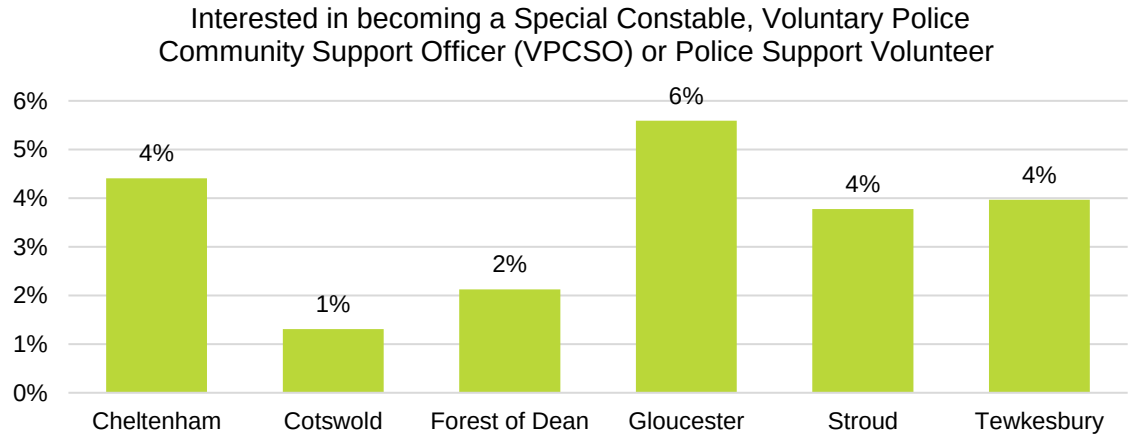
Volunteering

2.126 Four percent (4%) of respondents would be interested in becoming a Special Constable, Voluntary Police Community Support Officer (VPCSO) or Police Support Volunteer. 85% would not be interested in a volunteer role, and 11% 'don't know'. In the 2023 survey, the same proportion (4%) said they would be interested in becoming a Special Constable, Voluntary Police Community Support Officer (VPCSO) or Police Support Volunteer.



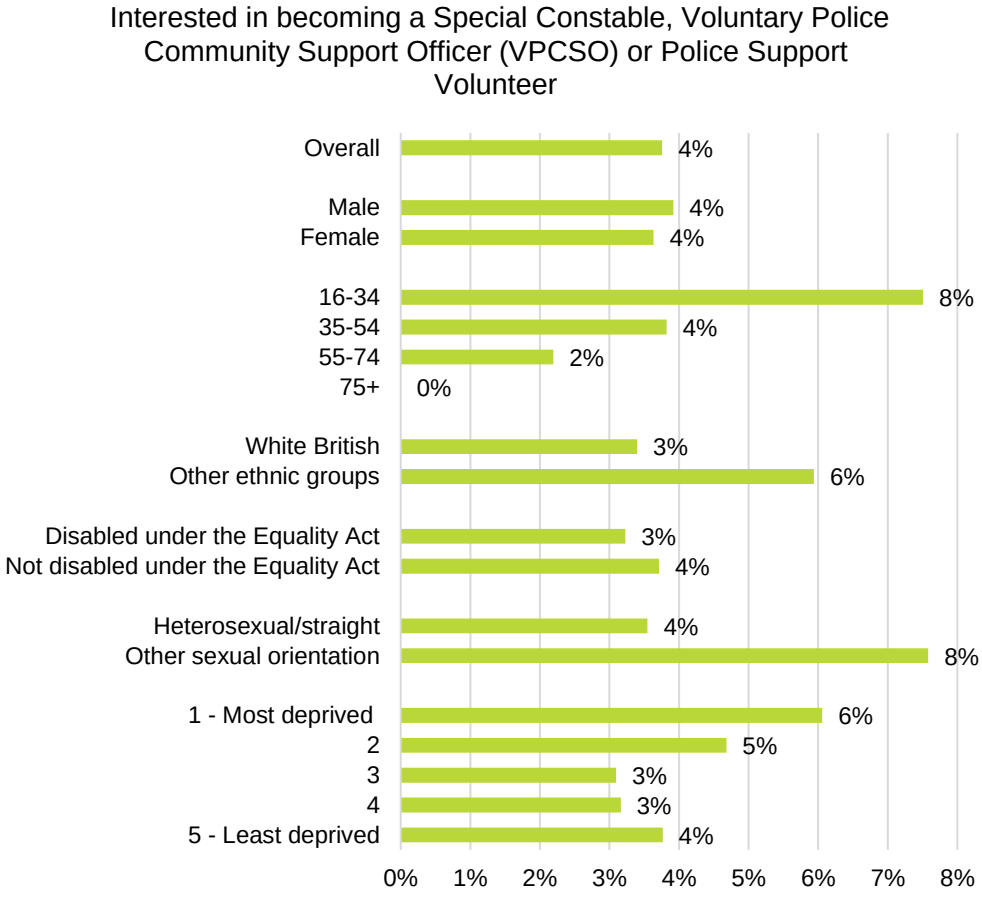
Base: 1,775

2.127 There were no significant differences by Local Authority in the proportion of respondents who would be interested in becoming a Special Constable, Voluntary Police Community Support Officer (VPCSO) or Police Support Volunteer. A higher proportion of respondents from Gloucester would to be interested in a volunteer role, but the difference is not significant.



Base: See Appendix A
No significant differences by Local Authority

2.128 There were significant differences in the proportion of respondents who would be interested in becoming a Special Constable, Voluntary Police Community Support Officer (VPCSO) or Police Support Volunteer by age. Respondents aged 16 to 34 were more likely to be interested in a volunteer role.



Base: See Appendix A
Significant differences by age

Differences in Perceptions for Those Who Have Been a Victim of Crime

2.129 This section replicates further analysis conducted in the 2023 survey and looks at results from further analysis of the survey responses from respondents who have been a victim of crime. It focuses on two aspects, perceptions of the police and community safety.

2.130 The table below shows agreement with statements about police in the local area for respondents who have been a victim of crime in the last 12 months compared to those who have not been a victim of crime. Respondents who have been a victim of crime were significantly less likely to agree with six of the seven statements about the police in their local area (the difference in agreement that 'the police treat people fairly and with respect' is not significant). The biggest differences in agreement between those who had been a victim of crime and those who had not were for the statements 'the police and local council are dealing with antisocial behaviour and crime issues that matter in this area', 'the police are dealing with the crime and antisocial behaviour issues that affect my local area' and 'I have confidence in the police in my local area'.

Agreement with statements about police by respondents who have and have not been a victim of any type of crime in the last 12 months		
	Victim of Crime	Not a Victim
The police and local council are dealing with antisocial behaviour and crime issues that matter in this area	41%	56%
The police are dealing with the crime and antisocial behaviour issues that affect my local area	30%	44%
I have respect for the police in my local area	71%	78%
I have confidence in the police in my local area	42%	54%
The police have a good reputation amongst local people	31%	40%
The police take people's concerns seriously	36%	42%
The police treat people fairly and with respect	55%	58%

2.131 The following table shows the proportion of respondents who feel very or fairly safe in a number of situations for those who have been a victim of crime in the last 12 months and those who have not. Respondents who had been a victim of crime were significantly less likely to feel safe in all six situations. The biggest difference in perception between those who had been a victim of crime and those who had not was in the perception of safety outside in the local area after dark. In this situation, the gap is fourteen percentage points.

Feel very or fairly safe in following situations by police by respondents who have and have not been a victim of any type of crime in the last 12 months		
	Victim of Crime	Not a Victim
Outside in your local area during the day	85%	92%
Outside in your local area after dark	47%	61%
Alone in your own home during the day	90%	95%
Alone in your own home at night	76%	84%
Using online social media	61%	67%
Banking and making purchases online	67%	78%

2.132 The three types of crime respondents perceived to be most of a problem in their local area were 'online fraud', 'computer viruses or malware' and 'burglary'. The table below shows the proportion of respondents who think these types of crime are 'a very big'

and ‘a fairly big’ problem in their local area comparing respondents who have been a victim of crime in the last 12 months with those who have not. Respondents who had been a victim of crime were significantly more likely to think all three types of crime were a problem. The biggest difference between those who had been a victim of crime and those who had not was in thinking online fraud was a problem.

Perceive types of crime as a very big or fairly big problem in local area by respondents who have and have not been a victim of any type of crime in the last 12 months		
	Victim of Crime	Not a Victim
Online fraud – e.g. e-mail scams, fraudulent transactions - including attempts	60%	24%
Computer viruses or malware	36%	13%
Burglary – someone entering your home, shed, garage etc. to steal something	30%	14%

2.133 The three types of antisocial behaviour respondents perceived to be most of a problem in their local area were ‘people using or dealing drugs, ‘vehicle-related nuisance’ and ‘fly-tipping. The following table shows the proportion of respondents who think these types of antisocial behaviour are ‘a very big’ and ‘a fairly big’ problem in their local area for respondents who have been a victim of crime in the last 12 months and those who have not. Respondents who had been a victim of crime were significantly more likely think all three types of ASB were a problem.

Perceive type of antisocial behaviour as a very big or fairly big problem in local area by respondents who have and have not been a victim of any type of crime in the last 12 months		
	Victim of Crime	Not a Victim
People using or dealing drugs	38%	24%
Vehicle-related nuisance	38%	25%
Fly-tipping	32%	18%

3 CONCLUSIONS

3.1 This report details the findings from the 2024 Perceptions of Crime Survey conducted in Gloucestershire and commissioned by the Office of the Police and Crime Commissioner for Gloucestershire. It forms the second survey conducted using the same approach with a large sample of residents and allows changes between 2023 and 2024 to be reported.

3.2 The survey was conducted using a mixed methodology, with responses from residents obtained using a number of methods and data sources. This approach ensures wide inclusion of residents, including some groups who are traditionally under-represented in residents' surveys. Care has been taken in the analysis to ensure that the sample of residents used for reporting is unbiased, sufficiently large and representative of the population of Gloucestershire. If further surveys with residents are to be conducted, as a minimum, the methodology should remain consistent with the last two years to ensure stability of the results going forward. However we recommend that, if possible, a primarily ASC method is used, with online self-completion for younger people, and that the sample size is increased to 384 per local authority area.

3.3 In interpreting some of the results for sub-groups in this report, it is important to note some confounding factors. Some examples that illustrate this are:

- The differences by ethnicity and disability are likely to be driven by differences in demographics. For example, disabled respondents are significantly older. Respondents from Non-White British ethnic groups are younger and also more likely to live in Cheltenham or Gloucester.

- The differences in sexual orientation are also likely to be driven by demographic differences. For example, the 'other sexual orientation' group is younger and more likely to be from IMD quintile 3 (the middle deprivation quintile).

- The results for Forest of Dean are less positive for some aspects covered in this survey. This may be explained by other factors. For example, the Forest of Dean has a higher proportion of respondents from the more deprived quintiles of neighbourhoods, particularly quintiles 2 and 3. In addition, the rural nature of the area (coupled with aspects of deprivation) may explain some of the differences in perceptions.

3.4 A key perception measure included in the survey was 'the police and local council are dealing with antisocial behaviour and crime issues that matter in this area'. The results show a majority of local residents in Gloucestershire agree with the statement in this 2024 survey; only one-in-five disagree. Comparing the results between 2023 and 2024 shows no change over the period. The results are comparable with other areas – for example, the Nottingham Respect survey shows similar results[11]. In other areas, the proportion agreeing with a similar measure are lower than the results in Gloucestershire. For example, in Nottinghamshire, the latest quarterly survey of residents showed that 39% of respondents agree that 'the police in your local area are dealing with the crime and antisocial behaviour issues that matter to you'[12].

3.5 As in 2023, the sub-groups of residents with lower levels of agreement with the statement are those aged 55-74 and those who are disabled. In this 2024 survey, residents from the most deprived quintile of neighbourhoods in Gloucestershire were also less likely to

[11] See results from the Respect for Nottingham survey on this page: https://www.nottinghaminsight.org.uk/themes/crime-and-community-safety/strategies-plans-and-surveys/
[12] Nottinghamshire Police and Crime Survey to September 2024

agree with the statement. For these three groups, less than half of respondents agreed with the overall perception statement and some further exploration of this would be helpful.

3.6 For other perception measures, the survey showed positive results in terms of agreement with some of the specific perception statements included in the survey, in particular, that 'I have respect for the police in my local area'; 'the police treat people fairly and with respect', and 'I have confidence in the police in my local area'. For other statements, a lower proportion agree that 'the police take people's concerns seriously', 'the police are dealing with the crime and antisocial behaviour issues that affect my local area, and 'the police have a good reputation amongst local people'. Comparing the 2024 survey responses for these perception measures to last year shows only small changes in the results. There is a 2-percentage point increase in agreement with 'respect for the police' and a 2-percentage point decrease in agreement with 'the police take people's concerns seriously'. In this 2024 survey, residents were also asked to give comments on their perceptions of the police. These fell into positive and negative themes – positive themes focused on admiration for the work of the police; negative themes focused on a lack of visibility or dissatisfaction with response to issues.

3.7 On aspects of community safety, the 2024 survey again showed Gloucestershire residents have high perceptions of safety when alone at home during the day, outside locally during the day and alone at home at night. The results for these are very similar to those reported in 2023. Perceptions are slightly lower when using online banking/purchasing online (a 2-percentage fall since 2023) and when using social media, but it is worth noting that these statements have a higher proportion of residents who say 'neither safe nor unsafe' which may include respondents who do not use social media or online methods for banking and making purchases.

3.8 Perceptions of safety are lowest for Gloucestershire residents when outside in the local area after dark. In this situation, less than six-in-ten feel safe, compared to nine-out-of-ten who feel safe outside during the day. The proportion feeling safe in this situation has fallen by 3-percentage points since 2023. By sub-group, women, respondents from the youngest and oldest age groups, disabled respondents, those with sexual orientations other than heterosexual and those from the most deprived quintile of neighbourhoods were less likely feel safe outside in their local area after dark. This aspect of community safety would benefit from further investigation to understand the factors affecting perceptions of safety outside after dark and should be monitored in future similar surveys with residents.

3.9 Linked to this, a third of respondents this year said there were places where they feel unsafe in their local area. This was highest in Cheltenham and Gloucester, and lowest in Cotswold. A full set of responses to this aspect have been provided to the OPCC.

3.10 The antisocial behaviour issues perceived to be most of a problem in Gloucestershire are 'people using or dealing drugs' and 'vehicle-related nuisance'. For both aspects, the results are similar to 2023; 'vehicle-related nuisance' has seen a 2-percentage point increase in residents thinking it is a problem. As in 2023, 'Fly-tipping' is ranked third with one-in-five thinking it is a problem. For 'people using or dealing drugs', the sub-groups most likely to think this is a problem are residents who are younger, disabled, and living in the most deprived neighbourhoods of Gloucestershire.

3.11 A half of respondents to the survey had personally experienced at least one type of antisocial behaviour (ASB) in the last 12 months. This has increased since the 2023 survey (by 5-percentage points). The ASB most commonly experienced was 'vehicle-

related nuisance' – again, an increase since 2023. For those who had experienced antisocial behaviour in the last year, only four-in-ten reported it.

3.12 The type of crime perceived to be most of a problem by Gloucestershire residents included in this survey was 'online fraud'. The proportion of residents thinking this is a problem has increased since the 2023 survey. As in 2023, 'computer viruses or malware' was ranked second, and 'burglary' ranked third. Online fraud is ranked highest across all local authorities and is perceived to be a problem more commonly amongst older age groups.

3.13 Over a quarter of respondents to the survey had personally been a victim of at least one type of crime in the last 12 months. This reduces considerably when online fraud and computer viruses and malware are excluded. Those saying they have been a victim of crime has increased slightly since 2023, but the difference is not statistically significant.

3.14 Just over a third of those who been a victim of a crime reported the last crime to the police. Some however, reported it to other organisations. The proportion reporting a crime to the police has fallen slightly since 2023. A large proportion did not report the crime they experienced because they did not think the police would have been interested or because they thought it too trivial.

3.15 Amongst those who did report the crime they had experienced to the police, levels of satisfaction with the information received and the level of service are slightly higher than in 2023. In addition, the 2024 survey results show an increase in both the proportion who had received information about their rights as a victim and had received their rights as a victim of crime under the Victim's Code of Practice.

3.16 In terms of policing priorities, the top four crime and ASB priorities for the public in Gloucestershire were: reckless and dangerous driving; drug use and dealing; speeding; and burglary. Online fraud, the top crime experienced by residents in the survey, was only ranked 6th in terms of priorities. Burglary however, experienced by a very small proportion of respondents, is ranked highly as a priority, although a lower proportion saw it as a priority in this 2024 survey.

3.17 In this 2024 survey, respondents were asked what they would like to see to tackle the crime and antisocial behaviour priorities they had highlighted. Over three-quarters said they would like to see more police visibility. More CCTV and improved lighting were also suggested, as was increased involvement from local Councillors.

3.18 As in the 2023 survey, around two-thirds of residents participating in this survey think that Gloucestershire Police does not have sufficient funding to address the concerns around crime raised in the survey. The balance is two-thirds (insufficient funding) to one-third (sufficient funding). Possibly reflecting cost-of-living issues, the proportion thinking local police funding is insufficient has slightly reduced since 2023. As might be expected, when asked where they would like more money spent if it were available, respondents frequently said more policing.

Information by Design
November 2024

APPENDIX A – SAMPLE SIZES FOR KEY SUB-GROUPS

Local Authority	Unweighted Count
Cheltenham	275
Cotswold	294
Forest of Dean	259
Gloucester	374
Stroud	331
Tewkesbury	327

Gender	Unweighted Count
Male	796
Female	1,009

Age	Unweighted Count
16-34	466
35-54	524
55-74	626
75+	204

Ethnicity	Unweighted Count
White British	1,549
Other ethnic groups	189

Disability	Unweighted Count
Disabled under the Equality Act	284
Not disabled under the Equality Act	1,345

Sexual Orientation	Unweighted Count
Heterosexual/straight	1,538
Other sexual orientation	85

2019 IMD	Unweighted Count
1 - Most deprived	104
2	160
3	451
4	460
5 - Least deprived	544

APPENDIX B – DEMOGRAPHICS (FROM WEIGHTED DATA)

The demographics are from weighted data and exclude 'prefer not to say' and missing responses.

Age	Cheltenham	Cotswold	Forest of Dean	Gloucester	Stroud	Tewkesbury	Overall
16-24	12%	10%	7%	27%	15%	16%	15%
25-34	19%	11%	17%	5%	7%	9%	11%
35-44	19%	14%	18%	17%	13%	14%	16%
45-54	13%	16%	11%	16%	19%	17%	15%
55-64	16%	17%	16%	15%	15%	19%	16%
65-74	10%	17%	18%	11%	19%	11%	14%
75+	12%	15%	14%	10%	13%	13%	12%

Gender	Cheltenham	Cotswold	Forest of Dean	Gloucester	Stroud	Tewkesbury	Overall
Male	48%	48%	49%	49%	48%	48%	48%
Female	52%	52%	51%	51%	51%	52%	51%
Non-binary	0.0%	0.3%	0.0%	0.6%	0.6%	0.3%	0.3%
Prefer to self-describe	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%

Disability	Cheltenham	Cotswold	Forest of Dean	Gloucester	Stroud	Tewkesbury	Overall
Disabled under the Equality Act	14%	16%	21%	16%	18%	18%	17%
Not disabled under the Equality Act	86%	84%	79%	84%	82%	82%	83%

Religion	Cheltenham	Cotswold	Forest of Dean	Gloucester	Stroud	Tewkesbury	Overall
No religion	54%	42%	47%	47%	51%	48%	48%
Christian	44%	56%	50%	47%	46%	48%	48%
Buddhist	0%	0%	1%	0%	1%	1%	1%
Hindu	0%	0%	0%	1%	0%	0%	0%
Jewish	0%	0%	0%	0%	0%	0%	0%
Muslim	0%	1%	1%	3%	0%	0%	1%
Sikh	0%	0%	0%	0%	0%	1%	0%
Any other religion	1%	1%	1%	1%	1%	2%	1%

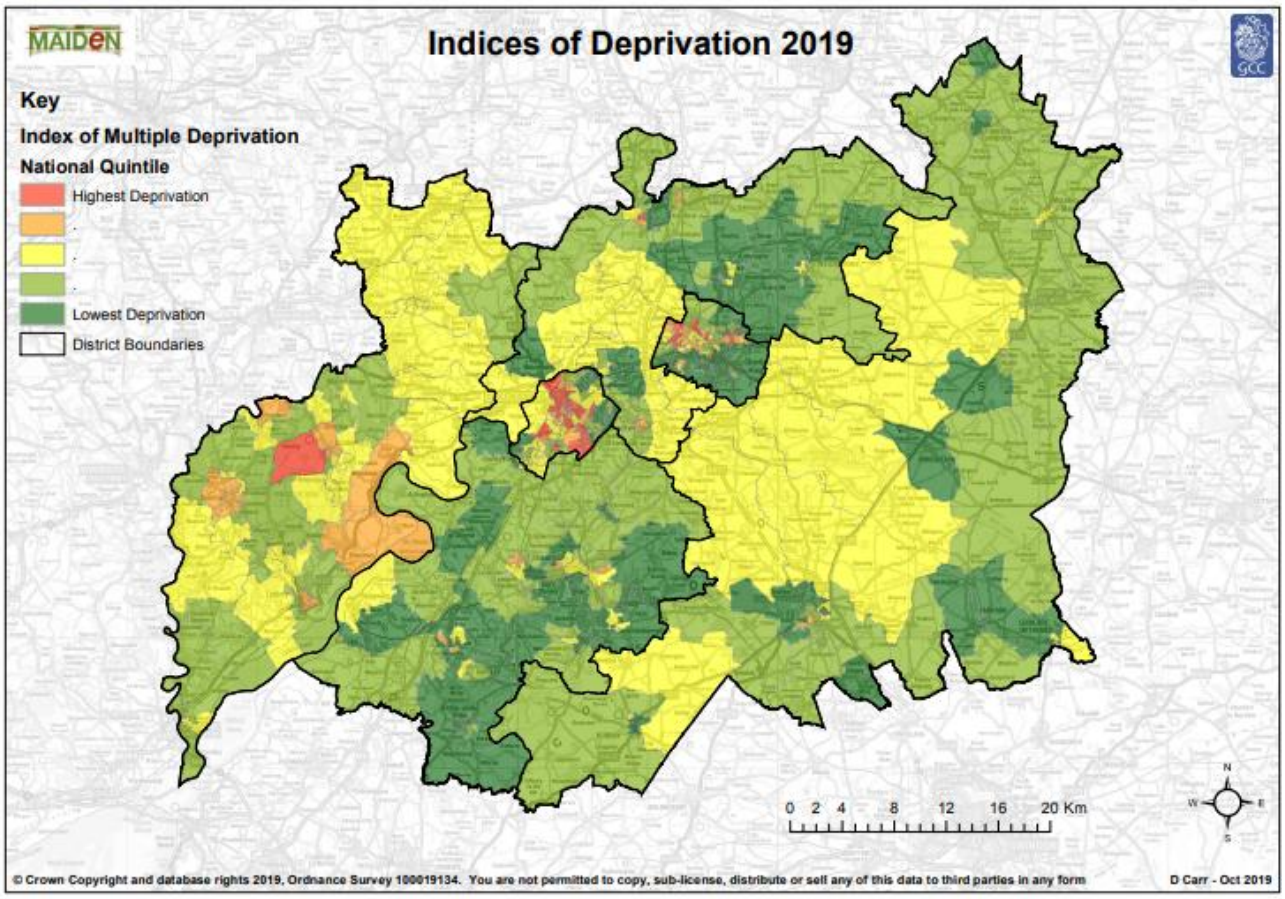
Ethnicity	Cheltenham	Cotswold	Forest of Dean	Gloucester	Stroud	Tewkesbury	Overall
White: British	84%	90%	96%	85%	93%	89%	89%
Other White	12%	7%	2%	5%	5%	6%	7%
Mixed	3%	0%	1%	2%	1%	1%	1%
Asian or Asian British	1%	2%	1%	6%	1%	2%	2%
Black or Black British	0%	1%	0%	2%	1%	1%	1%
Arab or other ethnic group	0%	0%	0%	1%	0%	1%	0%

Gender identity	Cheltenham	Cotswold	Forest of Dean	Gloucester	Stroud	Tewkesbury	Overall
Same as sex registered at birth	100%	99%	100%	100%	99%	100%	100%
Different from sex registered at birth	0.3%	0.7%	0.0%	0.3%	1.3%	0.3%	0.0%

Employment Status	Cheltenham	Cotswold	Forest of Dean	Gloucester	Stroud	Tewkesbury	Overall
Employee in full-time job (30 hours plus per week)	41%	37%	41%	34%	34%	38%	37%
Employee in part-time job (under 30 hours per week)	9%	11%	10%	14%	12%	12%	11%
Self-employed full or part-time	8%	7%	7%	7%	8%	10%	8%
On a government supported training programme e.g. Modern Apprenticeship	0%	0%	1%	0%	0%	0%	0%
Full-time education at school, college or university	7%	5%	3%	18%	11%	9%	10%
Unemployed and available for work	3%	1%	0%	3%	1%	2%	2%
Permanently sick/disabled	3%	2%	4%	2%	1%	1%	2%
Wholly retired from work	23%	30%	29%	19%	31%	26%	26%
Looking after the home or family	5%	5%	3%	2%	2%	2%	3%
Doing something else	2%	2%	1%	0%	0%	1%	1%

Sexual Orientation	Cheltenham	Cotswold	Forest of Dean	Gloucester	Stroud	Tewkesbury	Overall
Bisexual	2%	0%	3%	3%	4%	2%	3%
Gay man	2%	1%	1%	0%	1%	1%	1%
Heterosexual/straight	94%	96%	93%	95%	94%	96%	95%
Lesbian/Gay woman	0%	2%	1%	1%	0%	1%	1%
Other	1%	0%	1%	1%	1%	1%	1%

APPENDIX C – IMD 2019 MAP



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