

To the Filwood, Knowle and Windmill Hill Neighbourhood Partnership

Thank you for your query regarding the 2014 Quality of Life survey. We are always keen to find out further details of how the Quality of Life data is put into practical use.

Changes made to the 2014 survey were in the light of direction from Bristol City Council's Strategic Leadership Team (SLT) to modernise the methodology, improve the balance of questions, and make efficiency savings through shortening the questionnaire.

Each question in the survey has an 'owner' in a service team. With respect to being a victim of crime, the owner Safer Bristol felt that, due to the need to review the number of questions, other questions took precedence and would better inform the prioritisation of future service delivery. In addition, Safer Bristol noted that the Police consult and engage with the public on such questions and do share information with the City Council, and the introduction of the new Integrated Victim Service – 'Lighthouse' - will help deliver better services to the victim of crime and be more accessible.

The following questions were included in the 2014 survey at the request of Safer Bristol

- In terms of crime and safety do you feel that, in the last 3 years, your neighbourhood has got better or worse?
- Do you agree or disagree with the following statements?
 - "Locally, anti-social behaviour is a problem"
 - "Fear of crime affects my day-to-day life"
 - "People using drugs is a problem in this area"
 - "Police and local public services are successfully dealing with issues of crime and anti-social behaviour in my area"
- Have you been discriminated against or harassed in the last 12 months because of:
 - Age
 - Disability
 - Religion
 - Sexual orientation
 - Ethnicity / race
 - Gender / sex

In addition the following crime related questions were requested by Public Health

- Do you agree or disagree with the following statements?
 - "Domestic abuse is a private matter"
 - "Sexual harassment is an issue in Bristol"
 - "Women's behaviour can attract and provoke domestic abuse"
 - "Tackling violence against women and children should be a priority in Bristol"

- Who would you contact for help or support if you felt controlled and/or abused within a relationship?

The following questions, related to crime and anti-social behaviour, were excluded from the 2014 survey.

- How safe or unsafe do you feel in your neighbourhood:
 - Outdoors after dark
 - Indoors after dark
 - Outdoors during the day
 - Indoors during the day
- Have you been a victim of crime in the last 12 months?
 - If yes, did you report this crime to the police?
- How big a problem do you think the following environmental issues are in the neighbourhood?
 - People being drunk or rowdy in public places
 - Vandalism
 - Your own personal safety
 - Drug dealing
 - Discarded needles and syringes

As far as reinstating the question “have you been a victim of crime in the last twelve months?” is concerned, it would be helpful to know whether it is desired by other neighbourhood partnerships and how results would be used.

There is limited space in the questionnaire. Room can only be made by dropping current questions.

We will begin reviewing questions for the 2015 survey towards the end of April / beginning of May. We will be accepting submissions from a wider circle of stakeholders and establish criteria against which competing candidate questions can be compared. Priority will be given to performance indicators in the corporate plan. Other considerations might be whether a question helps monitor a contract, informs a particular strategy, is a national indicator, of value at both the city and neighbourhood level or is unobtainable from another source.

We will formalise this process and circulate this via Neighbourhood Partnership Coordinators when we are ready to put it in operation.

Consultation & Intelligence Team

05 February 2015