

YOUR VIEWS SURVEY

Q4 2019/20

JANUARY – MARCH 2020

This report includes the responses of the 4395 West Yorkshire residents who replied to the Your Views survey between January and March 2020. March's mailing arrived with residents on Feb. 29th, and so most responses were received in the following week and before the Covid-19 lockdown.

Unless stated, the figures in this report refer to rolling 12 month periods (i.e. Q3 = the year to December 19, Q4 = the year to March 20). 17,208 respondents have replied to the Your Views survey during the past twelve months; 5% more than responded in the previous twelve month period.

Count of responses in the year to March 20					
Bradford	Calderdale	Kirklees	Leeds	Wakefield	WY
3724	1828	3394	5618	2644	17208

Satisfaction with Your Local Area

How safe do you feel in your local area?

% of respondents feeling safe	Bradford	Calderdale	Kirklees	Leeds	Wakefield	WY Total
Year_to_Mar_20	77.4%	86.0%	79.2%	84.0%	80.7%	81.3%
Year_to_Mar_19	72.7%	82.8%	77.9%	81.4%	78.6%	78.6%
Trend	↑	↔	↔	↑	↔	↑

[Please see page 9 for a note on the arrow trend indicators.]

- West Yorkshire residents' sense of safety improved in Q4, with 81.3% recording that they felt safe in the neighbourhood where they live. This figure represents an improvement on the scores in Q3 and against the same period in 2019. **This is the first time since September 2018 that this figure has moved over 80%.**
- The survey's lowest quarterly scores for 'sense of neighbourhood safety' were recorded between October 2018 and March 2019; since this point, scoring has improved quarter to quarter.
- Although the strongest improvements have been seen in the scoring from **Leeds and Bradford** respondents, **Kirklees** has also recorded an increase in the proportion of people who feel safe in their neighbourhood between September/December 19 and January/March 20.

Overall, are you satisfied with your local area as a place to live?

<i>% of respondents satisfied with area</i>	Bradford	Calderdale	Kirklees	Leeds	Wakefield	WY Total
Year_to_Mar_20	70.4%	80.8%	74.3%	78.2%	73.5%	75.3%
Year_to_Mar_19	66.9%	76.9%	71.9%	76.1%	70.6%	72.5%
Trend	↑	↔	↔	↔	↔	↑

The West Yorkshire score of 75.3% is the strongest result for this indicator from the past two years. Scoring over the past 12 months has improved, in particular between October 19 and March 20.

All districts are showing improved scores over the past 12 months for residents' satisfaction with their local area as a place to live. Bradford in particular has seen improvement against March 19, with Wakefield recording a significant improvement between September/December 19 and January/March 20.

Do people from different backgrounds get on well together in your local area?

<i>% who believe people get on well</i>	Bradford	Calderdale	Kirklees	Leeds	Wakefield	WY Total
Year_to_Mar_20	55.7%	58.8%	54.7%	61.6%	52.2%	57.2%
Year_to_Mar_19	49.5%	50.3%	54.5%	57.9%	48.2%	53.3%
Trend	↑	↑	↔	↑	↔	↑

At West Yorkshire level, 2019/20 has seen much improved scoring for this measure of community cohesion, particularly between October 19 and March 20.

This improvement has been driven by stronger scoring in Bradford, Leeds, and Calderdale. This has been a particular achievement for Calderdale and Bradford, who both tended to record below 50% figures during 2018/19.

- The survey also asks respondents to assess whether they feel their **neighbourhood has improved or not in the past year**. In Q4, fewer people (27.7% of respondents) said they felt their neighbourhood had got worse over the previous year, with 6.7% feeling their neighbourhood had improved. This positive response is the **first improvement in this score over the past 18 months**. At district level, there were no significant changes in the responses. Leeds residents (with 8.2% recognising that their local area had improved), are the most positive about their home district.

Residents' Community Safety Concerns

Do you think there is a problem in your local area with ...?

Respondents are asked to assess whether they feel any issues (from a list of ten) are problems in their local neighbourhood.

% of residents identifying safety issues/concerns in their neighbourhood

	Yr. to Mar. 20	Yr. to Mar. 19	Trend	District high / low
Dangerous Driving	73.0%	72.4%	↔	Bradford 76.7% / Wakefield 70.7%
Problem Parking	69.2%	69.8%	↔	Wakefield 70.7% / Calderdale 67.4%
Litter	62.9%	64.5%	↔	Wakefield 69.5% / Leeds 58.5%
Drugs	53.3%	50.8%	↑	Bradford 60.7% / Leeds 46.6%
Burglary	51.5%	53.7%	↓	Bradford 58.1% / Wakefield 45.1%
ASB	47.1%	48.0%	↔	Wakefield 50.9% / Calderdale 40.1%
Violence	12.5%	12.7%	↔	Kirklees 16.9% / Calderdale 9.1%
Cyber crime	10.5%	10.0%	↔	Wakefield 11.1% / Leeds 9.6%
Hate	9.0%	8.6%	↔	Kirklees 10.9% / Calderdale 7.4%
All crime	34.2%	35.8%	↔	Bradford 38.4% / Calderdale 28.0%

- At West Yorkshire level, concerns about **drugs** in communities grew during 2018/19 to peak in Q2 2019/20 (July-September). Roughly 53% of respondents have cited drugs as an issue in their neighbourhood for the past three quarters, and in Q4, this is the single topic to have recorded significant growth in the proportion of respondents who see it as an issue during the year.
- Compared to March last year, concerns about **burglary** have lessened in Q4 (51.5% recording this as an issue in their neighbourhood).
- The latest figures suggest that concerns about violent crime and 'crime in general' may also have peaked during the second half of 2019.
- Dangerous driving (speeding) remains the most common neighbourhood concern**, recorded by 73.0% of respondents to the survey.

What is the key community safety issue that concerns you most in your local area?

In a parallel question, we ask residents to say what they see as the key community safety concern in their neighbourhood. This is an open-ended question, with residents' responses coded into one of 18 categories. Responses to this question give a sense of the main issue people are concerned with where they live.

% of residents identifying their key safety concern in their neighbourhood

	Yr. to Mar. 20	Yr. to Mar. 19	Trend	District high / low
Road safety - speeding	18.8%	13.7%	↑	Calderdale 24.2% / Leeds 17.7%
Burglary	14.8%	14.7%	↔	Leeds 17.5% / Wakefield 9.9%
Drugs	13.9%	13.4%	↔	Bradford & Kirklees 15.9% / Leeds 11.5%
ASB	12.0%	12.2%	↔	Wakefield 16.2% / Calderdale 9.8%
Road safety - parking	9.2%	8.3%	↔	Wakefield 10.8% / Kirklees 7.7%
Police presence	8.2%	9.5%	↓	Kirklees 9.5% / Calderdale 7.3%
General cleanliness	4.9%	4.9%	↔	Wakefield 5.7% / Kirklees 4.2%
Road safety - general	4.6%	11.6%	↔	Calderdale 5.1% / Bradford 4.2%
General crime	3.8%	3.4%	↔	Kirklees 4.4% / Calderdale 2.7%
Concern for safety	2.5%	3.0%	↔	Kirklees 2.7% / Wakefield 2.1%

At West Yorkshire level, the principal change over the past year has been an increase in the proportion of residents who feel **dangerous driving** is the main issue in their neighbourhood. This is now cited by 18.8% of respondents.

The proportion who felt that the lack of police presence in their area was their key concern has reduced slightly over the same period.

Community safety concerns – district analysis

- **Bradford:** Scores for Q4 2020 record that fewer people are concerned about burglary, ASB, and ‘crime in general’ than was the case 12 months earlier. The proportion of residents identifying these topics as being problems in their neighbourhood fell by 5.6, 4.4, and 4.6 percentage points (respectively) over the previous 12 months. However, Bradford residents remain the most concerned with burglary and drugs amongst West Yorkshire districts.
- **Calderdale:** Dangerous driving remains the key concern (for 75% of Calderdale respondents), and almost one quarter (24.2%) of Calderdale’s respondents say it is the main safety concern in their neighbourhood. There was a significant increase (+9.1 pts) in the proportion who identified dangerous driving (speeding) is their key concern between March 2019 and 2020.
- **Kirklees:** Concerns about drug dealing/use increased throughout 2019, but there are some signs that trend has slowed in the first quarter of 2020. Nonetheless, 58.8% of Kirklees respondents felt drugs were an issue in their neighbourhood in Q4; 4.5 percentage points above the same point in 2019. Kirklees also saw a significant increase over the twelve months in the proportion of residents who felt dangerous driving was the main issue in their neighbourhood.
- Concerns about hate crime in Kirklees – although the highest amongst West Yorkshire districts – have now decreased from Q3’s level.
- **Leeds:** At 52.3%, fewer Leeds residents are concerned about burglary than at any time since the end of 2018. In Leeds, the proportion of residents who recognised violent crime to be an issue in their local area increased during 2019, but this trend seems to have slowed based in Q4’s data.
- **Wakefield:** The district stands ahead of other areas of West Yorkshire in its concern about ASB, although the latest figure (50.9% of respondents see it as an issue in their area) is the lowest score since the end of 2018. There was an increase (+6.6pts) in the proportion of Wakefield residents who felt dangerous driving was the key issue in their neighbourhood over the 12 months to March 2020.

Victims of crime

13.5% of respondents said they had been a victim of crime in the previous 12 months. This is a reduction on the figure for the year to March 19 (15.2%), and **the lowest figure recorded in the two year span of the Your Views survey.**

Satisfaction with Local Policing

○ Satisfaction with local policing (confidence in local police)

<i>% 'Satisfied with policing'¹</i>	Bradford	Calderdale	Kirklees	Leeds	Wakefield	WY Total
Year_to_Mar_20	77.6%	82.9%	79.3%	84.4%	77.8%	80.8%
Year_to_Mar_19	73.6%	79.1%	77.3%	82.3%	77.7%	78.5%
Trend	↑	↔	↔	↔	↔	↑

Q4's survey recorded one of the strongest recent results for overall satisfaction with local policing; **80.8% of respondents described WYP's work in their local area as good, excellent, or satisfactory.** This is the highest score since September 2018.

Each district registered an improved score in the year to March 2020, most notably in **Bradford** with a 4 percentage point increase in residents' positive score.

How satisfied are you with the level of police presence in your local community?

<i>% satisfied with police presence</i>	Bradford	Calderdale	Kirklees	Leeds	Wakefield	WY Total
Year_to_Mar_20	20.2%	19.7%	17.9%	24.2%	18.3%	20.7%
Year_to_Mar_19	19.0%	19.2%	17.3%	23.2%	17.9%	19.9%
Trend	↔	↔	↔	↔	↔	↔

Satisfaction with police presence in neighbourhoods achieves the weakest positive scores from respondents to the Your Views survey, although there is some evidence of satisfaction levels improving slightly during the past six months. The West Yorkshire figure of 20.7% is the highest score achieved for a year.

At district level, scoring in Kirklees and Wakefield has strengthened slightly in Q4 after weaker scores throughout 2019.

¹ The 'satisfied with local policing value is the sum of those who describe WYP's work in their local area as either 'good, excellent, or fair/satisfactory'.

Police Integrity and Effectiveness

The survey asks respondents to assess how they would expect police officers would treat them if they came into contact. High scores are achieved for the integrity measures, but the measure of police effectiveness is generally at a lower level.

<i>% who agree (West Yorkshire results)</i>	Would treat you fairly	Treat you with respect	Tackle problems that matter	Overall rating of police
Year_to_Mar_20	71.9%	79.9%	45.7%	80.8%
Year_to_Mar_19	69.5%	78.0%	42.4%	78.4%
Trend	↑	↑	↑	↑

Across each of our four integrity indicators, scores have improved between March 2020 and 2019.

Respondents from Leeds have the most favourable view of police integrity and effectiveness. Further improvements in Leeds's results in Q4 have helped to boost the positive response to these questions at West Yorkshire level.

<i>% who agree (Yr. to March 20)</i>	Bradford	Calderdale	Kirklees	Leeds	Wakefield	WY Total
Treat you fairly	71.8%	71.8%	70.3%	73.6%	70.8%	71.9%
Treat you with respect	80.3%	80.4%	78.0%	81.6%	77.7%	79.9%
Tackle problems that matter	44.3%	44.3%	43.2%	49.4%	44.3%	45.7%
Overall rating of local police	77.5%	82.9%	79.4%	84.4%	77.8%	80.8%

Note: Figures highlighted in green are showing a significant improvement on March 2019's results.

Confidence in CSPs

The Your Views survey asks residents for their opinion on the performance of local community safety partners, defined as local councils, the police, fire and rescue services, health and probation services, and housing providers. The survey assesses how people feel these agencies work together across a bank of six topic areas.

How confident are you that local CSPs will....

<i>% who agree (W. Yorkshire results)</i>	Keep people safe	Protect the vulnerable	Support victims	Prevent crime & ASB	Local area clean	Listen to concerns
Year_to_Mar_20	58.0%	53.2%	53.4%	37.5%	41.1%	47.4%
Year_to_Mar_19	54.1%	49.7%	50.8%	34.6%	39.3%	44.1%
Trend	↑	↑	↑	↑	↑	↑

At West Yorkshire level, **satisfaction with CSPs' work has improved across each of our six indicators** over the past twelve months. Scoring began to increase from September/December 2019 onwards. Looking at the district performance behind this, there has been improved scoring in all areas, but in particular in **Bradford, Calderdale, and Leeds**.

<i>% who agree (Yr. to March 20)</i>	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Keep people safe	53.6%	62.6%	54.3%	62.7%	55.6%
Protect the vulnerable	50.2%	56.9%	50.1%	56.9%	51.0%
Support victims & witnesses	50.2%	56.4%	50.3%	57.9%	50.1%
Prevent crime & ASB	34.5%	40.3%	33.7%	42.1%	35.3%
Local area clean	39.0%	39.8%	37.4%	47.7%	36.2%
Listen to concerns	44.8%	48.6%	43.2%	52.9%	44.2%

Note: Figures highlighted in green are showing a significant improvement on March 2019's results.

○ Overall, how good a job do you think community safety partnerships are doing in your local area?

<i>% Satisfied with the work of CSPs in local area²</i>	Bradford	Calderdale	Kirklees	Leeds	Wakefield	WY Total
Year_to_Mar_20	73.6%	79.6%	74.8%	80.3%	73.6%	76.7%
Year_to_Mar_19	70.2%	75.4%	71.9%	78.8%	72.8%	74.3%
Trend	↑	↑	↔	↔	↔	↑

A strong positive response from respondents in January/March has helped to boost residents' overall assessment of the work of community safety partners in their area. **All districts have improved their scoring against the same period last year**, but in particular, **Calderdale** has seen improved scores in 2019/20, and **Bradford** and **Kirklees** have recorded strong results in the most recent data for January/March 20.

↑ **Note on trend arrows:**

This report includes trend arrows to simplify interpretation of the results. These highlight where changes in scoring have crossed over 'statistically significant' confidence levels, when comparing results from the year to March 20 with those of the year to March 19.

Please note that due to smaller sample sizes, quarter to quarter changes in the results for Calderdale and Wakefield are *less likely* to be identified as statistically significant than those of larger districts.

² Figures represent the sum of those who describe community safety partner's work in their area as 'good, excellent', or 'satisfactory'.