

# Richmond upon Thames Community Safety Survey 2017

## Results Report

### 1. Introduction

This report sets out the key findings from the Richmond upon Thames Community Safety Survey 2017 which was conducted from 12 June 2017 to 10 July 2017.

The consultation provided an opportunity for residents and stakeholders to help shape the priorities for the Richmond Community Safety Partnership for 2017-2018. The partnership is made up of the Council, Police, Fire Service, Community Rehabilitation Company, National Probation Service, Achieving for Children, Richmond Housing Partnership, Safer Neighbourhood Board and Victim Support.

The purpose of the consultation was to understand what priorities residents and stakeholders thought should be set for the partnership and the borough as a whole, as well as to identify the most important issues for them in the local area.

A more detailed background to the survey can be found in Appendix 1.

### 2. Methodology

Data was gathered using an online questionnaire hosted on Richmond Council's consultation portal<sup>1</sup>. A copy of the questionnaire can be found in Appendix 1.

The survey was publicised on Richmond Council's website, in the local press<sup>2</sup>, via social media and by email to community groups. Paper copies of the questionnaire were available at the Civic Centre, Twickenham and by post on request.

The responses were analysed and reported by the Council's Consultation Team on an anonymous basis under the guidelines of the Data Protection Act.

Please note that percentages in this report may not add up to 100 due to rounding.

### 3. Response

There were **67** responses to the survey.

A demographic breakdown of respondents can be found in Part 5 of this report on page 10.

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<sup>1</sup> <https://consultation.richmond.gov.uk/>

<sup>2</sup> A copy of the press release can be found in Appendix 2.

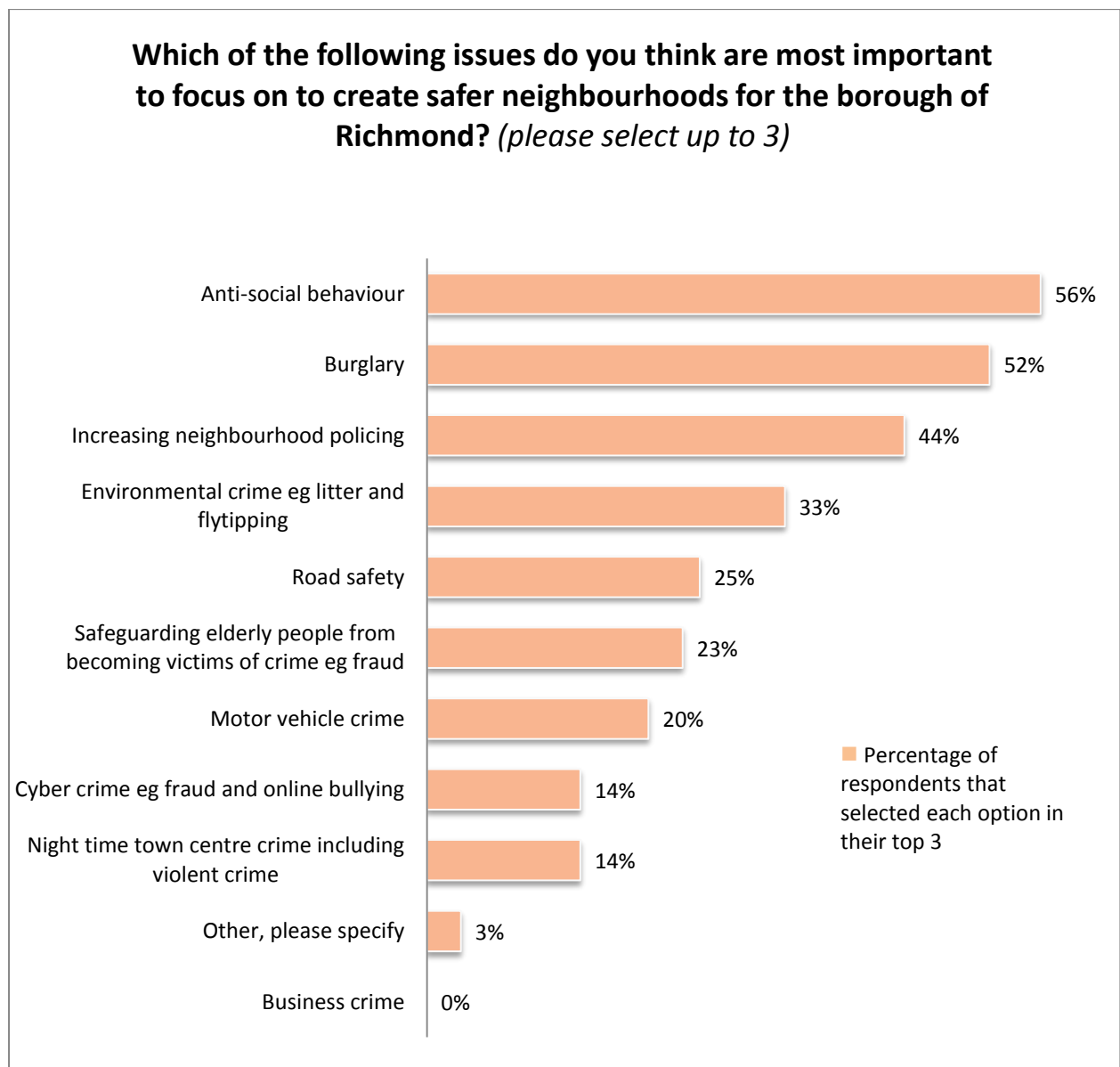
## 4. Results

### Priority 1: Safer Neighbourhoods

***Which of the following issues do you think are most important to focus on to create safer neighbourhoods for the borough of Richmond? (Please select up to 3)***

This was a multiple choice question where respondents were able to select up to three of the listed options.

In all, there were 64 responses to this question. The top three issues selected by respondents were anti-social behaviour, burglary, and increasing neighbourhood policing.



<b>Which of the following issues do you think are most important to focus on to create safer neighbourhoods for the borough of Richmond? (Please select up to 3)</b>		
<b>Options</b>	<b>No. times selected</b>	<b>% of respondents that selected this option</b>
Anti-social behaviour	36	56%
Burglary	33	52%
Increasing neighbourhood policing	28	44%
Environmental crime eg litter and flytipping	21	33%
Road safety	16	25%
Safeguarding elderly people from becoming victims of crime eg fraud	15	23%
Motor vehicle crime	13	20%
Cyber crime eg fraud and online bullying	9	14%
Night time town centre crime including violent crime	9	14%
Other	2	3%
Business crime	0	0%
<b>Base: All respondents who answered this question (64)</b>		

## **Priority 2: Reducing Adult Offending and Re-offending**

***Which of the following issues do you think are most important to focus on to reduce adult offending and re-offending in the borough of Richmond? (Please select up to 3)***

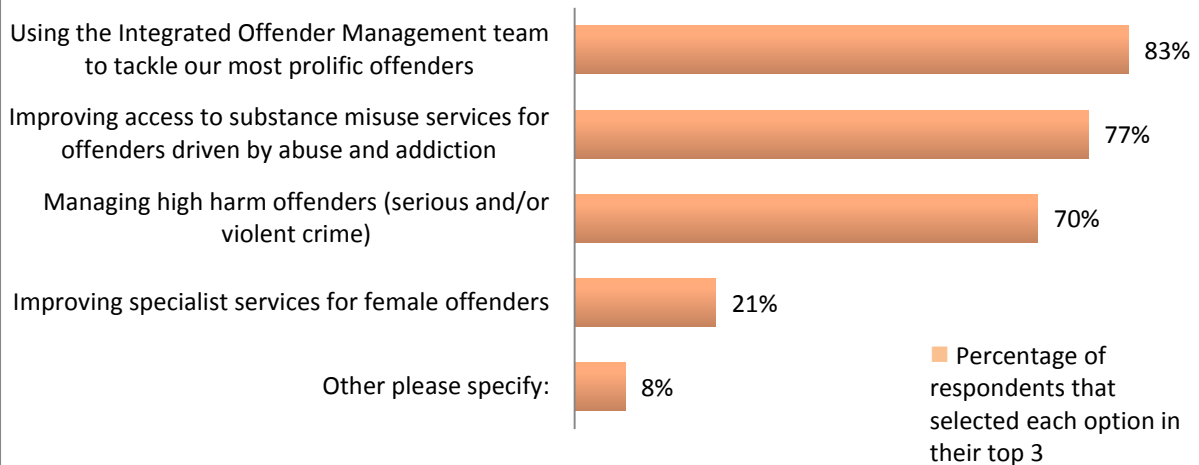
This was a multiple choice question where respondents were able to select up to three options. 66 respondents answered this question, and the three most commonly selected issues were as follows:

1. Using the Integrated Offender Management team to tackle our most prolific offenders
2. Improving access to substance misuse services for offenders driven by abuse and addiction
3. Managing high harm offenders (serious and/or violent crime)

This is illustrated in the table and graph below.

<b>Which of the following issues do you think are most important to focus on to reduce adult offending and re-offending in the borough of Richmond? (Please select up to 3)</b>		
<b>Options</b>	<b>No. times selected</b>	<b>% of respondents that selected this option</b>
Using the Integrated Offender Management team to tackle our most prolific offenders	55	83%
Improving access to substance misuse services for offenders driven by abuse and addiction	51	77%
Managing high harm offenders (serious and/or violent crime)	46	70%
Improving specialist services for female offenders	14	21%
Other	5	8%
<b>Base: All respondents who answered this question (66)</b>		

**Which of the following issues do you think are most important to focus on to reduce adult offending and re-offending in the borough of Richmond? (Please select up to 3)**



**Priority 3: Tackle Violence Against Women and Girls (VAWG)**

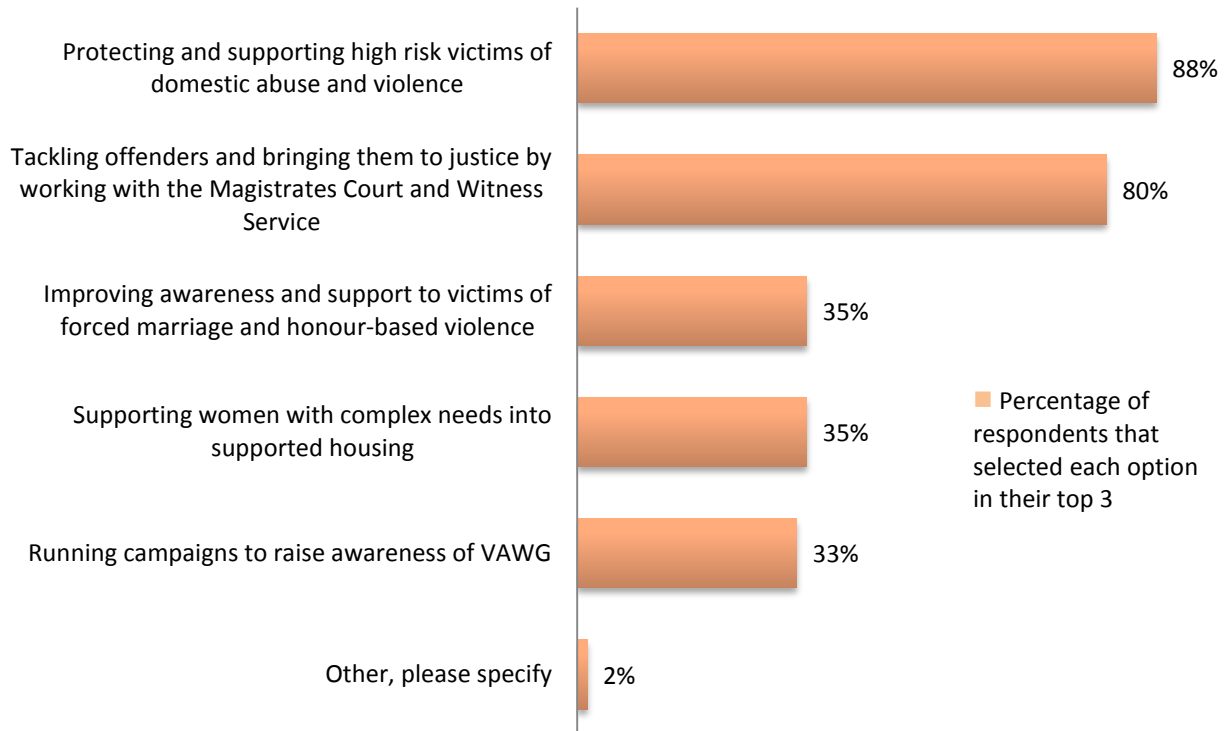
**Which of the following issues do you think are most important to focus on to tackle violence against women and girls in the borough of Richmond? (Please select up to 3)**

This was a multiple choice question where respondents were able to select up to three options.

66 people answered this question and the two most commonly selected issues were protecting and supporting high risk victims of domestic abuse and violence and tackling offenders and bringing them to justice by working with the Magistrates Court and Witness Service.

<b>Which of the following issues do you think are most important to focus on to tackle violence against women and girls in the borough of Richmond? (Please select up to 3)</b>		
<b>Options</b>	<b>No. times selected</b>	<b>% of respondents that selected this option</b>
Protecting and supporting high risk victims of domestic abuse and violence	58	88%
Tackling offenders and bringing them to justice by working with the Magistrates Court and Witness Service	53	80%
Improving awareness and support to victims of forced marriage and honour-based violence	23	35%
Supporting women with complex needs into supported housing	23	35%
Running campaigns to raise awareness of VAWG	22	33%
Other	1	2%
<b>Base: All respondents who answered this question (66)</b>		

**Which of the following issues do you think are most important to focus on to tackle violence against women and girls in the borough of Richmond? (Please select up to 3)**

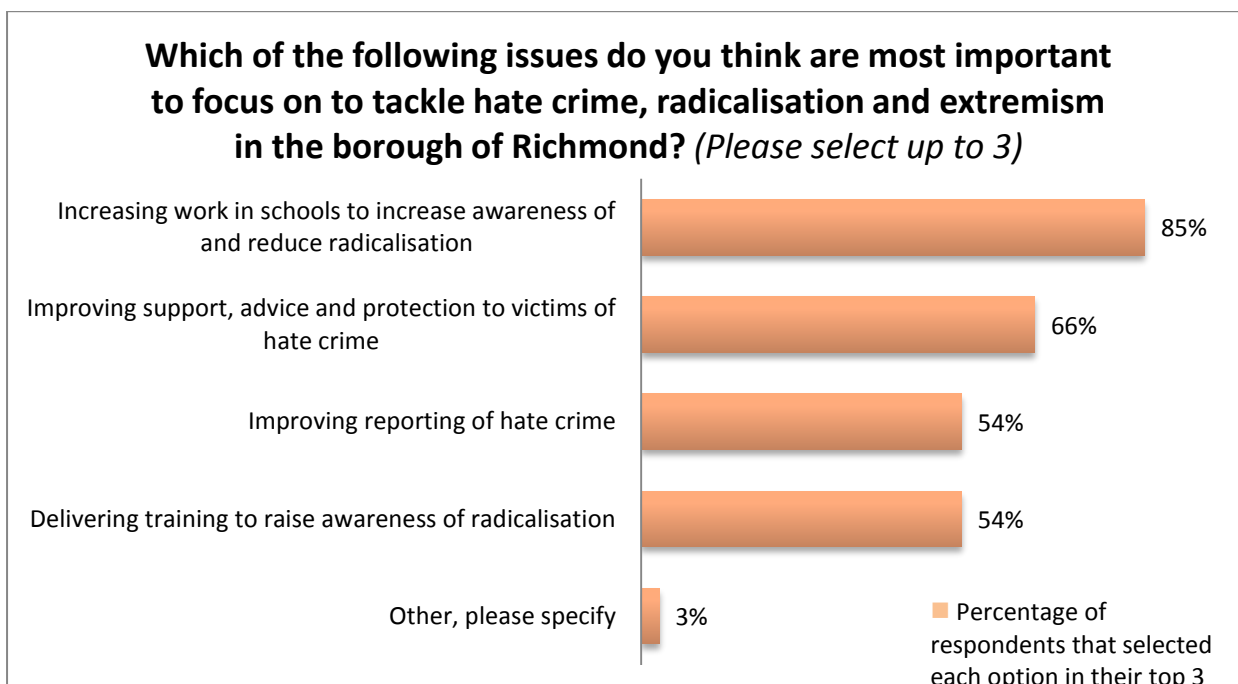


**Priority 4: Standing Together to Tackle Hate Crime, Radicalisation and Extremism**

***Which of the following issues do you think are most important to focus on to tackle hate crime, radicalisation and extremism in the borough of Richmond? (Please select up to 3)***

This was a multiple choice question where respondents were able to select up to three of the listed options.

In all, there were 65 respondents to this question. The most commonly selected issue to focus on was ‘increasing work in schools to increase awareness of and reduce radicalisation (chosen by 85% of respondents). This is illustrated in the graph and table below.



<b>Which of the following issues do you think are most important to focus on to tackle hate crime, radicalisation and extremism in the borough of Richmond? (Please select up to 3)</b>		
<b>Options</b>	<b>No. times selected</b>	<b>% of respondents that selected this option</b>
Increasing work in schools to increase awareness of and reduce radicalisation	55	85%
Improving support, advice and protection to victims of hate crime	43	66%
Improving reporting of hate crime	35	54%
Delivering training to raise awareness of radicalisation	35	54%
Other	2	3%
<b>Base: All respondents who answered this question (65)</b>		

### **Priority 5: Keep Children and Young People Safe**

***Which of the following issues do you think are most important to focus on to keep children and young people safe in the borough of Richmond? (Please select up to 3)***

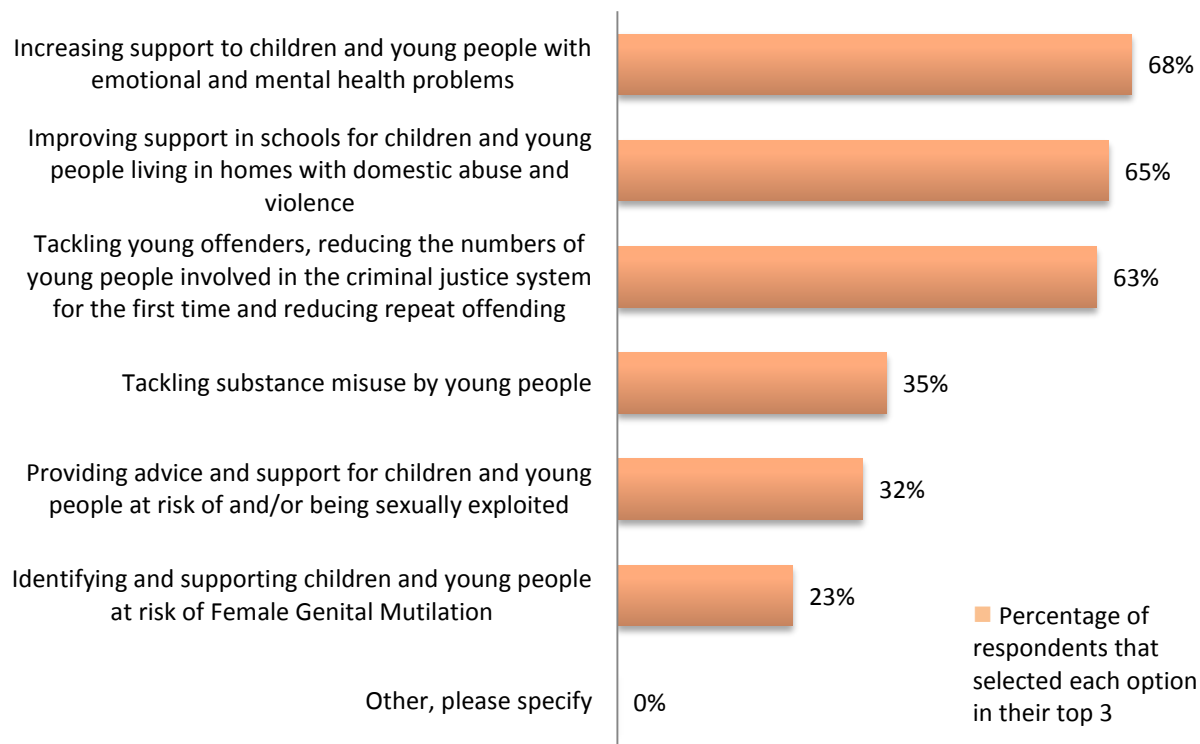
This was a multiple choice question where respondents were able to select up to three options and 65 people provided their views.

The three most commonly selected issues to keep children and young people safe were as follows:

1. Increasing support to children and young people with emotional and mental health problems
2. Improving support in schools for children and young people living in homes with domestic abuse and violence
3. Tackling young offenders, reducing the numbers of young people involved in the criminal justice system for the first time and reducing repeat offending

This is highlighted in the graph and table below.

**Which of the following issues do you think are most important to focus on to keep children and young people safe in the borough of Richmond? (Please select up to 3)**



<b>Which of the following issues do you think are most important to focus on to keep children and young people safe in the borough of Richmond? (Please select up to 3)</b>		
<b>Options</b>	<b>No. times selected</b>	<b>% of respondents that selected this option</b>
Increasing support to children and young people with emotional and mental health problems	44	68%
Improving support in schools for children and young people living in homes with domestic abuse and violence	42	65%
Tackling young offenders, reducing the numbers of young people involved in the criminal justice system for the first time and reducing repeat offending	41	63%
Tackling substance misuse by young people	23	35%
Providing advice and support for children and young people at risk of and/or being sexually exploited	21	32%
Identifying and supporting children and young people at risk of Female Genital Mutilation	15	23%
Other	0	0%
<b>Base: All respondents who answered this question (65)</b>		

### ***What are you most concerned about in the local area where you live, work or study?***

This was an open question which allowed respondents to describe their concerns about the local area where they live, work and or study. In total, 60 respondents provided an answer.

When the comments were analysed and themed, seven key themes were identified. These are illustrated in the table below.

Identified Themes	Total no. of mentions	% of respondents that mentioned this theme
Theme 1 – Burglary and/or theft (including locked bicycles, cars, other property, intruders and petty theft)	25	42%
Theme 2 – Anti-social / aggressive behaviour	15	25%
Theme 3 – Road safety (both motorists and cyclists)/ people not following the rules (highway code)	8	13%
Theme 4 – Littering and/or flytipping	7	12%
Theme 5 – Perceived lack of police presence / need to support the police	6	10%
Theme 6 – Homelessness/ rough sleepers	5	8%
Theme 7 – Public drunkenness / excessive alcohol consumption/ street drinkers	5	8%
<b>Base: All respondents who answered this question (60)</b>		

### ***Have you been a victim of crime?***

Less than half (46%) of respondents said they have been a victim of crime. This is illustrated in the table below.

<b>Have you been a victim of crime?</b>		
Options	Number of respondents	% of respondents
Yes	30	46%
No	35	54%
<b>Base: All respondents who answered this question (65)</b>		

### ***Did the crime take place in Richmond Borough?***

Respondents who indicated that they had been a victim of crime were asked whether the crime took place in Richmond Borough. Of the 29 respondents that answered 'yes' to the question, over four-fifths (83%) said that the crime took place in Richmond. This is shown in the table below.

<b>Did the crime take place in Richmond Borough?</b>		
Options	Number of respondents	% of respondents
Yes	24	83%
No	5	17%
<b>Base: All respondents who answered this question (29)</b>		



***When did the crime take place?***

Respondents who said they had been a victim of crime were asked when the crime took place. 45% said the crime took place in the last year, while 38% said it happened more than five years ago. These results are illustrated in the table below.

<b>When did the crime take place?</b>		
<b>Options</b>	<b>Number of Respondents</b>	<b>% of respondents</b>
Within the last month	3	10%
1-12 months ago	8	28%
1-2 years ago	2	7%
2-5 years ago	5	17%
5+ years ago	11	38%
<b>Base: All respondents who answered this question (29)</b>		

***Please tell us any other comments you would like to make:***

This was an open question which allowed respondents to provide other comments. 23 respondents provided an answer.

When the comments were analysed and themed, one main theme was identified. Eight respondents (35%) mentioned a perceived need for increased numbers of police officers, a more visible presence by officers and/or increased support for the police services.

## 5. Respondent Profile

The tables below show the composition of the survey sample.

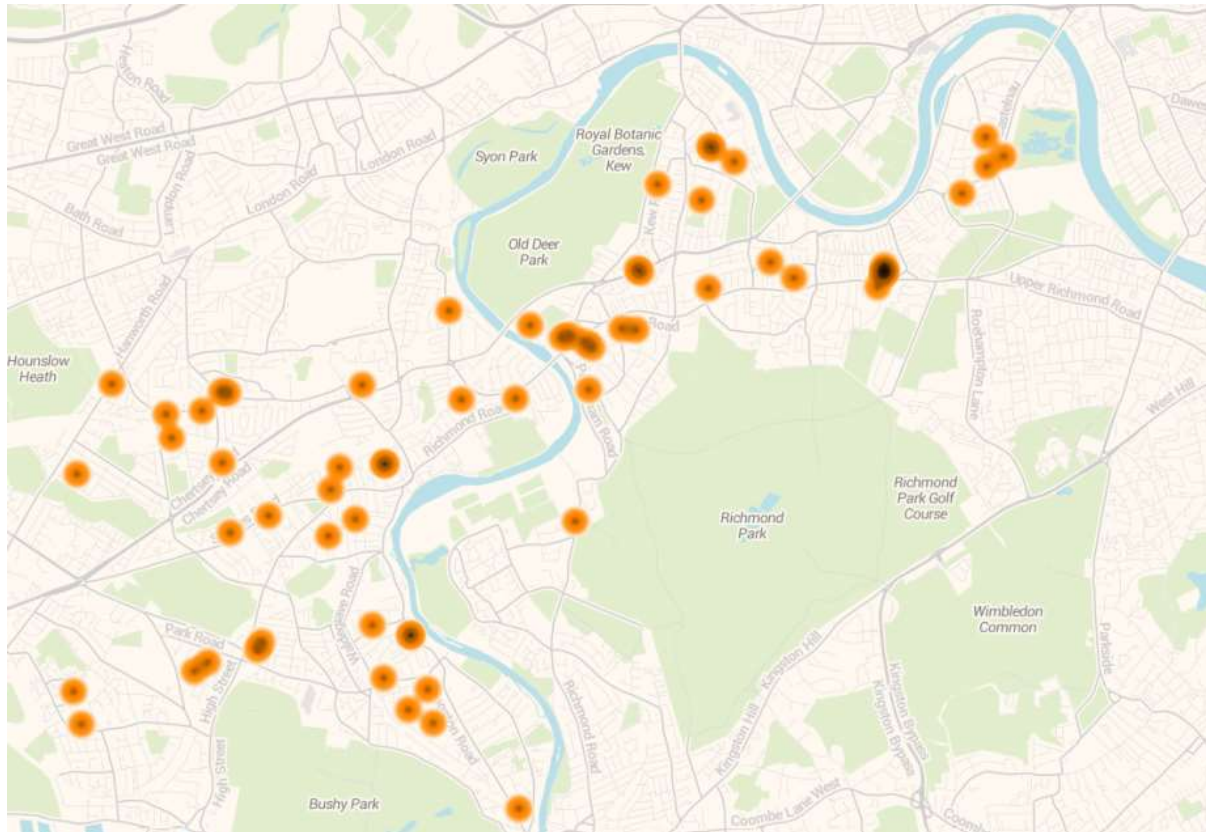
<b><u>In which capacity are you responding to this consultation?</u></b>		
<b>Response</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
I live in Richmond borough	67	100%
I work in Richmond borough	9	13%
I study in Richmond borough	1	2%
I have another connection to Richmond borough	1	2%
<b>Base: All respondents who answered this question (67)</b>		

<b>Demographic</b>	<b>Sample base (Unweighted)</b>	<b>Proportion (Unweighted %)</b>
<b>Gender</b>		
Male	21	31%
Female	44	66%
Transgender	0	0%
Other	0	0%
Prefer not to say	2	3%
<i>Base: 67 respondents</i>		
<b>Age</b>		
Under 18	0	0%
18 – 24	0	0%
25 – 34	6	9%
35 – 44	8	12%
45 – 54	16	24%
55 – 64	10	15%
65 – 74	20	30%
75 or over	3	5%
Prefer not to say	3	5%
<b>Base: 66 respondents</b>		
<b>Disability</b>		
Yes	5	8%
No	57	88%
Prefer not to say	3	5%
<i>Base: 65 respondents</i>		

Ethnicity		
White	56	84%
Mixed/multiple ethnic groups	2	3%
Asian or Asian British	3	4%
Black/ African/ Caribbean/ Black British	0	0%
Prefer not to say	5	7%
Other Ethnic Group	1	1%
Base: 67 respondents		

Demographic	Sample base (Unweighted)	Proportion (Unweighted %)
Religion		
No religion	27	41%
Buddhist	1	2%
Christian	28	42%
Hindu	0	0%
Jewish	1	2%
Muslim	1	2%
Sikh	0	0%
Prefer not to say	7	11%
Any other religion	1	2%
<i>Base: 66 respondents</i>		
Sexual orientation		
Heterosexual/ straight	57	85%
Gay man	1	1%
Gay woman/ lesbian	1	1%
Bisexual	0	0%
Prefer not to say	8	12%
Other	0	0%
Base: 67 respondents		

The postcodes provided by respondents were aggregated to illustrate the spread of responses. The map and table below show a relatively even spread of respondents across the borough.



What is your postcode?		
Postcode Area	Total no. of mentions	Percentage
TW2	12	19%
TW9	10	16%
TW11	9	14%
TW10	8	13%
SW14	7	11%
TW1	7	11%
SW13	4	6%
TW12	4	6%
KT1	1	2%
TW4	1	2%
<i>Base: 63 respondents</i>		

## **Appendix 1: Questionnaire**

### **Richmond upon Thames Community Safety Survey 2017**

This consultation provides an opportunity for you to help shape the priorities for the Richmond Community Safety Partnership for 2017-2018. The Strategic Intelligence Assessment report looks at our performance on a range of crimes over the previous year and helps set the priorities for the coming year.

The Community Safety Partnership has a duty to reduce crime and disorder, substance misuse, anti-social behaviour and reduce reoffending. The partnership is made up of the Council, Police, Fire Service, Community Rehabilitation Company, National Probation Service, Achieving for Children, Richmond Housing Partnership, Safer Neighbourhood Board and Victim Support.

We would like to understand what priorities you think should be set for the partnership and the borough as a whole, as well as the most important issues for you in your local area.

Please watch our video, read the summary slides and/or read the Strategic Intelligence Assessment report below before filling out the survey.

You can access the online survey below, but if you would like a paper copy, please contact us at [consultation@richmond.gov.uk](mailto:consultation@richmond.gov.uk) or call us on 020 8831 6255.

The consultation closes on 10 July 2017.

#### **Confidentiality**

All the information you provide will be treated in strict confidence and will not be used to identify you personally. The analysis will be carried out on an anonymous basis under the guidelines of the Data Protection Act. Information will not be passed on to anyone else and will only be used for the purposes of this consultation. Anonymised comments may be published on the Council website.

**Capacity**

**In which capacity are you responding to this consultation?**

*Please tick all that apply*

I live in Richmond borough (please tell us your postcode)

I work in Richmond borough (please tell us your work postcode)

I study in Richmond borough (Please tell us your Name of school, college or university)

I have another connection to Richmond borough (Please specify)


**Priority 1: Safer Neighbourhoods**

**Which of the following issues do you think are most important to focus on to create safer neighbourhoods for the borough of Richmond?**

*Please select up to 3*

Motor vehicle crime

Burglary

Anti-social behaviour

Safeguarding elderly people from becoming victims of crime eg fraud

Environmental crime eg litter and flytipping

Other, please specify:

Increasing neighbourhood policing

Business crime

Road safety

Cyber crime eg fraud and online bullying

Night time town centre crime including violent crime

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**Priority 2: Reduce Adult Offending and Re-offending**

**Which of the following issues do you think are most important to focus on to reduce adult offending and re-offending in the borough of Richmond?**

*Please select up to 3*

Using the Integrated Offender Management team to tackle our most prolific offenders

Improving access to substance misuse services for offenders driven by abuse and addiction

Other, please specify:

Managing high harm offenders (serious and/or violent crime)

Improving specialist services for female offenders

**Priority 3: Tackle Violence Against Women and Girls (VAWG)**

**Which of the following issues do you think are most important to focus on to tackle violence against women and girls in the borough of Richmond?**

*Please select up to 3*

Running campaigns to raise awareness of VAWG

Protecting and supporting high risk victims of domestic abuse and violence

Improving awareness and support to victims of forced marriage and honour-based violence

Supporting women with complex needs into supported housing

Tackling offenders and bringing them to justice by working with the Magistrates Court and Witness Service

Other, please specify:

**Priority 4: Standing Together to Tackle Hate Crime, Radicalisation and Extremism**

**Which of the following issues do you think are most important to focus on to tackle hate crime, radicalisation and extremism in the borough of Richmond?**

*Please select up to 3*

- |  |  |
|--|--|
| <input type="checkbox"/> Improving reporting of hate crime                                 | <input type="checkbox"/> Delivering training to raise awareness of radicalisation                      |
| <input type="checkbox"/> Improving support, advice and protection to victims of hate crime | <input type="checkbox"/> Increasing work in schools to increase awareness of and reduce radicalisation |
| <input type="checkbox"/> Other, please specify:  | <div style="border: 1px solid black; height: 40px; width: 100%;"></div>                                |

**Priority 5: Keep Children and Young People Safe**

**Which of the following issues do you think are most important to focus on to keep children and young people safe in the borough of Richmond?**

*Please select up to 3*

- |  |  |
|--|--|
| <input type="checkbox"/> Improving support in schools for children and young people living in homes with domestic abuse and violence | <input type="checkbox"/> Identifying and supporting children and young people at risk of Female Genital Mutilation   |
| <input type="checkbox"/> Tackling substance misuse by young people   | <input type="checkbox"/> Tackling young offenders, reducing the numbers of young people involved in the criminal justice system for the first time and reducing repeat offending |
| <input type="checkbox"/> Providing advice and support for children and young people at risk of and/or being sexually exploited       | <input type="checkbox"/> Increasing support to children and young people with emotional and mental health problems   |
| <input type="checkbox"/> Other, please specify:  | <div style="border: 1px solid black; height: 40px; width: 100%;"></div>  |

**Your concerns**

**What are you most concerned about in the local area where you live, work or study?**



**Have you been a victim of crime?**

Yes

No

**If yes, did the crime take place in Richmond borough?**

Yes

No

**If yes, where in the borough?**

**When did the crime take place?**

Within the last month

2-5 years ago

1-12 months ago

5+ years ago

1-2 years ago

**Other comments**

**Please tell us any other comments you would like to make:**

**About you**

The Council will use the information below to ensure that the priorities and concerns of all the community are taken into account. Please provide as much information as possible, but do not feel obliged to answer every question.

**Are you:**

- |                                |  |                                      |
|--------------------------------|--|--------------------------------------|
| <input type="checkbox"/> Male  | <input type="checkbox"/> Female            | <input type="checkbox"/> Transgender |
| <input type="checkbox"/> Other | <input type="checkbox"/> Prefer not to say |                                      |

**What was your age last birthday?**

- |                                   |                                  |  |
|-----------------------------------|----------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 18 – 24 | <input type="checkbox"/> 25 – 34           |
| <input type="checkbox"/> 35 – 44  | <input type="checkbox"/> 45 – 54 | <input type="checkbox"/> 55 - 64           |
| <input type="checkbox"/> 65 – 74  | <input type="checkbox"/> 75+     | <input type="checkbox"/> Prefer not to say |

**Do you consider yourself to have a disability?**

- |                              |                             |  |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

**How would you describe your ethnic group?**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> White                                    | <input type="checkbox"/> Mixed/multiple ethnic groups | <input type="checkbox"/> Asian or Asian British              |
| <input type="checkbox"/> Black/ African/ Caribbean/ Black British | <input type="checkbox"/> Prefer not to say            | <input type="checkbox"/> Other ethnic group, please specify: |

**What is your religion?**

- |                                      |  |  |
|--------------------------------------|--|--|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Christian         | <input type="checkbox"/> Jewish                              |
| <input type="checkbox"/> Buddhist    | <input type="checkbox"/> Hindu             | <input type="checkbox"/> Muslim                              |
| <input type="checkbox"/> Sikh        | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Other ethnic group, please specify: |

**Please indicate your sexual orientation:**

- Heterosexual/straight       Gay man       Gay woman/lesbian  
 Bisexual       Prefer not to say       Other, please specify:

**What is your postcode?**

*This information will not be used to identify you personally and will help us identify the extent to which we are consulting across the borough*

**Appendix 2: Press Release**

**Richmond is the safest borough for violent and race hate crime**

*Release Date: 13 June 2017*

A report released on 12 June by the Richmond Community Safety Partnership confirms that over the past twelve months Richmond remains the safest borough in London for violent and race hate crime.

In addition, burglary offences over the past year remain almost level with 921 crimes compared to 917 the previous year.

However, the borough has seen a rise in vehicle crimes with a 32% rise in offences (1279). In addition, the Police have seen a 7% rise in calls regarding anti-social behaviour.

With that in mind, the Community Safety Partnership is asking residents their views on future priority areas for the next twelve months.

The Community Safety plan is refreshed annually to address crime patterns and residents' perceptions of crime. It can look at areas such as burglary, domestic abuse, anti-social behaviour and road safety.

Residents can have their say in a consultation until 10 July.

Richmond Council's Cabinet Member for Community Safety, Cllr Stephen Speak, said:

"Against a backdrop of rising crime across London I am pleased that Richmond remains one of London's safest boroughs. However, the Council will continue to strive for further improvements by working closely with the Police and our other partners.

"Recent reductions in the theft of two wheelers demonstrates how joint working through the Richmond Community Safety Partnership can reduce crime. However, there are still disappointingly many crimes where property has been left insecure at home and on display in vehicles. This encourages the opportunist thief to commit crime and residents and visitors to the borough must remain aware.

"I hope that through this consultation, residents will better understand the local backdrop and the steps that everyone can take to reduce crime. Most importantly however we want to hear residents' views about the Partnership's crime reduction and community safety priorities. "

Take part in the consultation

For more information contact the Richmond Community Safety Partnership:

Phone: 020 8891 7777

Email: [community.safety@richmond.gov.uk](mailto:community.safety@richmond.gov.uk)

The Richmond Community Safety Partnership has a duty to do everything reasonably possible to reduce crime and disorder, substance misuse, anti-social behaviour, and reoffending. The Partnership includes Richmond Council, Richmond Police, Achieving for Children (AfC), London Fire Brigade, National Probation Service, RHP, and Victim Support.