

**Newcastle Crime Reduction Partnership**

# **PUBLIC CONSULTATION**

**for the**

## **NEWCASTLE COMMUNITY SAFETY AUDIT 2001/2002**

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## **Acknowledgements**

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## SUMMARY: RESPONDENTS' VIEWS ABOUT CRIME IN NEWCASTLE

### KEY

 = a big problem    = a bit of a problem    = not a problem    = don't know

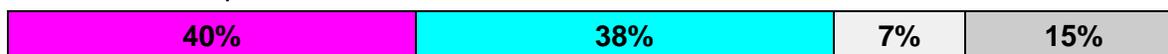
How much of a problem is house burglary?



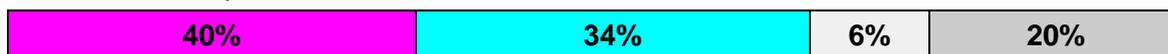
How much of a problem is robbery?



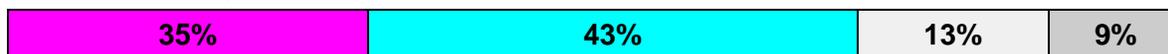
How much of a problem is the theft of vehicles?



How much of a problem is theft from vehicles?



How much of a problem is public disorder?



How much of a problem is youth crime?



How much of a problem is graffiti, vandalism or criminal damage?



How much of a problem is violent crime?



How much of a problem is domestic violence?



How much of a problem is sexual offending?



How much of a problem is racist crime?



How much of a problem are crimes related to drugs or alcohol?



## SUMMARY: RESPONDENTS' VIEWS ABOUT CRIME REDUCTION PRIORITIES

### KEY

 = very important    = quite important    = not important    = don't know

How important is it to reduce the number of house burglaries?



How important is it to reduce the number of vehicle crimes?



How important is it to reduce disorder at a neighbourhood level?



How important is it to reduce the amount of violent crime?



How important is it to increase the amount of support offered to vulnerable groups?



How important is it to reduce drug, alcohol, and substance misuse?



How important is it to improve levels of community confidence?



How important is it to narrow the gap in the crime rate between different areas of the City?



How important is it to increase leadership and joint working between the police, the City Council and other agencies?



How important is it to reduce crime in the City Centre?



## RESPONDENTS' VIEWS ABOUT OTHER POTENTIAL CRIME REDUCTION PRIORITIES

### KEY

= very important  
  = quite important  
  = not important  
  = don't know

How important is it to reduce the number of robberies?



How important is it to reduce the level of youth crime and disorder?



How important is it to reduce the amount of graffiti, vandalism, and criminal damage?



How important is it to reduce the number of racist crimes?



How important is it to reduce the amount of domestic violence?



## CONTENTS

<b>1</b>	<b>Introduction .....</b>	<b>9</b>
<b>2</b>	<b>Consultation methods .....</b>	<b>10</b>
2.1	Residents' survey .....	10
2.2	Consultation with groups, organisations and agencies.....	11
2.3	Street survey .....	11
2.4	Consultation with students.....	12
2.5	Consultation with young people .....	12
2.6	Consultation meeting with elderly people.....	12
2.7	Consultation with crime reduction partners .....	12
2.8	Consultation document.....	13
<b>3</b>	<b>People who took part in the consultation.....</b>	<b>14</b>
3.1	Residents' survey .....	14
3.1.1	Ward of residence .....	14
3.1.2	Age.....	14
3.1.3	Gender .....	15
3.1.4	Ethnic origin.....	15
3.2	Groups, agencies and organisations.....	15
3.3	Street survey .....	17
3.3.1	Age.....	17
3.3.2	Gender .....	17
3.3.3	Ethnic origin.....	17
3.4	Students .....	17
3.5	Young people .....	18
3.6	Elderly people.....	19
3.7	Crime reduction partners .....	19
<b>4</b>	<b>Burglary and theft .....</b>	<b>20</b>
4.1	House burglary and property theft.....	20
4.2	Shoplifting.....	21
<b>5</b>	<b>Robbery .....</b>	<b>22</b>
<b>6</b>	<b>Vehicle crime.....</b>	<b>23</b>
6.1	Theft of vehicles .....	23
6.2	Theft from vehicles .....	24
6.3	Damage to vehicles .....	24
6.4	Driving and road use.....	24
<b>7</b>	<b>Public disorder .....</b>	<b>25</b>
<b>8</b>	<b>Young people .....</b>	<b>27</b>
<b>9</b>	<b>Graffiti, vandalism and criminal damage.....</b>	<b>29</b>
<b>10</b>	<b>Violent crime .....</b>	<b>30</b>

<b>11</b>	<b>Domestic violence</b> .....	<b>31</b>
<b>12</b>	<b>Sexual offending</b> .....	<b>31</b>
<b>13</b>	<b>Racist crime and harassment</b> .....	<b>32</b>
13.1	Racist crime .....	32
13.2	Homophobic abuse .....	33
13.3	Other forms of harassment and discrimination .....	33
<b>14</b>	<b>Drug-related crime</b> .....	<b>34</b>
14.1	Alcohol .....	34
14.2	Drugs .....	35
<b>15</b>	<b>Environmental concerns</b> .....	<b>35</b>
15.1	Clean streets.....	35
15.2	Noise pollution .....	35
15.3	Crime hotspots.....	36
<b>16</b>	<b>Public transport</b> .....	<b>36</b>
<b>17</b>	<b>Other types of crime</b> .....	<b>37</b>
<b>18</b>	<b>Fear of crime</b> .....	<b>37</b>
<b>19</b>	<b>Views about local crime reduction priorities</b> .....	<b>39</b>
19.1	Reducing the number of house burglaries.....	39
19.2	Reducing the number of vehicle crimes.....	40
19.3	Reducing disorder at a neighbourhood level .....	42
19.4	Reducing the amount of violent crime .....	43
19.5	Increasing the support offered to vulnerable groups.....	44
19.6	Reducing drug, alcohol and substance misuse .....	45
19.7	Improving levels of community confidence .....	46
19.8	Narrowing the gap in the crime rate .....	47
19.9	Increasing leadership and joint working.....	48
19.10	Reducing City Centre crime .....	49
<b>20</b>	<b>Other priorities for crime reduction</b> .....	<b>50</b>
20.1	Reducing the number of robberies .....	50
20.2	Reducing youth crime .....	50
20.3	Reducing the amount of graffiti, vandalism and criminal damage .....	52
20.4	Reducing the number of racist crimes .....	53
20.5	Reducing other forms of abuse and harassment .....	54
20.6	Reducing the amount of domestic violence .....	54
20.7	Reducing problems associated with driving and road use .....	55
20.8	Reducing problems caused by environmental issues .....	56
20.8.1	Cleaner streets.....	56
20.8.2	Reducing noise pollution .....	56
20.8.3	Reducing the number of crime hotspots .....	56
20.9	Making public transport safer .....	57
20.10	Other priorities .....	57

<b>21</b>	<b>The role of the police .....</b>	<b>57</b>
21.1	Police presence .....	57
21.2	Community policing.....	58
21.3	Response times .....	58
21.4	Police priorities.....	59
21.5	Police response .....	59
21.6	Other suggestions.....	59
<b>22</b>	<b>The role of other agencies.....</b>	<b>60</b>
22.1	The City Council.....	60
22.2	Businesses.....	61
22.3	Multi-agency work .....	61
22.4	The Criminal Justice System.....	61
22.5	Gun clubs.....	62
<b>23</b>	<b>Community and individual responsibility.....</b>	<b>62</b>
23.1	Residents.....	62
23.2	Students.....	63
<b>24</b>	<b>Recommendations .....</b>	<b>64</b>
<b>25</b>	<b>Recommendations for future consultation.....</b>	<b>65</b>
25.1	Consultation as an ongoing process.....	65
25.2	Inclusiveness .....	65
25.3	Appropriate consultation.....	66
25.4	Consultation with groups.....	67
25.4.1	Process.....	67
25.4.2	Contact lists .....	68
25.5	Ward surveys .....	69
25.6	Consultation tools.....	69
25.7	The 'Speak Up' Panel .....	70
25.8	Commitment to act on the findings .....	70

# Public Consultation for the Newcastle Community Safety Audit 2001/2002

## 1 Introduction

The Crime and Disorder Act (1998) requires that all local authorities publish a regular review of levels of crime and disorder in their area. The second Newcastle audit, the Community Safety Audit 2001, has just been carried out. It covers a range of issues including general environmental concerns, anti-social behaviour and fear of crime, as well as crime and disorder itself. A key purpose of the audit is to inform policy, by enabling the Police, the City Council and others to understand the current situation more fully and plan appropriate strategies for reducing crime and improving community safety.

An important part of the audit process is consultation: seeking the views and perspectives of residents and other key players about levels of crime and disorder. In this way it is possible to identify priority issues and concerns, and ask for suggestions about ways to resolve them. Consultation also provides the opportunity to find out people's opinions about current local strategies for crime reduction.

Newcastle City Council's Community Safety Unit commissioned this public consultation on behalf of Newcastle Crime Reduction Partnership (CRP). The CRP is a local interagency forum representing groups and agencies responsible for addressing crime and community safety in Newcastle. Members include representatives of Northumbria Police, Newcastle City Council, Northumbria Fire Service, Magistrates' Court, Chamber of Commerce, Youth Offending Team, Drug Action Team, Victim Support, Safer Newcastle Partnership, MESMAC (a gay men's support group), Newcastle Primary Care Trust and the National Probation Service.

2,330 people took part in this public consultation. It involved a residents' questionnaire; input from local organisations, businesses, statutory and voluntary projects; consultation with local students; street surveys; focus groups involving young people and the elderly; and discussions with local agencies and inter-agency groups concerned with crime and community safety. People were asked what they felt were problem issues relating to crime for them and the people they knew, in their own neighbourhood, in the City Centre, and in Newcastle as a whole. They were also asked to comment on current local strategies and suggest what they felt were important priorities for reducing crime and enhancing community safety. This report presents the findings of the consultation in detail.

## 2 Consultation methods

This consultation was carried out using a number of different methods. These are described below.

### 2.1 Residents' survey

A six-page questionnaire for residents was designed. Its purpose was to ask people about:

- i. Crime and community safety in their own neighbourhood;
- ii. Crime and community safety in Newcastle City Centre;
- iii. Crime reduction priorities for Newcastle;
- iv. Their experience of crime;
- v. Any further comments about crime and community safety.

Respondents were also asked about their age, gender and ethnic origin, and to enable closer comparison between experience of crime and local crime figures in each area, respondents were asked to provide their postcode.

2,700 households were sent questionnaires by post. This figure represents approximately 1% of the total population of Newcastle, which in 1999 was 273,030. The sampling frame is described below.

Residents living in four Newcastle wards were selected to take part in the questionnaire survey. The following wards were chosen, based on their diverse rates of reported crime:

- i. Castle, a semi-rural ward to the north of the Newcastle, which in 1999 had a population of 12,750. In 2000-2001 it had the lowest rate of reported crime in Newcastle (40.2 reported crimes per 1,000 population);
- ii. Jesmond, situated immediately north of the City Centre, with a 1999 population of 12,840. In 2000-2001 it had a fairly average rate of reported crime compared to other wards (100.2 per 1,000), just below the overall rate for Newcastle (129.5 per 1,000);
- iii. Moorside, which covers part of the City Centre and an area to the north west of the Centre. In 1999 it had a population of 10,100. With a rate of 567.8 per 1,000 population, it had the second highest reported crime rate in Newcastle in 2000-2001;
- iv. Woosington, a semi-rural ward to the outer west of Newcastle. In 1999 its population was 8,100. In 2000-2001 its reported crime rate was below the average for Newcastle, at 94.3 per 1,000 population.

A sample of 2,500 households in these four wards (625 from each ward) was randomly selected to take part in the survey.

In addition, a booster sample of retired and elderly people living in these four wards was also chosen, to ensure that elderly people, whose crime and community safety concerns are likely to be different from those of the rest of the population, would be adequately

represented in the survey's findings. 200 households were identified by targeting social housing for the elderly and retired, warden controlled and sheltered housing, and residential and nursing homes.

The anonymity of respondents was protected. Names were not used (questionnaire packs were addressed to 'The Occupier'), and respondents' addresses or other details did not appear on the returned questionnaires.

To encourage recipients to take part in the survey, a prize draw was arranged. Everyone who returned a questionnaire by the closing date was automatically entered in the draw. All questionnaire recipients were assigned a number, and these numbers appeared on the pre-paid return envelopes to ensure that the winners could be identified. One winner received £100 in vouchers, the first five runners up received £20, and the next five received £10.

## **2.2 Consultation with groups, organisations and agencies**

A two-page pro forma was designed and sent out to local groups, organisations and agencies, for them to complete in consultation with their service users, associates and staff. The pro forma was based on the questionnaire, but was shorter and contained only three sections. People were asked about:

- i. Crime and community safety in Newcastle;
- ii. Crime reduction priorities for Newcastle;
- iii. Any further comments about crime and community safety.

Just under 500 groups, organisations and agencies were asked to take part, representing the voluntary, community and private sectors, statutory groups, community safety partners, local councillors, City Council Directorates, Area Committees, police area commands and special interest groups. The pro forma consultation packs included suggestions for ways to consult staff and service users.

## **2.3 Street survey**

A two-page questionnaire was designed by adapting the residents' questionnaire. As with the pro forma, respondents were asked about:

- i. Crime and community safety in Newcastle;
- ii. Crime reduction priorities for Newcastle;
- iii. Any further comments about crime and community safety.

Respondents were also asked about their age, gender, ethnic origin, and area of residence, to ensure that a representative sample of people took part.

Two three-hour consultation sessions took place in Eldon Square, a busy covered shopping centre in Newcastle City Centre. Passers by were approached and asked to contribute their views about crime and community safety by completing the short questionnaire.

## **2.4 Consultation with students**

Students were identified as a group of particular interest. Newcastle has a high student population, and it was envisaged that the crime and community safety concerns of this group might differ from those of the rest of the resident population.

Three consultation sessions took place with students, at the University of Northumbria, Newcastle University and Newcastle College. The researchers spent a three-hour session in each Students' Union, approaching students and asking them to take part. A two-page questionnaire was designed for students, by adapting the main residents' questionnaire. As with the pro forma, respondents were asked about:

- iv. Crime and community safety in Newcastle;
- v. Crime reduction priorities for Newcastle;
- vi. Any further comments about crime and community safety.

Students were also asked which area of Newcastle they lived in, to enable information about students' perceptions and experiences of crime to be compared with actual crime figures in their area of residence.

## **2.5 Consultation with young people**

Four consultation sessions took place at projects and agencies working with young people. Participatory Appraisal (PA) methods were used with small groups of young people to explore their views and perceptions around community safety.

The PA tools used were *brainstorming*, to identify participants' perceptions of crime and community safety, and their priorities for reducing crime; and *ranking*, to enable different types of crime and strategies for crime reduction to be placed in order of perceived importance.

## **2.6 Consultation meeting with elderly people**

As a result of receiving the consultation pro forma sent to groups and agencies, one project working with elderly people in the West End of Newcastle contacted the researchers and asked to be involved in an in-depth consultation session. This project hosts an occasional discussion group involving local elderly women, and the project worker volunteered to arrange a session allowing the researchers to talk to these women about crime and community safety. A session lasting approximately one hour took place, in which there was a general discussion about perceptions and experiences of crime, and priorities for crime reduction.

## **2.7 Consultation with crime reduction partners**

Newcastle Crime Reduction Partnership (CRP) and Community Safety Champions (CSC) are two local interagency forums representing groups and agencies concerned with crime and community safety in Newcastle. Members include representatives of Northumbria Police, Newcastle City Council, Northumbria Fire Service, Magistrates' Court, Chamber of Commerce, Youth Offending Team, Drug Action Team, Victim Support and others.

The CRP and CSC both hold regular meetings. The researchers attended a CSC meeting on 31<sup>st</sup> January 2002 and a CRP meeting on 8<sup>th</sup> February 2002. In advance of

these meetings, all CRP and CSC representatives were sent consultation packs including the pro forma sent out to local groups and agencies. Members were asked to consult with their colleagues in advance, using the pro forma as a basis, and bring the collated responses to the forthcoming CRP or CSC meeting.

The researchers consulted representatives at these meetings by asking them to take part in an exercise to prioritise local issues around crime and crime reduction, based on discussion in small groups and consultations carried out with colleagues. Groups were asked to come up with a 'top five' by naming up to five priority crime-related problems, and five priorities for crime reduction.

The researchers also attended a Newcastle Multi-Agency Panel (MAP) meeting. This group is made up of people who are responsible for dealing with race-related incidents in Newcastle. At this meeting, a consultation exercise was used to focus on race-related incidents in a more focused way. Discussions took place in small groups to decide on their 'top five' – up to five race-related problems and up to five priorities for race-related crime reduction.

## **2.8 Consultation document**

Newcastle City Council Community Safety Unit produced a twelve-page consultation document to be used in the consultation process. It contained information gathered for the Audit about crime and community safety in Newcastle over the last three years.

This document was used to inform people taking part in the consultation about the current situation in Newcastle. It was sent out along with questionnaires and pro formas, and distributed to people taking part in focus groups and surveys.

The consultation document was also distributed to a number of other City residents and venues by the City Council. It included a tear-off final page inviting recipients to judge the importance of proposed crime reduction priorities, and to make other suggestions or comments about community safety in Newcastle. Responses made on this tear-off page and returned to the researchers by mid-February 2002 were included in this report.

### 3 People who took part in the consultation

Approximately 2,330 people took part in the consultation. This included:

- ◆ 510 people who took part in the residents' survey;
- ◆ 84 groups, agencies and organisations, representing at least 1,340 staff members and service users;
- ◆ 73 people who took part in the street survey;
- ◆ 256 students;
- ◆ 28 young people who took part in PA sessions;
- ◆ 6 elderly women who took part in a discussion group;
- ◆ Approximately 40 crime reduction partners;
- ◆ 76 people who completed the tear-off page of the consultation document.

The rest of this section gives more detailed information about those who took part.

#### 3.1 Residents' survey

A total of 510 Newcastle residents completed and returned a questionnaire.

##### 3.1.1 Ward of residence

Table 3.1.1 shows respondents' ward of residence. The final column shows elderly respondents, who were drawn from across the four wards.

**Table 3.1.1: Ward of residence**

Ward	Castle	Jesmond	Moorside	Woolsington	Elderly
Number of respondents	144	114	103	104	35
%	28.8	22.8	20.6	20.8	7

##### 3.1.2 Age

Table 3.1.2 shows the ages of respondents. Four respondents did not specify their age.

**Table 3.1.2: Age range of respondents**

Age	16-24 years	25-49 years	50-64 years	65-74 years	75 years +
Number of respondents	55	190	118	91	52
%	10.8	37.3	23.1	17.8	10.2

### 3.1.3 Gender

201 (39.4%) respondents were male and 303 (59.4%) were female. Six did not specify their gender.

### 3.1.4 Ethnic origin

Table 3.1.4 shows the ethnic origin of respondents. Three respondents did not specify their ethnic origin.

**Table 3.1.4: Ethnic origin of respondents**

Ethnic origin	Number of respondents	%
White	490	96.1
Indian	2	0.4
Pakistani	3	0.6
Black African	1	0.2
Black Caribbean	2	0.4
Other	9	1.6

## 3.2 Groups, agencies and organisations

84 groups, agencies, departments, community representatives and organisations took part, representing at least 1,340 service users, workers and associates. A total of 171 pro formas were completed. The full list of groups that took part is shown in table 3.2.

The majority of groups consulted their users or colleagues before completing the pro forma. Individual consultations carried out by groups involved anywhere between one and 200 people, but the average number of people consulted was 15. A small number of groups returned pro formas that were not directly based on consultation. However, most of these based their responses on recent discussions they had had with users or past research that they had carried out.

**Table 3.2: Groups, agencies and organisations that took part**

Group, agency, or organisation	
Asian Programmes, BBC Radio Cleveland and Radio Newcastle	Benefits Agency
Benfield Community Association	Benwell Residents Association
Bond Memorial Methodist Church Luncheon Club	Bond Street Friendship Club
Bridge Park Neighbourhood Watch Scheme	Brunton and Milton Neighbourhood Watch Scheme
Byker Bridge Housing Association	Canning Street Primary School
Caring Hands	Central Quayside Residents Association
Centre for Alcohol and Drug Studies	Church Street Community Housing Association
City Council	City Councillor

<b>Group, agency, or organisation</b>	
City Councillor (Jesmond)	City Councillor (Moorside)
Community Action on Health (Citywide)	Cornerstone Christian Project
Cumberland House (Norcare)	Daisy Hill Action Group
Eastfield Action Group	Fossway Fire Station
Girls Group, West City Ward (Mill Lane)	Gosforth Fire Station Green Watch
Gosforth Fire Station Red Watch	Harbour West @ West Denton High School
Heaton Park Tenants and Residents Association	Home Housing Association Tenants Enforcement Team
Homeless Mental Health Team	Jesmond Dene Estate Neighbourhood Watch
Lemington Community Association	Lemington Post Office
Lemington Ward Committee	Local small businesses
Male Carers Group	Mill Lane Centre Youth Group
Mill Lane Senior Black Boys Group	Millin Centre
Neighbourhood Watch, Dene Ward	Neighbourhood Watch Dunholme Road
New Deal For Communities: West Gate Crime and Community Safety Focus Group	Newcastle Community Alliance
Nacro Community Remand Project	Newcastle Disability Forum
Newcastle Football Centre	Newcastle Health Partnership
Newcastle North Crime Prevention and Community Safety Panel	Newcastle Primary Care Trust
Newcastle, North Tyneside and Northumberland Mental Health Trust	Newcastle Regeneration Forum
North Benwell Residents	North East Campaign for Asylum Rights
Northumbria Police	Northumbria Police CID West
Northumbria Police – East Area Command B Relief	Northumbria Police - East Area Command C Rota
Northumbria Police – North Area Command	Northumbria Police – North Area Command A Rota
Northumbria Police – North Area Command B Relief	Pilgrim Street Fire Station
Racial Harassment Support Group (West)	Safer Newcastle Partnership
Sandyford Neighbourhood Watch	Search Project
Shieldfield House	Singh Store
South Benwell Community Association	St Cuthberts Supported Housing Project for Women and Children
Stepney Bank Stables	Stonham Housing Association (Community Support Team)
Stratford Vale Neighbourhood Watch	Tyne and Wear Metropolitan Fire Brigade
Tyneside Foyer	Unison (Retired Members Section)
University of Newcastle upon Tyne	West End Women and Girls Centre
Westnew Management	West Road Fire Station (Green Watch)
Young Off Roaders	YMCA Walker
YWCA	Vale House Tenants Association

### 3.3 Street survey

73 people took part in the street survey. Respondents were asked where they lived. 29 respondents said they lived in Newcastle, while 40 lived in surrounding areas, such as Durham, South or North Tyneside, and Northumberland. Four respondents did not specify where they lived. Of those that lived in Newcastle, areas of residence included Heaton (5 respondents), Walker (3), Gosforth (2), Benwell (2), Jesmond (2), Elswick, Scotswood, Fenham, Byker and Throckley.

#### 3.3.1 Age

Table 3.3.1 shows the age range of respondents.

**Table 3.3.1: Age range of street survey respondents**

Age	Under 16 years	16-24 years	25-49 years	50-64 years	65-74 years	75 years +
Number of respondents	3	25	19	8	10	8
%	4.1	34.2	26	11	13.7	11

#### 3.3.2 Gender

29 (39.7%) respondents were male and 44 (60.3%) were female.

#### 3.3.3 Ethnic origin

Table 3.3.3 shows the ethnic origin of street survey respondents. One respondent did not specify ethnic origin.

**Table 3.3.3: Ethnic origin of street survey respondents**

Ethnic origin	Number of respondents	%
White	69	95.8
Indian	0	0
Pakistani	0	0
Black African	1	1.4
Black Caribbean	1	1.4
Other	1	1.4

### 3.4 Students

256 students took part, 89 of whom were studying at the University of Northumbria, 71 at Newcastle University and 96 at Newcastle College. Students were not asked to supply their ages, but, as would be expected, most of those who took part from the former two were aged approximately 18-24 years, although a few appeared to be older than this.

Those who took part from Newcastle College appeared to range in age between 16 and 20 years, although a small number were older.

Students were asked which area they lived in. Table 3.4 shows area of residence for respondents. 21% (n=54) lived outside of Newcastle. 53 respondents, or one-fifth of the total sample, lived in University owned or controlled accommodation, e.g. halls of residence; just under half of this group (n=26) lived in or near the City Centre.

**Table 3.4: Area of residence for students**

Area	Number of students	%
City Centre	35	13
Blakelaw	1	0.4
Byker	2	0.8
Coach Lane	4	1.5
Darras Hall	1	0.4
Fenham	12	4.6
Heaton and High Heaton	27	10.5
Inner West area	3	1.2
Gosforth	11	4.2
Jesmond	29	11.3
Montagu Estate	1	0.4
Outer West area	8	3
Sandyford and Shieldfield	9	3.5
Walker	2	0.8
Outside of Newcastle	54	21
Information not supplied	66	25

### 3.5 Young people

A total of 28 young people took part in PA sessions. They were aged between 14 and 22 years of age. 25 were male and three were female.

The PA sessions took place in three local venues. One is a project working with young people outside the mainstream education system in the West End, offering a variety of courses and learning experiences. Another provides bail supervision, support and training for young offenders in the community, and the third is a drop-in project for young people in the East End.

### 3.6 Elderly people

Six elderly women who live in the West End of Newcastle took part in a group consultation session. They are all service users of an elderly people's project based in the area. Some of these women had repeatedly experienced crimes such as burglary, theft and public disorder in the past.

### 3.7 Crime reduction partners

Approximately 30 representatives of agencies concerned with crime reduction took part in general consultation sessions about crime issues at the CSC and CRP meetings. The following agencies were represented:

- ◆ City Council: Community Safety Unit
- ◆ City Council: Research, Strategic Support
- ◆ City Council: Social Policies & Corporate Initiatives
- ◆ CityWorks
- ◆ Drug Action Team
- ◆ Education & Libraries Directorate
- ◆ Magistrates
- ◆ Northumbria Police
- ◆ Youth Offending Team
- ◆ National Probation Service
- ◆ Safer Newcastle Partnership
- ◆ Tyne & Wear Anti-Fascist Association
- ◆ Tyne & Wear Fire Brigade
- ◆ Victim Support

12 representatives took part in the MAP consultation, which looked at race-related incidents in a more in-depth way. The following agencies were represented:

- ◆ Education and Libraries Directorate
- ◆ Nacro
- ◆ National Probation Service
- ◆ Newcastle City Council Asylum Seekers Unit
- ◆ Newcastle City Council Community Safety Unit
- ◆ North East Refugee Service
- ◆ Northumbria Police
- ◆ Safer Newcastle Partnership
- ◆ Tyne and Wear Anti-Fascist Association
- ◆ University of Northumbria

A small number of individuals were present at more than one of these meetings, and so took part in the same or similar consultation exercises more than once.

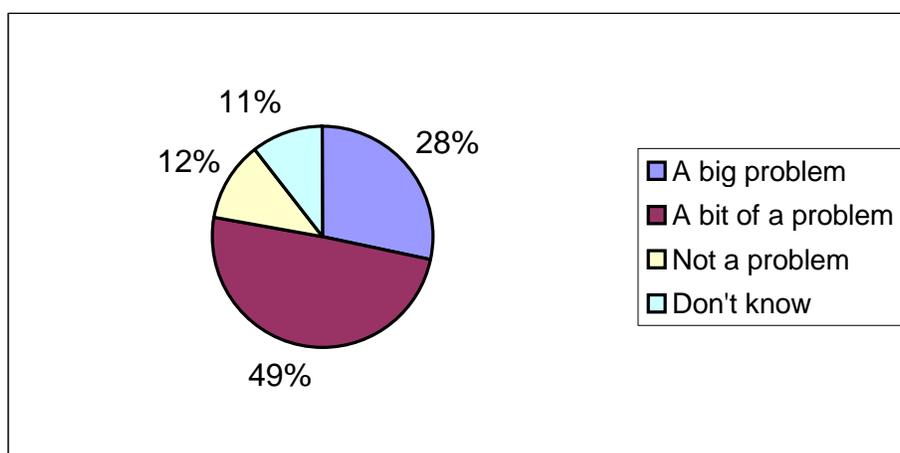
# CRIME AND COMMUNITY SAFETY ISSUES

## 4 Burglary and theft

### 4.1 House burglary and property theft

Figure 4.1 shows respondents' views about house burglary. House burglary was seen as either a big problem or a bit of a problem by more than three-quarters of respondents. Just over a quarter felt that it was a serious problem. Only 12% felt that it was not a problem at all.

**Figure 4.1: How much of a problem is house burglary? (N=970)**



41 residents' survey respondents had experienced house burglary in the past year (8% of the total sample). Of these, seven people had been burgled more than once, including one individual who had been burgled six times.

House burglary was the issue most commonly mentioned by students. Around one-third of students felt this was a problem issue. Young people taking part in the consultation also thought that house burglary was one of the most common crimes in Newcastle, as well as breaking and entering, and trespassing. One respondent mentioned aggravated burglary as a problem. Three respondents described the phenomena of con men gaining entry to people's homes by posing as antique dealers, and then stealing their possessions. It is thought that this is something that happened in past years, but that it is not currently common.

Other respondents described a variety of property theft worries. Thefts from backyards, gardens, sheds, garages and allotments, and clothes being taken from washing lines, were problems for a number of respondents.

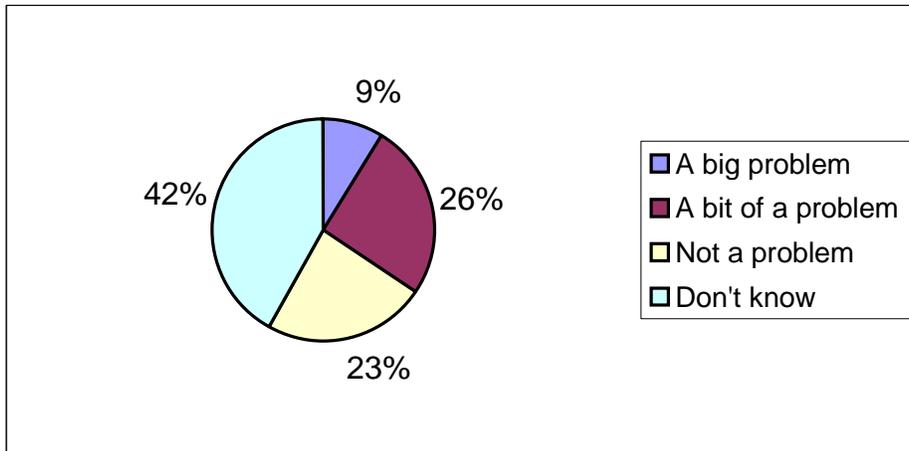
Theft of bicycles was mentioned by a small number of respondents; this is something that happens in neighbourhoods - with bikes being taken from backyards - as well as the City Centre.

## 4.2 Shoplifting

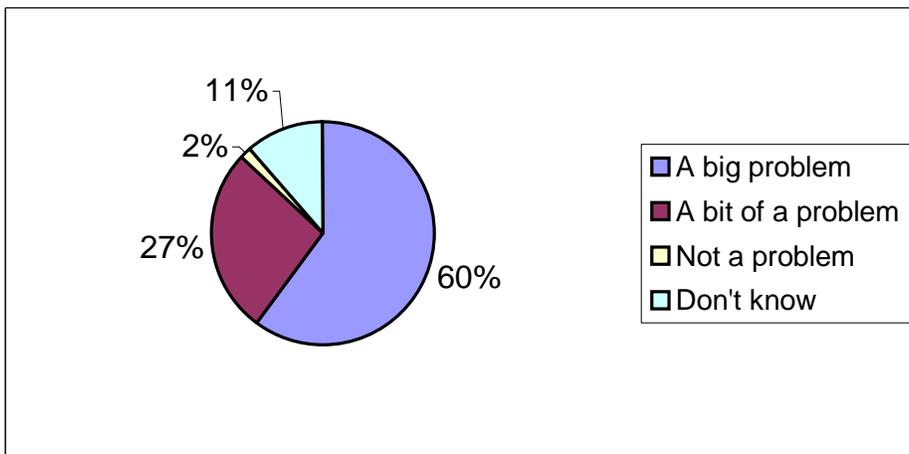
Other acquisitive crimes that people described as a problem were theft from local shops – through both shoplifting and breaking and entering, and also shoplifting from City Centre shops. Young people agreed that shoplifting was a common local crime. Credit card fraud and counterfeiting were also mentioned by a small number of people.

Figures 4.2 and 4.3 show residents' survey respondents' views about how much of a problem shoplifting was, in their local areas and in the City Centre respectively. Six out of ten respondents felt that shoplifting was a big problem in the City Centre, with a further 26% of respondents describing it as a bit of a problem. Only 2% did not think there was a shoplifting problem in the City Centre. In local areas, meanwhile, only around a third of respondents felt that that shoplifting was a problem.

**Figure 4.2: How much of a problem is shoplifting in your local area? (N=464)**



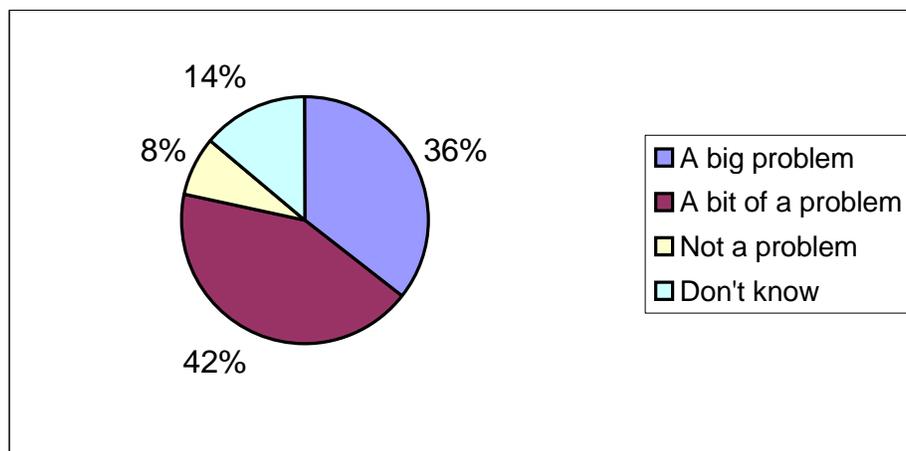
**Figure 4.3: How much of a problem is shoplifting in the City Centre? (N=479)**



## 5 Robbery

Robbery is defined as theft from a person, with violence or threatened violence. Figure 5.1 shows people's perceptions about robbery in Newcastle. More than three-quarters of respondents thought that robbery was a problem in Newcastle, with nearly half of these considering it to be a big problem. Less than 1 in 10 respondents thought that it was not a problem at all.

**Figure 5.1: How much of a problem is robbery? (N=966)**



20 respondents in the residents' survey reported having been the victim of robbery in the past year. This represents 3.9% of the total survey sample.

Residents' survey respondents thought that robberies were more likely to happen in the City Centre – where 36% thought it was a big problem, and 43% that it was a bit of a problem - than in local neighbourhoods, where 31% overall thought it was a problem. Young people who took part in the consultation felt that robbery was one of the most common crimes in Newcastle.

The effect of mugging, and the fear of being mugged, on vulnerable groups of the community, was also highlighted. In the words of one respondent:

*'Muggings are not very common but inspire fear in elderly people, causing unnecessary changes in routines and outlook resulting in ill health from 'indoor' restrictions'.*

Pick-pocketing was also seen by some as a worry; people described this having happened to them on public transport and at bus stops and metro stations, among other places. Mobile phone theft appears to be a growing trend; thirteen respondents referred specifically to this as an issue, eleven of whom were students.

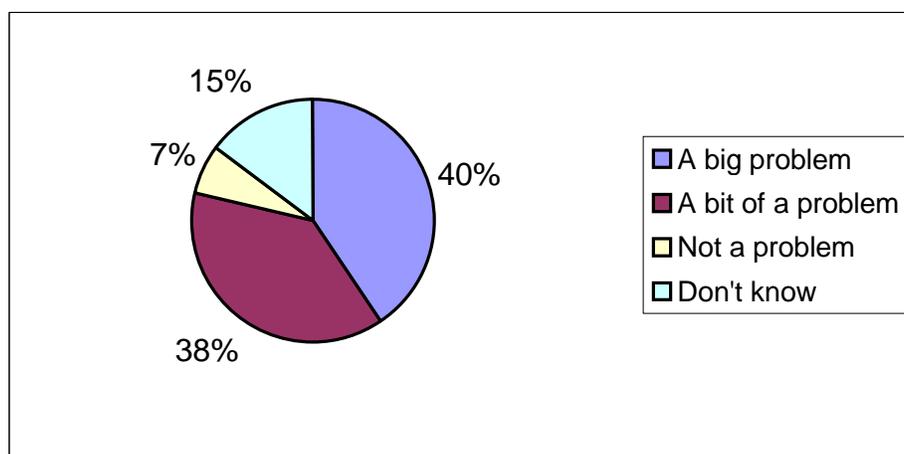
## 6 Vehicle crime

Two people stated that *'car crime is the main local problem'*. Others described it as being a problem several years ago, but said that the situation is better now.

### 6.1 Theft of vehicles

Figure 6.1 shows people's views about the theft of vehicles. Four out of ten respondents thought it was a big problem, and almost an equal number thought it was a bit of a problem. Only 7% did not think vehicle theft was a problem at all.

**Figure 6.1: How much of a problem is the theft of vehicles? (N=965)**



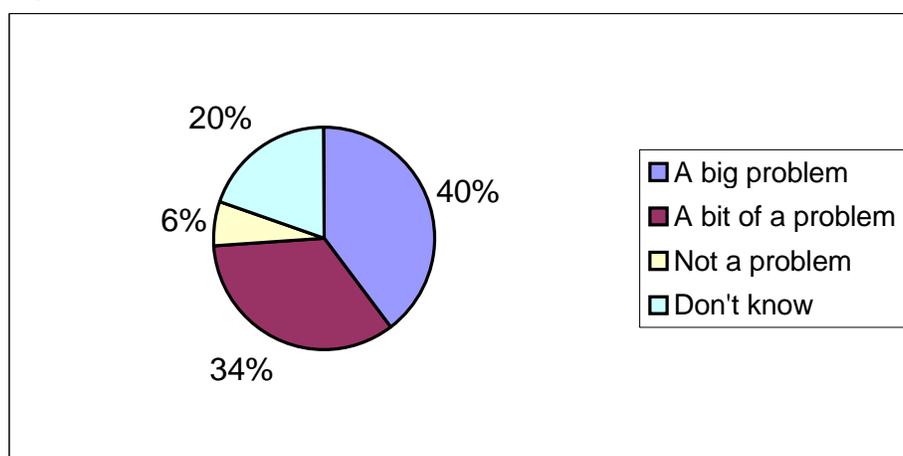
31 respondents in the residents' survey had experienced the theft of a vehicle in the past year. This represents 6.1% of the total sample. Four individuals reported having vehicles stolen on more than one occasion during this time.

Nearly eight out of ten residents' survey respondents thought that theft of vehicles was a problem in Newcastle City Centre (with 44% considering it a serious problem), while just over half thought it was a problem in their local neighbourhood. A small number of respondents specifically referred to the theft of vehicles as being one of the biggest problems in Newcastle. Young people taking part in the consultation thought it was one of the most common local crimes.

## 6.2 Theft from vehicles

Figure 6.2 shows respondents' views about the issue of theft from vehicles. Three-quarters of respondents thought that this was a problem, with four in ten people seeing it as a serious problem. This was seen as a bigger problem in the City Centre than in other areas. Nearly half of all residents' survey respondents thought it was a serious problem in the City Centre, while only 16% thought it was a big problem in their neighbourhood.

**Figure 6.2: How much of a problem is theft from vehicles? (N=998)**



70 respondents in the residents' survey reported having had items stolen from a vehicle in the past year. This represents 13.7% of the total sample. Fourteen individuals had experienced this more than once during the year, with three having experienced it three times.

## 6.3 Damage to vehicles

Several respondents made specific mention of damage being done to their cars in the past year. For instance, one resident reported all of the car windscreens in their street being smashed in a single incident. Others had experienced having their vehicles scratched, or damaged by air rifle pellets, and wing mirrors being smashed. This seemed to be an area-based issue: several respondents who mentioned these problems were students living in the East End, and it was also common among Woolsington residents.

## 6.4 Driving and road use

Many respondents in the residents' survey referred to the problem of inconsiderate or illegal parking of cars, both in their neighbourhoods and in the City Centre. Parking on double yellow lines and on pavements was commonly mentioned. Particular problems that were highlighted included parking on match days near sports stadiums, and parents picking up children from school. Inconsiderate parking may be seen merely as a nuisance issue, but several respondents pointed out that it could obstruct access by emergency vehicles.

Speeding was seen by many as a problem in neighbourhood areas. Young people also thought that this is one of the most common crimes committed in Newcastle.

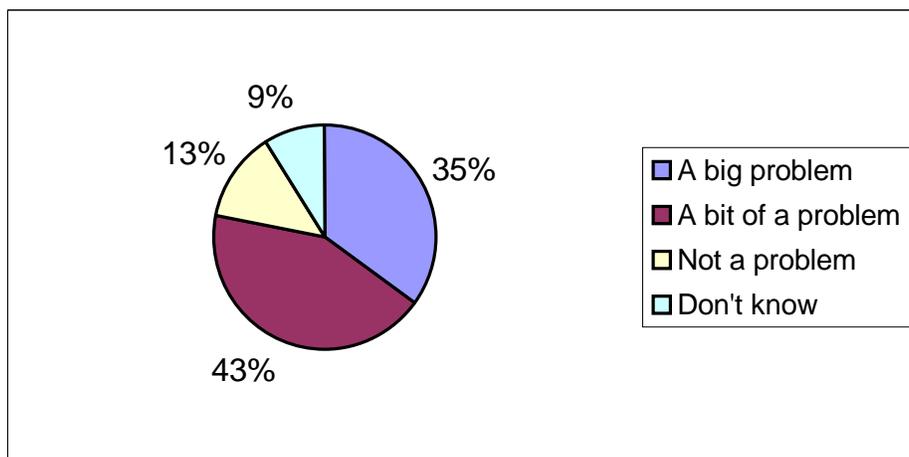
Other comments were made highlighting the following problems:

- ◆ Vehicles that are not roadworthy or have no road tax, MOT or insurance;
- ◆ Boy racers;
- ◆ Drink driving;
- ◆ Road rage;
- ◆ Dangerous driving;
- ◆ Drivers ignoring pedestrian crossings;
- ◆ Poor pedestrian safety;
- ◆ Cyclists riding on pavements.

## 7 Public disorder

Figure 7.1 shows respondents' views about the issue of public disorder. Over a third thought that this was a serious problem in Newcastle, and another 43% felt it was a bit of a problem. In the residents' survey, half of respondents thought that public disorder was either a big problem or a bit of a problem in their neighbourhood, while 85% thought it was a problem in the City Centre. Four out of ten people thought of it as a serious problem in the City Centre.

**Figure 7.1: How much of a problem is public disorder? (N=971)**



85 respondents in the residents' survey reported having experienced public disorder in the past year. This represents 16.7% of the total sample. 27 individuals reported having experienced disorder more than once during the year, with a small number having repeatedly experienced it.

In addition, around forty respondents referred to the problem of what was referred to as the *'anti-social behaviour'* of others.

The subject of public disorder was most often mentioned in relation to alcohol intake and public drunkenness. One City Centre resident reported that he or she experienced public disorder locally every weekend as a result of people going out on the town. Disorder on public transport was considered by some respondents to be a serious problem.

Several respondents described student households as a problem. The main issues encountered were excessive noise, rudeness, *'nuisance behaviour'* and general disorder. One respondent also mentioned disputes between local residents and students. Of the four wards covered in the residents' survey, these issues seemed to be a bigger concern for Jesmond residents than for those living in other areas.

Some respondents also mentioned student disorder in public places. One respondent felt that it was important to address the issue of *'student behaviour at night'*, as they felt that the noise and disturbance caused by some students may lead to violence. Hostility towards students was apparent among some of the young people and other respondents. Some students said that they received verbal or physical abuse from local residents, particularly when out drinking.

A number of other issues relating to public disorder and anti-social behaviour were mentioned by respondents. These included neighbourhood disputes, malicious phone calls and verbal abuse when out in public.

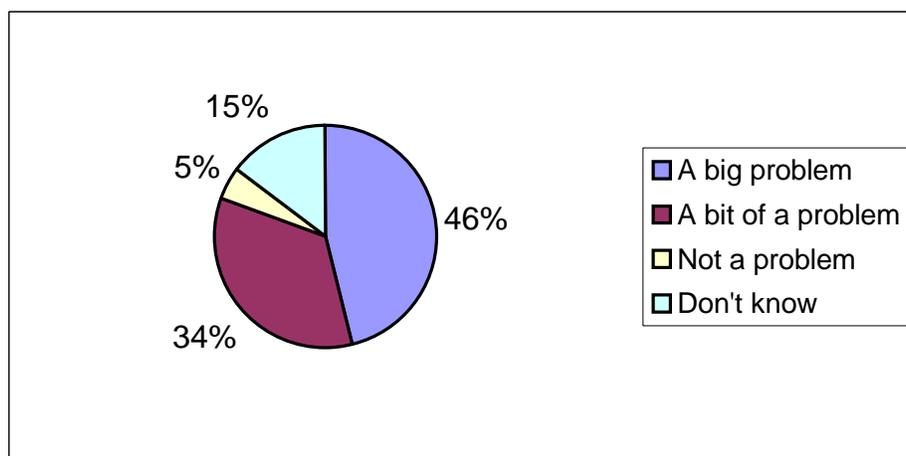
Local ambulance, fire service and district nursing staff all mentioned the increasing problem of receiving both physical and verbal abuse from members of the public in the course of their work. It was thought that such attacks were often fuelled by alcohol or drug use. A member of a district nursing team wrote about how this was forcing the team to cut back on their outreach work:

*'The risks involved in visiting people at home mean we have to work in pairs or withdraw service altogether in high-crime, dangerous areas.'*

## 8 Young people

Figure 8.1 shows respondents' views about the issue of youth crime. Eight out of ten people saw youth crime as a problem, with nearly half considering it to be a big problem. Youth crime was thought to be a bigger problem in the City Centre than in other areas of the City. In the residents' survey just over half of respondents thought youth crime was a problem in their neighbourhood, while 83% thought it was a problem in the City Centre.

**Figure 8.1: How much of a problem is youth crime? (N=966)**



75 respondents in the residents' survey reported having experienced youth crime in the past year. This represents 14.7% of the total sample. A number of these people had had more than one experience of youth crime during the year, with eight having experienced it three or more times.

Young people's behaviour was the most commonly mentioned issue in the consultation. This was perceived as a widespread problem in neighbourhoods throughout the City. Among the things people saw as problematic were young people loitering in public places, *'hanging around in gangs'*, making a noise, and drinking alcohol. Most respondents felt that the majority of these young people were not necessarily misbehaving in any way, but said they still found their presence intimidating. In the words of one respondent:

*'Youths in gangs might not be doing anything, but it makes you wary to leave your car or property unattended. Their anti-social behaviour makes people frightened to go out.'*

However, some respondents felt that such young people were behaving in an unacceptable way, by damaging property or defacing it with graffiti, playing football near cars and causing damage, verbally or physically abusing people, drinking alcohol while under age, and leaving smashed bottles and rubbish behind.

*'Gangs of teenagers have started to congregate in the middle of the estate. Their behaviour is becoming more and more unacceptable; they are very loud, drink alcohol,*

*smash bottles and scrawl graffiti everywhere. This goes on nearly every night but residents do not want to confront them as there are too many in the gang.'*

Other neighbourhood-based issues mentioned included youths riding motorbikes on public fields and pathways between estates and *'boys with lurcher dogs and guns after rabbits or badgers'*. Both of these complaints were made by residents of Castle and Woolsington wards.

Another comment made about young people expressed concern for their safety: *'kids play football on the street because of 'no ball games' sign on the green – they could be killed'*.

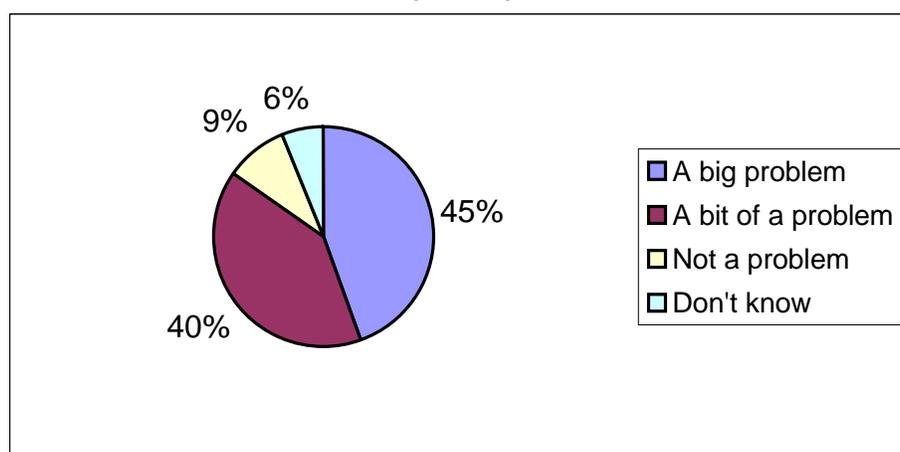
Gangs of youths were also seen as a problem in the City Centre. Again they were described as loitering, drinking alcohol, and making a noise. Other City Centre-based issues mentioned were youths on rollerskates, truants and *'youngsters making a nuisance of themselves, by brazenly accosting people to try and scrounge cash from them'*. One respondent felt that while adults were usually safe in the City Centre, *'young people alone are at risk of attack from gangs of youths'*.

Most of the young people who were consulted said it is common to be approached by the police when they are out and about, especially if they are in gangs or riding motorbikes. Among the things police do when they stop young people is search them for drugs and tell them to move on. Participants said that they usually do not mind being told to move on, but they felt that the attitude of some police officers towards young people is wrong: it was said that officers *'give you grief'* and often *'have a bad attitude'*. However, they agreed that *'some police are alright'*.

## 9 Graffiti, vandalism and criminal damage

Figure 9.1 shows how much of a problem respondents believed graffiti, vandalism, and criminal damage to be. Almost nine out of ten respondents thought these issues were a problem, with nearly half considering them to be a serious problem. These issues were more likely to be considered a City Centre problem than a neighbourhood one. In the residents' survey, 90% of respondents thought that graffiti, vandalism and criminal damage were a problem in the City Centre, compared with 73% who thought it was a problem in their neighbourhood.

**Figure 9.1: How much of a problem is graffiti, vandalism or criminal damage?  
(N=966)**



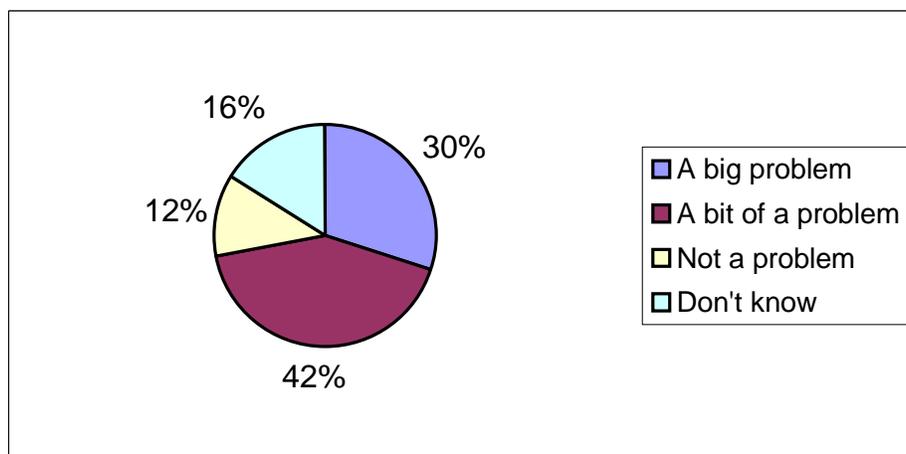
157 respondents in the residents' survey reported having had at least one experience of graffiti, vandalism or criminal damage in the past year. This represents nearly one-third of the total sample. Around forty individuals had experienced this more than once during the year, with six reporting having experienced it ten or more times.

Respondents made specific mention of issues such as damage to vehicles, public buildings, garden sheds and allotments. The young people consulted thought that vandalism was one of the most common crimes committed in Newcastle. In certain areas of the City, it was thought that alcohol was an aggravating factor. This was particularly true for Jesmond residents living near the 'Osborne Boulevard' area of pubs and bars.

## 10 Violent crime

Figure 10.1 shows responses regarding the issue of violent crime. Just under a third of respondents felt that this was a serious problem, while a further 42% thought that it was a bit of a problem. Responses from the residents' survey indicated that people tend to think of violent crime as a City Centre problem: over three-quarters of respondents thought that it was a problem in the City Centre, while only a quarter thought it was one in their area.

**Figure 10.1: How much of a problem is violent crime? (N=958)**



21 respondents in the residents' survey reported having experienced violent crime in the past year. This represents just over 4% of the total sample. Four individuals had experienced violent crime more than once during the year.

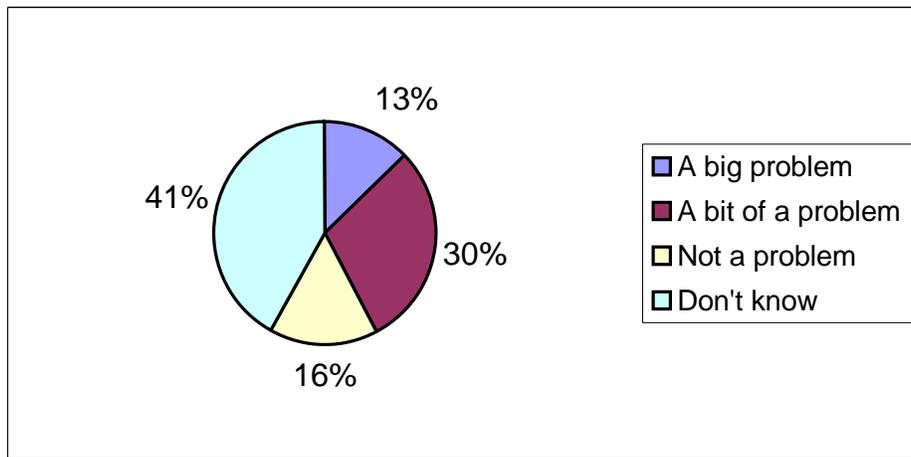
The majority of violent crimes were perceived by respondents to be related to alcohol or drugs. Most of the young people consulted thought of assault as a common occurrence. Of the thirty or so people that specifically referred to violent crime as a problem, 26 were students. One respondent, a student, spoke of '*student bashing*' by local people. Two others felt that it was quite common for students to be beaten up by night club bouncers.

Local ambulance, fire service and district nursing staff all mentioned the increasing problem of physical assault by members of the public in the course of their work. It was thought that such attacks were often fuelled by alcohol or drug use.

## 11 Domestic violence

Figure 11.1 shows respondents' perceptions about domestic violence in Newcastle. Only 13% viewed this as a serious problem, while 30% thought of it as a bit of a problem. This is a crime that is unlikely to take place in public, and is also one that people may be reluctant to discuss freely. This means that perceptions of its extent may be underestimated. This is backed up by the fact that almost half of respondents said that they did not know whether domestic violence was a problem in Newcastle or not. However, a small number of respondents specifically referred to domestic violence as one of the most serious problems in Newcastle. Seven respondents in the residents' survey reported having experienced domestic violence in the past year.

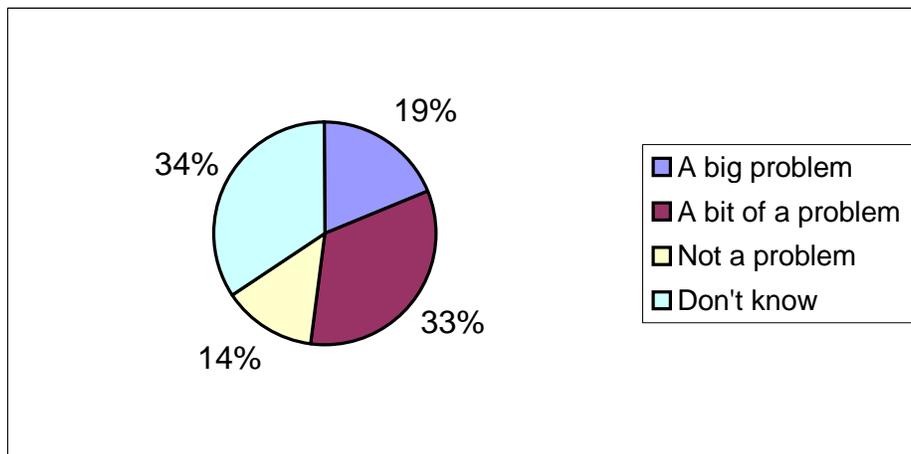
**Figure 11.1: How much of a problem is domestic violence? (N=964)**



## 12 Sexual offending

Figure 12.1 shows that nearly one-fifth of respondents thought of sexual offending as a big problem, with a further one-third viewing it as a bit of a problem.

**Figure 12.1: How much of a problem is sexual offending? (N=963)**



Six respondents in the residents' survey reported having experienced sexual offending in the past year. This represents just over 1% of the total sample.

Around 20 respondents specifically cited sexual crimes as a problem. Among the issues mentioned were rape, sexual harassment, under age sex and child sexual abuse. More than one respondent felt that it was not safe for women to walk about alone in the City because of the fear of attack. Several female students referred to harassment by male students as a problem.

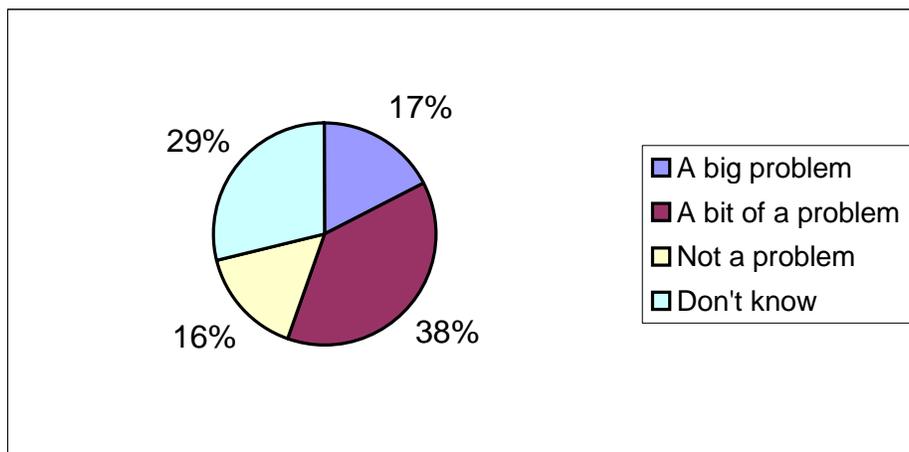
Several respondents expressed concern about suspected or convicted paedophiles living in the City. One person living in the outer west said that people there were afraid to let their children out alone because of suspicions that a paedophile lived nearby. Another spoke of suspected paedophiles thought to be living in the West End.

## 13 Racist crime and harassment

### 13.1 Racist crime

Figure 13.1 shows respondents' perceptions about racist crime in Newcastle. Just over half saw this as a problem, with 17% viewing it as a big problem. Residents' survey respondents were more likely to see racist crime as a City Centre issue than a neighbourhood one. Only 15% thought of it as a problem in their local area, compared to over half who thought it was a problem in the City Centre.

**Figure 13.1: How much of a problem is racist crime? (N=976)**



Fourteen respondents in the residents' survey reported having experienced racist crime in the past year. This represents just over 2.7% of the total sample. Only eighteen people in the survey described themselves as being of minority ethnic origin, so this indicates that it is common for minority ethnic individuals living in Newcastle to experience racist crime. Three individuals had experienced racist crime more than once during the year.

Only thirteen people referred specifically to racist crime as a major local problem. However, this may reflect the lack of ethnic diversity of respondents rather than the absence of such crimes. White people living in Newcastle are considered to be unlikely to experience racist crime, and therefore unlikely to view it as a major problem.

One person referred to racism on public transport as a problem, and a student spoke of what he or she thought of as *'the absolute ignorance of Geordie people when faced with ethnic minorities'*. Another respondent commented:

*'Racism exists everywhere! – Is there an answer to this?'*

However, others had had positive experiences in Newcastle. One respondent wrote: *'my wife is of Bangladeshi origin, but she has not experienced racist crime'*.

Newcastle Multi-Agency Panel (MAP) discussed the issue of racist crime in more detail in a consultation exercise in February 2002. Among the problems members commonly encountered in their work with ethnic minority groups were:

- ◆ Verbal abuse, harassment and intimidation, both in one's own home and in public places, such as shops, the streets, and meeting places;
- ◆ Assault and physical abuse;
- ◆ Graffiti and criminal damage to property;
- ◆ Restricted behaviour and lifestyle as a result of the fear of racist incidents;
- ◆ Exclusion: *'being ignored'*, or being on the fringes of society;
- ◆ Repeat victimisation;
- ◆ 'Hotspots' of racist crime: areas of the City in which many racist incidents occur.

It was agreed that the impacts of racist crime are heightened by the vulnerability of many ethnic groups, especially asylum seekers. Such groups often have little access to support from family, friends, or agencies, which could be instrumental in helping them to deal with racist incidents.

### **13.2 Homophobic abuse**

Five respondents mentioned the problem of homophobic abuse. Experiences varied from verbal abuse to physical attacks.

### **13.3 Other forms of harassment and discrimination**

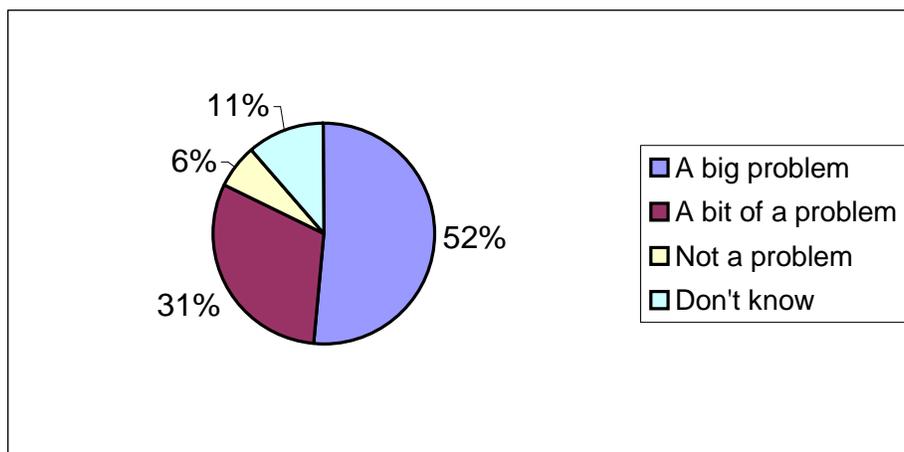
Harassment was described as a problem by a small number of respondents. Young people and students in particular felt that being verbally abused in public places was a common occurrence. Students described being harassed by groups of young people in public places and by local residents on nights out in the City Centre, usually in situations involving alcohol.

Young people agreed that discrimination is common in Newcastle. They referred to sexism, racism, and ageism as particular problems.

## 14 Drug-related crime

Figure 14 shows that over half of respondents considered crimes relating to drugs and alcohol to be a serious problem in Newcastle. A further 31% thought that such crimes were a bit of a problem, while only 6% felt that they were not a problem. Responses made in the residents' survey indicated that drug- and alcohol-related crime is considered to be a greater problem in the City Centre (85% of respondents thought that it was a problem here) than in other areas (47% thought it was a problem in their neighbourhood).

**Figure 14: How much of a problem are crimes related to drugs or alcohol? (N=974)**



43 respondents in the residents' survey reported having experienced crimes related to drugs or alcohol in the past year. This represents just over 8% of the total sample. Fifteen individuals had experienced such crimes more than once during the year. Additional comments made by respondents about alcohol- and drug-related crimes are included below.

### 14.1 Alcohol

Respondents felt that many crime-related problems in Newcastle were caused or exacerbated by alcohol use. These included excessive noise at night, neighbourhood disturbances, anti-social and disorderly behaviour, violence, vandalism and damage to property. These things were described as occurring all over Newcastle, but particularly in the City Centre and in popular drinking areas such as the Bigg Market, the Quayside, and 'Osborne Boulevard' in Jesmond. People living near neighbourhood and City Centre pubs described late night disturbance caused by revellers leaving bars, and damage to cars and property. Other problems associated with drunkenness were people urinating and vomiting in the streets.

Newcastle's growing reputation as a 'party city' was considered by crime reduction partners to be a contributing factor to alcohol-related problems. It has led to an increase in the number of licensed premises and longer opening hours for some pubs, clubs and bars.

## 14.2 Drugs

Drug use was also seen as a cause of a variety of crimes and anti-social behaviour, particularly among young people. Although some people referred to the illegality of drug use itself, others were more concerned with crimes associated with drug use, particularly theft and violent crime. Drug dealing was seen by some as a neighbourhood-based problem, and the presence of drug users and drug addicts on the streets was a worry for some people:

*'I hate seeing heroin addicts everywhere'.*

One Castle resident referred to drug use among the very young:

*'There are kids as young as 11, using drugs in bashes around the estate and nothing is done by anyone'.*

Drug use and drug-related crime in the City Centre was also described as a problem issue by a number of respondents.

## 15 Environmental concerns

### 15.1 Clean streets

Litter was described by many respondents as a major issue, both in local neighbourhoods and in the City Centre. Linked to this was the problem of fly-tipping and dumping bags of rubbish; one person said that dogs and cats often break these bags open and the rubbish inside is spread around.

Other nuisance issues mentioned included dog and cat mess on the streets and in green spaces; as well as being unpleasant, this was seen as a particular problem in playgrounds and areas where children may play, due to perceived health risks. Smashed glass in these areas was also seen as a worry; this was blamed on gangs of young people drinking alcohol and then breaking the bottles.

In some areas, residents expressed concern about vehicles being abandoned on the streets and in green spaces. Sometimes these vehicles were also set on fire. This seemed to be more of a problem for Castle and Woolsington residents than for people in other areas.

Another commonly mentioned problem, particularly in the City Centre, was that of people vomiting and urinating in public places. This was seen as linked to alcohol use and public drunkenness.

Finally, one respondent complained about people spitting out chewing gum in the street.

### 15.2 Noise pollution

Excessive noise was specifically mentioned by a number of respondents; this was usually a neighbourhood-based issue and tended to be a problem at night rather than in the daytime. Among the issues mentioned were people making a noise when leaving pubs and clubs late at night (a problem for those living near pubs all over the City, but

particularly for those near the Quayside, the City Centre, and the 'Osborne Boulevard' area); and fireworks going off. This was seen as a year-round problem, and was mentioned in particular by residents of Jesmond and Moorside.

### 15.3 Crime hotspots

Many respondents discussed the issue of crime 'hotspots', which were described as places where people feel that crimes are more likely to occur. This may be because they are isolated or because there are hiding places for potential criminals. Among the places respondents mentioned were:

- ◆ Places without CCTV camera coverage;
- ◆ Areas with poor street lighting;
- ◆ Risk areas such as underpasses and isolated places;
- ◆ Green spaces with overgrown bushes, which were seen as potential hiding places for attackers;
- ◆ Derelict buildings used by gangs of young people as dens.

## 16 Public transport

Respondents raised a number of issues regarding public transport in Newcastle, particularly concerning the Metro. One of the most common was the fear of attack, robbery or intimidation when travelling. Some individuals had experienced intimidation, verbal abuse, or racial harassment while travelling on the Metro, while others were wary that it might happen to them. The lack of apparent security or personnel on the Metro appeared to heighten this fear, as people were concerned that if there was an incident there would be no one to help them. Adding to the fear of attack was what was perceived as the rowdy and unruly behaviour of groups of young people travelling on the Metro. Comments made by respondents included:

*'Metro – not secure. No personnel available to help. £7.5million on CCTV is not the answer. Need for ticket control at exits and entrances.'*

*'I would like to be able to feel safer travelling alone on the Metro in the evening on the rare occasions I travel at night'.*

*'Feel safer when going out if could still get public transport. Queues too long for taxis, also this would reduce the risk of people walking home'.*

*'Vulnerable people (elderly etc) are nervous about using the Metro, especially after dark'*

Other concerns mentioned in relation to the Metro were fare dodging, pick-pocketing and graffiti in Metro stations.

While bus travel appeared to be less worrying for people, possibly because they feel reassured by the presence of the driver, there were some problems associated with buses. One respondent described the fear of crime at bus stations and bus stops, and another had been pick-pocketed at a bus stop. A final concern was what was described as *'dangerous driving by bus drivers'*.

## 17 Other types of crime

A number of other crimes were described as a problem. Some of these were experienced first hand by respondents. Those that were mentioned are listed below:

- ◆ Child abuse and neglect;
- ◆ Benefit cheats;
- ◆ Smuggling duty-free cigarettes;
- ◆ Pirate videos and DVDs;
- ◆ Business crime and financial fraud;
- ◆ Mental health-related crime;
- ◆ Arson and related crimes such as setting fire to litter and rubbish bins;
- ◆ Crimes against the vulnerable members of the community, such as elderly people, children, and disabled people;
- ◆ Attempted burglary;
- ◆ Car windows shattered using a brick and items stolen from car while driving;
- ◆ Business threats;
- ◆ Door bells ringing in early hours of the morning;
- ◆ Possession of weapons.

Begging was described as a major problem by a number of respondents, mainly in the City Centre, but also in Jesmond. This was seen as a nuisance issue, and something that may heighten people's fear of crime. One respondent wrote *'on street begging should be tackled. It makes me feel unsafe because of the fear of aggression if you don't hand over money.'* The issue of unlicensed street traders was also mentioned by one respondent.

## 18 Fear of crime

The fear of crime has already been addressed in previous sections in relation to particular types of crime. However, a number of respondents spoke of fear of crime as a specific issue that worried them. This is seen as something that causes people to modify their behaviour or lifestyle, sometimes unnecessarily, to avoid what they see as risky situations. Fear of crime was described as having a particularly big effect on potentially vulnerable members of the community such as women, elderly people, ethnic minorities and the disabled. For instance, one respondent stated that women's safety when out at night was a real problem.

Fear of repercussions was a significant issue for some victims of crime, and was seen as something that may prevent people from reporting crimes to the police. One Newbiggin Hall resident said:

*'People living on this estate are too scared to report violence or crime.'*

However, there were a number of positive comments made about crime levels and general safety in Newcastle, which indicated that some residents do not suffer from the fear of crime. Two such comments are included below:

*'While not perfect, I think Newcastle must be one of the safest cities in the UK.'*

*'Generally we appear to live in a peaceful community – long may it last.'*

## 19 Views about local crime reduction priorities

Newcastle Crime Reduction Partnership (CRP) has set ten objectives for tackling crime. They are:

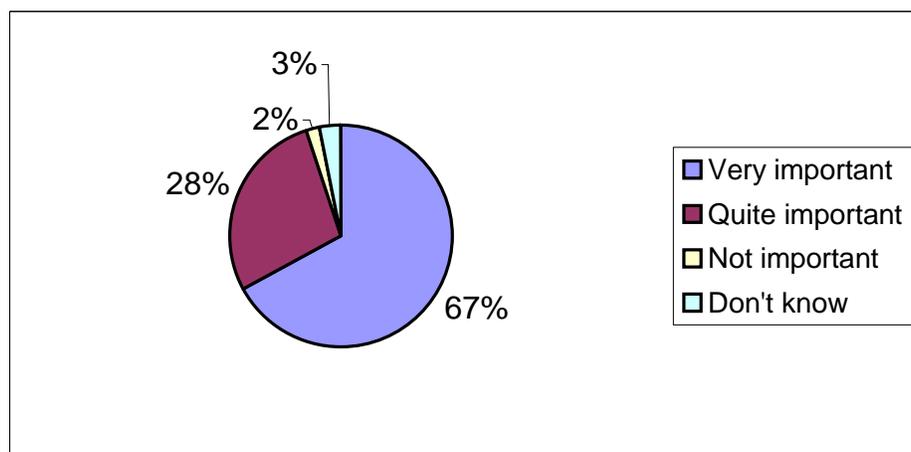
- i. To reduce the number of house burglaries;
- ii. To reduce the number of vehicle crimes;
- iii. To reduce disorder at a neighbourhood level;
- iv. To reduce the amount of violent crime;
- v. To increase the support offered to vulnerable groups;
- vi. To reduce drug, alcohol and substance misuse;
- vii. To improve levels of community confidence;
- viii. To narrow the gap in the crime rate between different areas of Newcastle;
- ix. To increase leadership and joint working between the Police, the City Council and other agencies;
- x. To reduce crime in the City Centre.

Respondents were asked how important they felt each of these priorities were. A number of respondents commented that every priority or measure to reduce crime was equally important. More detailed responses regarding each proposed priority are given in this section.

### 19.1 Reducing the number of house burglaries

Figure 19.1 shows people's views about how important it is to reduce the number of house burglaries. The majority of respondents thought that this was either very important or quite important, with two-thirds considering it to be very important. Only 2% thought that it was not an important priority.

**Figure 19.1: How important is it to reduce the number of house burglaries?  
(N=966)**



Respondents also made practical suggestions regarding ways to reduce house burglary. Students and those living in rented accommodation believed that landlords – including the Council - should take more responsibility to ensure that properties are secure and have effective alarm systems.

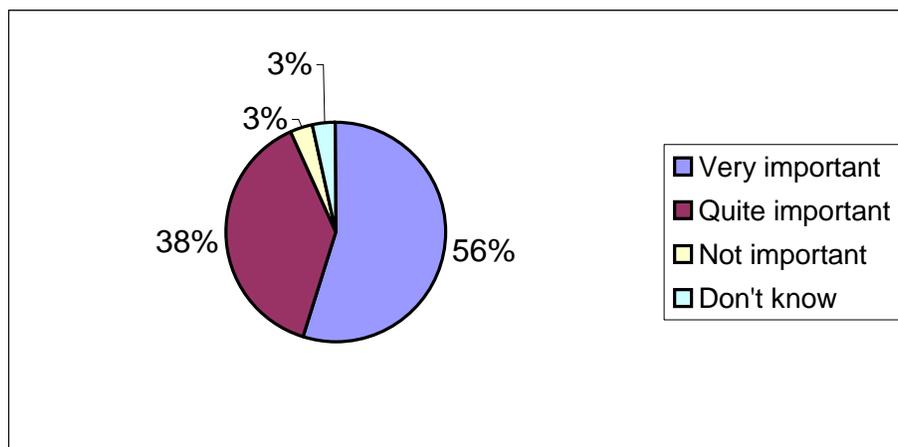
Another suggestion was made regarding wheelie bins. These are known to be useful to would-be burglars, who use them to climb high walls in back lanes and gain access to properties; they also provide a useful hiding place for stolen property until it can be collected. Respondents thought that people should be made to keep their wheelie bins on their properties apart from on refuse collection days, and that this should be enforced with fines for those who do not comply.

In the young people's consultation, participants said there should be better security for houses and other possessions. There was a sense that people should be responsible for looking after their own things to prevent them from getting stolen. Suggestions included getting more secure locks, security lighting, and carrying personal alarms. One group said that alarms would not stop burglars or thieves, but others disagreed.

## 19.2 Reducing the number of vehicle crimes

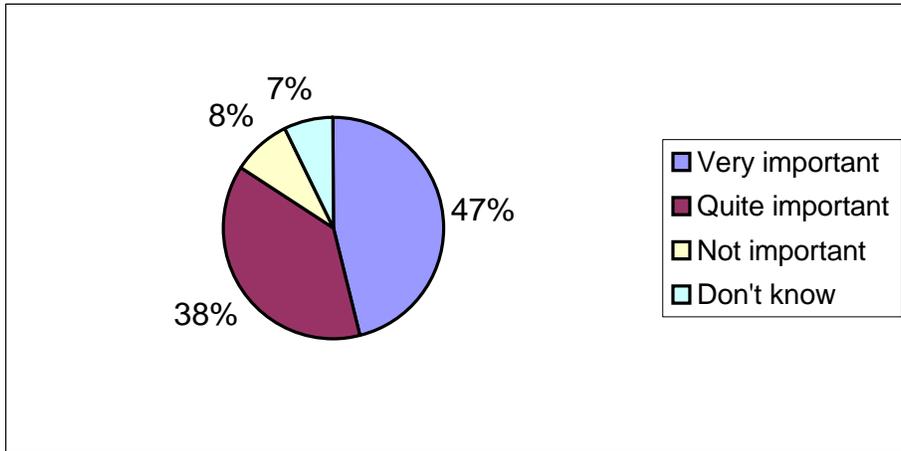
Figure 19.2.1 shows responses regarding the priority of reducing the number of vehicle crimes. More than half of respondents thought that this was very important, and a further 38% saw it as quite important. Only 3% believed that this was not an important priority.

**Figure 19.2.1: How important is it to reduce the number of vehicle crimes? (N=965)**

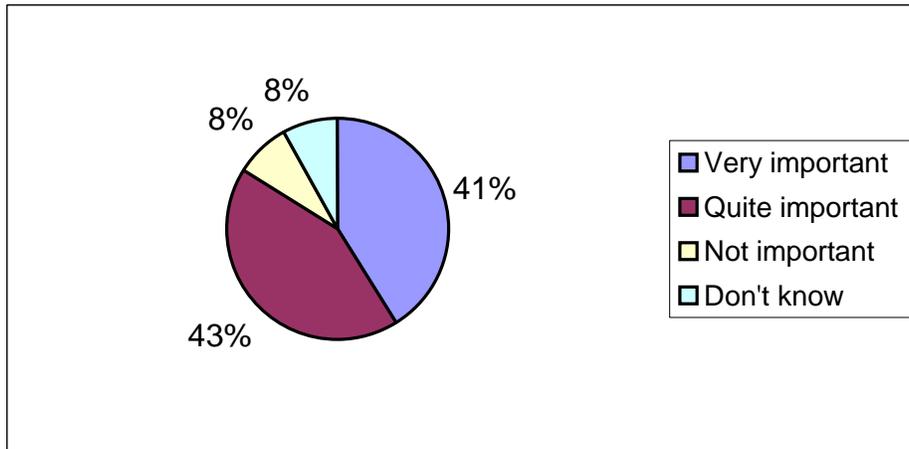


Respondents in the residents' survey, and those who returned the tear off page from the consultation document, were also asked whether they felt it was important to reduce the number of vehicle thefts and thefts from vehicles in their neighbourhoods. The results are shown in figures 19.2.2 and 19.2.3. Nearly half of respondents thought that reducing the number of thefts of vehicles was very important, and almost as many felt the same about reducing the number of thefts from vehicles. Less than one out of ten respondents thought that these priorities were not important at all.

**Figure 19.2.2: How important is it to reduce the number of thefts of vehicles in your neighbourhood? (N=559)**



**Figure 19.2.3: How important is it to reduce the number of thefts from vehicles in your neighbourhood? (N=553)**

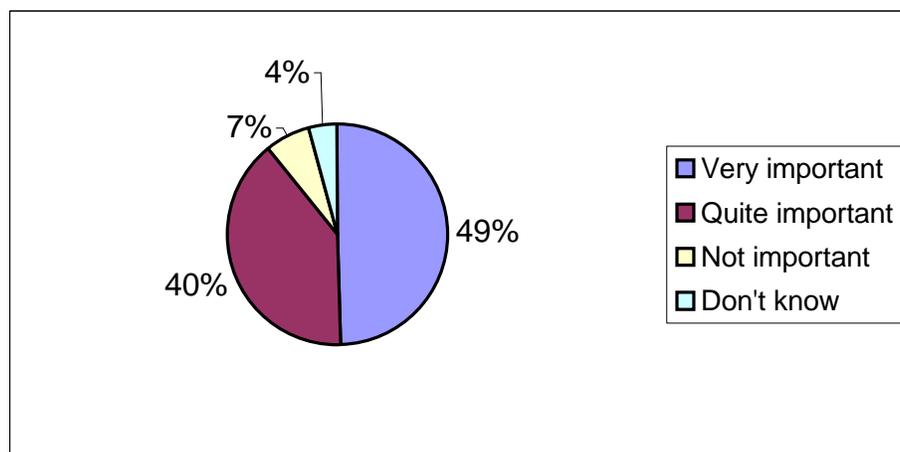


Young people who took part in the consultation suggested that people should be more responsible and fit alarms, wheel clamps, and other security devices to their vehicles. They also suggested that keeping valuables and money – even small amounts - on show inside cars was an invitation to have your car broken into.

### 19.3 Reducing disorder at a neighbourhood level

Figure 19.3 shows people's responses about reducing disorder at a neighbourhood level. Just under half of respondents thought this was very important, and a further 40% thought it was quite important. Only 7% felt that this was not an important priority.

**Figure 19.3: How important is it to reduce disorder at a neighbourhood level?  
(N=959)**



A number of respondents commented that reducing City Centre disorder should be as much of a priority, if not more important than reducing neighbourhood level disorder. This reflects the results of the residents' survey, in which 85% of people thought City Centre disorder was a problem, while only half thought neighbourhood disorder was. Public disorder was seen as an alcohol-related problem, and areas around the Quayside, the Bigg Market, and Osborne Boulevard in Jesmond were highlighted as problem areas.

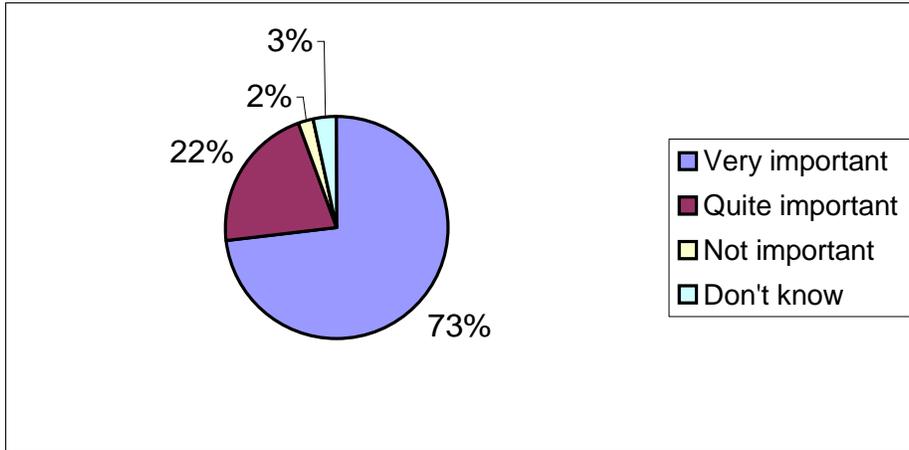
Some suggestions were made to try to reduce the amount of public disorder. One respondent suggested that shops and pubs should be more responsible, and refuse to serve alcohol to people who have had too much to drink already or are known to cause disorder. Several people thought that more effective policing of night clubs and pubs would be beneficial.

It was suggested that problems relating to student behaviour could be countered by working with universities to address student drunkenness, which was seen as the main cause of disorder. Two respondents suggested that work should be done to try and improve relations between local people and students

### 19.4 Reducing the amount of violent crime

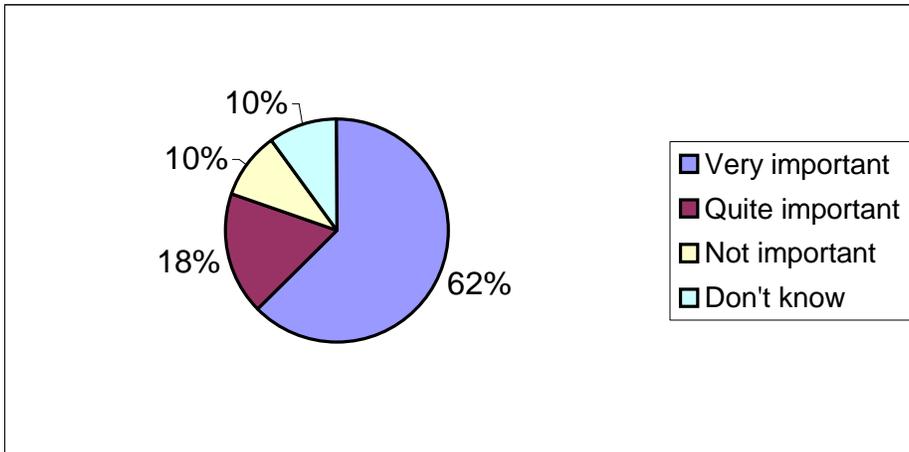
Figure 19.4.1 shows people's responses regarding how important it is to reduce the amount of violent crime. 95% of respondents thought that this was important, with 73% considering it to be very important. Only 2% thought that it was not an important priority.

**Figure 19.4.1: How important is it to reduce the amount of violent crime? (N=1035)**



Respondents in the residents' survey were asked whether they thought it was important to reduce violent crime in their neighbourhood. Figure 19.4.2 shows that 80% of respondents thought that this was important, with 62% believing that it was very important. One in ten people thought this was not a neighbourhood priority.

**Figure 19.4.2: How important is it to reduce the amount of violent crime in your neighbourhood? (N=484)**

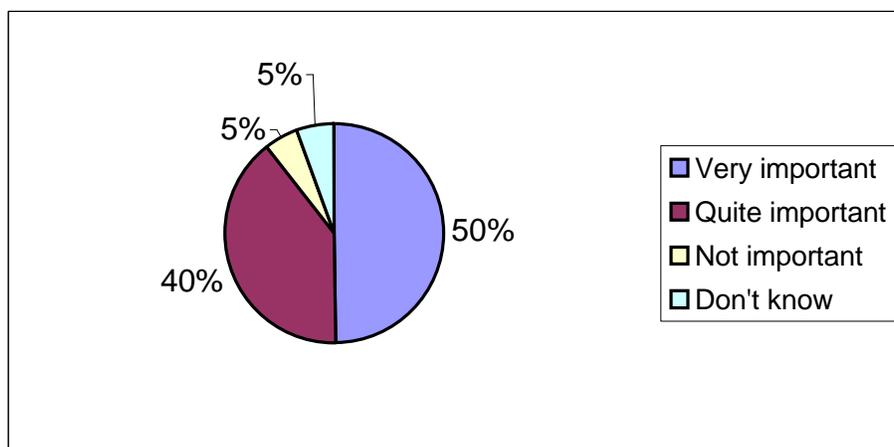


Regarding practical ways to address the problem of violent crime, one respondent felt that *'specialised units are needed to deal with violence'*. Another remarked that for the police, the *'priority seems to be speeding fines rather than violent crimes'*.

### 19.5 Increasing the support offered to vulnerable groups

Figure 19.5 shows responses regarding the importance of increasing the amount of support for vulnerable groups. Half of respondents thought that this was very important, and a further 40% felt that it was quite important. Only one in 20 respondents thought that this was not an important priority.

**Figure 19.5: How important is it to increase the support offered to vulnerable groups? (N=964)**



Although a definition of the term 'vulnerable groups' was not given in the consultation, people identified a number of groups that they saw as vulnerable. These included elderly people, children, women, and disabled people. Also mentioned by a small number of respondents, mainly agencies and organisations, were ethnic minority groups and asylum seekers.

People came up with a number of practical measures that could be used to support vulnerable members of the community. Several young people thought that the Council or the police should provide personal attack alarms or 'beeper' systems for vulnerable people free of charge, to enable them to get help in an emergency. It was thought that this would reduce people's fear of crime, and resulting behaviour and lifestyle changes.

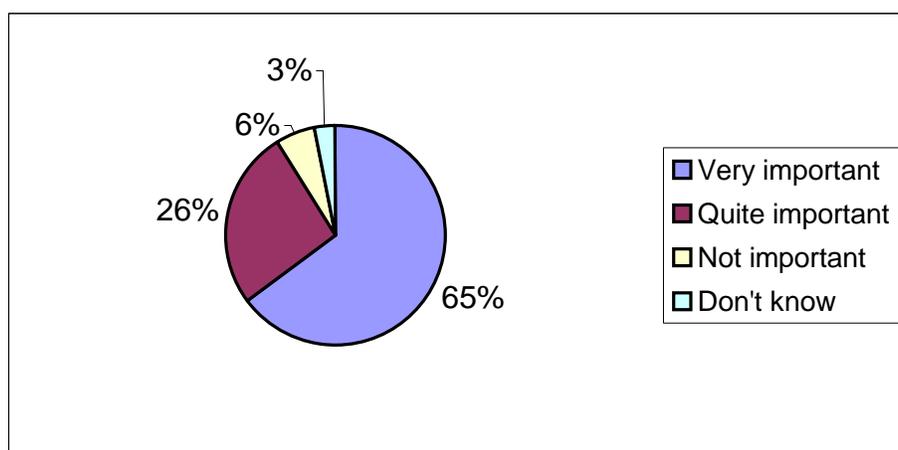
One respondent stressed that it was important to ensure that there was '*continued support for voluntary organisations who help victims of crime*'. Others thought there should be more support groups for victims of crime and other vulnerable groups. Another asked for more protection to be offered to people who report crimes and who may be in fear of reprisals. Not only would this make people feel more secure, it may also increase people's reporting of crime.

Finally, one person felt that it was necessary to '*listen to vulnerable and minority groups more*', as this would enable the police, the Council, and other agencies to offer appropriate support to them.

## 19.6 Reducing drug, alcohol and substance misuse

Figure 19.6 shows respondents' perceptions about how important it is to reduce drug, alcohol and substance misuse. More than nine out of ten people thought this was important. 65% of respondents described it as very important, and 26% as quite important. Only 6% of respondents thought this was not an important priority. Similarly, nine out of ten residents' survey respondents felt that it was important to reduce drug, alcohol and substance misuse in their neighbourhood.

**Figure 19.6: How important is it to reduce drug, alcohol and substance misuse?  
(N=1042)**



People suggested a number of measures to restrict the supply of alcohol. Suggestions included:

- ◆ Reducing the amount of cheap duty-free alcohol entering the area by increasing customs security;
- ◆ Cutting down opening times for pubs and clubs;
- ◆ Preventing magistrates from issuing any more licences for alcohol sales at hotels, especially in residential areas such as Osborne Road. This was thought by one person to be particularly important where drinking on the pavement was encouraged or allowed, as this was seen as potentially endangering pedestrians and drivers.

There were also proposals aimed at reducing tolerance of public drinking and drunkenness. For instance, several respondents thought drinking in the street should be made illegal. Others felt there should be heavier sentences for alcohol-related crime and violence. Tackling underage drinking was also mentioned. One person suggested that:

*'Police should have the power to close down premises serving alcohol to minors or those who are drunk already...drunks picked up in the evenings should be dumped in an enclosure on the Town Moor and left to sober up.'*

Another respondent suggested that the main reason for fighting and disturbance was that drinkers all emerge from pubs and bars at once, increasing the chance of trouble occurring. Their suggestion was:

*'Staggered closing time to get rid of the problems of everyone pouring out on the street at 11.20pm – can someone tell Superintendent Bob Patterson to read the research on this!'*

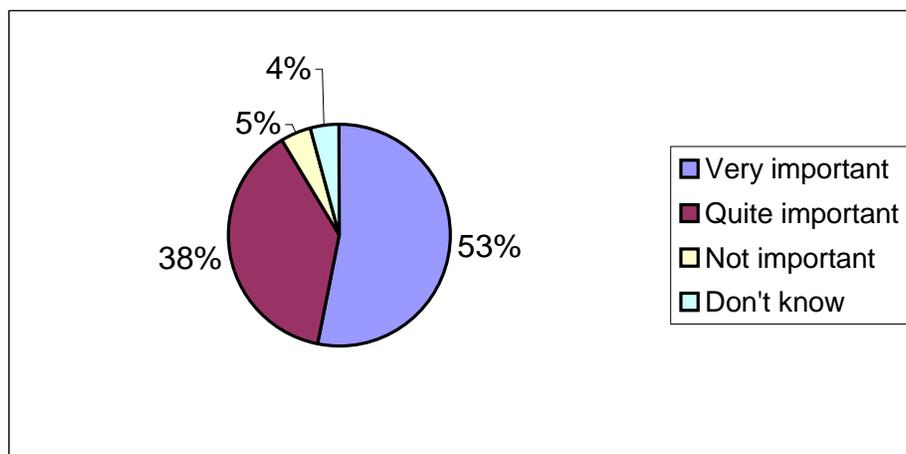
Finally, one respondent pointed out that there is a need to address and modify *'social attitudes to alcohol'*.

On the subject of reducing drug use, respondents thought the drug supply should be controlled more effectively by approaching known or suspected drug dealers, raiding homes for illegal drugs, and controlling the supply of drugs entering the country. Other suggestions included educating young people to raise their awareness about illegal drugs and their effects. One respondent called for cannabis to be legalised.

### 19.7 Improving levels of community confidence

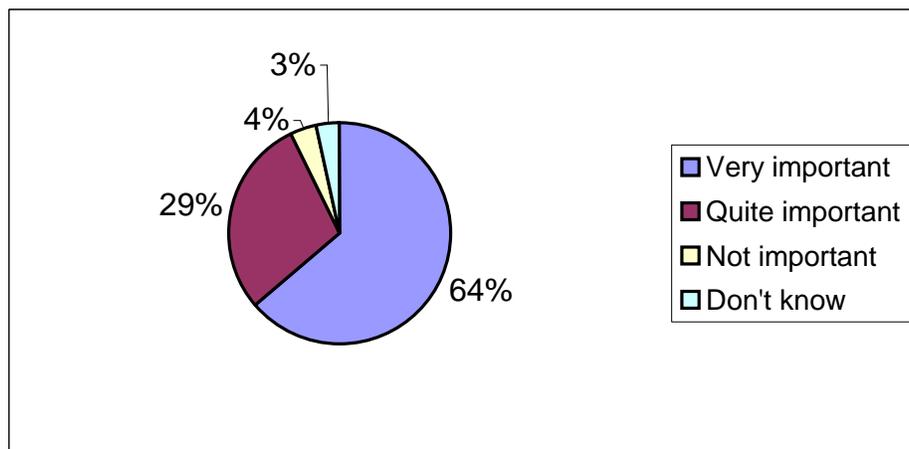
Figure 19.7.1 shows people's views about the importance of improving levels of community confidence. More than half thought that this was very important, with a further 38% considering it to be quite important. Only one in 20 respondents thought that it was not important.

**Figure 19.7.1: How important is it to improve levels of community confidence?  
(N=1028)**



Respondents taking part in the residents' survey were asked how important they thought it was to reduce the fear of crime in their neighbourhood. Figure 19.7.2 shows the results. Almost two-thirds of respondents considered this to be very important, and most others thought it was quite important. Only 4% thought that this was not an important priority.

**Figure 19.7.2 How important is it to reduce the fear of crime in your neighbourhood? (N=497)**



On the subject of combating the fear of crime and improving community confidence, some respondents thought that it was important to raise people's awareness about crime levels and the fact that Newcastle seems to be relatively crime-free, compared to other UK cities. In the words of one person:

*'Reduce the fear of crime by promoting how safe Newcastle is'.*

Another respondent felt that in order to show that making the city safer for women is a priority, the Council should *'get rid of the lap dancing club'*.

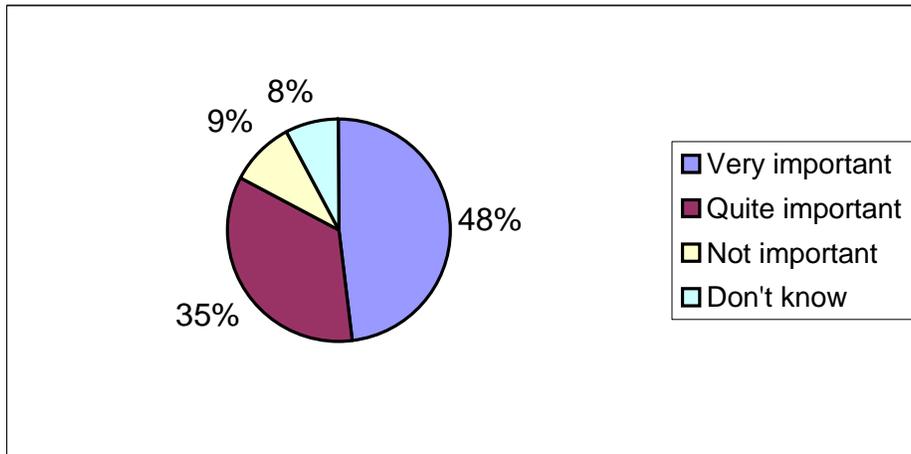
### 19.8 Narrowing the gap in the crime rate

Figure 19.8 shows respondents' views about the importance of narrowing the gap in the crime rate between different areas of the City. Just under half thought this was very important, and another 35% thought it was quite important. However, nearly one in ten thought that this was not important.

Several people pointed out that the statement attached to this objective was misleading. It is probably intended to mean concentrating on areas in which there are high crime rates, and bringing crime rates in these places down in line with other areas. However, if crime rates in low-crime areas increased, this could also have the effect of narrowing the gap between areas, while the overall crime rate increases. In the words of one respondent:

*'Crime statistics can show a narrowed gap by reducing crime in high level areas, whilst increasing crime from previously low level areas'.*

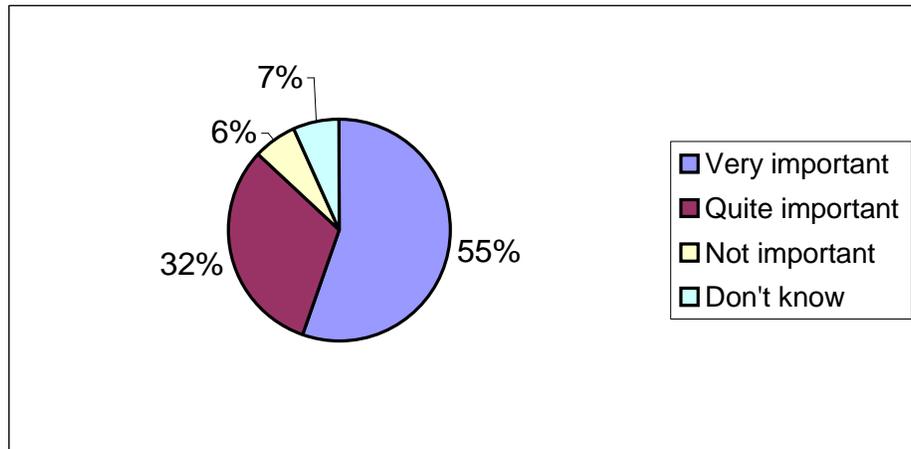
**Figure 19.8: How important is it to narrow the gap in the crime rate between different areas of Newcastle? (N=960)**



### 19.9 Increasing leadership and joint working

Figure 19.9 shows respondents' views about the importance of increasing leadership and joint working between the police, the City Council and other agencies in Newcastle. More than half of respondents thought that this was very important and almost a third thought it was quite important. Only 6% thought that this was not important.

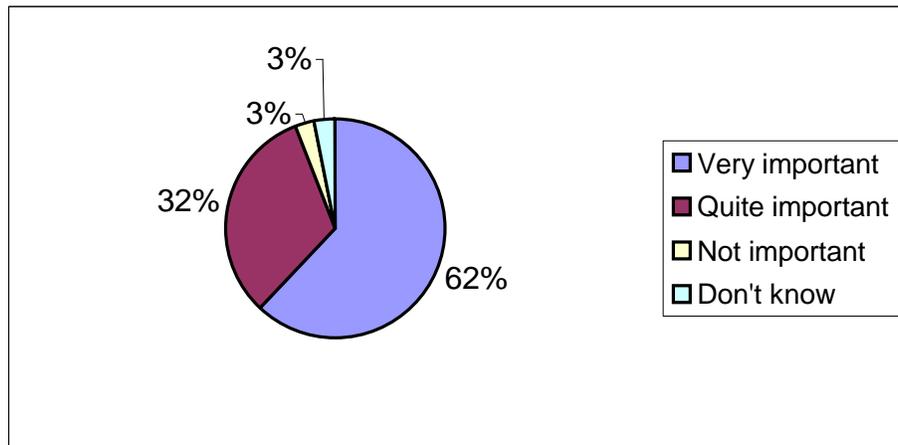
**Figure 19.9: How important is it to increase leadership and joint working between the police, the City Council and other agencies? (N=972)**



### 19.10 Reducing City Centre crime

Figure 19.10 shows people's views about how important it is to reduce City Centre crime. 62% of respondents thought that this was very important, and a further 32% thought that it was quite important. Only 3% described this as not important.

**Figure 19.10: How important is it to reduce crime in the City Centre? (N=963)**



However, some respondents expressed concern that City Centre crime must not be prioritised to the exclusion of other areas. In the words of one respondent, it is important to '*reduce crime everywhere, not just in the City Centre*'. Another individual said '*a lot of City Centre crime is opportunistic*' and that shops and businesses should be more responsible in order to protect themselves from theft.

Several respondents also thought that reducing neighbourhood crime should also be a stated priority.

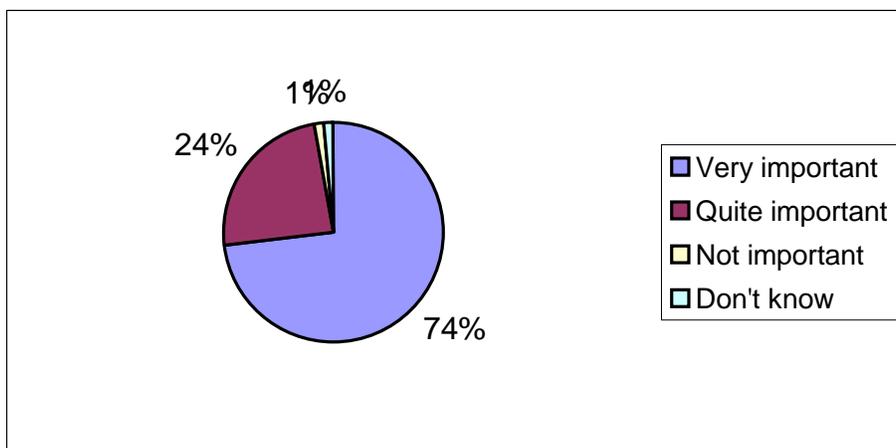
## 20 Other priorities for crime reduction

Respondents were also asked to judge the importance of other possible priorities for crime reduction, and to suggest any others that they felt were important. Many respondents also outlined practical suggestions to reduce crime or the fear of crime. This section reviews the findings.

### 20.1 Reducing the number of robberies

People who completed the tear-off page of the consultation document indicated how important they felt it was to reduce the number of robberies. Figure 20.1 shows the results. 98% of respondents felt that this was important, with almost three-quarters considering it to be very important. Only 1% thought that this was not an important priority.

**Figure 20.1: How important is it to reduce the number of robberies? (N=74)**

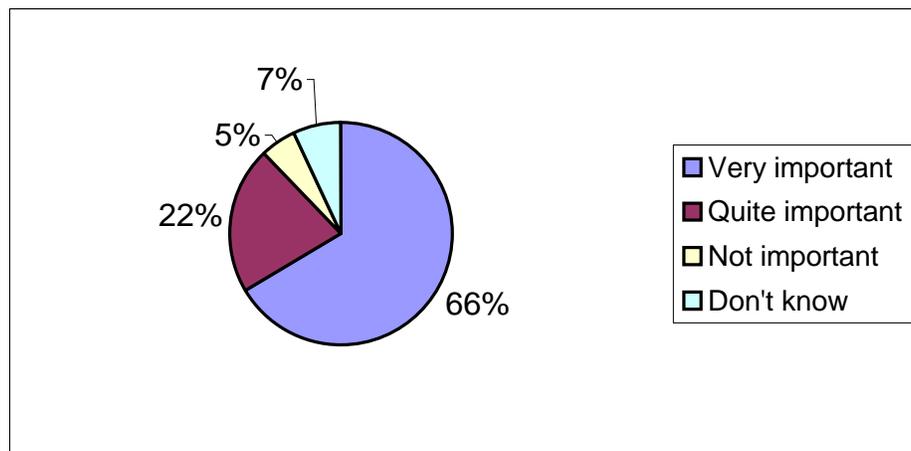


To reduce the threat of being robbed or mugged, young people suggested that personal alarms for elderly people and other vulnerable groups might help them to feel safer when they are out and about. It was suggested that the police or the Council should issue these alarms.

### 20.2 Reducing youth crime

People who completed the tear-off page of the consultation document, and those taking part in the residents' survey, were asked how important they thought it was to reduce youth crime and disorder. Figure 20.2 shows the results. Almost nine out of ten respondents thought that this was important, with two-thirds considering it to be very important. One person in 20 thought that this was not an important priority.

**Figure 20.2: How important is it to reduce the level of youth crime and disorder?  
(N=569)**



Complaints about young people's behaviour were among the most common comments made in the consultation. The majority of respondents felt that the main cause was boredom and too few things to do, as the following comments show:

*'The majority of incidents on this estate (Newbiggin Hall) are perpetrated by bored youths who have little or no outlets for their energy, consequently gathered in groups who then resort to vandalism, graffiti, verbal abuse of residents etc'.*

*'Vital to provide for teenagers to keep them off the street corners, give them somewhere to go'.*

*'Groups of teenagers hanging around need more activities. Work on this area all seems to be done in East and West End – nothing in this area'.*

*'Need more things for them to do'.*

Many respondents believed that better youth provision across all areas of the City was the answer. This included statutory and voluntary projects, designated play areas, and a range of different activities to take part in. The young people who were consulted agreed, saying if there were more things for them to do, they would not end up hanging around the streets and would be less likely to get into trouble. They said it is *'boring'* for young people in Newcastle. It was suggested in one session that more facilities like BMX tracks and motorbike tracks, in the areas where young people lived, would be appreciated.

Other respondents suggested strict measures to regulate young people's behaviour. These included:

- ◆ Breaking up and controlling gangs of young people;
- ◆ Introducing a community curfew for young people;
- ◆ Making young people more respectful of authority;
- ◆ Drawing up orders or agreements with young people, to place limits on their behaviour;

- ◆ Making parents more accountable for the behaviour of their children;
- ◆ Reducing the supply of illegal drugs;
- ◆ Reducing the supply of alcohol to those who are under age.

The role of schools in governing young people's behaviour was also highlighted. Suggestions included:

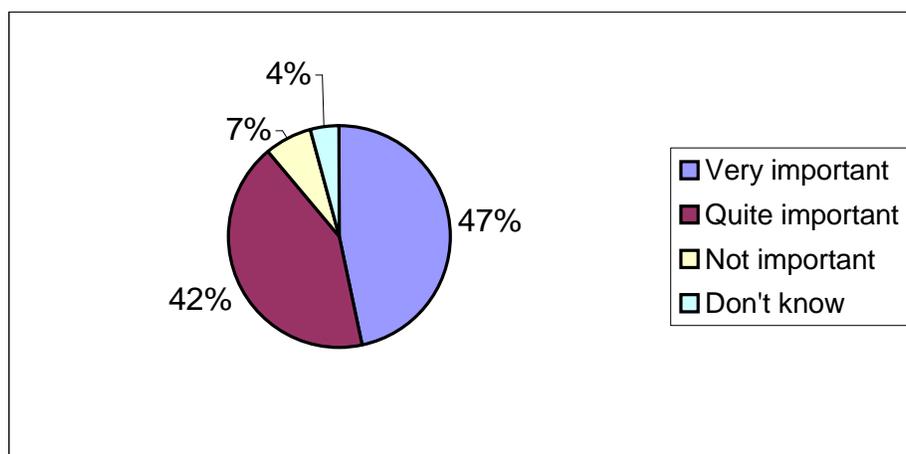
- ◆ Cut school holidays by half;
- ◆ Reduce the amount of truanting;
- ◆ Stop bullying in and out of schools;
- ◆ More discipline at school, including the re-introduction of corporal punishment;
- ◆ Citizenship programme of the school curriculum should promote better behaviour. The police and other agencies should work with schools in this area, to prevent young people becoming involved in illegal activities.

A more general solution, proposed by one respondent, was to tackle unemployment so that young people were not hanging around being bored. Another stated that *'the state should stop demonising young people who commit crime and address the material circumstances of causation'*.

### 20.3 Reducing the amount of graffiti, vandalism and criminal damage

People who completed the tear-off page of the consultation document, and those taking part in the residents' survey, were asked how important they thought it was to reduce the amount of graffiti, vandalism and criminal damage. Figure 20.3 shows the results. Almost nine out of ten respondents thought that this was important, with nearly half believing it to be very important. 7% felt that this was not an important priority.

**Figure 20.3: How important is it to reduce the amount of graffiti, vandalism, and criminal damage? (N=571)**

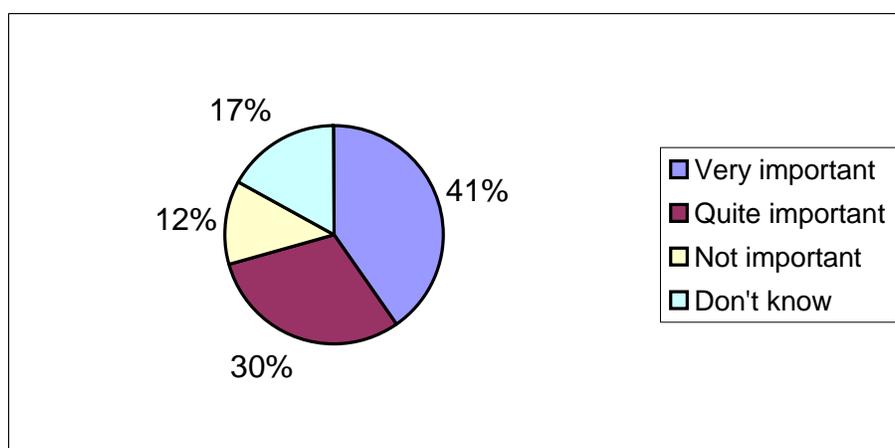


One respondent specifically stated that addressing Newcastle's vandalism problem should be a high priority. However, no practical suggestions for doing this were proposed.

## 20.4 Reducing the number of racist crimes

People taking part in the residents' survey, and those who completed the tear-off page of the consultation document, were asked how important they thought it was to reduce the amount of racist crime. Figure 20.4 shows the results. More than two-thirds of respondents thought that this was important, with 41% considering it to be very important. Just over one out of ten people thought this was not an important priority.

**Figure 20.4: How important is it to reduce the number of racist crimes? (N=555)**



Respondents proposed a number of solutions and strategies to reduce racist crime. Two people said they thought tackling racist crime and harassment should be a local priority, and others felt that the police should attend and deal with racist incidents more quickly. Another individual stated that there should be more legislation to prevent discrimination and harassment.

One respondent commented:

*'It is the responsibility of councillors to create good relationships between the communities. The Council needs to demonstrate support and welcome for asylum seekers and refugees and (take a) firm stand against racism and fascist groups.'*

One other respondent mentioned the recent placement of asylum seekers in Newcastle, saying that the Council had a responsibility to inform residents in advance if it intended to house asylum seekers in their area.

The MAP meeting group also discussed possible ways in which racist crime could be dealt with more effectively, including preventative measures. It was agreed that education and awareness raising was important. Challenging social beliefs across the board was viewed as a way to combat what were seen as unconscious racist attitudes held by many people. Suggested practical measures included:

- ◆ Work with offenders to raise their awareness of the effects of racist crime, and try to stop them re-offending;
- ◆ The citizenship element of the school curriculum should tackle racist behaviour and language, and educate young people about the consequences of racism;

- ◆ The media are a useful tool for education and awareness raising. Portrayal of ethnic minorities needs to be more positive and higher profile. Newcastle should be promoted as a culturally diverse, cosmopolitan city.

It was also proposed that the police and other agencies should encourage people to report race-related crimes and victimisation. It is an area of crime that may be underestimated due to people's reluctance to report incidents. It was suggested that the police should make it easier for people to report crimes, protect victims who fear reprisals, and ensure that reported crimes are acted upon effectively. It was also stated that the police should monitor racist crimes more closely, to enable problems such as repeat victimisation and racist crime 'hotspots' to be detected and dealt with.

Other agencies were also thought to have a responsibility in reducing racism and racist crime. In particular, organisations should be made more proactive in tackling racism in the workplace. The implementation of a safety conscious environmental strategy and increased use of Section 17 of the Crime and Disorder Act, to ensure that community safety and crime prevention are integral to the design of public spaces, were also seen as important.

Support for victims of racist crime, and for minority ethnic individuals and families in general, was viewed as a major issue. It was suggested that Victim Support needs to be flexible and take account of people's individual needs in the support, care and protection it provides. It was argued that it is important to individualise incidents and their effects, as crime can have a very different effect on different individuals and families. On a practical level, it was suggested that access to interpreters must be budgeted for, and that it may be helpful to ensure that black or minority ethnic staff members are available to support victims of racist crime.

Across the wider spectrum of agencies and organisations, there also needs to be support for minority ethnic groups. More inter-agency training, advice and information exchange, and improved practice within agencies, to make sure that workers know how to deal with incidents they encounter, were considered to be important.

## **20.5 Reducing other forms of abuse and harassment**

Homophobic abuse was also seen as an area that could be addressed through educating people and challenging ingrained attitudes. One group of young people pointed out that the number of incidents involving discrimination could be reduced through the use of education and awareness raising.

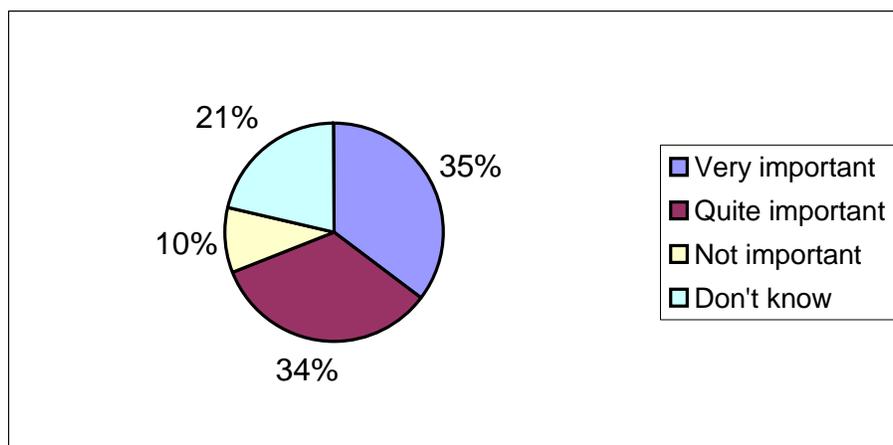
One practical solution that was put forward was to introduce specialised units or projects to help victims of homophobic crime and deal with perpetrators. Another individual stated that there should be more legislation to prevent discrimination and harassment of all kinds.

## **20.6 Reducing the amount of domestic violence**

People taking part in the residents' survey, and those who completed and returned the tear-off page of the consultation document, were asked how important they thought it was to reduce the amount of domestic violence. The results are shown in figure 20.6.

More than two-thirds of respondents thought that it was important to reduce the amount of domestic violence, with 35% considering it to be very important. One in ten people thought it was not important, while more than two in ten replied that they did not know.

**Figure 20.6: How important is it to reduce the amount of domestic violence?  
(N=550)**



To tackle domestic violence, it was suggested that more police support and better understanding of the issue by the police is needed. It was proposed that police should receive special training to help them deal with victims of violence. One respondent also thought that women police officers should be available to help deal with arising incidents. Also mentioned were better access to information and services, and increased support for victims of domestic violence, especially those who reported incidents to the police.

## 20.7 Reducing problems associated with driving and road use

Many respondents complained about problems associated with road use, bad driving and parking offences. A number of suggestions were made to reduce these types of problem.

Some people felt that the police should make more of an effort to enforce parking laws, while others believed that they *'should spend more time on real crimes, and less on petty parking offences'*.

Traffic calming measures such as speed bumps and traffic cameras were seen by some as useful in slowing down traffic.

General traffic congestion was perceived to be a problem, and it was suggested that this could be tackled by changing local road systems *'so drivers cannot use residential areas as short cuts'*. In addition, one person suggested controlling the number of cars coming into the City with the use of park and ride schemes.

Other solutions that were suggested included better enforcement of driving and parking laws, and special campaigns to address drink driving and promote consideration for other road users.

## **20.8 Reducing problems caused by environmental issues**

### **20.8.1 Cleaner streets**

Ways put forward to address the problems of litter and rubbish dumping included making the City Council take better control of the litter problem and maintain back lanes to a higher standard. Introducing stronger penalties for rubbish dumping was also seen as a potential solution. One respondent thought manufacturers should produce alcoholic drinks in plastic bottles only, to reduce the amount of smashed glass left in public areas.

More public toilets were called for to overcome the problem of people urinating in public. As one respondent commented, *'the metro system and many other areas are devoid of such facilities'*.

### **20.8.2 Reducing noise pollution**

A number of respondents thought it was important to try to cut down the amount of noise and disturbance in their neighbourhoods. The main sources of noise were thought of as bars, for instance in 'Osborne Boulevard' which is a residential area, and other households, especially student households. Several people thought the police and the Council should introduce tighter controls regarding acceptable noise levels in residential areas.

Other suggestions to reduce noise included controlling the sale and use of fireworks, especially at night, and making sure that new buildings are fitted with better soundproofing to cut down on disturbance.

### **20.8.3 Reducing the number of crime hotspots**

A number of measures were suggested to reduce the number of crime 'hotspots', which were described as places where people feel that crimes are more likely to occur.

Many people thought that CCTV coverage should be increased, to reduce the number of places where crime and disorder can go unobserved. However, some of the young people who took part in the consultation were less convinced. They felt that there are always going to be some places where there are no cameras, and there are ways to 'get round' CCTV if you are breaking the law, like wearing a hat or a mask to hide your face. They also thought if you were speeding, you could cover up your car number plate in advance so that it could not be identified on camera.

Some respondents proposed that better town planning and improved maintenance of public spaces would reduce the number of crime hotspots. Several people suggested cutting back bushes and shrubs so that visibility is better in green spaces, and people's fear of being surprised by a mugger or attacker is reduced. Others thought that known risk areas such as underpasses and isolated areas should be made safer, possibly by re-designing them altogether. One respondent suggested that old buildings that are not being used should be demolished, to avoid gangs using them as crime hideouts or places to take drugs or drink alcohol.

Many respondents thought that better street lighting would be beneficial as it would reduce people's fear of crime when out at night, and lessen their chances of being

surprised by an attacker. It was also thought that the Council's response in fixing broken lights or replacing spent bulbs was too slow, and should be quicker.

### **20.9 Making public transport safer**

Respondents made a number of suggestions to make travelling on public transport safer. Improved security on the Metro was seen as important. Suggestions included manned Metro stations, and a police or security presence both at Metro stations and on trains. Better security at bus stations and bus stops was also called for.

Several respondents suggested that better public transport links were needed in Newcastle. This may be seen as a convenience measure rather than a crime reduction measure. However, it was argued that an improved public transport system would prevent people from having to wait around for buses or Metros at night, and would stop people putting themselves at risk by walking home alone late at night. This would be likely to benefit lone women and other vulnerable groups, who may be discouraged from going out at night by uncertainty about travel arrangements.

One respondent praised the late night bus service that is provided for female students, saying *'the safety bus is very good – I use it often'*. The same individual thought it would be useful if this service was extended and ran later at night.

### **20.10 Other priorities**

A number of other crime reduction priorities were mentioned by a small number of respondents. These included:

- ◆ The need to tackle arson;
- ◆ The need to address the issue of horses escaping onto main roads;
- ◆ The need to address public concern about suspected paedophiles living in Newcastle;

Finally, one respondent stressed that it is *'important to view crimes as being inter-linked'* when considering crime reduction strategies. For instance, alcohol and drug use are seen by many people as linked to crimes such as violence, theft and anti-social behaviour.

## **21 The role of the police**

Many respondents made comments about the key role of the police in reducing crime. A number of complaints were made about them; respondents also made suggestions about how the police could work more effectively to prevent and reduce crime. This section summarises the comments that people made.

### **21.1 Police presence**

One of the most common remarks made by respondents concerned the perceived need for *'more police on the beat'*. Although people were not asked any questions about this, at least 200 respondents specifically mentioned this as a priority for reducing crime. Many complained that they seldom saw police out in public, particularly in

neighbourhoods, and that if there were police around they almost always stayed in patrol cars.

*'I have lived here for 40 years, and could count on one hand the number of policemen on foot patrol I have seen in that time.'*

People wanted to see a visible police presence in all areas of Newcastle, not just the City Centre. They also wanted police to be on foot, or on bicycles or horses, rather than in patrol cars. This would mean they had better knowledge of the layout of the local area, and could patrol 'pedestrian only' areas such as footpaths linking estates. Young people also suggested that being out among the community, instead of in patrol cars, might help the police to get to know local people better and build up better relationships with them.

Increased police presence at particular times and places was also requested. People wanted evening foot patrols, police presence at pub and club closing times, on match days in the City Centre, and in crime 'hotspots' such as deserted areas and allotments.

## **21.2 Community policing**

Many respondents felt that community policing was a good idea, and that having a community police officer who knows the neighbourhood well, and is also known by residents, would be beneficial. It was felt that this would help the police to build up relationships in the community, both with residents and with local groups and agencies.

It was proposed that this would be reassuring for residents, and that the community police could also have a role in promoting and supporting neighbourhood watch schemes. In addition, by developing close links with schools in the neighbourhood, community police could help to reduce youth crime levels and nuisance behaviour.

However, some residents were either unaware of, or sceptical about community policing in Newcastle:

*'Does Kingston Park have a community police officer?'*

*'The community does not trust the police.'*

One young person stated that police should make more of an effort to be friendly towards people, so that residents might grow to like and respect them a bit more.

## **21.3 Response times**

Several people complained of slow response times from the police:

*'I rang police repeatedly on 214 6555 and waited over 5 minutes for them to reply. Also they don't attend incidents once reported.'*

People suggested that *'the police should pick up the telephone and answer!!'* Also, when they got through to the police, some respondents complained that they were transferred to different extensions where the phone was never answered, and they had to start all over again.

In the words of one individual, *'arrangements for getting in touch with police are unsatisfactory and must lead to delays in police response'*.

People also wanted the police to attend incidents more quickly once they had been reported. While people wanted a quicker response for emergency calls in particular, they also felt that response times should improve across the board, regardless of what the police view as 'priority'.

#### **21.4 Police priorities**

Several respondents complained that too much police time and effort was spent on what were seen as minor crimes, such as traffic offences, and not enough on *'real crimes'* and on increasing the police beat presence. It was also thought that paperwork and administrative duties took too much police time, to the detriment of *'active policing'*.

Several people suggested that to achieve a higher police presence in the City, there should be more special constables out on foot patrols, or that a *'two tier police service'* should be implemented, with one tier trained just for foot patrols, and the other carrying out more varied work.

#### **21.5 Police response**

Some respondents were not happy with the level of investigation for reported crimes:

*'I feel I would not turn to the police as although they do record crimes, they do not investigate enough'*.

*'The police do nothing'*.

Several respondents claimed that the police did not investigate crimes that had been reported to them, but just gave out a crime number for insurance purposes. Others said they had reported incidents such as gangs of youths causing a disturbance, and said the police had done nothing except drive past.

A *'proper response from police when crimes happen'* was called for by a number of respondents.

#### **21.6 Other suggestions**

A number of other suggestions were made to improve police effectiveness. These are listed below:

- ◆ Police should carry and use truncheons;
- ◆ More police stations are needed;
- ◆ Police stations should be better maintained to increase public confidence in them;
- ◆ Women police officers are needed for dealing with sensitive issues;
- ◆ More black and ethnic minority officers would help to reduce claims of police racism;
- ◆ *'Total crackdown on all crime, as carried out on Teesside a few years ago.'*
- ◆ A daily police surgery in local venues with a community policeman;

- ◆ *'Police should be delivering the Community Empowerment Fund via their community beat managers. They know the leaders and shakers in their community...It improves relationships between community and police. Gateshead West is already involved in a project like this.'*

## 22 The role of other agencies

A number of respondents spoke about the role of agencies other than the police in helping to reduce crime in Newcastle. This section summarises the comments that people made.

### 22.1 The City Council

Many people saw the City Council as having an important role in leadership and in setting an example to local residents and to other agencies and organisations. One respondent suggested that the Council should organise a series of lectures about *'good living, behaviour and attitudes'* to promote good citizenship and responsibility.

Regarding neighbourhood disputes and problems with Council tenants, people thought that the Housing Department should make more thorough checks and have stricter criteria when granting people tenancies, and deal with any problems that arise with tenants more quickly and effectively. It was also thought that it should enforce tenancy agreements more strictly, and deal with any complaints made by tenants more quickly.

A number of people were unhappy with the Council's upkeep of the City, particularly regarding the amount of litter in public spaces. In the words of one respondent: *'the council is responsible for the state of this estate...I'd give them one out of ten.'* It was proposed that more resources and effort should be put into making the City a more pleasant place to live. Maintenance of street lighting was one area that people thought needed improvement.

Many people felt that a small number of problem individuals or families were responsible for a large proportion of crimes. It was suggested that Social Services should work more closely with such families or individuals in a preventative capacity. Early intervention with such families was recommended.

Several people suggested that a 'second tier' of policing be instituted by the Council in the form of neighbourhood or estate wardens, whose job it would be to patrol housing estates and streets on foot, particularly at night. Wardens to look after vulnerable groups of the community were also proposed.

Regarding crime prevention, it was proposed that the Council should provide free or low cost security devices and alarms to residents, and safety information and advice to help them protect their homes, their property, and themselves more effectively. Security devices such as window locks could be provided and fitted for free in Council and other properties.

Respondents also asked for more effective communication between the Council and local people. It was thought that this could be achieved through regular meetings

between Housing staff and tenants, and through making Councillors take more interest in what goes on in their wards. It was also proposed that *'tenants' and residents' groups should be encouraged and listened to by the Council'*.

## **22.2 Businesses**

Many respondents felt that theft from shops and businesses, whether as a result of shoplifting or burglaries, was the responsibility of the proprietors themselves, and that they have a duty to protect themselves from this sort of crime. In the words of one respondent:

*'It is the responsibility of shops and other business premises to have good security and protect themselves from losses through theft'*.

Young people in particular suggested that business premises would be more secure if more security guards were employed.

Several respondents also stated that they thought better security was needed in pubs, bars and night clubs. It was thought that this would reduce the amount of violence and disorder in such venues, as well as reducing problems such as drug dealing. A number of students called for *'more controls over night club bouncers'*, because of their concern over what they saw as excessive violence used by bouncers.

One respondent suggested that there should be more thorough checks made on taxi drivers to ensure that they are 'safe'. This comment was made in connection with concern over women's safety when out alone at night.

## **22.3 Multi-agency work**

Many of the responses from groups, agencies and organisations stressed the importance of joint working as an effective way to reduce crime and its effects. For instance, a police representative requested *'more multi-agency work, with other partners taking the lead sometimes as well as the police'*.

Another suggestion from the police was for *'more co-operation from hospital staff'*, particularly regarding information they had regarding potential crimes.

Several respondents stressed that many agencies should be involved in partnership work to reduce crime and improve community safety, including schools, health and social services. One respondent thought such agencies had a key role in providing education and support to vulnerable groups of the community.

## **22.4 The Criminal Justice System**

Many respondents felt that perpetrators of crimes should receive tougher or more appropriate sentences. Harsher penalties for both serious and minor crimes were proposed. Making reparations for crimes committed was a popular notion. For instance, a number of people thought that those who had caused criminal damage should either pay to put the damage right, or actually fix it themselves.

*'Make offenders see what effect their crimes have...make them do some kind of work to compensate their victims'*.

Several respondents also suggested that community service be used as a sentence instead of detention, as this may help to give criminals a stronger sense of community responsibility. This was thought to be particularly important for young offenders.

The concept of 'zero tolerance' was mentioned by a number of people. One respondent proposed that the successful work of Mayor Giuliani in New York City should be seen as an example of good practice, and suggested that Mr Giuliani himself be consulted about how this could be implemented in Newcastle.

A number of other suggestions were made, including:

- ◆ Criminals should be '*named and shamed*';
- ◆ There should be more consistency in sentencing;
- ◆ There should be more discipline for offenders;
- ◆ Known offenders should be targeted more effectively;
- ◆ '*Bring back corporal punishment*'.

## 22.5 Gun clubs

A small minority of respondents, all young people, described possession of weapons such as air rifles and guns as a local problem. One group of young people agreed that there should be stronger restrictions in place to stop people being able to buy them. Most agreed that guns should only be sold to people who are registered gun club members, and who could provide a recommendation or guarantee from the club chairman or leader.

## 23 Community and individual responsibility

### 23.1 Residents

Many respondents spoke of what they saw as the shared responsibility of residents in tackling crime in Newcastle. In the words of one respondent: '*Everyone has a responsibility to ensure it is a safe place to work and live*'. The things that respondents thought individuals could do are shown below:

- ◆ Support the police by reporting crimes;
- ◆ Raise awareness by telling others about any crimes they experience;
- ◆ Join and support neighbourhood watch schemes, and tenants and residents associations;
- ◆ Look out for others and protect vulnerable members of the community;
- ◆ Make sure property is secure and protected;
- ◆ Bring in wheelie bins to stop burglars using them to gain access to properties and hide stolen goods;
- ◆ Reclaim the streets at night.

Many respondents thought that a stronger sense of community and public-spiritedness would be beneficial in reducing crime. A number felt that there should be more neighbourhood watch schemes and that people should protect not just themselves and their own property, but that of others as well.

Community awareness was seen by some as important. One respondent said:

*'It would help if the public were made more aware of dangers when walking in dark streets at night'.*

Others suggested more work with young people around good citizenship, both in and out of school. Information sharing was also highlighted. People stressed the importance of *'community empowerment'* and more *'grass-roots consultation'*, as well as better relationships between communities and police. One respondent suggested there should be an annual conference for neighbourhood watch groups to get together and share their experiences and ideas for neighbourhood crime reduction.

### **23.2 Students**

Many students felt that they were particularly at risk of becoming the victims of crime, and that this was due at least in part to the lack of awareness and responsibility displayed by some students. The comments below indicate the perceived vulnerability of students as a group:

*'You can have high security housing and flats for students but all that is wasted if students don't use security'.*

*'Opportunist thieves have a field day with students'.*

*'Students may be naïve and unaware of signs of danger in certain areas, or may not read signs of danger'.*

Respondents suggested that students would benefit from practical advice on how to keep themselves and their property safe. This could be delivered in the form of leaflets, or through special lectures given at college.

Burglary from student housing was highlighted as a major problem in the consultation. To prevent this, it was suggested that universities should give students more advice about 'safe' areas of town to live in. *'Students should be informed which places are crime hotspots before they choose accommodation'.*

One respondent felt that students' lack of money might lead them to becoming involved in illegal activities:

*'It's hard for students to pay their way in society and many are turning to class B drug selling to support their way through education...logical step towards mixing with petty criminals'.*

The suggested measure to solve this problem was to give students more money to live on.

Finally, a number of residents' survey respondents felt that student behaviour was a problem: that they were noisy and rude, especially late at night and after drinking alcohol. It was suggested that if students modified their behaviour they would be less likely to be the victims of verbal or physical abuse from others.

## 24 Conclusion

Survey responses indicated that many people find crimes related to drugs and alcohol to be the biggest problem in Newcastle (this was considered to be a big problem by 52% of respondents), followed by youth crime (46% thought this was a big problem) and graffiti, vandalism and criminal damage (45%). Over a third of respondents thought that vehicle crimes, robbery, and public disorder were serious problems, while just under a third felt the same way about violent crime and house burglary.

The most commonly mentioned nuisance issue concerned gangs of young people hanging around local neighbourhoods and the City Centre. Other concerns included litter and rubbish dumping, excessive noise, inconsiderate parking and road use, and fears relating to the safety of public transport.

Respondents generally supported current CRP crime reduction priorities. Nearly three-quarters of people thought that reducing violent crime was very important, and around two-thirds considered reducing the number of house burglaries and tackling drug, alcohol and substance misuse to be equally important. With only two exceptions, at least half of respondents considered all ten current crime reduction priorities to be very important. The exceptions were for reducing disorder at a neighbourhood level and narrowing the gap in crime rate between different areas of the City. Slightly less than 50% of respondents considered these to be very important, although many respondents thought it was important to reduce levels of public disorder in the City Centre.

Many respondents thought other potential priorities for crime reduction were also important, with a number stating that all measures to reduce crime and improve community safety are equally important. The most popular other potential priorities were reducing the number of robberies (74% thought this was very important) and reducing youth crime and disorder (considered very important by two-thirds of respondents).

Other strategies for reducing crime and improving community safety were suggested. One of the most frequent comments made in the entire consultation regarded increasing police presence. The role of the City Council and other agencies was also mentioned, and many people also felt that the individual responsibility of Newcastle residents was important in reducing crime. A number of practical measures to reduce crime were also outlined by respondents.

## **25 Recommendations for future consultation**

This consultation took place over a short time period of just three months including planning, analysis and report writing; it also had a very limited budget. These factors placed restraints on what could realistically be achieved by the consultation process. However, one of the key aims of the project was to try out a number of different methods, and assess their suitability for future consultations. In this respect, the current study may be viewed as a pilot project for proposed future work.

This section outlines the lessons arising from the consultation process, and makes recommendations and suggestions for future consultations being carried out around crime and community safety in Newcastle.

### **25.1 Consultation as an ongoing process**

One problem with the information gathered through one-off consultations such as the current study is that although the findings may provide a very useful picture of the situation as it is at the time, they become out-of-date very quickly.

It is recommended that public consultation around crime and community safety be carried out by Newcastle Crime Reduction Partnership as a continuous process, with a rolling programme of consultation events throughout the year. This could be achieved by building on the work done in this consultation. This would allow new developments and changes in the local situation to be mapped more thoroughly, and would also enable the success of different strategies designed to reduce crime to be closely monitored and evaluated.

### **25.2 Inclusiveness**

The current study included a residents' survey, a street survey, and a comprehensive survey of local groups, organisations, and agencies. In addition, the following groups of people were specifically targeted:

- i. Elderly people, through the use of a booster questionnaire sample and one discussion group;
- ii. Young people, through group work at several local young people's projects;
- iii. Students, through consultation sessions at both local universities and at Newcastle College;
- iv. Representatives of groups and agencies responsible for crime reduction, through discussions at meetings.

The opportunity to consult more fully with other specific groups was limited by the time and resources available.

It is suggested that a rolling process of consultation could be used to target a wide range of other groups, as well as those mentioned above. This would make the consultation process more inclusive, and enable the views of people who live in a range of different circumstances, including vulnerable and hard-to-reach groups, to be explored more fully. The list on the next page shows a range of groups that could be targeted.

**Groups of interest**

- ◆ Ethnic minorities
- ◆ Asylum seekers
- ◆ Disabled people
- ◆ Elderly people
- ◆ Religious groups
- ◆ Students
- ◆ Young people
- ◆ People with learning difficulties
- ◆ Tourists
- ◆ Young offenders
- ◆ Transgender/transsexuals
- ◆ Gays and lesbians
- ◆ Crime victims
- ◆ Domestic abuse victims
- ◆ Schools
- ◆ Travellers and gypsies
- ◆ Other language speakers
- ◆ Small businesses
- ◆ Homeless people
- ◆ People who commute to the area
- ◆ Larger businesses

The process of achieving consultation with some of these groups may incur high costs. For instance, hiring interpreters or having consultation documents translated into the six local minority community languages - Hindi, Cantonese, Punjabi, Arabic, Urdu and Bengali - is extremely expensive. Other costs may include signers for the hard of hearing, and Braille or audio copies of documents for people with sight problems. Costs such as these must be budgeted into the overall consultation process from the start, to ensure inclusiveness and make sure that certain groups are not excluded from taking part because they are expensive to consult.

When consulting ethnic minorities, it is likely to be more successful to consult non-English speakers using verbal methods such as interviews and discussion groups, with interpreters present, rather than using translated written materials. Past work has shown that some non-English speakers living in this country are reluctant to take part in questionnaire surveys, possibly as a result of undeveloped literacy skills. It is also important to note that some cultures view certain situations regarding the use of interpreters as unacceptable. For instance, in certain cultures it is viewed as inappropriate for a very young woman to interpret for an elderly woman. It may also be inappropriate to discuss sensitive issues such as sexual attacks in situations involving interpreters.

**25.3 Consultation with residents****25.3.1 Surveys**

The residents' survey had a fairly low response rate of 19%, despite the fact that a prize draw was used as an incentive to respond. Possible reasons why response was not higher include:

- ◆ The short time period that people had to return questionnaires, which also precluded following up non-responders;
- ◆ The fact that questionnaires were addressed to 'The Occupier' rather than a named person.

The residents' survey did, however, enable a large number of residents to take part, and also meant that results could be analysed by ward. The survey also meant that a

significant proportion of residents of each of the four targeted wards (between 5 and 8%) was *given the opportunity* to contribute to the consultation, even though many opted not to do so.

A key advantage of using resident surveys in future consultations is that it is relatively cheap and therefore can involve, or invite the involvement of, a large number of residents. Although surveys are often seen as lacking depth, many respondents wrote detailed comments in the 'additional information' sections of the questionnaire, which meant that the survey did result in the gathering of in-depth information.

It is recommended that measures are taken to try to increase response rates of future residents' surveys. Suggestions include:

- ◆ Giving people more time to complete and return questionnaires;
- ◆ Following up non-responders by post or telephone;
- ◆ Offering incentives such as the prize draw used in the current study.

By contrast, the street survey was not successful. The researchers spent a total of 12 hours in Eldon Square approaching passers by and asking them to take part. Only 73 people agreed to take part, with many others refusing to do so. Bearing in mind that the street survey questionnaire was shorter and less detailed than the residents' questionnaire, and so did not result in information of any great depth being gathered, it must be concluded that this part of the consultation did not constitute a valuable use of researcher time. It is not recommended that future consultations be carried out using street surveys.

### **25.3.2 Qualitative methods**

Although surveys do enable a wide range of people to be consulted in some depth, it is recommended that they be supplemented by the use of qualitative research methods, which result in much more detailed information being collected. Such methods may be especially useful where hard-to-reach groups are concerned, or when literary skills are poor. Qualitative consultation done in the current study included a discussion group with elderly women and the use of Participatory Appraisal (PA) with young people.

PA is seen as being particularly useful when working with young people. Young people are often seen as a hard-to-reach group. One local group that works with young people was sent the pro forma for groups and agencies; a representative contacted the researchers to suggest that the questionnaire-style format was not '*young people friendly*', and that young people preferred to be involved in interactive work, including discussions and visual work. PA has all of these features, and seemed to work well in work with young people in the current study, resulting in in-depth and considered responses.

## **25.4 Consultation with groups**

### **25.4.1 Process**

Consultation with groups, agencies and organisations – and their clients or service users - was managed in this study by asking them to take charge of the consultation process themselves. They were sent consultation packs containing pro formas, and asked to consult with staff and service users themselves, and then complete and return pro

formas based on the results. Suggestions for ways to consult with others were included in the consultation pack.

In many cases this was a very successful method. A number of groups and agencies managed to consult successfully with service users and/or colleagues, using the methods suggested in the pack, and feed back the results to the researchers using the pro forma. However, some others did not take part. This may have been due to lack of interest, but could also have signalled the lack of the time or opportunity to carry out a consultation exercise. One agency that returned a pro forma stated on it that they had not had the resources to consult with clients, so had instead based their responses on what the work team already knew about their clients' experience from past case work.

It is suggested that consultation with groups via the pro forma method be carried out on an annual basis. This could be supplemented where appropriate by targeting non-responding groups or agencies, and asking them to be involved in special consultation meetings. This could involve representatives from one or several groups, and could involve focused discussion, or the use of a consultation exercise like the ones used in this study for the CRP and CSC meetings. The use of special consultation meetings would also give the opportunity for more in-depth consultation than the pro formas, and would allow people from different backgrounds, and with different experiences and perspectives, to discuss problems and solutions together. For this reason, such meetings could also include groups that had completed and returned pro formas.

#### **25.4.2 Contact lists**

The list of agencies, groups and organisations that received consultation packs in the current study was compiled by collating several other contact lists. These lists were all provided by the City Council; they included:

1. The SRB6 City-wide Strategic Partnership, updated July 2001;
2. Community and Residents Groups, updated December 2000;
3. East End Partnership contact list;
4. A stakeholder group, updated July 2001;
5. Voluntary and Community Groups, updated November 2000;
6. Religious organisations;
7. Other contact lists held by the City Council.

By collating the names and addresses on all of these lists, and removing any duplicates, a master database containing 496 addresses was produced using Access. The pro forma consultation pack was sent to all of the addresses on this list.

Even though most of the original lists had been updated fairly recently, it was apparent that the information they held was not entirely accurate. Some addresses were incomplete and so could not be used. Ten packs were returned in the post marked 'not at this address', and it is not known how many others failed to reach their intended recipients.

It is very difficult to keep such contact lists up to date, but it is imperative that all attempts are made to try to ensure that the master database is continually updated to reflect changes such as projects moving location or closing down, and new projects starting up.

This is particularly necessary in the case of voluntary groups, which often survive on short term funding with an uncertain future.

It is unlikely that the list of groups and agencies on the master database was exhaustive. Time constraints meant that the database had to be prepared very quickly so that consultation packs could be sent out, to allow groups and agencies the maximum amount of time to consult people. It is recommended that for future use, the database be supplemented by referring to other potential sources of information about local projects, such as the Health and Social Services Directory and the Directory of Voluntary Organisations published by Newcastle Council for Voluntary Services.

## 25.5 Ward surveys

The current consultation involved a resident survey in four wards: Castle, Jesmond, Moorside and Woolsington. These particular wards were chosen on the basis of their differing crime rates, but the idea of surveying residents in only four wards, rather than carrying out a single City-wide survey, was two-fold.

Firstly, the results would provide a more in-depth picture of the views and experiences of residents in each of these wards. In the current consultation, 625 households in each ward were targeted (total sample = 2,700). This represents 5-8% of the total number of residents of each of these wards. Had the survey been City wide, the total sample of 2,700 households would have included only 1% of Newcastle residents (the total City population is 273,030), so the results would have been considerably less representative.

Secondly, the current small-scale survey is viewed as a pilot study, which can be repeated in the other 22 wards of the City. This will ultimately result in a more in-depth and valuable consultation. It is suggested that a rolling residents' survey be carried out, with two or three wards being targeted per month, so that each ward is surveyed once a year.

Ward size is not equal across all Newcastle wards, Instead it ranges between 6,800 (Scotswood) and 15,730 (Dene). This means that sampling a flat figure of 625 residents from each ward – as happened in the current study - would result in an unequal proportion being targeted from wards of different sizes. In future consultations, ward sample sizes should be proportionate to the total ward population.

## 25.6 Consultation tools

A number of tools were developed for this consultation. They include:

- ◆ A six-page questionnaire for residents;
- ◆ A two-page questionnaire for residents;
- ◆ A two-page questionnaire for students;
- ◆ A two-page pro forma for groups, agencies and organisations to use with colleagues;
- ◆ A two-page pro forma for groups, agencies and organisations to use with service users.
- ◆ A group consultation exercise that involves discussing and deciding on the 'top five' priority crime related problems and priorities for crime reduction;
- ◆ PA research tools were also adapted for use in the consultation.

Most of these tools were based on the same basic design, and they all asked the same key questions, although the six-page questionnaire went into more detail than the others did, and included additional sections. It is suggested that the same tools be used for future consultations. This would mean that the questions that people are being asked are consistent, and that the responses received at different times can be compared more easily. As a result, any changes in public opinions and experiences over time could be easily tracked. Any additional research tools to be used for consultation could be based on the same basic design and could ask the same key questions.

### **25.7 Consultation events**

It is suggested that other consultation events be carried out as part of a continuous programme of consultation. Doing this would enable a two-way exchange of information to be established, with local people and groups giving information about their perceptions and views on crime, and the CRP offering information about crime statistics and practical advice to help people keep themselves and their possessions safe. Such events may also help to raise local awareness regarding community safety, and could give the opportunity for group discussion about various crime-related issues and possible solutions.

Dedicated meetings about crime and community safety may result in poor turnout unless there is some additional incentive to attend. To counteract this problem, it is suggested that crime and community safety consultation events 'piggyback' other events being held in Newcastle. Examples include the annual Green Festival and Newcastle Mela. Stalls could be set up to raise the profile of the CRP and its use of ongoing consultation, and people could be asked to contribute their views. This would ensure that the consultation would reach a wide and varied audience of local residents and visitors to the City.

### **25.8 The 'Speak Up' Panel**

The 'Speak Up' Panel is a new citizen's panel consisting of around 1,000 local people who have volunteered to take part in research surveys or consultation. It is based in Newcastle and led by the City Council, and is made up of people from different geographical areas of the City, and from a range of demographic groups. Membership is usually temporary.

It is suggested that the 'Speak Up' Panel be consulted on an annual basis about crime and community safety as part of future consultation work. One possible way of doing this would be to ask all panel members to complete the six-page residents' questionnaire that was developed for this consultation. The results could then be analysed along with demographic information about respondents.

### **25.9 Commitment to act on the findings**

In order for the consultation process to be effective, it must be seen to be making a difference. People are likely to be unwilling to spend time and effort sharing their views and opinions if they believe that no one will take any notice of the findings. In addition, there is little point in putting into place a costly and time-consuming consultation process if the results are not going to be taken account of. The CRP must make a commitment to fully consider the findings of this and future consultations, and to take on board the comments and suggestions made when it is both formulating strategies for crime reduction, and monitoring their levels of success.

## APPENDICES

This section contains questionnaire responses, including responses by frequency given by: residents' survey respondents (total and by ward); groups, agencies and organisations; students; street survey respondents; and those who completed the consultation document.

### CONTENTS

- Table A1: How much of a problem is house burglary?
- Table A2: How much of a problem is shoplifting?
- Table A3: How much of a problem is robbery?
- Table A4: How much of a problem is the theft of vehicles?
- Table A5: How much of a problem is theft from vehicles?
- Table A6: How much of a problem is public disorder?
- Table A7: How much of a problem is youth crime?
- Table A8: How much of a problem is graffiti, vandalism or criminal damage?
- Table A9: How much of a problem is violent crime?
- Table A10: How much of a problem is domestic violence?
- Table A11: How much of a problem is sexual offending?
- Table A12: How much of a problem is racist crime?
- Table A13: How much of a problem are crimes related to drugs or alcohol?
- Table A14: How important is it to reduce the number of house burglaries?
- Table A15: How important is it to reduce the number of vehicle crimes?
- Table A16: How important is it to reduce the number of thefts of vehicles?
- Table A17: How important is it to reduce the number of thefts from vehicles?
- Table A18: How important is it to reduce disorder at a neighbourhood level?
- Table A19: How important is it to reduce the level of public disorder?
- Table A20: How important is it to reduce the level of violent crime?
- Table A21: How important is it to increase the support offered to vulnerable groups?
- Table A22: How important is it to reduce drug, alcohol and substance misuse?
- Table A23: How important is it to improve levels of community confidence?
- Table A24: How important is it to reduce the fear of crime in your neighbourhood?
- Table A25: How important is it to narrow the gap in the crime rate between different areas of Newcastle?
- Table A26: How important is it to increase leadership and joint working between the police, the City Council and other agencies?
- Table A27: How important is it to reduce crime in the City Centre?
- Table A28: How important is it to reduce youth crime and disorder?
- Table A29: How important is it to reduce the amount of graffiti, vandalism and criminal damage?
- Table A30: How important is it to reduce the number of racist crimes?
- Table A31: How important is it to reduce the amount of domestic violence?
- Table A32: How important is it to reduce the number of robberies?

**Table A1: How much of a problem is house burglary?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	69	75	12	9	6
Street survey	31	34	1	6	1
Students	91	130	9	26	0
Residents (n'bourhood)	85	245	91	65	24
Residents (City Centre)	88	160	52	174	36
Castle (neighbourhood)	10	71	44	16	5
Castle (City Centre)	24	51	10	54	7
Jesmond (neighbourhood)	28	75	5	8	1
Jesmond (City Centre)	20	34	18	44	1
Moorside (neighbourhood)	17	40	25	20	3
Moorside (City Centre)	14	35	18	33	5
Woolsington (n'bourhood)	22	44	13	16	11
Woolsington (City Centre)	22	30	3	36	15

**Table A2: How much of a problem is shoplifting?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Residents (n'bourhood)	43	122	111	197	37
Residents (City Centre)	295	132	8	54	21
Castle (neighbourhood)	12	36	41	53	4
Castle (City Centre)	96	37	1	9	3
Jesmond (neighbourhood)	1	27	23	63	3
Jesmond (City Centre)	65	35	1	15	1
Moorside (neighbourhood)	9	22	27	41	6
Moorside (City Centre)	55	24	6	17	3
Woolsington (n'bourhood)	14	28	13	33	18
Woolsington (City Centre)	63	24	0	9	10

**Table A3: How much of a problem is robbery?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	57	64	23	18	9
Street survey	37	26	3	6	1
Students	76	117	30	31	2
Residents (n'bourhood)	44	102	192	129	43
Residents (City Centre)	179	209	19	81	22
Castle (neighbourhood)	3	19	88	29	7
Castle (City Centre)	52	69	2	19	4
Jesmond (neighbourhood)	3	27	47	36	4
Jesmond (City Centre)	28	58	6	24	1
Moorside (neighbourhood)	21	23	25	28	8
Moorside (City Centre)	36	33	9	23	4
Woolsington (n'bourhood)	12	24	25	28	17
Woolsington (City Centre)	46	38	0	14	8

**Table A4: How much of a problem is the theft of vehicles?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	68	74	18	9	2
Street survey	41	23	1	7	1
Students	76	111	29	39	1
Residents (n'bourhood)	60	203	117	98	32
Residents (City Centre)	211	160	18	90	31
Castle (neighbourhood)	6	62	52	20	6
Castle (City Centre)	70	51	2	18	5
Jesmond (neighbourhood)	17	55	23	19	3
Jesmond (City Centre)	43	41	3	28	2
Moorside (neighbourhood)	10	38	22	29	6
Moorside (City Centre)	33	34	10	25	3
Woolsington (n'bourhood)	19	38	13	24	12
Woolsington (City Centre)	51	28	1	13	13

**Table A5: How much of a problem is theft from vehicles?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	69	68	15	11	8
Street survey	39	24	0	8	2
Students	78	114	24	38	2
Residents (n'bourhood)	74	198	92	105	41
Residents (City Centre)	226	150	17	88	29
Castle (neighbourhood)	9	66	44	21	6
Castle (City Centre)	77	46	2	17	4
Jesmond (neighbourhood)	25	50	15	23	4
Jesmond (City Centre)	45	38	3	29	2
Moorside (neighbourhood)	14	41	17	27	6
Moorside (City Centre)	37	30	10	24	4
Woolsington (n'bourhood)	19	34	11	27	15
Woolsington (City Centre)	53	27	0	14	12

**Table A6: How much of a problem is public disorder?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	59	55	36	16	5
Street survey	29	22	12	9	1
Students	61	123	52	20	0
Residents (n'bourhood)	66	177	177	61	29
Residents (City Centre)	195	220	29	42	24
Castle (neighbourhood)	15	44	72	13	2
Castle (City Centre)	58	69	5	9	5
Jesmond (neighbourhood)	12	56	36	11	2
Jesmond (City Centre)	45	51	8	12	1
Moorside (neighbourhood)	16	42	25	17	5
Moorside (City Centre)	37	45	9	11	3
Woolsington (n'bourhood)	16	26	33	16	15
Woolsington (City Centre)	41	44	2	9	10

**Table A7: How much of a problem is youth crime?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	92	50	16	8	5
Street survey	41	21	3	7	1
Students	95	89	17	55	0
Residents (n'bourhood)	95	164	88	128	35
Residents (City Centre)	225	175	11	71	28
Castle (neighbourhood)	26	56	32	27	5
Castle (City Centre)	73	57	0	12	4
Jesmond (neighbourhood)	5	35	25	49	3
Jesmond (City Centre)	43	43	3	25	3
Moorside (neighbourhood)	25	28	16	31	5
Moorside (City Centre)	45	32	7	18	3
Woolsington (n'bourhood)	29	32	12	17	16
Woolsington (City Centre)	48	31	1	12	14

**Table A8: How much of a problem is graffiti, vandalism or criminal damage?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	97	50	17	3	4
Street survey	46	16	6	3	2
Students	68	114	47	22	5
Residents (n'bourhood)	140	217	109	27	17
Residents (City Centre)	218	210	18	31	33
Castle (neighbourhood)	42	59	40	0	5
Castle (City Centre)	72	64	2	5	3
Jesmond (neighbourhood)	9	66	31	8	3
Jesmond (City Centre)	40	61	6	9	1
Moorside (neighbourhood)	32	42	23	7	1
Moorside (City Centre)	43	41	8	7	6
Woolsington (n'bourhood)	40	38	12	6	10
Woolsington (City Centre)	43	35	1	9	18

**Table A9: How much of a problem is violent crime?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	47	60	33	18	13
Street survey	37	24	5	5	2
Students	47	112	47	48	2
Residents (n'bourhood)	36	82	229	112	51
Residents (City Centre)	160	203	28	84	35
Castle (neighbourhood)	7	16	90	24	9
Castle (City Centre)	49	73	5	13	6
Jesmond (neighbourhood)	2	18	62	30	5
Jesmond (City Centre)	29	54	9	23	2
Moorside (neighbourhood)	9	24	31	31	10
Moorside (City Centre)	29	35	8	27	6
Woolsington (n'bourhood)	15	16	35	21	19
Woolsington (City Centre)	37	37	2	18	12

**Table A10: How much of a problem is domestic violence?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	30	54	33	49	5
Street survey	16	23	9	24	1
Students	38	79	47	91	1
Residents (n'bourhood)	17	53	126	265	49
Residents (City Centre)	41	130	62	238	39
Castle (neighbourhood)	3	14	53	68	8
Castle (City Centre)	12	47	14	69	4
Jesmond (neighbourhood)	2	7	26	79	3
Jesmond (City Centre)	5	29	18	63	2
Moorside (neighbourhood)	7	16	21	53	8
Moorside (City Centre)	13	19	20	48	5
Woolsington (n'bourhood)	4	14	14	54	20
Woolsington (City Centre)	8	28	6	46	18

**Table A11: How much of a problem is sexual offending?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	24	52	44	42	9
Street survey	24	22	6	20	1
Students	49	86	45	75	1
Residents (n'bourhood)	14	45	163	240	48
Residents (City Centre)	87	156	35	196	36
Castle (neighbourhood)	1	9	64	64	8
Castle (City Centre)	31	57	8	47	3
Jesmond (neighbourhood)	1	8	38	67	3
Jesmond (City Centre)	10	39	11	56	1
Moorside (neighbourhood)	7	17	24	50	7
Moorside (City Centre)	20	23	10	46	6
Woolsington (n'bourhood)	2	8	26	48	22
Woolsington (City Centre)	20	26	3	41	16

**Table A12: How much of a problem is racist crime?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	34	60	45	25	7
Street survey	15	30	11	14	3
Students	48	93	47	67	1
Residents (n'bourhood)	14	58	207	187	44
Residents (City Centre)	71	183	51	172	33
Castle (neighbourhood)	1	8	86	44	7
Castle (City Centre)	18	64	16	44	4
Jesmond (neighbourhood)	1	5	46	62	3
Jesmond (City Centre)	11	47	10	47	2
Moorside (neighbourhood)	8	29	26	35	7
Moorside (City Centre)	17	31	14	39	4
Woolsington (n'bourhood)	2	11	36	38	19
Woolsington (City Centre)	20	30	6	35	15

**Table A13: How much of a problem are crimes related to drugs or alcohol?**

<b>Group</b>	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	95	42	18	10	6
Street survey	47	15	4	6	1
Students	87	102	27	36	4
Residents (n'bourhood)	72	154	102	144	38
Residents (City Centre)	271	143	13	58	25
Castle (neighbourhood)	15	40	44	41	6
Castle (City Centre)	90	41	1	11	3
Jesmond (neighbourhood)	12	46	23	34	2
Jesmond (City Centre)	54	42	1	19	1
Moorside (neighbourhood)	20	27	17	34	7
Moorside (City Centre)	46	31	8	15	5
Woolsington (n'bourhood)	17	30	13	30	16
Woolsington (City Centre)	63	20	0	12	11

**Table A14: How important is it to reduce the number of house burglaries?**

<b>Group</b>	<b>Very important</b>	<b>Quite important</b>	<b>Not important</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	119	36	1	2	13
Street survey	48	21	2	1	1
Students	148	89	8	6	5
Consultation document	61	13	0	1	1
Residents (n'bourhood)	321	128	26	21	14
Residents	333	124	8	20	25
Castle (neighbourhood)	80	37	17	8	4
Castle	91	39	1	9	6
Jesmond (neighb'rhood)	78	34	2	2	1
Jesmond	75	34	1	3	4
Moorside (neighb'rhood)	60	29	6	8	2
Moorside	67	24	4	7	3
Woolsington (n'rhood)	80	20	0	2	4
Woolsington	76	21	1	1	7

**Table A15: How important is it to reduce the number of vehicle crimes?**

<b>Group</b>	<b>Very important</b>	<b>Quite important</b>	<b>Not important</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	100	55	2	4	10
Street survey	44	24	3	0	2
Students	108	114	15	13	6
Residents	277	178	13	15	27
Castle	78	58	3	3	4
Jesmond	56	52	3	3	3
Moorside	51	39	3	8	4
Woolsington	75	19	2	1	9

**Table A16: How important is it to reduce the number of thefts of vehicles?**

<b>Group</b>	<b>Very important</b>	<b>Quite important</b>	<b>Not important</b>	<b>Don't know</b>	<b>Missing values</b>
Consultation document	37	34	2	2	1
Residents (n'bourhood)	223	185	41	35	26
Castle (neighbourhood)	53	57	21	10	5
Jesmond (n'bourhood)	46	53	7	5	6
Moorside (n'bourhood)	42	38	10	11	4
Woolsington (n'rhod)	66	25	2	7	6

**Table A17: How important is it to reduce the number of thefts from vehicles?**

<b>Group</b>	<b>Very important</b>	<b>Quite important</b>	<b>Not important</b>	<b>Don't know</b>	<b>Missing values</b>
Consultation document	33	36	4	2	1
Residents (n'bourhood)	197	204	38	39	32
Castle (neighbourhood)	47	65	16	11	7
Jesmond (n'bourhood)	47	50	6	8	6
Moorside (n'bourhood)	34	44	13	9	5
Woolsington (n'rhod)	54	34	2	8	8

**Table A18: How important is it to reduce disorder at a neighbourhood level?**

Group	Very important	Quite important	Not important	Don't know	Missing values
Groups and agencies	89	56	9	6	11
Street survey	31	30	6	3	3
Students	95	101	39	14	7
Residents	259	195	9	17	30
Castle	79	52	2	5	8
Jesmond	48	59	2	4	4
Moorside	53	45	2	3	2
Woolsington	63	31	1	2	9

**Table A19: How important is it to reduce the level of public disorder?**

Group	Very important	Quite important	Not important	Don't know	Missing values
Consultation document	42	30	1	2	1

**Table A20: How important is it to reduce the level of violent crime?**

Group	Very important	Quite important	Not important	Don't know	Missing values
Groups and agencies	104	38	7	11	11
Street survey	58	10	1	1	3
Students	165	69	6	10	6
Consultation document	62	11	0	1	2
Residents (n'bourhood)	303	85	48	48	26
Residents	374	90	6	11	29
Castle (neighbourhood)	74	25	23	17	7
Castle	113	25	0	3	5
Jesmond (n'bourhood)	60	27	14	13	3
Jesmond	81	24	3	4	5
Moorside (n'bourhood)	73	17	4	8	3
Moorside	73	24	2	2	4
Woolsington (n'rhod)	72	12	4	9	9
Woolsington	84	11	0	2	9

**Table A21: How important is it to increase the support offered to vulnerable groups?**

<b>Group</b>	<b>Very important</b>	<b>Quite important</b>	<b>Not important</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	81	63	8	9	10
Street survey	40	23	5	3	2
Students	106	110	16	18	6
Residents	251	188	20	23	28
Castle	69	56	8	8	5
Jesmond	52	51	7	4	3
Moorside	55	38	2	8	2
Woolsington	57	35	2	2	10

**Table A22: How important is it to reduce drug, alcohol and substance misuse?**

<b>Group</b>	<b>Very important</b>	<b>Quite important</b>	<b>Not important</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	118	29	9	6	9
Street survey	50	14	3	2	4
Students	114	89	37	11	5
Consultation document	49	22	1	1	3
Residents (n'bourhood)	293	131	31	39	16
Residents	344	124	8	11	23
Castle (neighbourhood)	83	37	13	11	2
Castle	110	30	1	1	4
Jesmond (n'bourhood)	47	45	12	9	4
Jesmond	63	43	4	4	3
Moorside (n'bourhood)	62	30	4	7	2
Moorside	64	32	2	5	2
Woolsington (n'rhood)	75	14	1	11	5
Woolsington	81	17	0	1	7

**Table A23: How important is it to improve levels of community confidence?**

<b>Group</b>	<b>Very important</b>	<b>Quite important</b>	<b>Not important</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	98	49	6	3	15
Street survey	47	20	1	3	2
Students	94	108	25	20	9
Residents	267	186	12	13	32
Castle	78	56	4	2	6
Jesmond	55	48	5	3	6
Moorside	54	40	2	4	5
Woolsington	58	36	0	3	9
Consultation document	40	28	4	4	0

**Table A24: How important is it to reduce the fear of crime in your neighbourhood?**

<b>Group</b>	<b>Very important</b>	<b>Quite important</b>	<b>Not important</b>	<b>Don't know</b>	<b>Missing values</b>
Residents	316	145	20	16	13
Castle	87	47	4	5	3
Jesmond	60	42	8	4	3
Moorside	64	32	4	3	2
Woolsington	78	21	1	4	2

**Table A25: How important is it to narrow the gap in the crime rate between different areas of Newcastle?**

<b>Group</b>	<b>Very important</b>	<b>Quite important</b>	<b>Not important</b>	<b>Don't know</b>	<b>Missing values</b>
Groups and agencies	79	48	18	15	11
Street survey	40	22	4	2	5
Students	93	105	23	26	9
Residents	248	159	45	33	25
Castle	66	51	16	8	5
Jesmond	51	39	15	8	4
Moorside	48	40	6	8	3
Woolsington	62	22	6	9	7

**Table A26: How important is it to increase leadership and joint working between the police, the City Council and other agencies?**

Group	Very important	Quite important	Not important	Don't know	Missing values
Groups and agencies	101	40	13	9	8
Street survey	41	25	2	3	2
Students	94	104	23	27	8
Residents	301	139	23	27	20
Castle	89	42	5	6	4
Jesmond	55	43	10	6	3
Moorside	58	28	5	11	3
Woolsington	71	25	1	4	5

**Table A27: How important is it to reduce crime in the City Centre?**

Group	Very important	Quite important	Not important	Don't know	Missing values
Groups and agencies	92	51	10	7	11
Street survey	48	16	1	3	5
Students	121	107	12	9	7
Residents	335	136	5	10	24
Castle	101	36	1	1	7
Jesmond	67	42	1	4	3
Moorside	64	33	2	2	4
Woolsington	76	22	0	3	5

**Table A28: How important is it to reduce youth crime and disorder?**

Group	Very important	Quite important	Not important	Don't know	Missing values
Consultation document	61	13	0	1	1
Residents	316	110	29	39	16
Castle	90	34	10	10	2
Jesmond	62	25	12	14	4
Moorside	65	28	3	7	2
Woolsington	72	20	4	8	2

**Table A29: How important is it to reduce the amount of graffiti, vandalism and criminal damage?**

Group	Very important	Quite important	Not important	Don't know	Missing values
Consultation document	34	32	7	2	1
Residents	233	209	33	21	14
Castle	59	62	13	7	5
Jesmond	40	56	13	6	2
Moorside	49	45	5	4	2
Woolsington	64	33	2	4	3

**Table A30: How important is it to reduce the number of racist crimes?**

Group	Very important	Quite important	Not important	Don't know	Missing values
Consultation document	38	30	1	5	2
Residents	186	138	68	89	29
Castle	48	34	30	28	6
Jesmond	39	35	17	22	4
Moorside	47	31	9	12	6
Woolsington	39	27	11	20	9

**Table A31: How important is it to reduce the amount of domestic violence?**

Group	Very important	Quite important	Not important	Don't know	Missing values
Consultation document	37	28	4	4	3
Residents	157	157	50	113	33
Castle	41	47	24	26	8
Jesmond	30	42	11	31	3
Moorside	37	28	9	26	5
Woolsington	40	27	5	24	10

**Table A32: How important is it to reduce the number of robberies?**

Group	Very important	Quite important	Not important	Don't know	Missing values
Consultation document	54	18	1	1	2