

# **Measuring Feelings of Safety**

## **Public Consultation**

## **District Panel Report**

## **1.0 BACKGROUND TO THE DISTRICT PANEL**

- 1.1 The Council adopted its first Community Engagement Strategy in November 1998. The first District Panel was convened in 1999 as part of the Community Engagement Strategy and as an element of the Council's 'toolbox' for Community Engagement.
- 1.2 The current panel of 1500 people was originally convened in 2002. In the summer of 2005 200 new members were recruited to the Panel and in May 2006 166 new members were recruited. The Panel is structured with the intention of reflecting the make-up of the population in the District in respect of gender, age, physical/mental impairment and location of residence.

## **2.0 THE SEPTEMBER CONSULTATION**

- 2.1 The September questionnaire focused on two areas of interest: (i) Measuring Feelings of Safety and Harrogate Borough Council's Budget 2007/2008.
- 2.2 The first part of the questionnaire asked respondents' views on Measuring Feelings of Safety'. The purpose of asking the questions was to help identify the main concerns of residents which will allow Harrogate Borough Council to target its actions and work with other partners to help achieve the Council priority to keep the district safe.
- 2.3 The second part of the questionnaire asked for respondents' views on Harrogate Borough Council's Budget for 2007/8 and proposed Council Tax rise.
- 2.5 The purpose of this report is to provide an overview of the results only in respect of Measuring Feelings of Safety.

### 3.0 A PROFILE OF RESPONDENTS

- 3.1 The District Panel is made up of 1,500 local people. Panel membership was constructed in such a way that it would represent the District in respect of gender, age, physical/mental impairment and location of residence.
- 3.2 The final number of respondents was 992 out of 1,500 panel members. This represents a 66.1% response rate.
- 3.3 The gender split of those responding to the consultation was similar to the profile of the panel overall, although a slightly higher proportion of females responded to the questionnaire, this is at variance to the last district Panel questionnaire where the proportion of female respondents has been slightly lower than the male.

Gender	Respondents		Panel	
	No.	%	No.	%
Male	465	47.2%	748	49.9%
Female	521	52.8%	752	50.1%
<i>Total</i>	986*		1500	

\* 6 respondents did not supply this information

- 3.4 The response rate of young people aged 17-24 and 25-34 was the lowest. The lower response rate has been noted in previous District Panel consultations and is assumed to result because young people may be less inclined to make themselves in consultation activity and may also be more likely to move around (eg attend university etc) and not be readily available. Older age bands were correspondingly over-represented.

Age (yrs)	Respondents		Panel	
	No.	%	No.	%
17-24	23	2.3%	90	6%
25-34	51	5.1%	203	15.5%
35-44	198	20%	349	23.3%
45-54	232	23.4%	402	26.8%
55-64	246	24.8%	233	15.5%
65+	242	24.4%	223	14.9%
<i>Total</i>	992	%	1500	

- 3.5 As is consistent with the response by age findings, the response rate of people who were retired was the highest in the panel and those respondents who were in full time education were under represented.

<b>Table 3: Response by economic position</b>				
<b>Economic position</b>	<b>Respondents</b>		<b>Panel</b>	
	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
Employed	474	47.8%	839	55.9%
Self employed	106	10.7%	173	11.5%
Unemployed/govt. scheme	10	1%	11	0.7%
Retired	331	33.4%	313	20.9%
Student	15	1.5%	52	3.5%
Looking after home/family	55	5.5%	112	5.8%
<i>Total</i>	991		1500	
* 1 respondents did not supply this information				

- 3.6 The response rate from those with a physical/mental impairment was slightly less proportionately (7%) than their proportion on the Panel (7.6%).

<b>Table 4: Response by mobility</b>				
<b>Yourself</b>				
	<b>Respondents</b>		<b>Panel</b>	
	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
Disabled	69	7%	114	7.6
Not disabled	917	93%	1386	92.4
<i>Total</i>	986*			
<b>Are you a full-time carer for a disabled sick or elderly relative or partner?</b>				
Disabled	37	4%	115	7.7
Not disabled	949	96%	1385	92.3
<i>Total</i>	986*			
* 6 respondents did not supply this information.				

- 3.7 The response rate from respondents in the Harrogate wards, the Knaresborough wards, the Ripon wards and the rural wards broadly reflected the percentage of members from these wards on the panel.

<b>Table 5: Response by Area</b>				
<b>Harrogate Wards</b>				
<b>Overall</b>	<b>Respondents</b>		<b>Panel</b>	
	<b>No</b>	<b>%</b>	<b>No</b>	<b>%</b>
<b>Harrogate Wards</b>	<b>466</b>	<b>47.4%</b>	<b>713</b>	<b>47.5%</b>
Bilton	83	8.4	81	5.4
Granby	27	2.7	46	3.1
Harlow Moor	43	4.4	58	3.9
High Harrogate	42	4.3	59	3.9
Hookstone	49	5	71	4.7
Low Harrogate	22	2.2	44	2.9
New Park	36	3.7	60	4
Pannal	44	4.5	67	4.5
Rossett	33	3.4	72	4.8
Saltergate	18	1.8	38	2.5
Starbeck	31	3.2	32	2.1
Stray	31	3.2	55	3.7
Woodfield	7	0.7	30	2
<b>Knaresborough Wards</b>				
<b>Knaresborough Wards</b>	<b>102</b>	<b>10.4%</b>	<b>153</b>	<b>10.2</b>
Knaresborough East	34	3.5	59	3.3
Knaresborough King James	38	3.9	56	3.9
Knaresborough Scriven Park	30	3.1	48	3.2
<b>Ripon Wards</b>				
<b>Ripon Wards</b>	<b>108</b>	<b>11%</b>	<b>162</b>	<b>10.8</b>
Ripon Minster	31	3.2	41	2.7
Ripon Moorside	36	3.7	56	3.7
Ripon Spa	41	4.2	65	4.3
<b>Rural Wards</b>				
<b>Rural Wards</b>	<b>307</b>	<b>31.2%</b>	<b>472</b>	<b>31.5</b>
Bishop Monkton	26	2.6	40	2.7
Boroughbridge	38	3.9	22	1.5
Claro	21	2.1	36	2.4
Killinghall	23	2.3	32	2.1
Kirkby Malzeard	16	1.6	25	2.7
Lower Nidderdale	30	3.1	31	2.1
Marston Moor	26	2.6	34	2.3
Mashamshire	13	1.3	35	1.5
Newby	10	1.0	36	2.3
Nidd Valley	5	0.5	26	1.7
Ouseburn	23	2.3	18	1.2
Pateley Bridge	14	1.4	15	1
Ribson	13	1.3	32	2.1
Spofforth with Lower Wharfedale	27	2.7	36	2.4
Washburn	11	1.1	27	1.8
Wathvale	11	1.1	27	1.8
*9 respondents did not supply this information				

- 3.9 The response rate from the different ethnic groups reflects the make up of the District Panel; 98.2% of respondents classed themselves as British and 1.8% as belonging to other ethnic groups.

**Table 6: Response by Ethnicity**

	Respondents		Panel	
	No	%	No	%
British	974	98.2%	1475	98.3
Irish	2	0.2%	4	0.3
Any other White background	3	0.3%	3	0.2
Caribbean	1	0.1%	1	0.1
African	0	0	0	0
Any other Black background	0	0	1	0.1
White and Black Caribbean	1	0.1	1	0.1
White and Black African	0	0	3	0.2
White and Asian	2	0.2%	2	0.1
Any other Mixed background	7	0.7%	1	0.1
Indian	0	0	2	0.1
Pakistani	1	0.1%	7	0.5
Bangladeshi	0	0	0	0
Any other Asian background	0	0	0	0
Chinese	0	0	0	0
Other Ethnic Group	1	0.1%	0	0
<b>Total</b>	992			

3.10 Overall, the response rate is broadly reflective of the make-up of the District Panel, albeit that those over 55 years old are somewhat proportionately over represented.

## 4.0 HARROGATE BOROUGH COUNCIL MEASURING FEELINGS OF SAFETY

### 4.0 Resident's feelings of safety

#### 4.1 Prior to answering the questionnaire the Panel were given the following information:

Harrogate Borough Council is committed to helping the district to be a safe place for people to live in and has made this one of its Corporate Priorities.

Much work has been done in the past by the Council and other key partners to tackle crime and disorder resulting in the current low levels of reported crimes.

Work still has to be done to reduce crime and disorder further. The Council would like your help in identifying what concerns you most so it can target its actions and work with other partners to help achieve the Council priority to keep the district safe.

The questions came under four separate headings

- Your home and neighbourhood
- Crime Prevention
- Harrogate Town Centre
- General

## 5.0 HARROGATE BOROUGH COUNCIL MEASURING FEELINGS OF SAFETY

### 5.1 Note of Procedure re cross tabulation:

In some cases the personal details section of the questionnaire has been ignored or only partly filled in. In such cases the results have been included in the initial % charts however could not be included in the cross tabulation information.

### 5.2 Executive summary:

- A majority (59.8%) of respondents thought that the crime level in the Harrogate District was about average compared with other North Yorkshire districts. Whether cross tabulated by gender, age group or area a majority of respondents always thought the crime level in the Harrogate District was average compared with other North Yorkshire district.
- Nearly 40% of respondents thought that the crime level in their local neighbourhood was low compared with other neighbourhoods in their district.
- Roughly 40% of respondents in Harrogate, Ripon and Rural wards thought crime levels in their local neighbourhood were low compared to other neighbourhoods in the district, whereas roughly 40% of respondents in Knaresborough wards thought crime levels in their neighbourhood were average compared with other neighbourhoods in the district.
- 86.4% of respondents do not know their local neighbourhood police officers.
- Whilst 25.5% of respondents did not know how they would contact their local neighbourhood police officer, 30.3% stated they knew the number of the local police station.
- When respondents were asked to value the seriousness of various problem areas; the results indicated that lack of facilities for young people was, when averaged out, regarded as the most serious problem, whilst abandoned or burnt out cars were considered, once averaged out, the least problematic.
- When responses that rated neighbourhood as serious were analysed it was found that 16.6% of such responses where that lack of facilities for young people was a serious problem.
- 64% of respondents stated they had not noticed the introduction of Police Community Support Officers.
- 73.5% of respondents felt very safe walking out and about alone in their neighbourhood in day time, whilst 38.3% felt very safe at night time. No respondents stated they felt very unsafe in the day time whilst 3.6% stated they felt very unsafe in the night time.
- When respondents were asked to grade the extent to which they were worried about various crimes; the results indicated that having your car damaged is the crime that respondents are most worried about (survey value of 1.6 out of a possible value of 3).
- When the 'very worried, responses were analysed it was found that a 16.4% of such responses concerned being very worried about having their car damaged whereas 2% were very worried about having their property damaged by arson or being personally victimised e.g. due to colour/sexuality.
- 50.7% of respondents felt they had become more security conscious in their day to day behaviour over the past year.
- 46.6% of respondents do not have reservations about entering the town centre between 7-10pm. and 55% of respondents did not have any reservations about entering the town centre after 10pm when they were with friends and/or family.
- 37.8% of respondents thought that CCTV surveillance systems were good as they made them feel safe and 34.5% of respondents thought CCTV was good as it reduces crime.

- 94.8% of respondents expected CCTV in Harrogate Borough Council operated car parks.
- 55.6% of respondents were aware of the existence of Alcohol Restricted zones.
- 85.2% of respondents were aware of the Harrogate District Safer Communities Partnership.
- 61.5% of respondents were aware of the Council's controls over dog fouling.
- The highest percentage of respondents (48.6%) stated they were neither satisfied nor dissatisfied with these controls (CCTV, Alcohol Restricted Zones, the Harrogate District Safer Communities Partnership and the Council's controls over dog fouling).

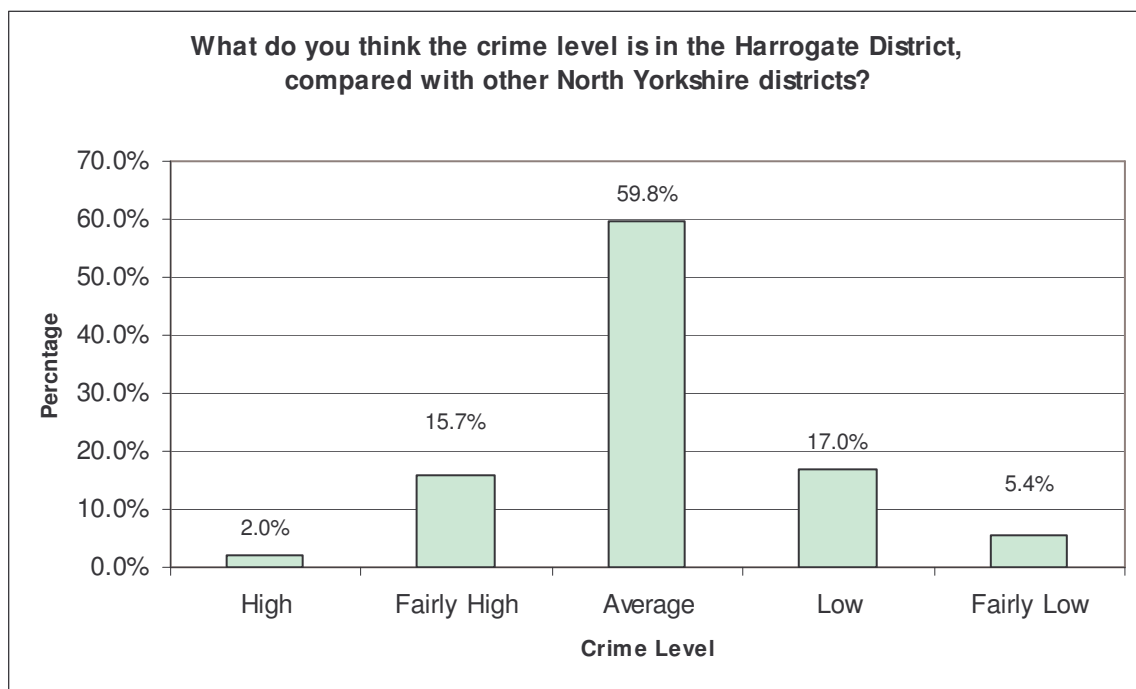
## 6.0 HARROGATE BOROUGH COUNCIL MEASURING FEELINGS OF SAFETY - RESULTS OF CONSULTATION

- 6.1 In question 1 respondents were asked what they thought was the crime level in the Harrogate District compared with other North Yorkshire districts. It was found that:
- A majority (59.8%) of respondents thought that the crime level in the Harrogate District was about average compared with other North Yorkshire districts.

**Table 7.** What do you think the crime level is in the Harrogate District, compared with other North Yorkshire districts?

	<i>No</i>	<i>%</i>
<b>High</b>	<b>20</b>	<b>2%</b>
<b>Fairly High</b>	<b>155</b>	<b>15.7%</b>
<b>Average</b>	<b>590</b>	<b>59.8%</b>
<b>Low</b>	<b>168</b>	<b>17%</b>
<b>Fairly Low</b>	<b>53</b>	<b>5.4%</b>
<b>Total</b>	<b>986*</b>	

\*6 respondents did not supply this information



## 6.2 Cross tabulation by gender

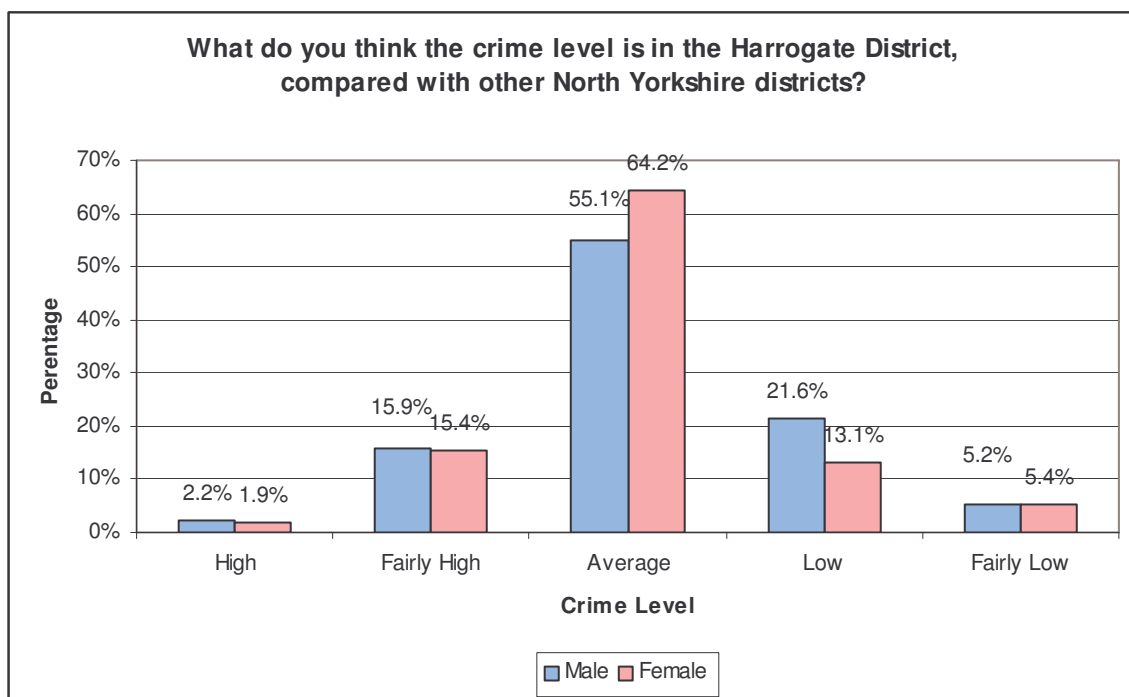
When responses were cross tabulated by gender it was found that:

- 55% of male respondents and 64% of female respondents thought the crime level in the Harrogate District was average compared with other North Yorkshire Districts.

**Table 8.** What do you think the crime level is in the Harrogate District, compared with other North Yorkshire districts?

	Male		Female	
	No	%	No	%
High	10	2.2%	10	1.9%
Fairly High	73	15.9%	80	15.4%
Average	253	55.1%	333	64.2%
Low	99	21.6%	68	13.1%
Fairly Low	24	5.2%	28	5.4%
Total	459*		519*	

\*14 respondents did not supply this information



### 6.3 Cross tabulation by age

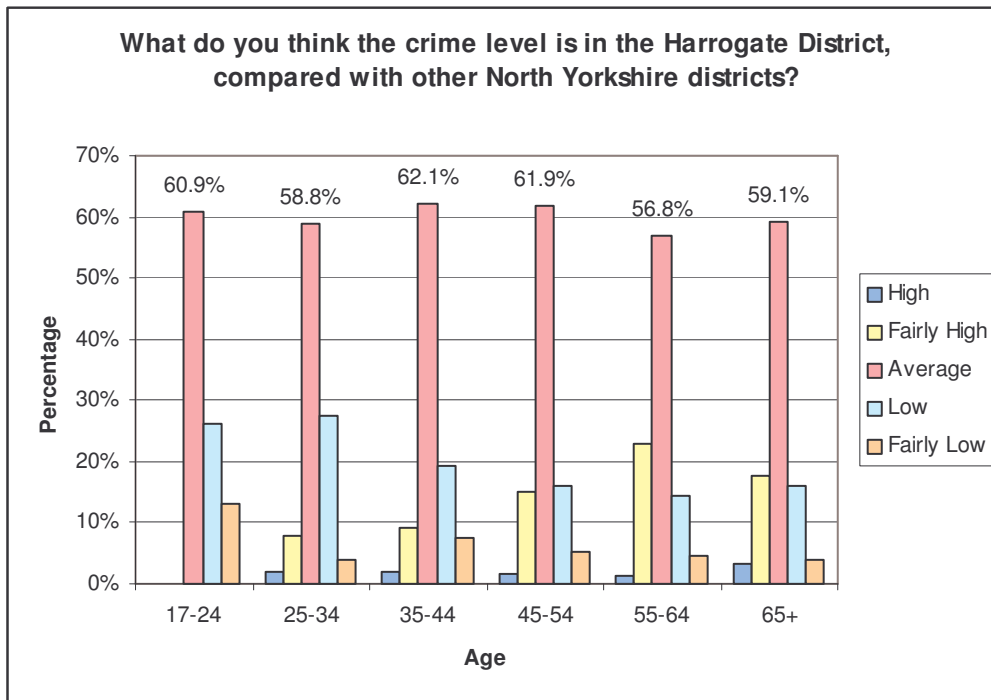
When responses were cross tabulated by age it was found that:

- The majority of all age groups thought that the crime level in the Harrogate District was average compared with other North Yorkshire districts.

**Table 9.** What do you think the crime level is in the Harrogate District, compared with other North Yorkshire districts?

	17-24		25-34		35-44		45-54		55-64		65+	
	no	%	no	%	no	%	no	%	no	%	no	%
High	0	0	1	2%	4	2%	4	1.7%	3	1.2%	8	3.4%
Fairly High	0	0	4	7.8%	18	9%	35	15.1%	56	23%	42	17.7%
Average	14	60.9%	30	58.8%	123	62.1%	143	61.9%	138	56.8%	140	59.1%
Low	6	26.1%	14	27.5%	38	19.2%	37	16%	35	14.4%	38	16%
Fairly Low	3	13%	2	3.9%	15	7.6%	12	5.2%	11	4.5%	9	3.8%
Total	23		51		198		231		243		237	

\*9 respondents did not supply this information



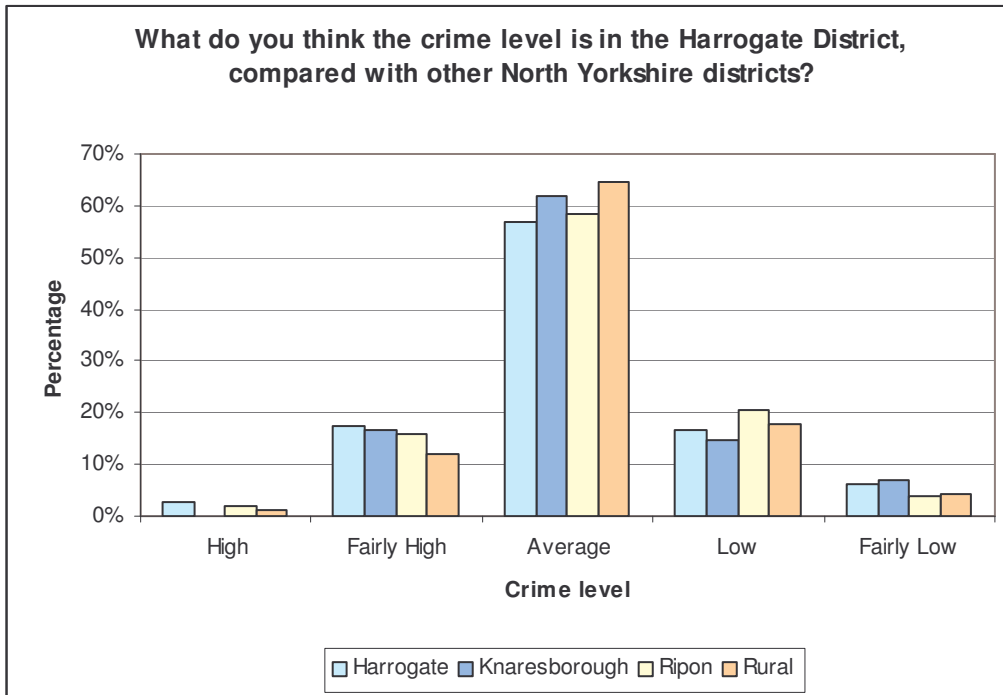
#### 6.4 Cross tabulation by Area

When responses were cross tabulated by area it was found that:

- The majority of respondents from all ward areas thought the crime level in the Harrogate District was average compared with other North Yorkshire districts.

**Table 10.** What do you think the crime level is in the Harrogate District, compared with other North Yorkshire districts?

	Harrogate		Knaresborough		Ripon		Rural	
	<i>no</i>	%	<i>no</i>	%	<i>no</i>	%	<i>no</i>	%
<b>High</b>	13	2.8%	0	0	2	1.8%	4	1.3%
<b>Fairly High</b>	80	17.5%	17	16.7%	17	15.7%	37	12.1%
<b>Average</b>	261	57%	63	61.8%	63	58.3%	197	64.6%
<b>Low</b>	76	16.6%	15	14.7%	22	20.4%	54	17.7%
<b>Fairly Low</b>	28	6.1%	7	6.9%	4	3.7%	13	4.3%
<b>Total</b>	458		102		108		305	

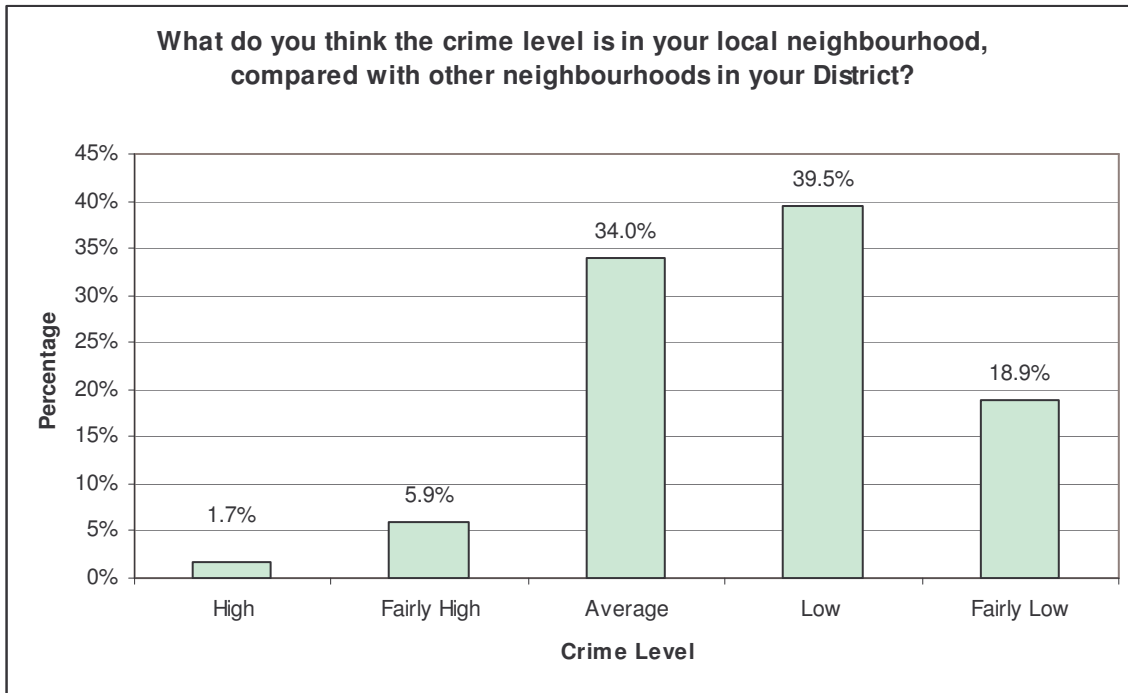


- 6.5 In question 2 respondents were asked what they thought the crime level is in their local neighbourhood, compared with other neighbourhoods in their District. It was found that:
- A slightly higher percentage of respondents thought that the crime level in their local neighbourhood was low (39.5%) compared with other neighbourhoods in their district.

**Table 11.** What do you think the crime level is in your local neighbourhood, compared with other neighbourhoods in your District?

	<i>No</i>	<i>%</i>
<b>High</b>	<b>17</b>	<b>1.7%</b>
<b>Fairly High</b>	<b>58</b>	<b>5.9%</b>
<b>Average</b>	<b>336</b>	<b>34%</b>
<b>Low</b>	<b>391</b>	<b>39.5%</b>
<b>Fairly Low</b>	<b>187</b>	<b>18.9%</b>
<b>Total</b>	<b>989</b>	

\*3 Respondents did not answer this question



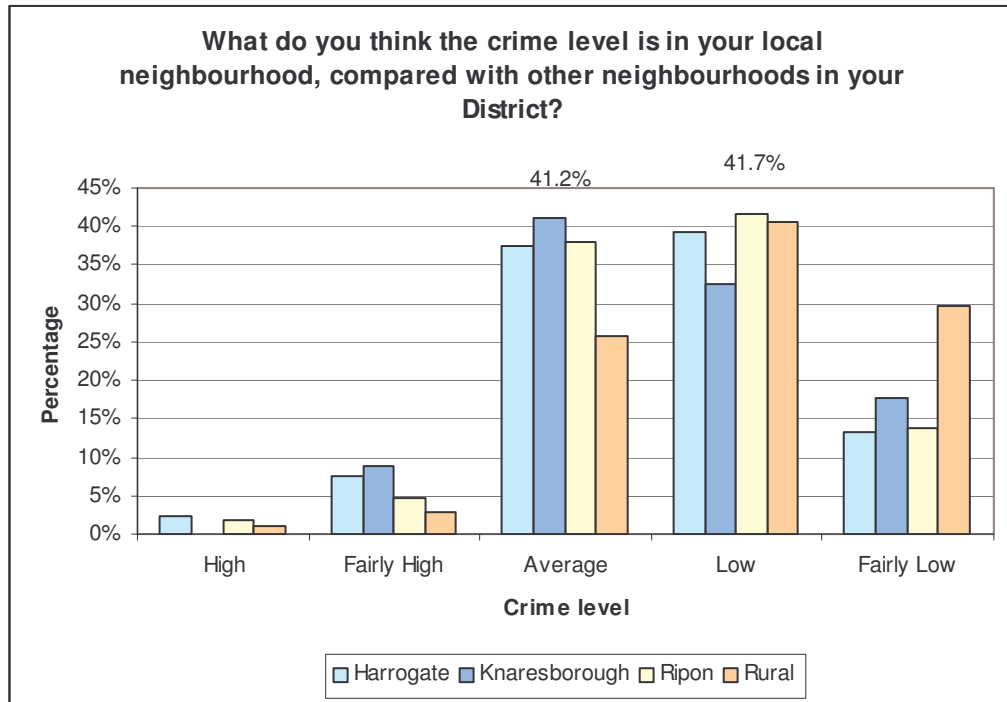
### 6.6 Cross tabulation by Area

When responses were cross tabulated by area it was found that:

- A higher percentage of respondents in Harrogate, Ripon and Rural wards thought crime levels in their local neighbourhood were low compared to other neighbourhoods in the district.
- A higher percentage of respondents in Knaresborough wards thought crime levels in their neighbourhood were average compared with other neighbourhoods in the district.

**Table 12.** What do you think the crime level is in your local neighbourhood, compared with other neighbourhoods in your District?

	Harrogate		Knaresborough		Ripon		Rural	
	<i>no</i>	%	<i>no</i>	%	<i>no</i>	%	<i>no</i>	%
<b>High</b>	11	2.4%	0	0	2	1.8%	3	1%
<b>Fairly High</b>	35	7.6%	9	8.8%	5	4.6%	9	2.9%
<b>Average</b>	172	37.5%	42	41.2%	41	38%	79	25.7%
<b>Low</b>	180	39.2%	33	32.4%	45	41.7%	125	40.7%
<b>Fairly Low</b>	61	13.2%	18	17.6%	15	13.9%	91	29.6%
<b>Total</b>	459		102		108		307	



- 6.7 In question 3 respondents were asked if they knew their local neighbourhood police officers. It was found that:
- 86.4% of respondents do not know their local neighbourhood police officers.

**Table 13. Do you know your local neighbourhood police officers?**

	<i>No</i>	<i>%</i>
<b>Yes</b>	<b>134</b>	<b>13.6%</b>
<b>No</b>	<b>852</b>	<b>86.4%</b>
<b>Total</b>	<b>986</b>	

\*6 Respondents did not answer this question

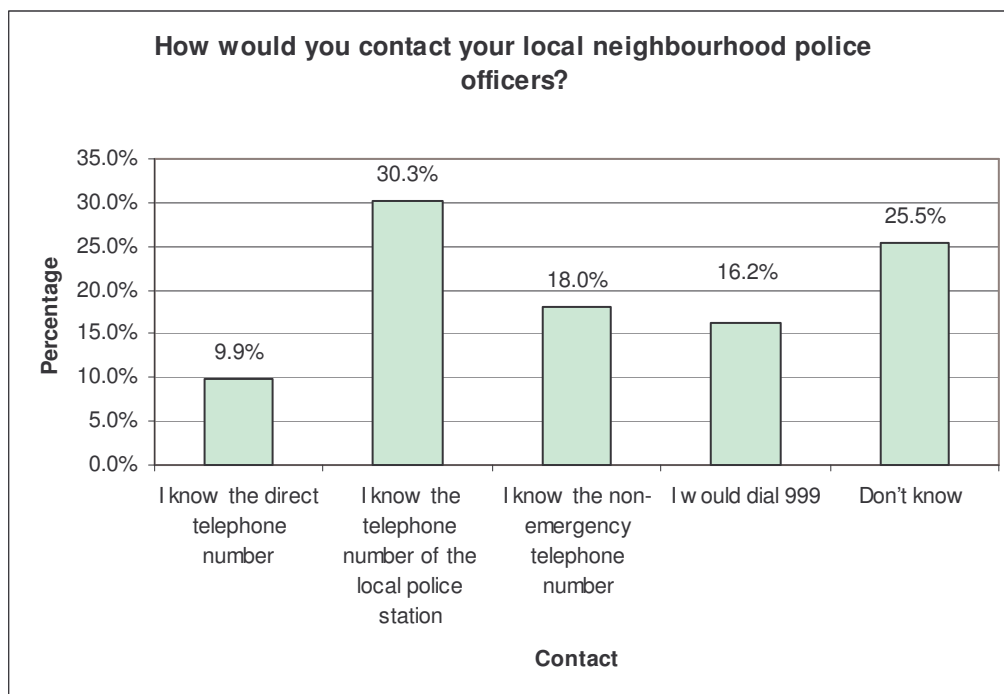


6.7 In question 4 respondents were asked how they would contact their local neighbourhood police officers. It was found that:

- Whilst 25.5% of respondents did not know how they would contact their local neighbourhood police officer, 30.3% stated they knew the number of the local police station.

<b>Table 16</b> How would you contact your local neighbourhood police officers?		
	<i>no</i>	<i>%</i>
<b>I know the direct telephone number</b>	<b>98</b>	<b>9.9%</b>
<b>I know the telephone number of the local police station</b>	<b>299</b>	<b>30.3%</b>
<b>I know the non-emergency telephone number</b>	<b>178</b>	<b>18%</b>
<b>I would dial 999</b>	<b>160</b>	<b>16.2%</b>
<b>Don't know</b>	<b>252</b>	<b>25.5%</b>
<b>Total</b>	<b>987</b>	

\* 5 Respondents did not answer this question



6.8 In question 5 respondents were asked what problems they had in their neighbourhood, and also to rate how serious they considered these problems:

In order to establish which potential problem areas are considered the most serious to respondents, a simple arithmetical format was designed to show strength of feeling associated with each potential problems area.

Within the questionnaire, potential problem areas were stated which required the respondent to rate each area as a serious problem, a slight problem, not a problem or whether they don't know. For the purpose of analysis the don't know responses were discounted. The following values were assigned to the responses:

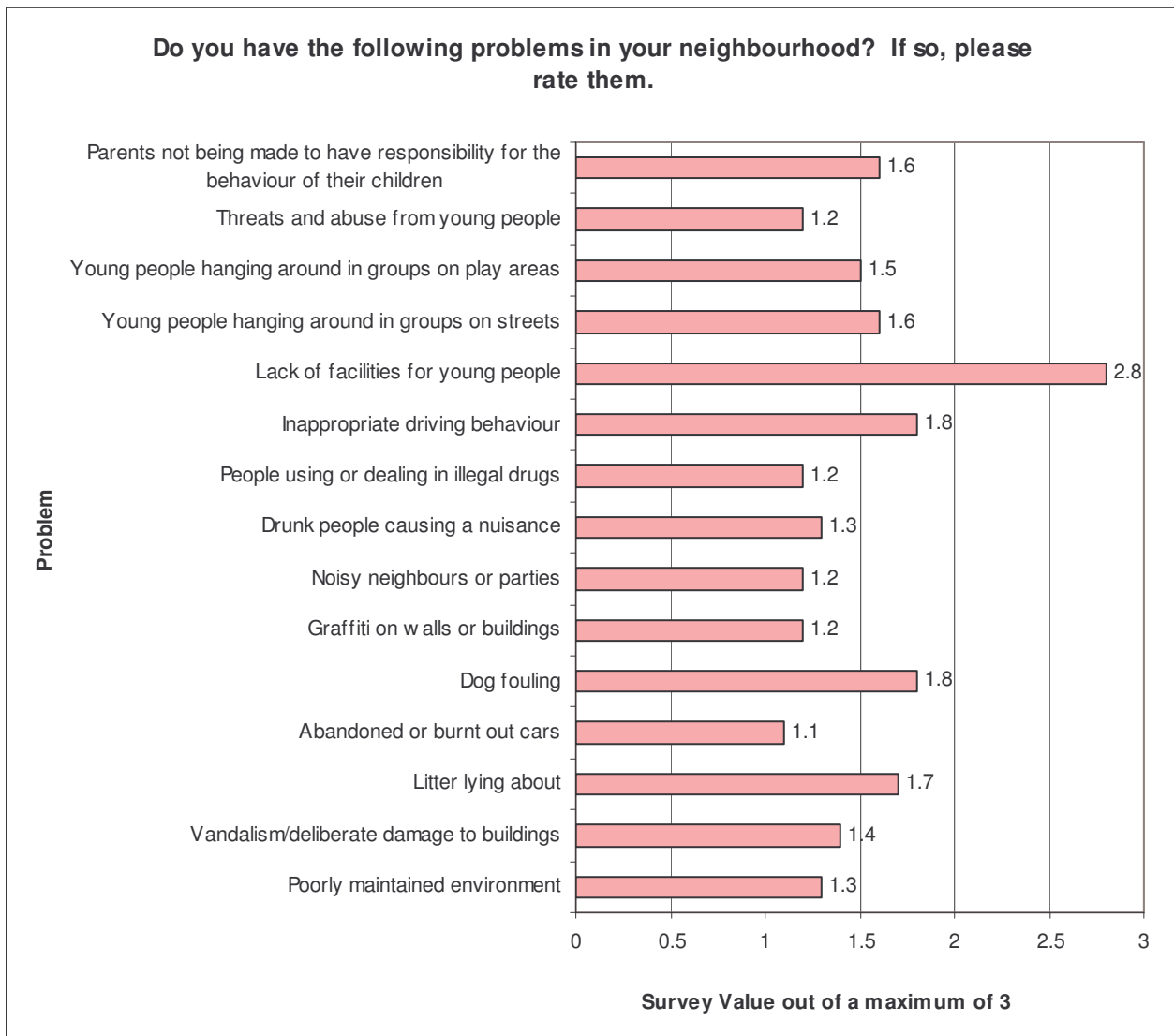
- Serious problem – Value 3.00
- Slight problem – Value 2.00
- Not a problem – Value 1.00

For each problem area a total value based on the responses received has been generated (*survey value*). An average survey value is then calculated based on the number of responses to a particular question.

In simple terms, the lower the average survey value a question generates the less the potential problem area is seen as a problem.

The average survey values for each statement are shown below. These results indicate that lack of facilities for young people is regarded as the more serious of problem, whilst abandoned or burnt out cars are considered the least problematic.

<b>Table 17 Do you have the following problems in your neighbourhood? If so, please rate them</b>	
<b>Problem area</b>	<b>Average Survey Value</b>
Poorly maintained environment	1.3
Vandalism/deliberate damage to buildings	1.4
Litter lying about	1.7
Abandoned or burnt out cars	1.1
Dog fouling	1.8
Graffiti on walls or buildings	1.2
Noisy neighbours or parties	1.2
Drunk people causing a nuisance	1.3
People using or dealing in illegal drugs	1.2
Inappropriate driving behaviour	1.8
Lack of facilities for young people	2.8
Young people hanging around in groups on streets	1.6
Young people hanging around in groups on play areas	1.5
Threats and abuse from young people	1.2
Parents not being made to have responsibility for the behaviour of their children	1.6

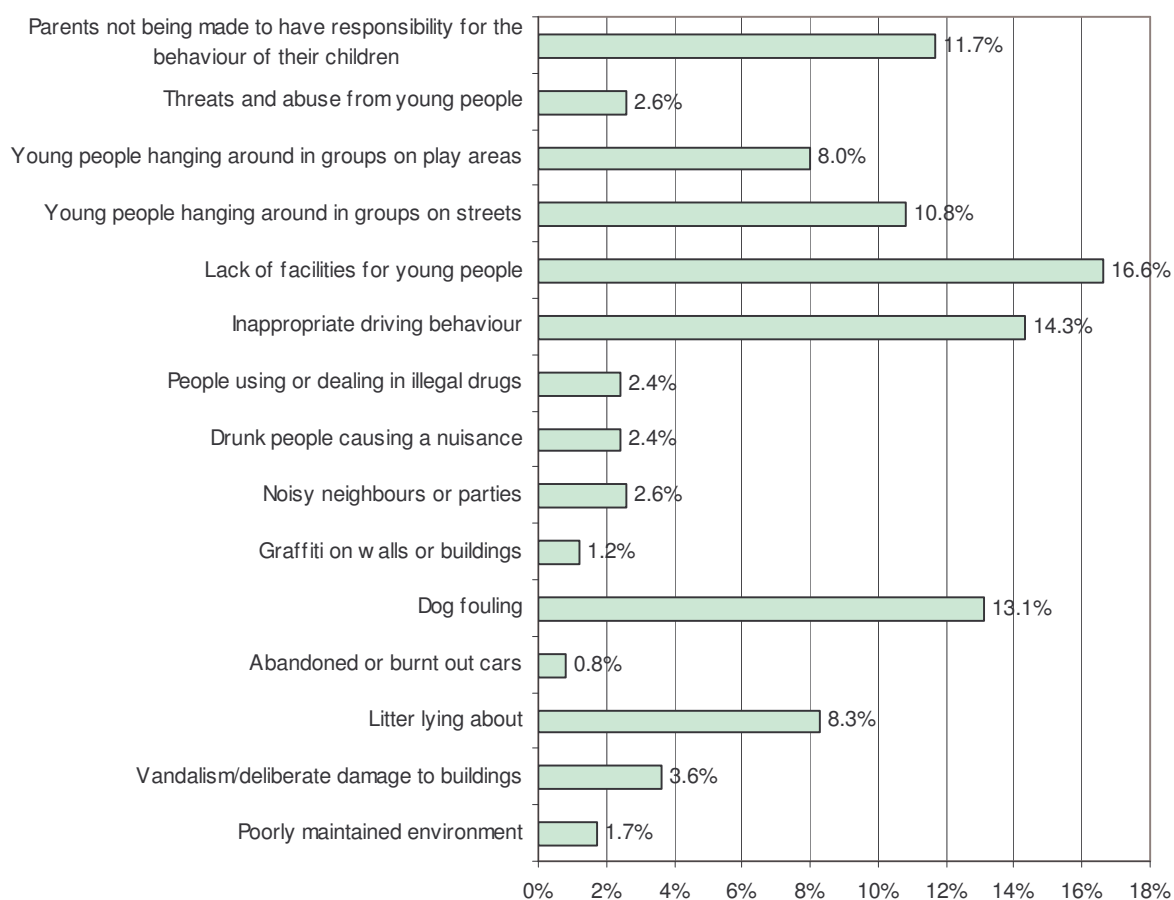


6.8.i When neighbourhood problems rated as serious were analysed it was also found that a higher percentage of such responses rated lack of facilities for young people as a serious problem.

**Table 18. Do you have the following problems in your neighbourhood? Rated serious problem**

	<i>no</i>	<i>%</i>
<b>Poorly maintained environment</b>	<b>19</b>	<b>1.7%</b>
<b>Vandalism/deliberate damage to buildings</b>	<b>39</b>	<b>3.6%</b>
<b>Litter lying about</b>	<b>90</b>	<b>8.3%</b>
<b>Abandoned or burnt out cars</b>	<b>9</b>	<b>0.8%</b>
<b>Dog fouling</b>	<b>142</b>	<b>13.1%</b>
<b>Graffiti on walls or buildings</b>	<b>14</b>	<b>1.2%</b>
<b>Noisy neighbours or parties</b>	<b>28</b>	<b>2.6%</b>
<b>Drunk people causing a nuisance</b>	<b>26</b>	<b>2.4%</b>
<b>People using or dealing in illegal drugs</b>	<b>26</b>	<b>2.4%</b>
<b>Inappropriate driving behaviour</b>	<b>155</b>	<b>14.3%</b>
<b>Lack of facilities for young people</b>	<b>180</b>	<b>16.6%</b>
<b>Young people hanging around in groups on streets</b>	<b>117</b>	<b>10.8%</b>
<b>Young people hanging around in groups on play areas</b>	<b>87</b>	<b>8%</b>
<b>Threats and abuse from young people</b>	<b>28</b>	<b>2.6%</b>
<b>Parents not being made to have responsibility for the behaviour of their children</b>	<b>127</b>	<b>11.7%</b>
<b>Total number rated as serious</b>	<b>1087</b>	

**Do you have the following problems in your neighbourhood?  
Rated as a serious problem**



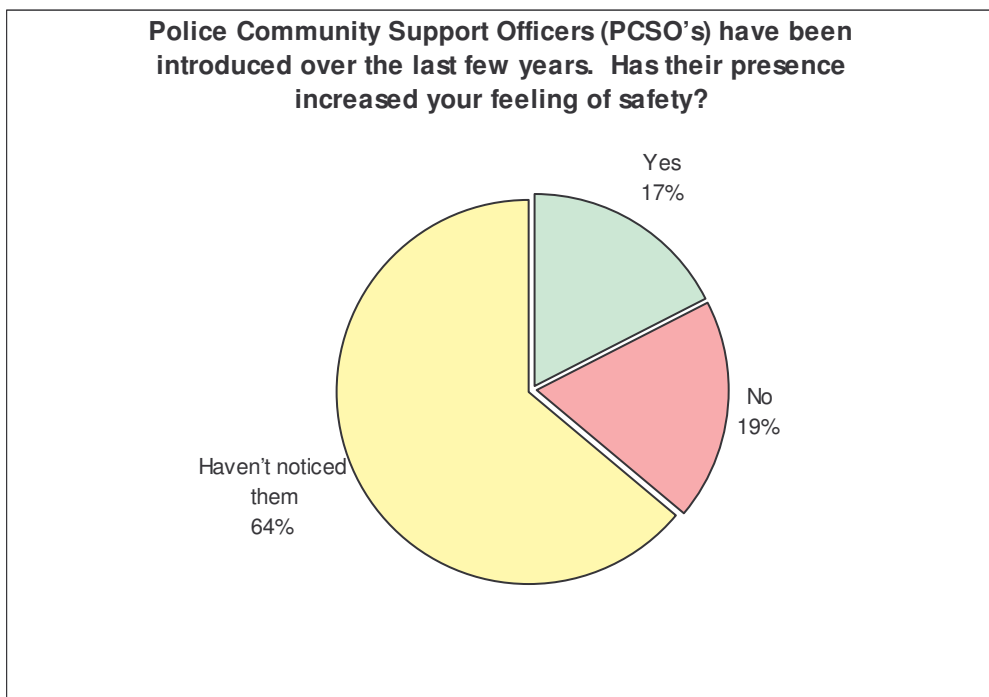
6.9 In question 6 respondents were informed that Police Community Support Officers (PCSO's) have been introduced over the last few years. Respondents were then asked if their presence increased their feeling of safety. It was found that:

- 64% of respondents stated they had not noticed the PCSO's.

**Table 19. Police Community Support Officers (PCSO's) have been introduced over the last few years. Has their presence increased your feeling of safety?**

	<i>no</i>	%
<b>Yes</b>	<b>169</b>	<b>17.4%</b>
<b>No</b>	<b>180</b>	<b>18.6%</b>
<b>Haven't noticed them</b>	<b>621</b>	<b>64%</b>
<b>Total</b>	<b>970</b>	

\*22 Respondents did not answer this question



- 6.10 In question 7 respondents were asked how safe do you feel (or would you feel) walking alone in your neighbourhood out and about in day time and night time. It was found that:
- 73.5% of respondents felt very safe walking alone in their neighbourhood out and about in day time, whilst 38.3% felt very safe at night time.
  - No respondents stated they felt very unsafe in the day time whilst 3.6% stated they felt very unsafe in the night time.

**Table 20.** How safe do you feel (or would you feel) walking alone in your neighbourhood out and about in day time and night time?

	Day time		Night time	
	<i>no</i>	%	<i>no</i>	%
<b>Very safe</b>	705	73.5%	367	38.3%
<b>Fairly safe</b>	215	22.4%	180	18.8%
<b>Neither safe nor unsafe</b>	34	3.5%	227	23.7%
<b>Fairly unsafe</b>	5	0.5%	150	15.6%
<b>Very unsafe</b>	0	0	35	3.6%
<b>Total</b>	959		959	

\*33 Respondents did not answer this question



6.11 In question 8 respondents were asked how worried are you about suffering from various crimes, based on their feelings and experiences over the last 12 months?

In order to establish the extent of worry associated with the various crimes a simple arithmetical format was designed to show strength of worry associated with each crime area.

Within the questionnaire, crimes were stated which required the respondent to rate the extent of their worry associated with each crime, they were given the following possible responses: very worried, fairly worried, not very worried or not applicable. For the purpose of analysis the not applicable responses were discounted. The following values were assigned to the responses:

- Very worried – Value 3.00
- Fairly worried – Value 2.00
- Not very worried – Value 1.00

For each problem area a total value based on the responses received has been generated (*survey value*). An average survey value is then calculated based on the number of responses to a particular question.

In simple terms, the lower the average survey value a question generates the lesser the worry attached to the issue.

The average survey values for each statement are shown below. These results indicate that having your car damaged is the crime that respondents are most worried about (survey value of 1.6 out of a possible value of 3).

**Table 21** How worried are you about suffering from various crimes, based on their feelings and experiences over the last 12 months?

Crime area	Average Survey Value
Having your house burgled	1.5
Having your shed burgled	1.5
Having your car stolen	1.4
Having your car broken into	1.5
Having your car damaged	1.6
Having a pedal cycle stolen	1.3
Having property damaged by arson	1.1
Being mugged or robbed	1.3
Being harassed by drunk people	1.5
Being assaulted by a stranger	1.2
Being sexually assaulted or harassed	1.2
Being personally victimised e.g due to colour/sexuality	1.1
Vandalism or damage to your home or garden	1.2
Being assaulted or threatened on public transport	1.2

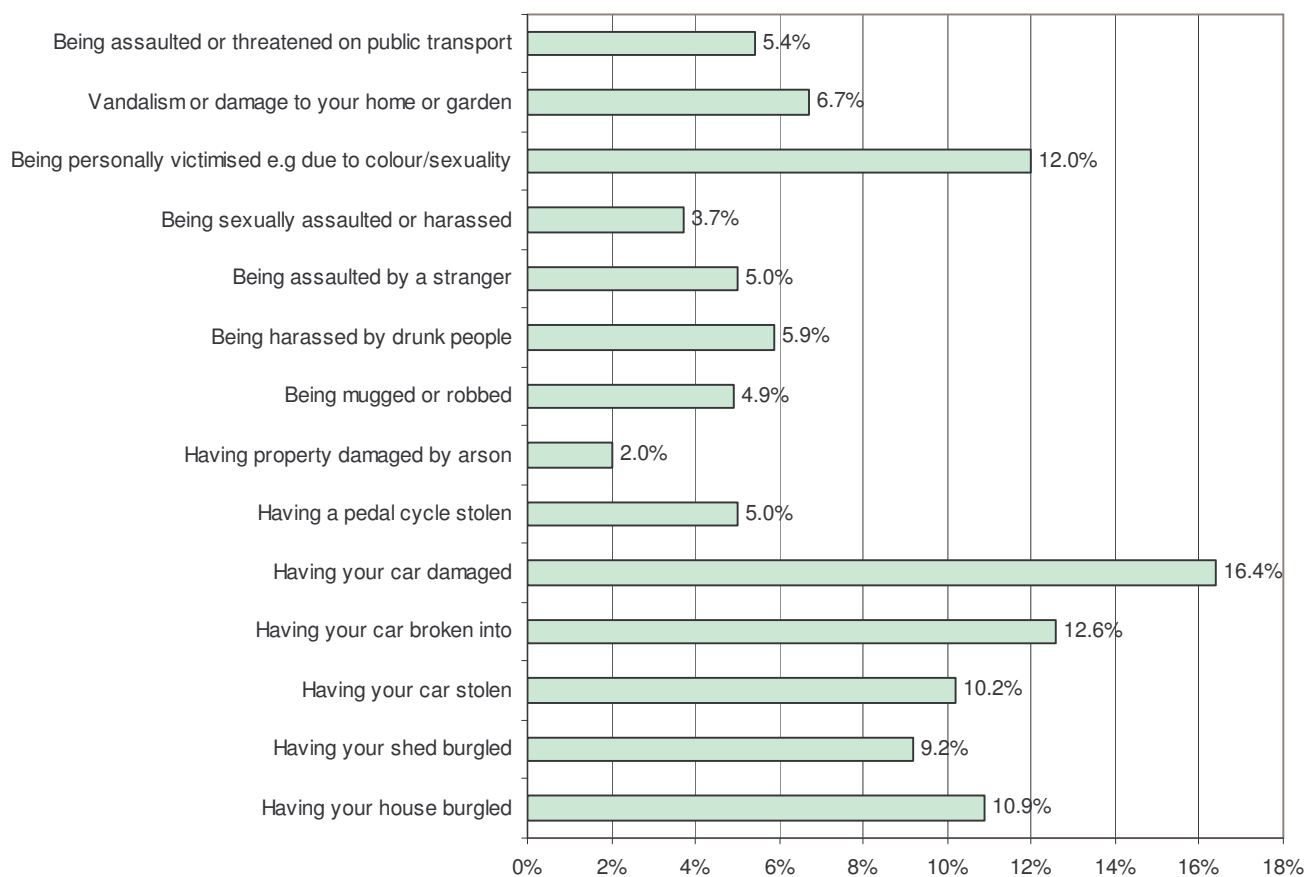
**How worried are you about suffering from various crimes, based on their feelings and experiences over the last 12 months?**



6.11.i When the 'very worried, responses were analysed it was found that a highest percentage of such responses concerned being very worried about having their car damaged and the least percentage concerned being very worried about having their property damaged by arson or being personally victimised e.g. due to colour/sexuality.

<b>Table 22 How worried are you about suffering from various crimes, based on their feelings and experiences over the last 12 months? Rated Very Worried</b>		
	<i>no</i>	%
<b>Crime area</b>		
Having your house burgled	65	10.9%
Having your shed burgled	55	9.2%
Having your car stolen	61	10.2%
Having your car broken into	75	12.6%
Having your car damaged	98	16.4%
Having a pedal cycle stolen	30	5%
Having property damaged by arson	12	2%
Being mugged or robbed	29	4.9%
Being harassed by drunk people	35	5.9%
Being assaulted by a stranger	30	5%
Being sexually assaulted or harassed	22	3.7%
Being personally victimised e.g due to colour/sexuality	12	2%
Vandalism or damage to your home or garden	40	6.7%
Being assaulted or threatened on public transport	32	5.4%
<b>Total</b>	<b>596</b>	

**How worried are you about suffering from various crimes, based on their feelings and experiences over the last 12 months? Rated Very Worried**



**CRIME PREVENTION**

7.0 The second section is specific to crime prevention

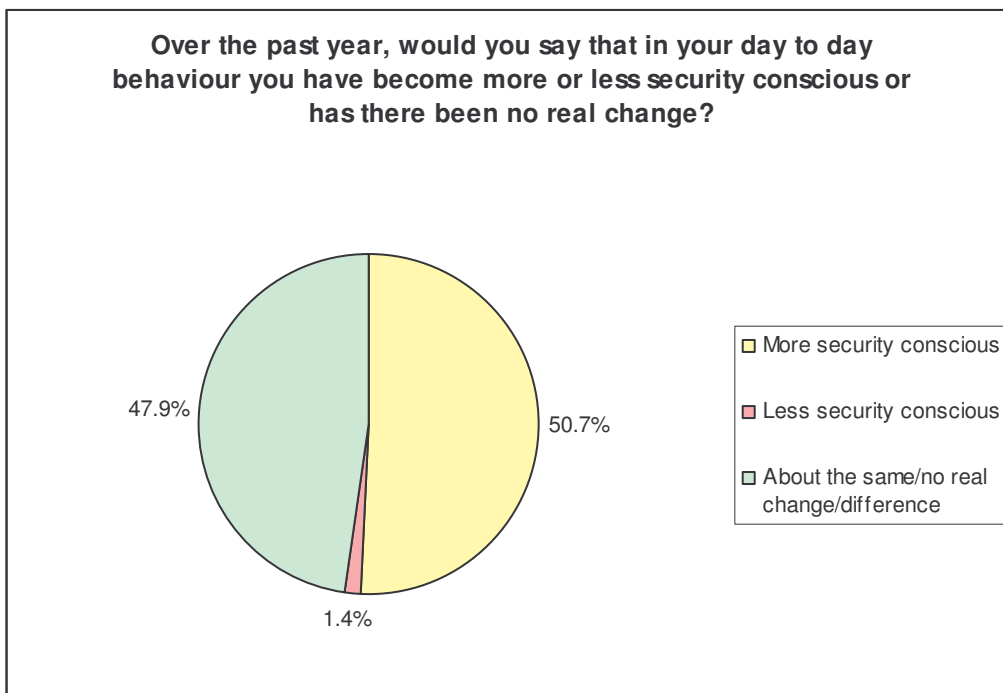
7.1 Question 9 informed respondents that there are ways of being security conscious in their day to day behaviour. Respondents were then asked over the past year, would you say that in your day to day behaviour you have become more or less security conscious or has there been no real change? It was found that:

- 50.7% of respondents felt they had become more security conscious in their day to day behaviour over the past year.

**Table 23.** Over the past year, would you say that in your day to day behaviour you have become more or less security conscious or has there been no real change?

	<i>no</i>	%
<b>More security conscious</b>	<b>494</b>	<b>50.7%</b>
<b>Less security conscious</b>	<b>14</b>	<b>1.4%</b>
<b>About the same/no real change/difference</b>	<b>467</b>	<b>47.9%</b>
<b>Total</b>	<b>975</b>	

\*17 Respondents did not answer this question



### HARROGATE TOWN CENTRE

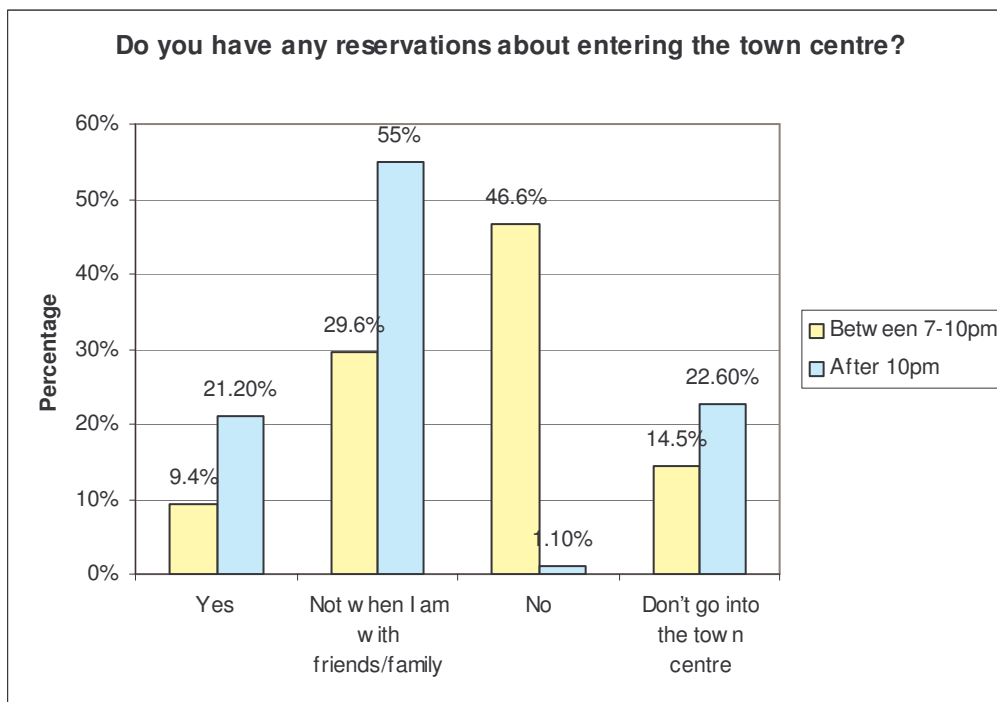
8.00 The third section asked questions specific to feelings of safety within Harrogate town centre

8.1 In question 10 respondents were asked if they had any reservations about entering the town centre both between 7-10pm and after 10pm. It was found that:

- A higher percentage of respondents do not have reservations about entering the town centre between 7-10pm.
- A majority of respondents stated they did not have any reservations about entering the town centre after 10pm when they were with friends and/or family.

<b>Table 24. Do you have any reservations about entering the town centre?</b>				
	<b>Between 7-10pm</b>		<b>After 10pm</b>	
	<b>No</b>	<b>%</b>	<b>no</b>	<b>%</b>
<b>Yes</b>	92	9.4%	208	21.2%
<b>Not when I am with friends/family</b>	290	29.6%	540	55%
<b>No</b>	457	46.6%	11	1.1%
<b>Don't go into the town centre</b>	142	14.5%	222	22.6%
<b>Total</b>	981		981	

\*11 Respondents did not answer this question

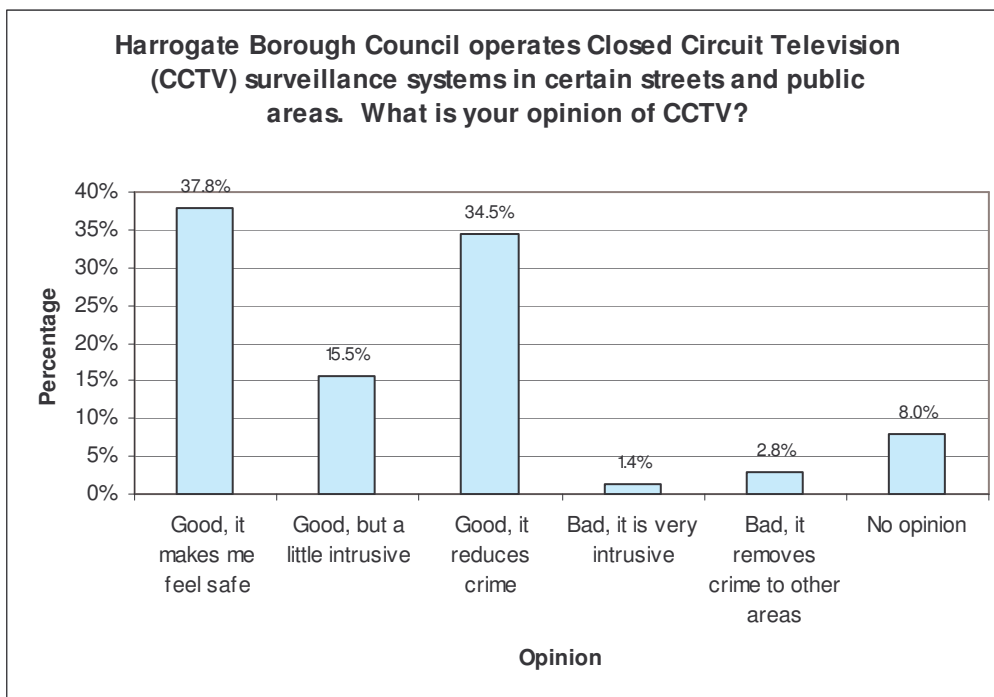


- 8.2 In question 11 respondents were informed that Harrogate Borough Council operates Closed Circuit Television (CCTV) surveillance systems in certain streets and public areas. Respondents were asked what is your opinion of CCTV? It was found that:
- A higher percentage of respondents (37.8%) thought that CCTV surveillance systems were good as they made them feel safe.
  - A slightly lower percentage of respondents (34.5%) thought CCTV was good as it reduces crime.

**Table 25** Harrogate Borough Council operates Closed Circuit Television (CCTV) surveillance systems in certain streets and public areas. What is your opinion of CCTV?

	<i>no</i>	%
<b>Good, it makes me feel safe</b>	<b>374</b>	<b>37.8%</b>
<b>Good, but a little intrusive</b>	<b>153</b>	<b>15.5%</b>
<b>Good, it reduces crime</b>	<b>341</b>	<b>34.5%</b>
<b>Bad, it is very intrusive</b>	<b>14</b>	<b>1.4%</b>
<b>Bad, it removes crime to other areas</b>	<b>28</b>	<b>2.8%</b>
<b>No opinion</b>	<b>79</b>	<b>8%</b>
<b>Total</b>	<b>989</b>	

\*3 Respondents did not answer this question

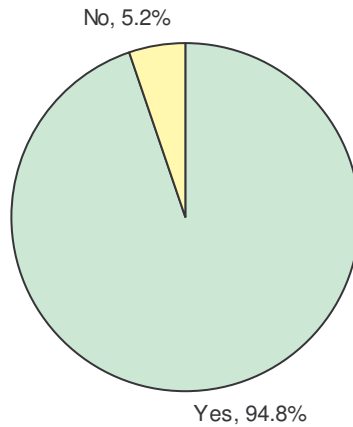


8.3 In question 12 respondents were informed that CCTV covers multi-storey and surface level car parks. Respondents were asked if they expect CCTV in Harrogate Borough Council operated car parks. It was found that:

- The vast majority of respondents (94.8%) expected CCTV in Harrogate Borough Council operated car parks.

<b>Table 26 CCTV covers multi-storey and surface level car parks. Respondents were asked do you expect CCTV in Harrogate Borough Council operated car parks?</b>		
	<i>no</i>	%
<b>Yes</b>	<b>927</b>	<b>94.8%</b>
<b>No</b>	<b>51</b>	<b>5.2%</b>
<b>Total</b>	<b>978</b>	
*14 Respondents did not answer this question		

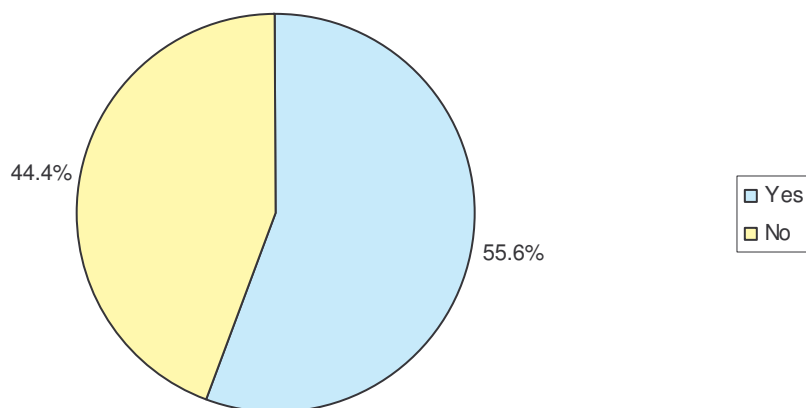
**CCTV covers multi-storey and surface level car parks. Do you expect CCTV in Harrogate Borough Council operated car parks?**



- 8.4 In question 13 respondents were asked if they were aware of the existence of Alcohol Restricted Zones. It was found that:
- The majority of respondents were aware of the existence of Alcohol Restricted zones.

Table 25 Are you aware of the existence of Alcohol Restricted Zones?		
	<i>no</i>	%
<b>Yes</b>	<b>550</b>	<b>55.6%</b>
<b>No</b>	<b>441</b>	<b>44.4%</b>
<b>Total</b>	<b>991</b>	
*1 Respondent did not answer this question		

**Are you aware of the existence of Alcohol Restricted Zones?**

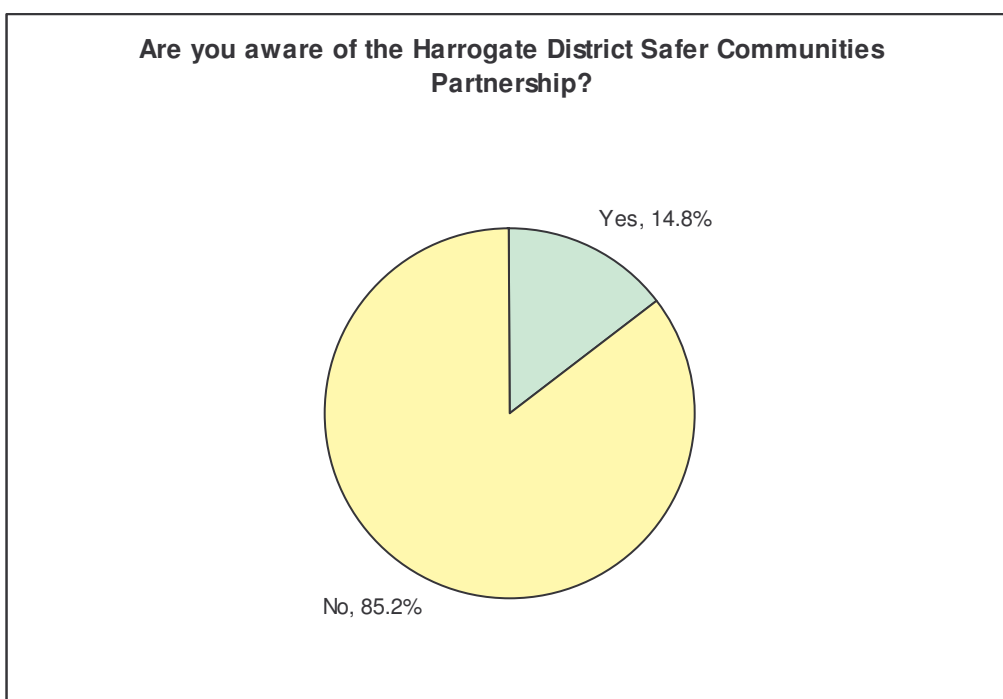


9.0 In the final section of the questionnaire general questions regarding feelings of safety were asked.

9.1 In question 14 respondents were asked if they were aware of the Harrogate District Safer Communities Partnership. It was found that:

- A high percentage of respondents (85.2%) were aware of the Harrogate District Safer Communities Partnership.

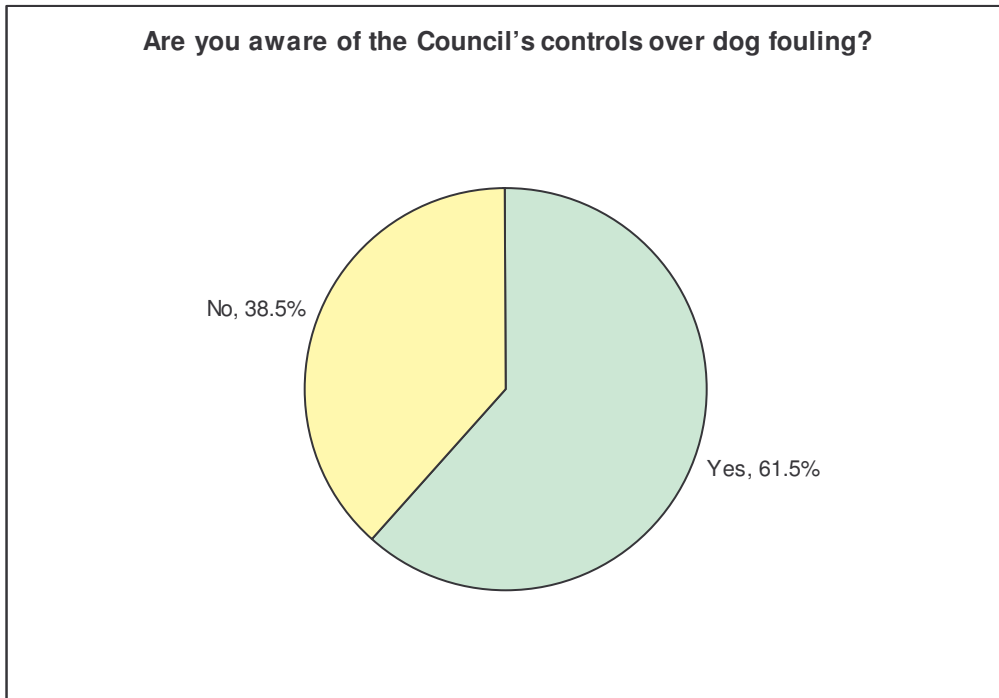
<b>Table 26 Are you aware of the Harrogate District Safer Communities Partnership?</b>		
	<i>no</i>	%
<b>Yes</b>	<b>146</b>	<b>14.8%</b>
<b>No</b>	<b>843</b>	<b>85.2%</b>
<b>Total</b>	<b>989</b>	
*3 Respondents did not answer this question		



9.2 In question 15 respondents were asked are you aware of the Council's controls over dog fouling? It was found that:

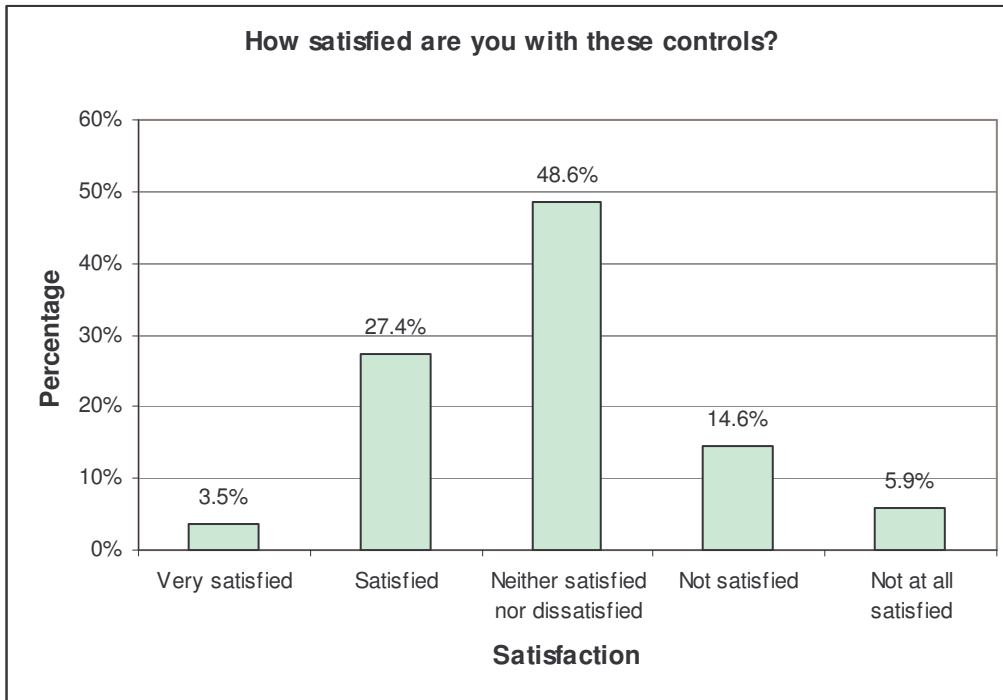
- The majority of respondents were aware of the Council's controls over dog fouling.

<b>Table 27 Are you aware of Council's controls over dog fouling?</b>		
	<i>no</i>	%
<b>Yes</b>	<b>608</b>	<b>61.5%</b>
<b>No</b>	<b>381</b>	<b>38.5%</b>
<b>Total</b>	<b>989</b>	
*3 Respondents did not answer this question		



- 9.3 Finally in question 16 respondents were asked how satisfied are you with these controls? It was found that:
- The highest percentage of respondents (48.6%) stated they were neither satisfied nor dissatisfied with these controls.

<b>Table 28 How satisfied are you with these controls?</b>		
	<i>no</i>	%
<b>Very satisfied</b>	<b>35</b>	<b>3.5%</b>
<b>Satisfied</b>	<b>271</b>	<b>27.4%</b>
<b>Neither satisfied nor dissatisfied</b>	<b>481</b>	<b>48.6%</b>
<b>Not satisfied</b>	<b>144</b>	<b>14.6%</b>
<b>Not at all satisfied</b>	<b>58</b>	<b>5.9%</b>
<b>Total</b>	<b>989</b>	
*3 Respondents did not answer the question		



## 10.0 Further Analysis

10.1 Cross tabulation of any of the questions within the Measuring Feelings of Safety survey are available on request from Fiona Friday, Community Engagement Officer, Department of Corporate Policy and Improvement. The following cross tabulations are available:

- Gender
- Age
- Employment
- Physical/mental impairment
- Carer/non carer
- Ward (specific ward or combined Harrogate and/or Knaresborough and/or Ripon wards and/or Rural wards)
- Ethnicity

### Measuring Feelings of Safety

Harrogate Borough Council is committed to helping the district to be a safe place for people to live in and has made this one of its Corporate Priorities.

Much work has been done in the past by the Council and other key partners to tackle crime and disorder resulting in the current low levels of reported crimes.

Work still has to be done to reduce crime and disorder further. The Council would like your help in identifying what concerns you most so it can target its actions and work with other partners to help achieve the Council priority to keep the district safe.

#### Your home and neighbourhood

**Q1** What do you think the crime level is in the Harrogate District, compared with other North Yorkshire districts? *Please tick one box*

- High.....  1
- Fairly high.....  2
- Average .....  3
- Low.....  4
- Fairly Low.....  5

**Q2** What do you think the crime level is in your local neighbourhood, compared with other neighbourhoods in your District? *Please tick one box*

- High.....  1
- Fairly High.....  2
- Average .....  3
- Fairly Low.....  4
- Low.....  5

**Q3** Do you know your local neighbourhood police officers?

*Please tick one box*

- 1 Yes
- 2 No

**Q4** How would you contact your local neighbourhood police officers?

*Please tick one box*

- I know the direct telephone number.....  1
- I know the telephone number of the local police station.....  2
- I know the non-emergency telephone number.....  3
- I would dial 999 .....  4
- Don't know .....  5

**Q5 Do you have the following problems in your neighbourhood? If so, please rate them.**

*Please tick one box for each problem*

	<i>Serious problem (1)</i>	<i>Slight problem (2)</i>	<i>Not a problem (3)</i>	<i>Don't Know (4)</i>
1. Poorly maintained environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Vandalism/deliberate damage to buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Litter lying about	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Abandoned or burnt out cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Graffiti on walls or buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Noisy neighbours or parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Drunk people causing a nuisance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. People using or dealing in illegal drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Inappropriate driving behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Lack of facilities for young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Young people hanging around in groups on streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Young people hanging around in groups on play areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Threats and abuse from young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Parents not being made to have responsibility for the behaviour of their children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q6 Police Community Support Officers (PCSO's) have been introduced over the last few years. Has their presence increased your feeling of safety? Please tick one box**

- 1 Yes
- 2 No
- 3 Haven't noticed them

**Q7 How safe do you feel (or would you feel) walking alone in your neighbourhood out and about in day time and night time? Please tick one box**

	<i>Daytime (1)</i>	<i>Night time (2)</i>
Very safe	<input type="checkbox"/>	<input type="checkbox"/>
Fairly safe	<input type="checkbox"/>	<input type="checkbox"/>
Neither safe nor unsafe	<input type="checkbox"/>	<input type="checkbox"/>
Fairly unsafe	<input type="checkbox"/>	<input type="checkbox"/>
Very unsafe	<input type="checkbox"/>	<input type="checkbox"/>

**Q8 How worried are you about suffering from the following crimes, based on your feelings and experiences over the last 12 months?**

*Please tick one box for each concern*

	<i>Very worried (1)</i>	<i>Fairly worried (2)</i>	<i>Not very worried (3)</i>	<i>n/a (4)</i>
1. Having your house burgled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Having your shed burgled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Having your car stolen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Having your car broken into	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Having your car damaged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Having a pedal cycle stolen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Having property damaged by arson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Being mugged or robbed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Being harassed by drunk people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Being assaulted by a stranger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Being sexually assaulted or harassed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Being personally victimised e.g. due to colour/sexuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Vandalism or damage to your home or garden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Being assaulted or threatened on public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Crime Prevention**

**Q9 There are ways of being security conscious in your day to day behaviour. Over the past year, would you say that in your day to day behaviour you have become more or less security conscious or has there been no real change? *Please tick one box***

- More security conscious .....  1
- Less security conscious .....  2
- About the same/no real change/difference .....  3

**The Harrogate Town Centre**

**Q10 Do you have any reservations about entering the town centre?**

*Please tick one box for each time scale*

	<i>Between 7-10pm (1)</i>	<i>After 10pm (2)</i>
Yes	<input type="checkbox"/>	<input type="checkbox"/>
Not when I am with friends/family	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>
Don't go into the town centre	<input type="checkbox"/>	<input type="checkbox"/>

**Q11 Harrogate Borough Council operates Closed Circuit Television (CCTV) surveillance systems in certain streets and public areas. What is your opinion of CCTV?**  
*Please tick one box*

- Good, it makes me feel safe .....  1
- Good, but a little intrusive .....  2
- Good, it reduces crime .....  3
- Bad, its very intrusive .....  4
- Bad, it moves crime to other areas .....  5
- No opinion .....  6

**Q12 CCTV covers multi-storey and surface level car parks. Do you expect CCTV in Harrogate Borough Council operated car parks?**  
*Please tick one box*

- 1 Yes
- 2 No

**Q13 Are you aware of the existence of Alcohol Restricted Zones?**  
*Please tick one box*

- 1 Yes
- 2 No

**General**

**Q14 Are you aware of the Harrogate District Safer Communities Partnership?**  
*Please tick one box*

- 1 Yes
- 2 No

**Q15 Are you aware of the Council's controls over dog fouling?**  
*Please tick one box*

- 1 Yes
- 2 No

**Q16 How satisfied are you with these controls?**  
*Please tick one box*

- Very satisfied .....  1
- Satisfied .....  2
- Neither satisfied nor dissatisfied..  3
- Not satisfied.....  4
- Not at all satisfied .....  5

## Harrogate Borough Council's Budget 2007/2008

Questions 17 to 25 are seeking your views on Harrogate Borough Council's Budget for 2007/8 and proposed Council Tax rise. We understand that you may wish to make further comment and a space for this purpose is provided at Question 25.

In July 2006 the Cabinet agreed the following proposals relating to the Council's budget:-

- ▶ Increase the overall budget by 4.95% to £23.122m
- ▶ Increase fees and charges by 3.9% (Calculated rate of inflation)
- ▶ Make efficiency savings of 2% of which 0.75% must be cash based
- ▶ Plan to receive a 5.6% grant increase from Central Government

If this is achieved without any new spending the Council Tax will increase by 4.4%. However, there are considerable pressures for new spending to meet a number of areas of work. These are:-

**Waste Recycling and Waste Collection** - the Council is required to meet Government targets on recycling and compost or face financial penalties.

**Customer Services and IT Investment** - there is a requirement to meet Government targets regarding providing local people easy access to Council services electronically.

**Health and Safety** - there is a need to invest in the Council's facilities and buildings, particularly cemetery walls and memorial safety to make them safe to the public.

**Homelessness** - the Council is focussing on reducing the level of homelessness and the cost of temporary accommodation.

The Council must decide if it wishes to invest further in these areas and is seeking views on the priorities for investment. As a guide, a 1% increase in Council Tax produces an additional £90,000 to spend. However, if the Council increases its Council Tax above 5% it will face financial penalties from the Government.

### Q17 Were you aware that of the Council Tax billed in 2006/7:

- ▶ 14.6% is for Harrogate Borough Council.
- ▶ 67.7% is for North Yorkshire County Council.
- ▶ 13.6% is for North Yorkshire Police Authority.
- ▶ 4.1% is for North Yorkshire Fire and Rescue Service.

*Please tick one box*

Aware            **Go to question 18** .....     Go to Q18  
Not aware       **Go to question 19** .....     Go to Q19

### Q18 If Aware, how did you know? (please specify)

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### Q19 What is your preferred Council Tax rise? Please tick one box

- Less than 4.4%** (this will lead to cuts in existing services and/or a further increase in fees and charges) .....
- 4.4%** (services will remain as they are) .....
- 4.4 - 4.9%** (this will enable some of the additional expenditure detailed above)

**Q20 Do you agree that additional expenditure should be spent in 2007/8 in any of the following areas? Please tick one box for each statement.**

	Yes	No
Recycling and Waste Collection.	<input type="checkbox"/>	<input type="checkbox"/>
Customer Services and IT investment.	<input type="checkbox"/>	<input type="checkbox"/>
Measures to reduce the level and cost of homelessness	<input type="checkbox"/>	<input type="checkbox"/>

Other \_\_\_\_\_  
 \_\_\_\_\_  
*If you think additional expenditure should be spent in an area not specified above please specify*

**Q21 If you answered Yes to more than one of the additional expenditure areas in question 20, please prioritise. Please tick one box for each statement**

	<i>First Priority</i>	<i>Second priority</i>	<i>Third priority</i>
Recycling and Waste Collection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Services and IT investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Measures to reduce the level and cost of homelessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q22 In order to achieve the lowest Council Tax rise, in what order would you do the following? Please tick one box for each statement**

	<i>First</i>	<i>Second</i>	<i>Third</i>
Reduce existing Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not undertake the additional expenditure (explained above)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase existing fees and charges for services by more than 3.9%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduce new charges for services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q23 Which services would you reduce? (please specify)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Q24 For which of the following services would you increase the fees? (Please note some fees are statutory or set by regulatory bodies and so are not included here)**

- Please tick all that apply*
- Hire/letting of Council premises.....
  - Environmental (including refuse collection, recycling, licensing, pollution).....
  - Car parking .....
  - Bereavement services (Cemeteries, Crematorium).....
  - Sports Centres / Swimming Pools / Outdoor Recreation .....

**Q25** Please use this space to write any comments or suggestions you have regarding questions 17-24 above.

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**Personal Details**

**Q26** Are you? Please tick one box

1 Male

2 Female

**Q27** How old are you? Please tick one box

17-24.....  1

55-64.....  5

25-34.....  2

65-74.....  6

35-44.....  3

75+.....  7

45-54.....  4

**Q28** Are you? Please tick one box

Employed.....  1

Retired.....  4

Self employed.....  2

Student.....  5

Unemployed.....  3

Looking after family or home.....  6

**Q29** Do you consider yourself to have a physical or mental impairment that has a substantial and longterm effect on your ability to carry out normal day to day activities?

Please tick one box

1 Yes

2 No

**Q30** Are you a full-time carer for a disabled, sick or elderly relative or partner?

Please tick one box

1 Yes

2 No

**Q31** Which ward of Harrogate do you live in? Please tick one box

Bilton.....  1

Boroughbridge.....  21

Granby.....  2

Claro.....  22

Harlow Moor.....  3

Killinghall.....  23

High Harrogate.....  4

Kirby Malzeard.....  24

Hookstone.....  5

Lower Nidderdale.....  25

Low Harrogate.....  6

Marston Moor.....  26

New Park.....  7

Mashamshire.....  27

Pannal.....  8

Newby.....  28

Rossett.....  9

Nidd Valley.....  29

Saltergate.....  10

Ouseburn.....  30

Starbeck.....  11

Pateley Bridge.....  31

Stray.....  12

Ribston.....  32

Woodfield.....  13

Spofforth with Lower  
Wharfedale.....  33

Knaresborough East.....  14

Washburn.....  34

Knaresborough King James.....  15

Wathvale.....  35

Knaresborough Scriven Park.....  16

**Unknown Harrogate Ward**.....  36

Ripon Minster.....  17

**Unknown Knaresborough  
Ward**.....  37

Ripon Moorside .....  18  
Ripon spa .....  19  
Bishop Monkton .....  20

**Unknown Ripon Ward** .....  38  
**Unknown Rural Ward** .....  39

**Q32**      **To which of these groups do you consider you belong to?** *Please tick one box*

British .....  1  
Irish .....  2  
Any other White background .....  3  
Caribbean .....  4  
African .....  5  
Any other Black background .....  6  
White and Black Caribbean .....  7  
White and Black African .....  8

White and Asian .....  9  
Any other Mixed background .....  10  
Indian .....  11  
Pakistani .....  12  
Bangladeshi .....  13  
Any other Asian background .....  14  
Chinese .....  15  
Other ethnic group .....  16

*Thank you for completing this questionnaire*