



Ministry of
JUSTICE



North Liverpool Community Justice Centre

Surveys of local residents

Sian Llewellyn-Thomas and Gillian Prior
TNS

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Executive summary

Background and objectives of community justice

This report presents the findings of a survey of attitudes and perceptions in the area of North Liverpool served by the North Liverpool Community Justice Centre.

Community justice involves the court engaging with the local community and working in partnership with the range of criminal justice agencies, support services, voluntary organisations and community groups to solve the problems caused by offending in the area served by the court. The concept was first developed in the United States in response to the crime problems faced by residents in parts of central New York.

After a visit to the Red Hook Community Court in Brooklyn, New York, the then Home Secretary made a commitment in the Home Office white paper *Respect and Responsibility – Taking a Stand Against Anti-Social Behaviour*¹, published in March 2003, to develop a Community Justice Centre in the UK.

Work then began to identify a suitable location for such a Centre. The criteria that were considered included levels of deprivation, level of recorded crime, truancy and permanent exclusion rates, and the vibrancy of community activity in the area.

The area selected was North Liverpool and the first Community Justice Centre opened in September 2005² serving the neighbourhoods of Anfield, Breckfield, the Eldonian village, Everton Kirkdale, Vauxhall and Walton. The centre is housed in a converted school building and brings together a court and a range of on-site services and facilities for the local community.

The objectives of the Centre are to:

- reduce low-level offending and anti-social behaviour;
- reduce fear of crime and increase public confidence in the Criminal Justice System;
- increase compliance with community sentences;
- increase victims' and witnesses' satisfaction with the Criminal Justice System;
- increase the involvement of the community in the Criminal Justice System; and
- reduce the time from arrest to sentence.

¹ Home Office, Cm 5778

² The Community Justice Centre heard cases on a temporary basis from a courtroom in Liverpool Magistrates' Court from December 2004 whilst the building was under development.

Objectives of the Survey

This survey was commissioned from TNS by the Ministry of Justice (formerly the Department for Constitutional Affairs). It aimed to track progress against two of the Centre's objectives, reducing fear of crime and increasing public confidence in the criminal justice system (CJS) and increasing victims' and witnesses' satisfaction with the CJS, in the 18 months following the launch of the Centre.

Methodology

This report presents the findings and analysis of a three-wave survey carried out amongst residents living in the jurisdiction of the NLCJC. 1407 residents were interviewed at Wave 1 (June-July 2005), 524 at Wave 2 (May-September 2006) and 541 at Wave 3 (December 2006 – January 2007).

Where findings are reported as 'significant' in the text of the report this always means that the findings are '**statistically** significant'. If a finding is statistically significant we can be 95% confident that the percentage increases and decreases are 'real' rather than occurring just by chance.

Limitations

There are some limitations to the methodology used, which must be borne in mind when considering the findings:

- The time period of the research (18 months) may be too brief a period in which to identify changes in attitudes and perceptions, which tend to change gradually.
- It is not possible to ascribe causation to changes observed, and so not possible to state whether changes in attitudes or perceptions can be attributed to the presence of the Centre alone or whether other external factors, such as the media or local factors such as crime rates or the local economy, play a bigger part.
- The sample sizes are small, particularly at Wave 2 and Wave 3, which means that some smaller changes in attitudes, which might have been statistically significant if a larger sample had been interviewed, will not have been identified in this survey.
- Although efforts were made to ensure a wide spread of interviewees, men and young people are under-represented. Consequently the findings may not be representative of the local population.

The North Liverpool Community Justice Centre

The survey examined local peoples' attitudes towards community justice, as well as their awareness of the Centre and its operations. The survey also looked at the community's view of the Centre's impact on crime locally.

A majority of all respondents were positive about the approach and aims of the Centre with 57 per cent at Wave 3 agreeing that *'the Community Justice Centre is a better way of tackling the root causes of crime and antisocial behaviour'*. The same percentage agreed that *'the Centre provides plenty of opportunity for the community to get involved in tackling crime and delivering justice'*.

The majority of respondents, around 70 per cent, reported wanting *'to have a say in what goes on in their local area'*, although 60 per cent felt that it was difficult to influence what happens. A number of respondents were aware (10 per cent at Wave 1, 11 per cent at Wave 2, 12 per cent at Wave 3) that there are community representatives who meet with court staff on a regular basis to raise issues and concerns in the local area.

While the majority of respondents reacted positively to the concept of community justice, fewer were aware that community justice was in operation in their area. At Wave 1 of the survey in June 2005, a fifth of respondents living within the Centre's jurisdiction area had heard of the Centre. However, by wave 3 of the survey there had been a statistically significant increase to 32 per cent.

Awareness of how the Centre operated remained largely static over the survey period, with around three out of ten of those respondents who had heard of the NLCJC at each wave saying that they knew 'a lot' or 'a fair amount' about the Centre. One aspect of the Centre's operation that did see an increase in awareness was the fact that a Judge hears the cases at the Centre.³ There was a statistically significant increase from 16 per cent of those who had heard of the Centre at Wave 2 to 32 per cent at Wave 3. A further two per cent at both waves were able to name David Fletcher as the Judge.

At Waves 2 and 3, around half those respondents who had heard of the NLCJC (50 per cent at Wave 2, 52 per cent at Wave 3) thought the Centre had made no difference to crime that affects their quality of life.

³ Judge Fletcher hears all non-trial summary and most either way offences committed within the designated catchment area (Adult and Youth). He is also able to sit as a Crown Court Judge for sentencing purposes. There is a team of magistrates who hear summary trials

Respondents who had not heard of the NLCJC (and all respondents at Wave 1) were given a brief description of the Centre and asked what difference they thought it would make to crime that affects their quality of life. At Wave 1, half of these respondents (50 per cent) believed that the NLCJC would reduce crime that affects their quality of life 'a little' or 'a lot'. There was a statistically significant decrease to 44 per cent by Wave 3, with the decrease mainly accounted for by a fall in the proportion saying it would reduce this crime 'a lot'.

The survey also sought to establish which services provided by the Centre were considered to be most useful. The majority of respondents (89% at wave 3) deemed the Citizens Advice Bureau, and specifically its legal and financial advice (86% at wave 3) to be useful to the community, and these facilities were the most likely to be rated as services that respondents were likely to use themselves.⁴

The criminal justice system

One of the key objectives of community justice is to increase awareness of and confidence in the criminal justice system. The survey examined changes in community members' confidence in and attitudes towards criminal justice system agencies.

Those who were aware of the NLCJC were more likely than those who were not aware to say that they knew 'a lot' or 'a little' about the work of the criminal justice agencies in their area. At Wave 3, 41 per cent of those who were aware of the NLCJC said they knew a lot or a little, compared with 19 per cent of those who were not aware of the NLCJC.

Around a third of respondents in the survey reported feeling 'very' or 'fairly' confident that the CJS is effective in bringing offenders to justice. There was no statistically significant change in this measure across the survey Waves (33 per cent at Wave 3 compared to 35 per cent at Wave 1 and 30 per cent at Wave 2).

⁴ This is reflected in the number of community members accessing CAB services. Statistics collected by the Centre and recorded by the Ministry of Justice show that an average of 20.3 members of the community access CAB services each month, compared with an average of 8.8 offenders referred by the court each month. This indicates that CAB services are operating as a community resource. The number of community members accessing all services at the centre is also steadily increasing (24 people in January 2006 rising to 110 people in June 2007).

Whilst there was no increase in confidence in the NLCJC area, the results should be seen in the context of a fall in confidence in the criminal justice system across the whole of England and Wales over the research period. Respondents in the British Crime Survey (BCS)⁵ who were confident that the CJS is effective in bringing offenders to justice reduced from 43 per cent in the year to March 2005, to 41 per cent in the year to March 2007⁶. Confidence in Merseyside also dropped even more steeply, from 45 per cent in the year to March 2005, to 39 per cent in the year to March 2007⁷.

It is also intended that community justice will increase the ability of criminal justice agencies to respond effectively to local needs and concerns. A larger proportion (39 per cent) of respondents at Wave 1 believed the local agencies were effective in responding to local needs, compared with 34 per cent at Wave 2 and 33 per cent at Wave 3. There was also a statistically significant reduction in satisfaction with the way the CJS deals with anti-social behaviour and quality of life crimes from 37 per cent at Wave 1, to 27 per cent at Wave 2 and 28 per cent at Wave 3.

Respondents were also asked how effective they thought the criminal justice system is in dealing with young people accused of crime. Around a quarter of respondents thought the CJS was 'very' or 'fairly' effective, and responses changed little from Waves 1 to 3. This reflects the findings of the British Crime Survey which reports confidence in the CJS to be lowest in respect to the way it is perceived to deal with young people accused of crime which was at 26 per cent in 2005/06⁸.

A further challenge for the Centre is to increase willingness among the community to come forward as a witness, which saw a statistically significant decrease during the survey period. The reported likelihood of coming forward reduced from 6.3 to 5.9 (on a scale of 1 to 10, where 10 is the most likely) between Waves 1 and 3. The factor most likely to affect coming forward as a witness was fear of retaliation from offenders with 67 per cent of all respondents at Wave 3 stating that this would affect their decision a lot or a fair amount. These figures

⁵ The British Crime Survey is an annual survey of over 50,000 adults (aged 16 and over) in England and Wales. The survey covers a range of issues relating to people's experience of and attitudes towards crime.

⁶ Data taken from Criminal Justice System online performance statistics <http://lcjb.cjsonline.gov.uk/lcjb/perfStats/confidence.html> in September 2007.

⁷ This may, however, reflect the fact that confidence in Merseyside was unusually high in March 2005, possibly due to the extensive publicity surrounding the quick capture of the killers of Anthony Walker, and by March 2007 had returned to a level closer to that of March 2003, of 37.1 per cent.

⁸ Nicholas, S., Kershaw, C., Walker A (2007), 'Crime in England and Wales 2006/07' Home Office Statistical Bulletin. London: Home Office

suggest that further work needs to be done to raise awareness of the support available at the Centre for witnesses.

Perceptions of the local area

It is intended that community justice will lead to a decrease in crime and an improvement in the quality of the physical environment in the local area. The survey examined changes in residents' perceptions of the local area.

The survey found that among respondents who had lived in the area for more than two years, there was a statistically significant rise in the proportion who thought that the level of crime in the local area had increased in the last two years (Wave 1 49 per cent, Wave 2 56 per cent, Wave 3 61 per cent).

While this is higher than the proportion of respondents in the British Crime Survey who thought crime in their local area had increased (41 per cent in 2005/06), the British Crime Survey also found that people who have experienced crime as a victim or witness in the previous 12 months were far more likely to say that crime in their area had risen 'a lot'⁹. High crime rates in North Liverpool, relative to the country as a whole are therefore likely to result in perceptions of higher crime in the area, although this does not explain the increase in perceptions of crime amongst North Liverpool respondents during the time period of the survey.

Over the survey period a growing proportion of respondents reported having been victims of crime in the last two year, from 30 per cent of respondents at Wave 1 to 37 per cent of respondents at Wave 3.

Respondents' views on the quality of the local environment in terms of graffiti, vandalism, abandoned cars and other eyesores also worsened wave on wave (total mean scores on a scale of 1 to 10, whereby 10 represents the greatest improvement, were 3.2 at Wave 1, 3.0 at Wave 2, and 2.9 at Wave 3). Overall there was little change in perceptions of incidences of particular problems in the area. There was a statistically significant increase in the proportion of respondents saying gangs/gang crime and fly tipping/litter were a 'very big' or 'fairly big' problem, and a statistically significant decrease in the proportion reporting groups of young people hanging around on the street as a problem.

⁹ Nicholas, S., Kershaw, C., Walker A (2007), 'Crime in England and Wales 2006/07' Home Office Statistical Bulletin. London: Home Office

Respondents who had lived in the area for at least two years were also asked whether they would say that their area was a better or worse place to live than it was two years ago. In Wave 1, 37 per cent of respondents believed that the area was a little/much worse than it was two years ago, there was a statistically significant increase to 45 per cent at Wave 2 and 50 per cent at Wave 3. The North Liverpool area is currently undergoing significant regeneration, and a number of properties were empty and boarded up as a result of major demolition and re-building projects on-going, which may have contributed to the worsening perceptions of the local area.¹⁰

The British Crime Survey found that those living in areas with high levels of physical disorder or who perceived high levels of anti-social behaviour in their local area were considerably more likely to rate both crime in general and fear of crime as having a high or moderate impact on their quality of life¹¹.

Experience of and worries about crime

The survey examined the impact of the Centre on fear of crime, and the related impact that this has on quality of life in the community. Respondents were initially asked to indicate how much their own quality of life was affected by fear of crime, on a scale of 1 to 10, where 1 was 'no effect' and 10 was 'total effect' on their quality of life. The mean score for fear of crime was 4.6 at Wave 1, 4.5 at Wave 2 and 4.7 at Wave 3. There was no statistically significant change in the perceived effect of fear of crime on quality of life over the survey period.

The most commonly reported worries were criminal activity or damage to respondents' homes and burglary. In addition, over half of all respondents were worried about being mugged or robbed and/or being physically assaulted or attacked in the street. Similar trends were found across the three waves. Data provided by the Merseyside Police Authority for the area served by the NLCJC indicates that incidences of reported crime in the survey area fell for most crime types. However, incidences of criminal damage and robbery increased and incidences of domestic burglary remained constant. These are the crimes about which respondents reported a higher level of worry.

¹⁰ For details see the 'North Liverpool Economic Development Plan', updated issue no. 5, September 2006, Liverpool City Council.

¹¹ Nicholas, S., Kershaw, C., Walker A (2007), 'Crime in England and Wales 2006/07' Home Office Statistical Bulletin. London: Home Office

Respondents were also asked how safe they felt when walking alone in their neighbourhood during the day and after dark. Across all three waves, the majority of respondents reported that they felt fairly or very safe during the day (84 per cent at Wave 1, 86 per cent at Wave 2 and 83 per cent at Wave 3). The majority (59 per cent at Wave 1, 57 per cent at Wave 2 and 63 per cent at Wave 3) however felt a bit or very unsafe when walking alone after dark.

Conclusions

North Liverpool was chosen as a suitable location for a Community Justice Centre due to the longstanding and continuing problems it faces. Given this context, it is clearly challenging for the Centre to make an impact on local perceptions of the area, and any impact will take time to be recognised by the local community.

It is encouraging that respondents were positive about the aims of the Centre with the majority agreeing that the community justice approach provides a better way of tackling the causes of crime and provides opportunities for the local communities to get involved. The results of the survey in terms of confidence in the criminal justice system and perceptions of the local area may perhaps reflect that it is too soon for this general enthusiasm to be translated into a measurable change in attitudes and perceptions.

The community engagement work carried out by the Centre appears to have been successful in raising awareness of the Centre and knowledge of the criminal justice system. At Wave 1 of the survey in June 2005, a fifth of respondents living within the NLCJC jurisdiction area had heard of the Centre. By wave 3 of the survey (December 2006), there had been a statistically significant increase to 32 per cent.

Around three out of ten respondents who had heard of the NLCJC at each wave said that they knew 'a lot' or 'a fair amount' about the Centre. At Waves 2 and 3, 8 per cent of those who had heard of the Centre had visited the Centre and accessed the services. Responses to the survey indicate that many of the services, in particular Citizens Advice will be well received and used as more people become aware that they are available.

The findings of the survey suggest that community engagement has been successful in raising awareness of the Centre. This work needs to continue to increase local knowledge of the services available at the Centre and to give the community greater confidence in the approach that is being taken to deal with crime and anti-social behaviour.

1 Introduction

1.1 The North Liverpool Community Justice Centre (NLCJC)

The North Liverpool Community Justice Centre (NLCJC) is an innovative pilot project to help understand what works in delivering community justice, a concept which gathered interest and support during the development of the 2003 *White Paper Respect and Responsibility – Taking a Stand against Anti-Social Behaviour*. The Government set out plans for a community based approach to local offending with the focus on bringing justice to the heart of the communities they serve, a radical departure from how traditional courts work.

Influenced by the innovative Red Hook Community Justice Centre in New York, the Home Office, the Ministry of Justice (formerly the Department for Constitutional Affairs) and the Crown Prosecution Service all came together to develop a pilot Community Justice Centre in North Liverpool.

The fundamental premise of community justice is that initiatives should have the flexibility to be responsive to local crime concerns. The NLCJC was designed to test a number of new approaches including:

- a single, highly visible Judge: Judge David Fletcher oversees a court for adults and young people that handles low-level crime and anti-social behaviour. The Judge monitors offenders' progress throughout treatment programmes and community punishments. He also acts as a figurehead for the NLCJC, having a high profile within the local community;
- a problem solving approach: this underpins the way the court operates and seeks to achieve sentencing options for offenders that address circumstances which contribute to their offending behaviour;
- co-location: core criminal justice agencies and wider support services are located in one dedicated building;
- multi-agency working: procedures put in place to address the problems of those needing the support of more than one service;
- involving the local community: an extensive programme of community engagement to raise awareness of the centre, to encourage local people to identify problems and directly access the services and facilities available; and
- a restorative justice approach: including court sentences which combine punishment with support to re-integrate defendants into the community, practical punishments that repair the harm to the community and conferencing to bring individual victims and offenders together to repair the harm caused by the criminal act.

In December 2004, an interim Community Justice courtroom began operating in Liverpool Magistrates Court. In September 2005 the NLCJC relocated to its current centre in a converted school in the Kirkdale ward. The NLCJC operates from a multi-purpose community building bringing a court together with services and facilities for local people living in the neighbourhoods of Anfield, Breckfield, the Eldonian Village, Everton, Kirkdale, Vauxhall and Walton.

The objectives of the NLCJC were to:

- Reduce low level offending and anti-social behaviour;
- Reduce fear of crime and increase public confidence in the Criminal Justice System;
- Increase victim and witness satisfaction;
- Increase community engagement in the Criminal Justice System;
- Increase offender compliance with community sentences; and
- Reduce the time from arrest to sentence.

1.2 The local area

The NLCJC is the first centre of its type to open in England and Wales and operates in a relatively deprived inner city area, which has a high level of 'quality of life' crimes. The area was specifically chosen for the Centre because of its high crime rate. The area was also chosen because of the strong community spirit there, it was hoped the community would embrace the concept, and because of several other related local initiatives already in place, such as a street crime initiative and Anti-Social Behaviour Action Plan.

Liverpool was ranked as the most deprived Local Authority in the 2004 Index of Multiple Deprivation and the second lowest authority in terms of income and employment¹².

Employment is lower here than nationally; 59 per cent of working age residents (16 to 64) in Liverpool are in employment compared with 74 per cent nationally¹³.

The four wards of North Liverpool which comprise the jurisdiction of the NLCJC (Everton, County, Kirkdale and Anfield), are amongst the most deprived in the country in the Index of Multiple Deprivation (IMD).

¹² Source: Office of the Deputy Prime Minister (now Communities and Local Government)

¹³ Labour Force Survey, Office for National Statistics

Levels of poor health and limiting illness are higher than average, whilst unemployment is also higher. Residents are less likely to have any qualifications or to own their own homes.

The areas also have higher than average levels of child poverty. Several streets in these areas have a run-down appearance, and in some instances entire streets are almost vacant, with occupied houses sparsely spread among boarded up residences.

Crime across the Merseyside Police Force area (which is covered in part by the NLCJC jurisdiction area) is higher than the national average, as shown in Table 1.1. Perhaps of particular relevance to the Centre is the higher prevalence of criminal damage, burglary and theft of and from vehicles, some of which may fall within the remit of the NLCJC.

Table 1.1 Recorded offences per 1000 population 2004/05

	Merseyside	England and Wales
Violence against the person	25	20
Sexual Offences	1	1
Robbery	2	2
Burglary	16	13
Theft and handling stolen goods	41	38
Fraud and forgery	5	5
Criminal damage	31	22
Drugs and other offences	5	4
Theft of and from vehicles	17	14
Total	125	105

Source: British Crime Survey 2004/2005¹⁴

These higher crime levels are of course likely to have an impact on the perceived levels of crime and on fear of crime among local residents, although fear of crime and perceived levels of crime do not accurately track recorded crime, as shown in the British Crime Survey reports (for example, the 2005/6 BCS report shows that although the level of recorded crime was stabilising after a long period of reduction, comparatively high proportions of respondents still believed the crime rate to have risen¹⁵).

³ Nicholas, S., Povey, D., Walker, A., Kershaw, C. (2005), 'Crime in England and Wales 2004/2005' Home Office Statistical Bulletin. London: Home Office

¹⁵ Walker, A., Kershaw, C., Nicholas, S. (2006), 'Crime in England and Wales 2005/06', Home Office Statistical Bulletin. London: Home Office

1.3 The local population

The population of the local area, as presented in Table 1.2, is fairly typical of both Liverpool and England and Wales, although it has a very small proportion of residents of Black or Minority Ethnic background. The population estimates are based on an analysis of the 2001 Census using postcodes and the closest Super Output Areas, which define the jurisdiction of the NLCJC. It is not known how the profile of the area has changed since the 2001 Census.

Table 1.2 Population breakdown of the NLCJC jurisdiction area

		NLCJC Area	Liverpool	England and Wales
		%	%	%
Gender	Men	47	48	49
	Women	53	52	51
Age	16-34	26	27	25
	35-44	14	15	15
	45-54	13	12	13
	55-64	10	9	11
	65+	15	15	16
Ethnicity	White	98	94	91
	Black	0	1	2
	Asian	0	1	4
	Mixed	1	2	1
	Chinese / Other	1	1	1

Source: Census 2001

1.4 Aims of the survey

The Ministry of Justice commissioned TNS, an independent research company, to conduct a three-wave survey amongst residents in the NLCJC jurisdiction area. The research was intended to monitor the impact of the NLCJC in the local area, both on crime and fear of crime and opinions of the Criminal Justice System.

It was expected that developing this type of Centre would have a positive impact on:

- local residents' fear of crime and experience of anti-social behaviour in the area
- local residents' knowledge of and confidence in the Criminal Justice System
- local residents' attitudes towards participation in the Criminal Justice System, for example, coming forward as witnesses.

The research was designed to understand and monitor changes in these areas. In addition, the research aimed to understand awareness and opinions of the North Liverpool Community Justice Centre.

Three waves of research were carried out. Wave 1, in June-July 2005, took place while the Centre was operating from its temporary location in Liverpool Dale Street Magistrates' Court. Wave 1 therefore provides baseline data over a period when the impact of the initiative was minimal, but that allowed for the collection of data on early awareness of the Centre.

By Wave 2, in May-September 2006, the NLCJC had moved to its current location in Boundary Street, Kirkdale.

At Wave 3, in December 2006 – January 2007, the Centre had been in operation for approximately 16 months.

This report focuses on trends across the three Waves of research, in particular, looking for changes in local attitudes and experiences since the Centre was established.

2 Methodology

2.1 The sample and data collection methods

The survey was designed to incorporate the views of a representative sample of all adults aged 16 and over living within the jurisdiction of the NLJCJ. In practical terms this was defined by a series of postcodes supplied by Ministry of Justice and covered some or all of the four wards that comprise the NLJCJ local area: Everton, County, Kirkdale and Anfield.

In Wave 1, the survey was conducted by telephone. Telephone interviews were identified as the most appropriate method for a number of reasons. Firstly, to provide an unclustered sample which would therefore have improved sample efficiency. Secondly it could be conducted more cost effectively than a face-to-face interview, particularly given the relatively small catchment area and, thirdly, it would be easier to control the quality of the interviewing as all interviews are conducted from one call centre with close supervision.

Wave 2 was initially approached in the same way as the required sample size had been achieved at Wave 1. However, the response rate for the Wave 2 CATI survey was considerably lower than for Wave 1, and the sample frame for Wave 2 had been almost exhausted, so essentially there were no more residents to attempt to contact via the telephone. In order to increase the number of achieved interviews, it was agreed that the survey would be conducted using a combination of telephone and face-to-face interviewing. The face-to-face methodology was also thought likely to assist in increasing participation and reducing refusal.

The findings of the face-to-face survey were examined to see if the attitudes of those surveyed face-to-face were any different to those who participated in the telephone survey. No significant differences were found which therefore enabled the face-to-face and telephone data to be merged and for the same approach to be used at Wave 3.

The Technical Report (see Appendix 1) provides further explanation for the decision to split Waves 2 and 3 into CATI and face-to-face components.

Computer assisted telephone interviewing (CATI) and Computer assisted personal interviewing (CAPI) were used to ensure high quality data collection.

CATI

For the CATI components, Random Digit Dialling (RDD) sampling was used. RDD involved drawing a random sample of telephone numbers from telephone exchanges within the geographical area covered by the Centre.

Each number was called and the person answering was asked the postcode (or street) of the address to establish if it lay within the jurisdiction. The person answering was then asked how many adults aged 16 or over lived in the household and one of those was randomly selected for the interview.

CAPI

In both Waves 2 and 3, for the face-to-face CAPI component, a random sample of addresses within the target area was drawn. Each household was then visited by a member of the TNS face-to-face interviewing team.

The person who initially answered the door was asked how many adults aged 16 or over lived in the household and one of those was randomly selected for the interview.

The following table shows the achieved sample size for each wave and the fieldwork period.

Table 2.1 Achieved sample: Waves 1 - 3

ACHIEVED SAMPLE SIZE				
	Fieldwork Dates	CATI	CAPI	TOTAL
Wave 1	June – July 2005	1467	-	1467
Wave 2	May – June 06 (CATI) August - September 06 (CAPI)	313	211	524
Wave 3	December 2006 – January 2007	241	300	541

The sample sizes at Waves 2 and 3 were considerably smaller than at Wave 1. This difference is taken into account in the statistical significance testing undertaken, so that valid comparisons can be made between Wave 1 and the subsequent waves.

The interviews

Respondents were asked a number of questions about fear of crime, perceptions of the local area, awareness and opinion of the Criminal Justice System and awareness and opinion of the NLCJC. The questionnaire for Wave 3 is provided as Appendix 2.

There were a small number of changes in the questionnaire from Wave 1 to Waves 2 and 3¹⁶. At Wave 2, some minor modifications to reduce the overall length of the survey were undertaken; in addition, questions were included to look at the impact of the centre and measure community involvement.

Each interview lasted on average 25 minutes.

2.2 Response rates

The response rate at Wave 3 was 29 per cent for the CATI survey, based on the best estimate of all eligible working residential numbers falling within the jurisdiction of the Centre. For the CAPI survey, a response rate of 31 per cent of eligible households was achieved. Full details of response rates for each wave are outlined in Appendix 1 and a full description of some of the influences on this response rate is included.

2.3 Sample profile and weighting

The respondent profile for each wave is shown in the following table together with the gender and age profile compared with data for these wards from the 2001 Census.

Table 2.2 Sample profile: Waves 1 - 3

	SAMPLE PROFILE							
	Wave 1		Wave 2		Wave 3		Weighted (All waves)	Census 2001
	No	%	No	%	No	%		
Base:	(1407)		(524)		(541)			
Men	551	39	173	33	195	36	41	47
Women	856	61	351	67	346	64	59	53
16-44	562	40	203	39	243	45	44	51
45-65+	874	59	321	61	298	55	56	49

Weighting was applied at each wave to correct for unequal probabilities of selection (as only one adult per household was interviewed). This weighting improved the age and gender profile compared with the population figures, however the weighted proportions of men and

¹⁶ Waves 2 and 3 were the same.

younger people remained lower than in the population. At Waves 2 and 3 the data were additionally weighted to match the age and gender profile at Wave 1. It was decided not to weight the data to match the Census profile by age and gender. Further information on the weighting is given in Appendix 1.

This means that comparisons of trends across the survey waves are valid as the demographic profiles are the same at each wave. However, that the sample is not representative of the population should be borne in mind when drawing comparisons with national data.

2.4 Statistical significance

When comparing the results of one survey with another it is important to determine if observed differences between the findings are statistically significant. That is, are the differences 'real' (i.e. they would occur if we were able to interview all residents in the area rather than just a sample) or have they occurred by chance in this sample?

Similarly, if comparing two sub-groups within one survey, say the results for men compared with women, it is important to determine if the differences observed are real or whether they have occurred by chance.

As with most surveys, this report has followed the convention where a 5 per cent or lower probability that the result was obtained by chance, is taken as indicating a significant difference. All the results within this report have been tested at the 95 per cent confidence level. Where findings are reported as 'significant' in the text of this report this always means they are **statistically** significant.

2.5 Limitations of the methodology

The nature of this study means that there are several limitations when considering the results.

- The sample sizes are small, particularly at Wave 2 and Wave 3, which reduces the reliability of findings, and means that some differences which might have been statistically significant if a larger sample had been interviewed, will not be apparent in this survey.
- The interviewed sample under-represents men and young people so results may not be representative of the local population.
- The time period of the research (18 months) is a short time in which to identify changes in attitudes and behaviours which tend to change gradually.

- It is not possible to ascribe causation to the changes observed, and so not possible to state whether any findings can be attributed to the presence of the Centre. It is not known either a) what causes changes in perceptions and attitudes, as a myriad of local and national factors may be involved, or b) what attitudes and perceptions would have been without the presence of the Centre.

3 The North Liverpool Community Justice Centre

3.1 Awareness of the Centre

All respondents were asked whether they had ever heard of the North Liverpool Community Justice Centre. Awareness of the Centre increased significantly over the survey period. At Wave 1, 20 per cent of respondents had heard of the NLCJC. This increased significantly to 31 per cent at Wave 2, and remained at about the same level (32 per cent) at Wave 3.

Table 3.1 shows awareness of the NLCJC by gender, age group, victim status and fear of crime. As the table shows, at Wave 3, significantly more men (39 per cent) than women (28 per cent) had heard of the NLCJC. Respondents in the middle age groups (30-44 and 45-59) were more likely than older or younger respondents to be aware of the Centre. These patterns were similar in earlier Waves.

Table 3.1 Awareness of the NLCJC by sub-group

Percentage of respondents who have heard of the NLCJC
Wave 3

		Total	Gender		Age group				Victim of crime		Fear of crime		
			Men	Women	16-29	30-44	45-59	60+	Victim	Not a victim	High	Medium	Low
Yes – have heard of the North Liverpool Community Justice Centre	%	32	39	28	21	36	40	27	40	28	21	38	30
Base	n	541	195	346	87	156	149	149	200	341	86	247	202

Question 15: Have you ever heard of the North Liverpool Community Justice Centre?
Base: All respondents (W3=541)

Awareness of the Centre was significantly higher among recent victims of crime (40 per cent) than among non-victims (28 per cent). Looking at fear of crime, awareness was highest among respondents with a medium level of fear of crime – 38 per cent of this group were aware, compared with 21 per cent with a high level of fear of crime, and 30 per cent with low fear.

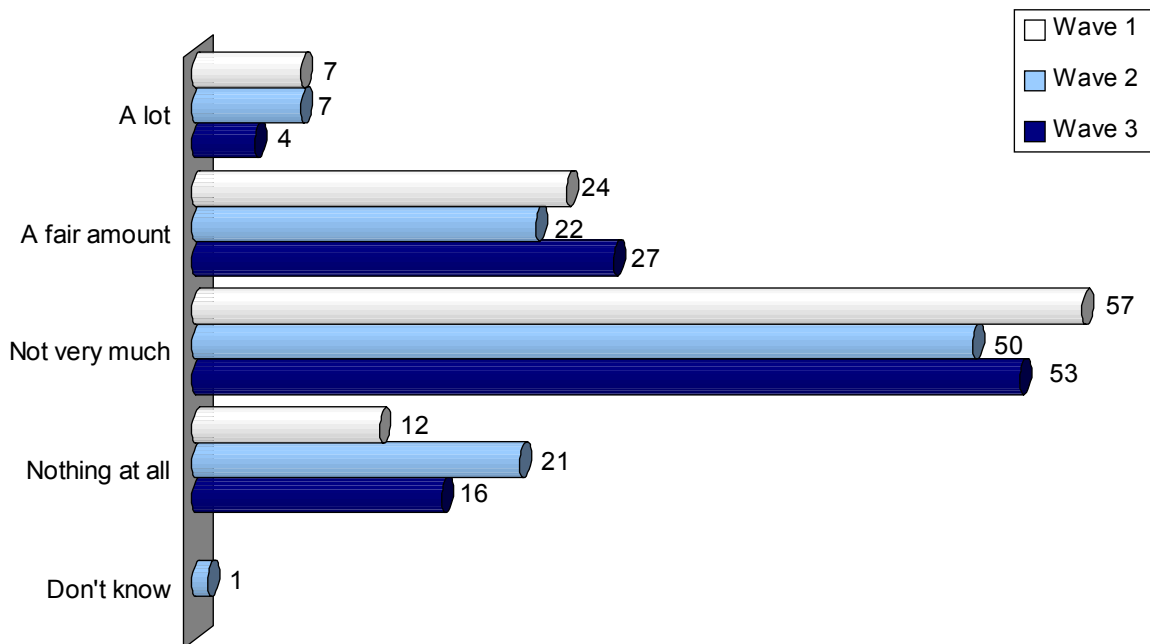
Most residents who had heard about the NLCJC, had done so through newspapers (44 per cent at Wave 1, 55 per cent at Wave 2, 49 per cent at Wave 3), followed by word of mouth (16 per cent at Wave 1, 21 per cent at Wave 2, 20 per cent at Wave 3), and leaflets (13 per cent at Wave 1, 11 per cent at Waves 2 and 3).

3.2 Knowledge about the Centre

Respondents who had heard of the NLCJC (275 at Wave 1, 160 at Wave 2 and 168 at Wave 3) were asked how much they knew about it. At Wave 3, 31 per cent said they knew 'a lot' or 'a fair amount' about the Centre. At each wave roughly seven out of ten respondents who had heard of the Centre, said that they knew 'not very much' or 'nothing at all' about it. There was no significant change in this over the survey period. Figure 3.1 presents responses over the 3 waves.

Figure 3.1 Knowledge about the Centre

% of respondents
Waves 1 to 3



Question 15a: How much do you know about it?

Base: Respondents who had heard of the Centre (W1=275, W2= 160, W3 = 168)

Respondents at Waves 2 and 3 who had heard of the Centre, were asked whether they were aware of any of the services or facilities the Centre provides, and if so, what those were. Responses were coded to a list of services.

Overall, 32 per cent of respondents at Wave 3 who had heard of the Centre, and 25 per cent at Wave 2, were able to name any services or facilities provided at the Centre. 51 per cent of these respondents at Wave 3, and 62 per cent at Wave 2, were not aware of any services/ facilities. Seventeen per cent at Wave 3, and 12 per cent at Wave 2, did not know. The differences in these proportions between Wave 2 and Wave 3 were not significant.

In terms of what services or facilities were provided, the most commonly-mentioned was court services, mentioned by 14 per cent of those who were aware of the Centre at Wave 2, 16 per cent at Wave 3. There were no significant differences in services or facilities mentioned between Wave 2 and Wave 3.

3.3 Knowledge about who hears the cases at the Court

At Waves 2 and 3, respondents who were aware of the Centre were read a short description of the Centre:

The building contains a court which follows the progress of offenders, checks that offenders complete their sentences, and tackles those who don't. The Centre also houses other services available to offenders and members of the local community such as debt advice.

They were then asked if they knew who heard the cases at the Court, and responses were coded to a list. Responses are shown in Table 3.2.

Table 3.2 Who hears the cases at the Court?

Percentage of respondents who have heard of the NLCJC
Waves 2-3

	Wave 2 %	Wave 3 %
A judge	16	32
Magistrates	21	17
A jury	1	2
David Fletcher	2	2
Other response	5	3
Don't know	56	48
Base	160	168

Question 17a: Do you know who hears the cases at the Court? Not prompted.

Base: Respondents who had heard of the Centre (W2= 160, W3 = 168)

At Wave 3, 32 per cent of respondents who had heard of the Centre, stated that it was a judge who heard the cases. This was a significant increase from 16 per cent at Wave 2. A further 2 per cent at both waves named David Fletcher. Seventeen per cent at Wave 3, and 21 per cent at Wave 2, thought magistrates heard cases (change not significant).

3.4 Use of facilities

Respondents at Wave 2 and Wave 3 who had heard of the Centre were asked if they had ever visited the Centre.

Eight per cent of these respondents at Wave 3 (13 people), and 9 per cent at Wave 2 (13 people), had visited the NLCJC at least once.

Those who had not already used each of the Centre’s services were asked for each service in turn, how useful they thought the service was to the local community, and how likely they would personally be to use each service. As shown in Table 3.3, most respondents believed the services were ‘very’ or ‘fairly’ useful to the local community, but fewer thought that they would be ‘very’ or ‘fairly’ likely to use the services themselves.

Table 3.3 Perceived usefulness and likelihood of using Centre services and facilities

All stating ‘very useful’ or ‘fairly useful’ and ‘very likely’ or ‘fairly likely’
Waves 2-3

	Service/facility is useful to community		Personally likely to use service/facility	
	Wave 2 %	Wave 3 %	Wave 2 %	Wave 3 %
Citizens Advice Bureau	92	89	64	59
Legal and financial advice	89	86	52	46
Victim and witness support	88	84	46	42
Housing advice	83	79	38	36
Community group meetings/venues/rooms	78	73	38	28
Drug & alcohol advice	84	77	16	8

Question 24: Local people are able to access a number of services within the centre. I am going to show you a few of these services and I would like you to tell me how useful you think each of these are to the local community

Question 25: And how likely is it that you personally would use any of these facilities at the Centre?

Base: All respondents who have not already used the services/facility (W2=524, W3=541)

Of all the services and facilities available through the Centre, the Citizens Advice Bureau and legal and financial advice services were deemed to be the most useful to the community, and the most likely to be used by respondents. Around six out of ten respondents said that they would be ‘very’ or ‘fairly’ likely to use the Citizens Advice Bureau and around half that they would use legal and financial advice.

Usefulness and likelihood of using the services and facilities all reduced slightly between Wave 2 and Wave 3 (these questions were not asked at Wave 1); however the only changes that were significant were a fall in the proportion rating drug & alcohol advice as useful (from 84 per cent to 77 per cent), a fall in the proportion saying that they would be likely to use Community group meetings/venues/rooms (from 38 per cent to 28 per cent), and a fall in the proportion saying that they would be likely to use drug & alcohol advice (from 16 per cent to 8 per cent).

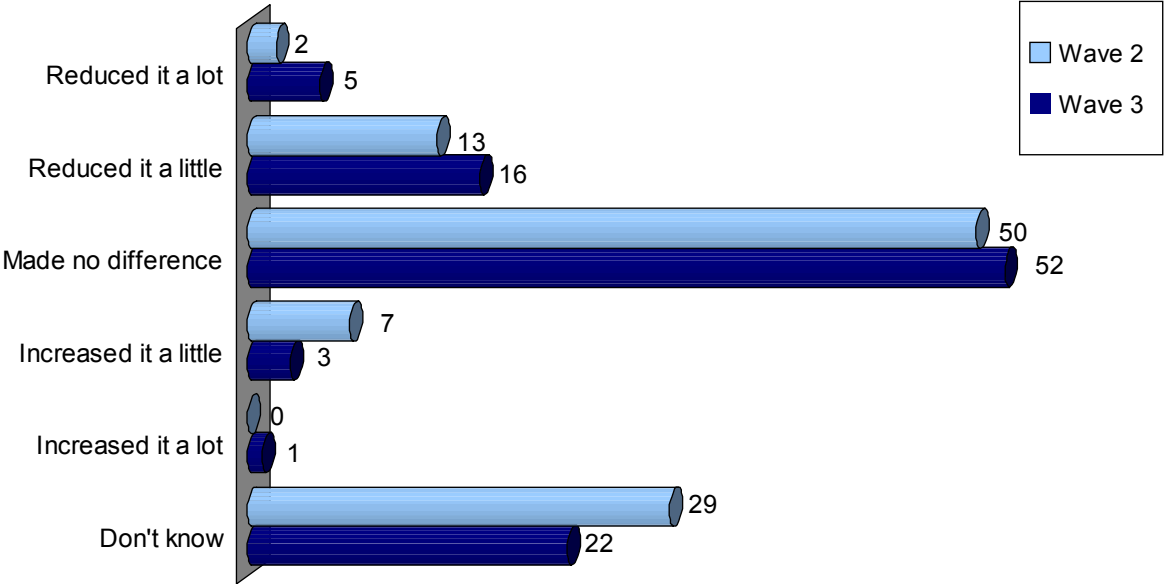
3.5 Perceived difference made by the Centre to crime which affects quality of life

At Waves 2 and 3, respondents who had heard of the NLCJC were asked what difference they thought the Centre had made to crime that affects their quality of live.

At both Waves, around half of respondents who had heard of the NLCJC (50 per cent at Wave 2, 52 per cent at Wave 3) thought the Centre had made no difference to crime that affects their quality of life. A high proportion of respondents were unable to say at Wave 2 (29%) and Wave 3 (22%). Figure 3.2 presents all responses.

Figure 3.2 What difference the Centre has made to crime that affects quality of life

% of respondents who had heard of the Centre
Waves 2-3

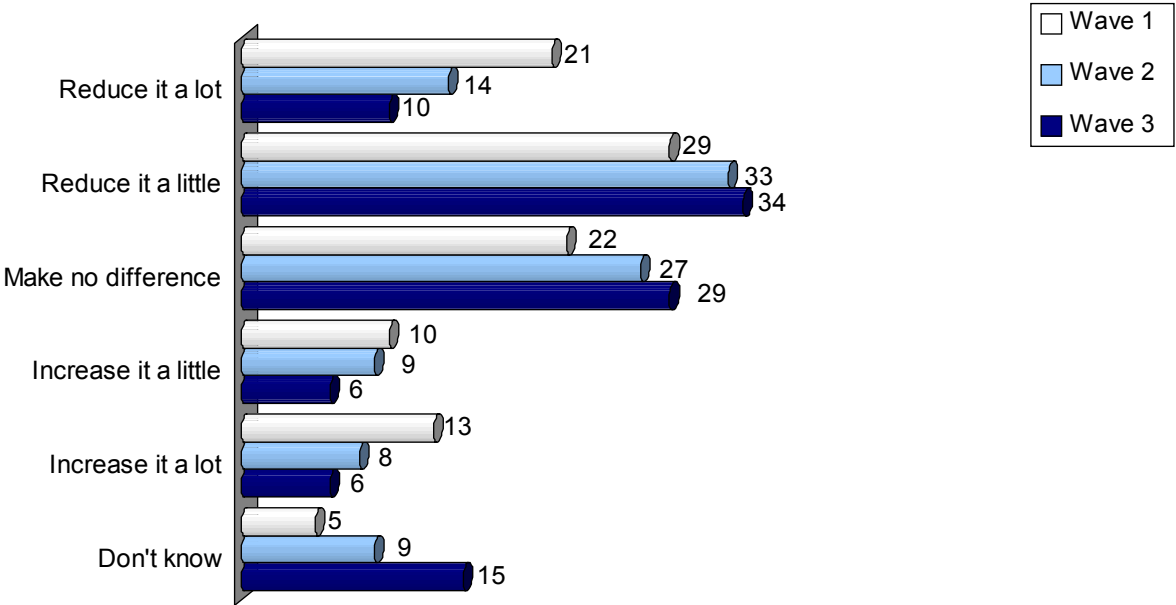


Question 20: What difference do you think the Centre has made to crime that affects your quality of life?
Base: All respondents who have heard of the Centre (W2= 160, W3 = 168)

In Waves 2 and 3, respondents who had not heard of the NLCJC were told of its function and asked what difference they thought it would make to crime that affected their quality of life. In Wave 1, all respondents were given this explanation and asked the same question. Figure 3.3 presents all responses.

Figure 3.3 What difference the Centre would make to crime that affects quality of life

% of respondents who had not heard of the Centre
Waves 1-3



Question 22: What difference do you think the Centre would make to crime that affects your quality of life?

Base: All respondents at Wave 1 and all respondents who have not heard of the Centre at Waves 2 and 3 (W1=1407, W2=364, W3=373)

At Wave 1, a half of these respondents (50 per cent) believed that the NLCJC would reduce crime that affects their quality of life ‘a little’ or ‘a lot’. This proportion decreased to 47 per cent at Wave 2, and 44 per cent at Wave 3. The decrease of 6 percentage points from Wave 1 to Wave 3 is significant.

In each wave, approximately one third of these respondents believed the NLCJC would reduce crime that affects quality of life a little. At Wave 1, 21 per cent said it would reduce crimes that affect quality of life a lot, reducing significantly to 10 per cent at Wave 3.

Comparing Figure 3.2 and Figure 3.3, it can be seen that the proportion of respondents who had not heard of the Centre before being told about it during the interview, who thought that the Centre **would** make a difference to crime that affects quality of life, was considerably

higher than the proportion of respondents who had heard of the Centre, who thought that it had made a difference.

3.6 Attitudes towards the Community Justice Centre

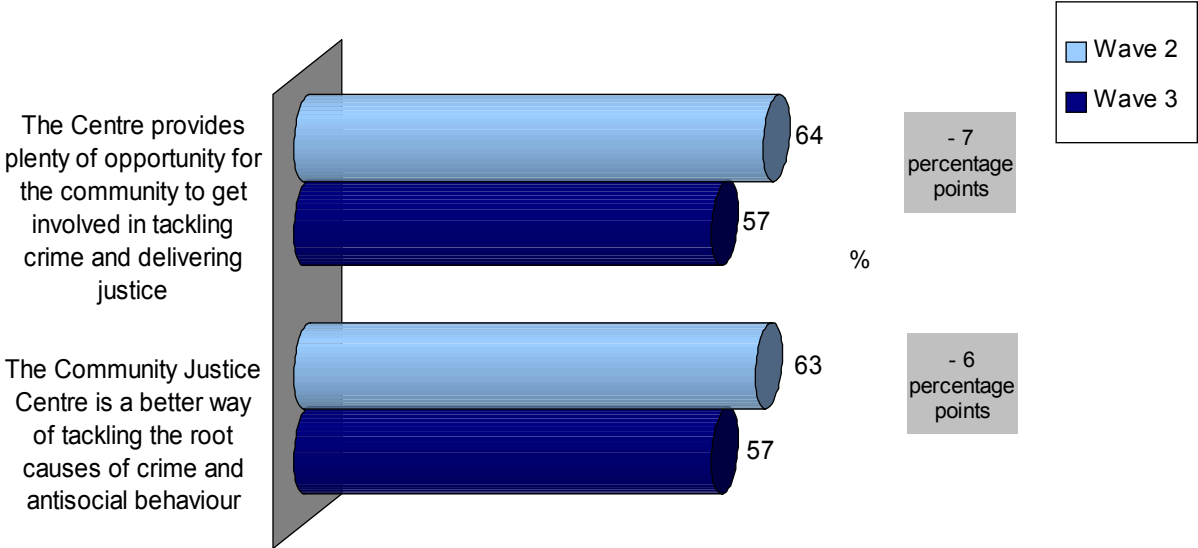
Having now heard about the services, facilities and intentions of the NLCJC, all respondents were presented with a series of statements about the NLCJC and asked to state to what extent they agreed with the statements. These questions were not asked at Wave 1.

Respondents were positive about the ethos and intention of the NLCJC with 57 per cent at Wave 3 agreeing that *‘the Community Justice Centre is a better way of tackling the root causes of crime and antisocial behaviour’* and the same percentage that *‘the Centre provides plenty of opportunity for the community to get involved in tackling crime and delivering justice’*.

Although agreement with these statements remained high at Wave 3, the level of agreement decreased significantly from Wave 2 to Wave 3, as shown in Figure 3.4.

Figure 3.4 Attitudes towards the Community Justice Centre

% of respondents who ‘agree slightly’ or ‘agree strongly’
Waves 2-3



Question 30: These are some things other people have said about the Community Justice Centre. I want to know to what extent you agree or disagree with these statements (only asked at W 2 and W 3)

Base: All respondents (W2=524, W3=541)

Although the majority of respondents were positive about this alternative approach to delivering justice, a minority expressed some scepticism about the NLCJC and the impact it would have. In responding to the statement ‘I don’t think the Community Justice Centre will have any impact on the level of crime or antisocial behaviour in this area’, whilst almost half (46 per cent) of respondents at Wave 3 disagreed, 38 per cent agreed with the statement and 17 per cent didn’t know. Proportions were similar at Wave 2.

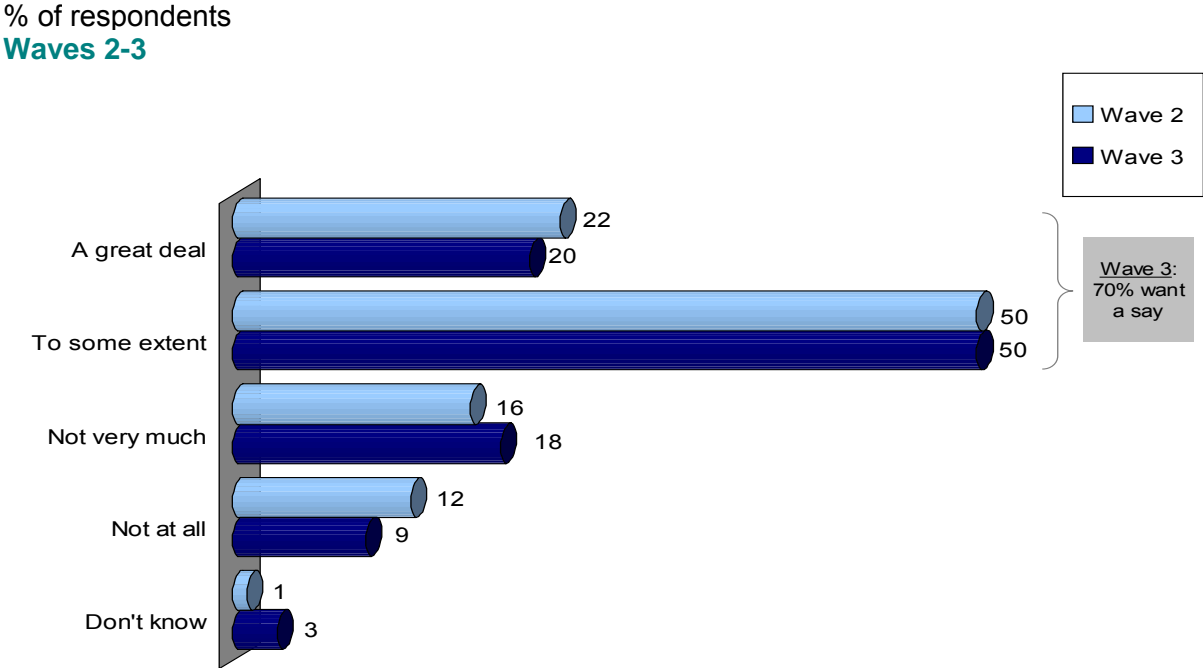
The final statement presented to respondents was ‘The Community Justice Centre is no different to any other type of court’. At Wave 3, 27 per cent of respondents agreed with this statement, 42 per cent disagreed and 31 per cent didn’t know. Proportions were similar at Wave 2.

3.7 Community representation

All respondents were asked to what extent they wanted to be able to have a say in what goes on in their local area, and how easy or difficult they thought it was to have a say and influence what goes on in their local community (these questions were not asked in Wave 1).

The majority of respondents in Wave 2 (72%) and Wave 3 (70%) did want to have a say in what goes on in their local area. Figure 3.5 presents total responses.

Figure 3.5 Extent to which respondents want to have a say in what goes on in their local area

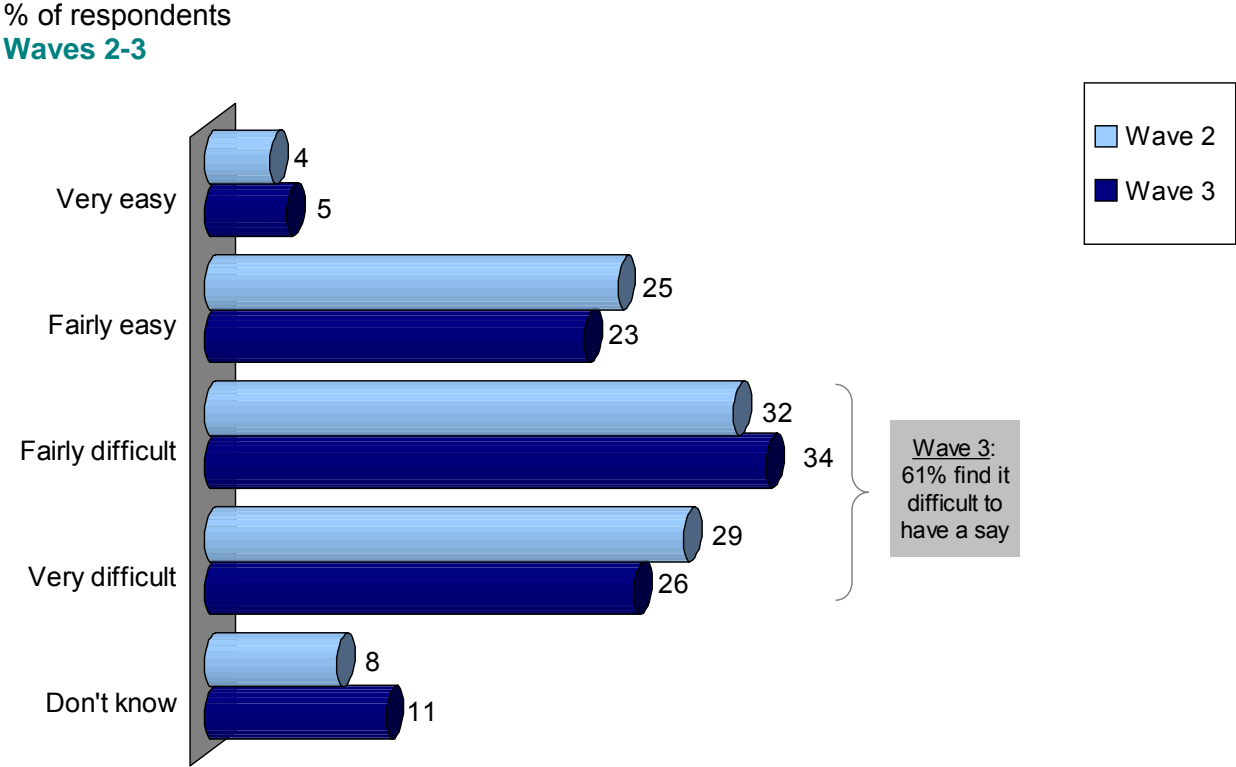


Question 26a: To what extent do you want to be able to have a say in what goes on in your local area? (only asked W2 and W3)

Base: All respondents (W2=524, W3=541)

Despite these results, the majority of respondents (61 per cent at Wave 2 and Wave 3) said that they found it difficult to have a say and influence what goes on in their local community, as shown in Figure 3.6.

Figure 3.6 How easy or difficult to have a say/influence what happens in the local area



Question 26b: How easy or difficult do you think it is to have a say and influence what goes on in your local community? (only asked W2 and W3)
Base: All respondents (W2=524, W3=541)

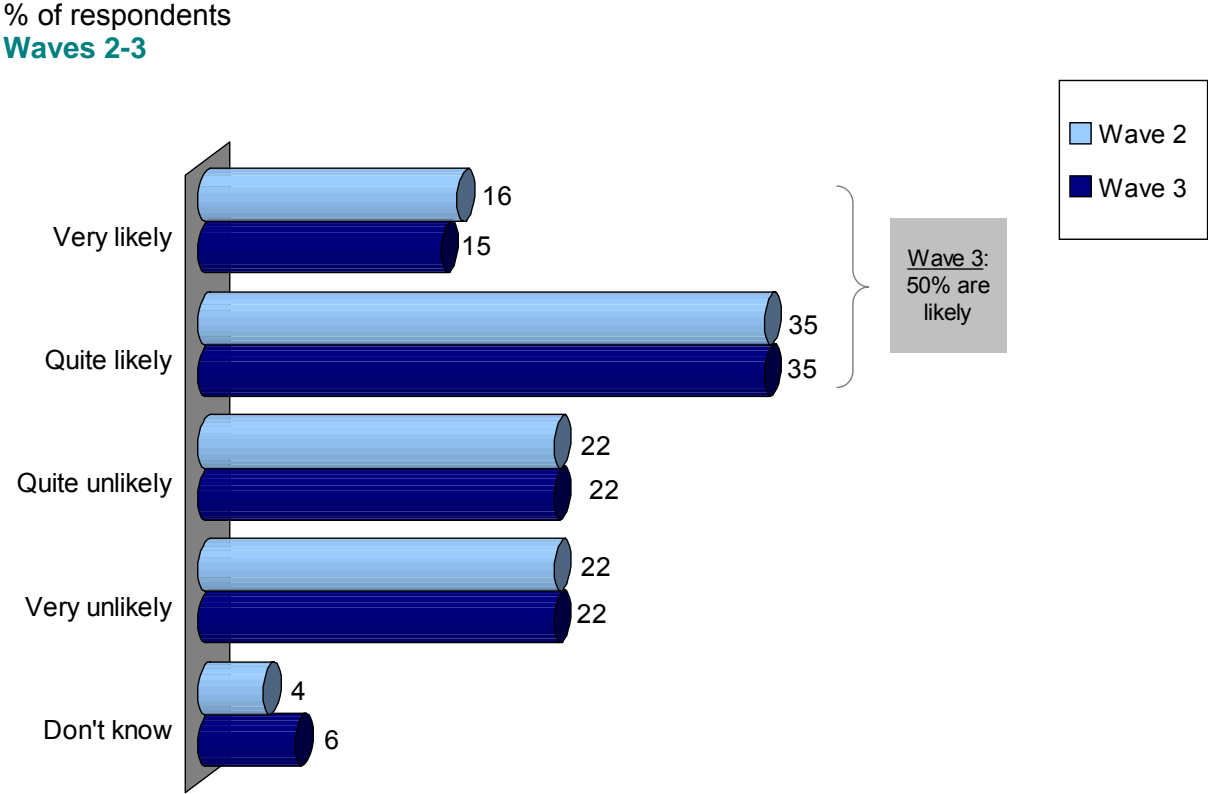
3.8 Community reference group

All respondents were asked whether they knew that ‘you have a local community representative who can meet on a regular basis with the judge at the Community Justice Centre to raise particular issues or concerns in your local area’. They were then asked how likely they would be to speak to a one of these community representatives so that they could put their views across.

Eleven per cent of respondents at Wave 2 and 12 per cent at Wave 3 said that they knew about the community representatives.

When all respondents were asked whether they would speak to a community representative, half stated that this was likely. This suggests that were if more people aware, more would use this service. Figure 3.7 presents all responses.

Figure 3.7 Likelihood of speaking to a community representative



Question 27a: How likely do you think you would be to speak to a local community representative so that they can put your views across? (W2 & W3 only)
Base: All respondents (W2=524, W3=541)

3.9 Chapter summary

- The proportion of respondents who had heard of the North Liverpool Community Justice Centre increased significantly from 20 per cent at Wave 1 to 31 per cent at Wave 2, and remained at about the same level (32 per cent) at Wave 3.
- Around three out of ten respondents who had heard of the NLCJC at each wave said that they knew ‘a lot’ or ‘a fair amount’ about the Centre.
- At Wave 3, 32 per cent of respondents who had heard of the Centre, knew that it was a judge who heard cases there. This had increased significantly from 16 per cent at Wave 2. A further two per cent at both waves named David Fletcher.

- Eight per cent of respondents who had heard of the Centre at waves 2 and 3, had actually visited it and accessed services.
- Of all the services and facilities available through the Centre, the Citizens Advice Bureau and legal and financial advice services were deemed to be the most useful to the community, and the most likely to be used by respondents.
- At Waves 2 and 3, respondents who had heard of the NLCJC were asked what difference they thought the Centre had made to crime that affects their quality of life. At both Waves, around half of these respondents (50 per cent at Wave 2, 52 per cent at Wave 3) thought the Centre had made no difference to crime that affects their quality of life.
- Respondents who had not heard of the NLCJC (and all respondents at Wave 1) were given a brief description of the Centre and asked what difference they thought it would make to crime that affects their quality of life. At Wave 1, a half of these respondents (50 per cent) believed that the NLCJC would reduce crime that affects their quality of life 'a little' or 'a lot'. This proportion decreased significantly to 44 per cent by Wave 3, with the decrease mainly accounted for by a fall in the proportion saying it would reduce this crime 'a lot'.
- Overall, respondents were positive about the aims of the NLCJC with 57 per cent at Wave 3 agreeing that *'the Community Justice Centre is a better way of tackling the root causes of crime and antisocial behaviour'* and the same percentage that *'the Centre provides plenty of opportunity for the community to get involved in tackling crime and delivering justice'*.
- Community representation is important to residents living in the area and the majority of respondents, around 7 out of 10, did want to have a say in what goes on in their local area, although the majority (6 out of 10) felt that it was difficult to influence what happens.
- A proportion of residents were aware (11 per cent at Wave 2, 12 per cent at Wave 3) that there was a community representative who could meet on a regular basis with the judge at the NLCJC to raise issues and concerns in the local area.

4 The Criminal Justice System

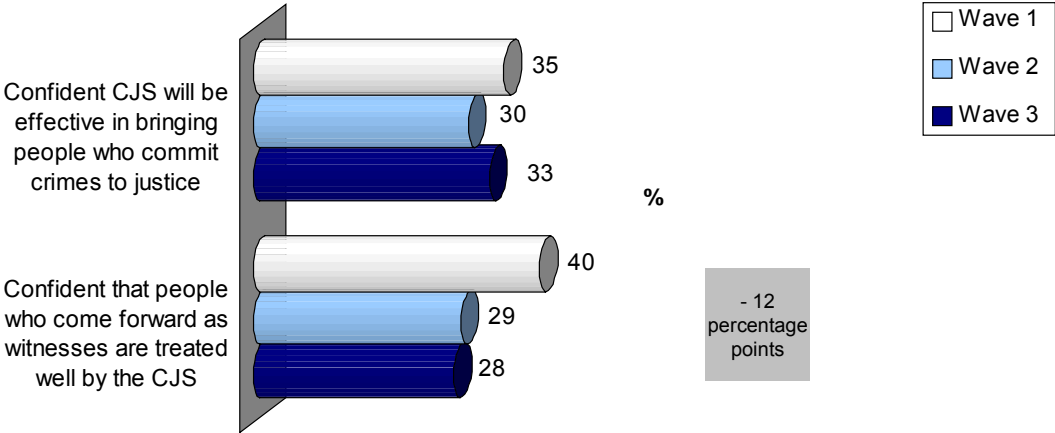
4.1 Confidence in the Criminal Justice System

As in the British Crime Survey, respondents were asked how confident they were that the CJS is effective in bringing people who commit crimes to justice; and how confident that people who come forward as witnesses are treated well by the CJS.

Around a third of respondents were 'very' or 'fairly' confident that the CJS is effective in bringing people to justice, and there was no significant change in this measure across the survey Waves (35 per cent at Wave 1 compared with 30 per cent at Wave 2 and 33 per cent at Wave 3). The proportion of respondents who were confident that witnesses were treated well however decreased significantly between Wave 1 and Wave 2 – from 40 per cent at Wave 1, to 29 per cent at Wave 2 and 28 per cent at Wave 3, as illustrated in Figure 4.1.

Figure 4.1 Confidence in the Criminal Justice System

Respondents stating that they were very or fairly confident
Waves 1 to 3



Question 8: How confident are you that the criminal justice system is effective in bringing people who commit crimes to justice?

Question 8a: How confident are you that people who come forward as witnesses are treated well by the criminal justice system?

Base: All respondents (W1=1407, W2=524, W3=541)

4.2 Confidence in the CJS - comparing national results with NLCJC results

Some comparison of the NLCJC results with the national picture is possible by considering results from the British Crime Survey (BCS), a nationally-representative survey that includes interviews with around 45,000 adults per year. The NLCJC area does not match the sample

points in the BCS so these data only provide an indicator of trends, rather than direct

comparisons. In addition, the demographic profiles differ between the two surveys, as the BCS profile matches the national population, whereas the NLCJC surveys under-represent men and younger people as discussed earlier. Also, the questions are asked in a different context, with the focus of the other questions in the questionnaires being different, which may affect comparability.

Comparisons with BCS results for England and Wales and for Merseyside (where available) are shown in Table 4.1.

Table 4.1 Confidence in the Criminal Justice System – bringing people who commit crimes to justice, and treatment of witnesses

Percentage of respondents stating ‘Very confident’ or ‘Fairly confident’

2004/05 to 2005/06

Waves 1 to 3 and BCS comparisons

	Confidence that the CJS is effective in bringing people who commit crimes to justice	Confidence that witnesses are treated well
	%	%
BCS England and Wales – March 2005	43	65
BCS Merseyside – March 05	45	--
NLCJC – W1 June-July 2005	35	40
BCS England and Wales – September 2006	43	68*
BCS Merseyside – September 2006	41	--
NLCJC – W2 May-September 2006	30	29*
BCS England and Wales – December 2006	42*	--
BCS Merseyside –December 2006	38*	--
NLCJC – W3 December 2006-January 2007	33	28*
BCS England and Wales - March 2007	41*	67*
BCS Merseyside – March 2007	39*	--

BCS England and Wales/Merseyside 2005 to 2007 (Confidence): Data taken from Criminal Justice System online performance statistics

<http://lcjb.cjonline.gov.uk/ncjb/perfStats/confidence.html> in September 2007.

BCS England and Wales (Witnesses treated well): Walker A, Kershaw C and Nicholas S (2006) Crime in England and Wales 2005/06.

Question 8: How confident are you that the criminal justice system is effective in bringing people who commit crimes to justice?

Question 8a: How confident are you that people who come forward as witnesses are treated well by the criminal justice system?

Base: All respondents (W1=1407, W2=524, W3=541)

* = significant difference from March 2005 figure

At Wave 3 a third of respondents (33 per cent) in the NLCJC area were very or fairly confident that the CJS *'is effective in bringing people who commit crimes to justice'*, compared with more than four in ten respondents (42 per cent) in England and Wales in the year to December 2006. Nationally there was a significant fall in confidence on this measure from 43 per cent in the year to March 2005, to 41 per cent in the year to March 2007. In the NLCJC area there was no statistically significant change over the survey waves. On this measure, data for Merseyside are also available. Levels of confidence in Merseyside were similar to those nationally. There was a statistically significant fall in confidence in Merseyside, from 45 per cent in the year to March 2005, to 39 per cent in the year to March 2007¹⁷.

In 2004/05, more than six in ten (65 per cent) respondents in England and Wales stated that they were very or fairly *'confident that people who come forward as witnesses are treated well by the Criminal Justice System'*. This increased significantly to 68 per cent in 2005/06, and 67 per cent in 2006/07. In contrast, in the NLCJC surveys, confidence that witnesses are treated well decreased significantly from 40 per cent at Wave 1 to 29 per cent at Wave 2, and remained at the lower level at Wave 3. Over the survey period therefore there was an *increase* of 2 percentage points in England and Wales, and a *decrease* of 12 percentage points in the NLCJC area on this measure. Data for Merseyside on confidence in the treatment of witnesses is not available, as it is not published at this regional level.

4.3 Effectiveness of the Criminal Justice System in dealing with young people accused of crime

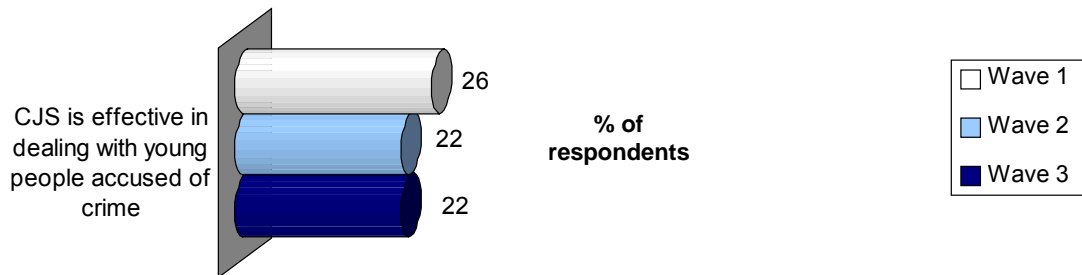
Respondents were asked how effective they thought the Criminal Justice System is in dealing with young people accused of crime. Around a quarter of respondents thought the CJS was 'very' or 'fairly' effective, and responses changed little from Waves 1 to 3 (the apparent decline from Wave 1 to Wave 2 was not statistically significant).

¹⁷ This may, however, reflect the fact that confidence in Merseyside was unusually high in March 2005 due to the extensive publicity surrounding the quick capture of the killers of Anthony Walker, and by March 2007 had reduced to nearer the 37.1 per cent level reported in March 2003.

Figure 4.2 Effectiveness of the CJS in dealing with young people accused of crime

Respondents stating CJS was very or fairly effective

Waves 1 to 3



Question 8c: How effective do you think it is in dealing with young people accused of crime?

Base: All respondents (W1=1407, W2=524, W3=541)

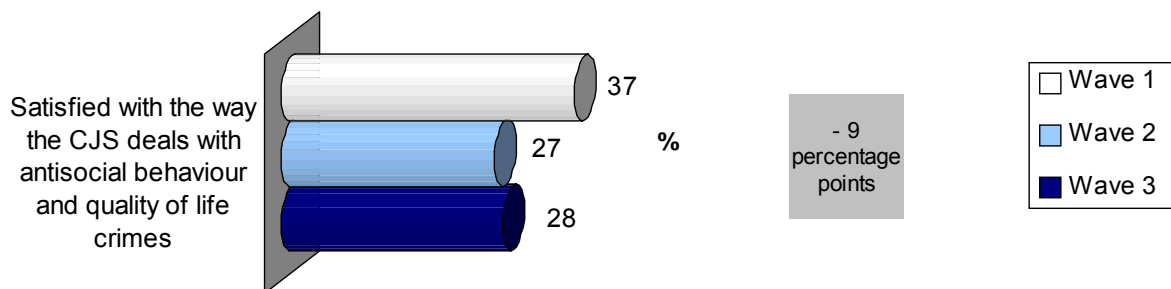
4.4 Satisfaction with the Criminal Justice System

Respondents were asked how satisfied they were with the way the CJS deals with anti-social behaviour and quality of life crimes. At Wave 1 just over a third of residents were satisfied (37%). Over the survey period, satisfaction with the way the CJS deals with these types of crimes reduced significantly, as illustrated in Figure 4.3. 37 per cent at Wave 1, falling to 27 per cent at Wave 2 and 28 per cent at Wave 3, were 'very' or 'fairly' satisfied.

Figure 4.3 Satisfaction with the Criminal Justice System

Respondents stating very or fairly satisfied

Waves 1 to 3



Question 9: How satisfied are you with the way the criminal justice system deals with anti-social behaviour and quality of life crimes (like vandalism, graffiti, drunken and abusive behaviour)?

Base: All respondents (W1=1407, W2=524, W3=541)

4.5 Awareness of the NLCJC and confidence in the CJS

Associations between awareness of the NLCJC and opinions on other issues such as confidence in the Criminal Justice System and effectiveness of criminal justice agencies were explored in the analysis.

No significant associations were found between awareness of the NLCJC and confidence that the CJS is effective in bringing people to justice, confidence that witnesses are treated well, effectiveness of the CJS in dealing with young people accused of crime, satisfaction with the way the CJS deals with antisocial behaviour and quality of life crimes, or effectiveness of local criminal justice agencies in responding to the needs of the local community.

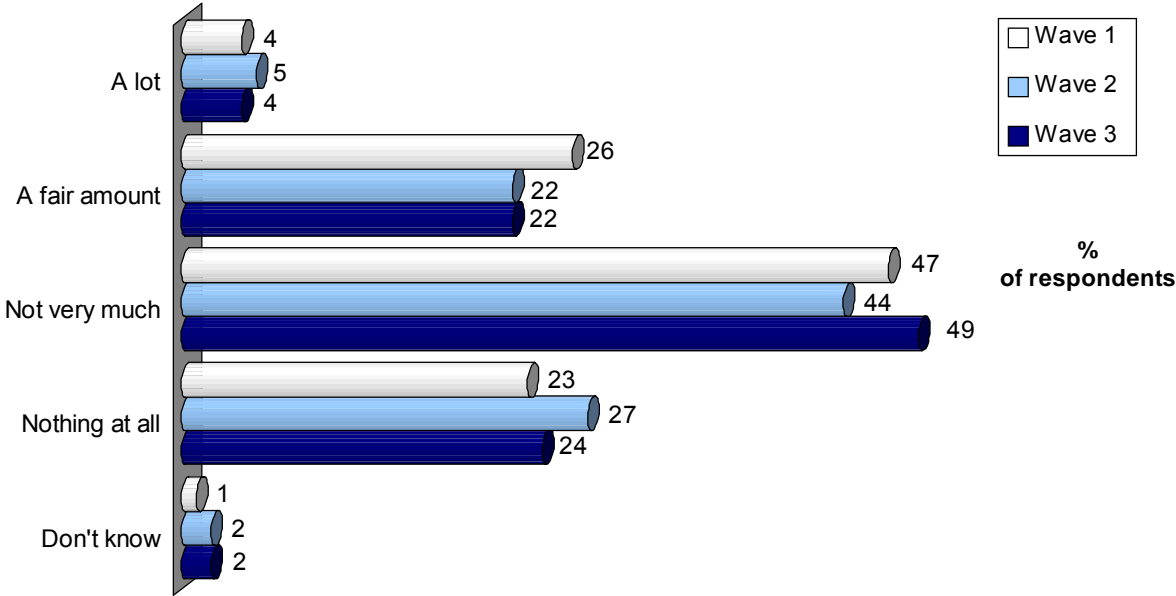
4.6 Local criminal justice agencies

Respondents were asked how much they knew about the work of the criminal justice agencies in their area. Overall, around three out of ten said that they knew ‘a lot’ or ‘a fair amount’ (30 per cent at Wave 1, 27 per cent at Wave 2 and 26 per cent at Wave 3). At each wave, around a half said that they did not know very much, and around a quarter that they knew nothing at all.

There was little change in the level of knowledge of the work of criminal justice agencies in the area over the survey period, as illustrated in Figure 4.4.

Figure 4.4 Knowledge of the work of local criminal justice agencies

Waves 1 to 3



Question 10/10a: How much would you say you, personally, know about the work of the criminal justice agencies in your area?

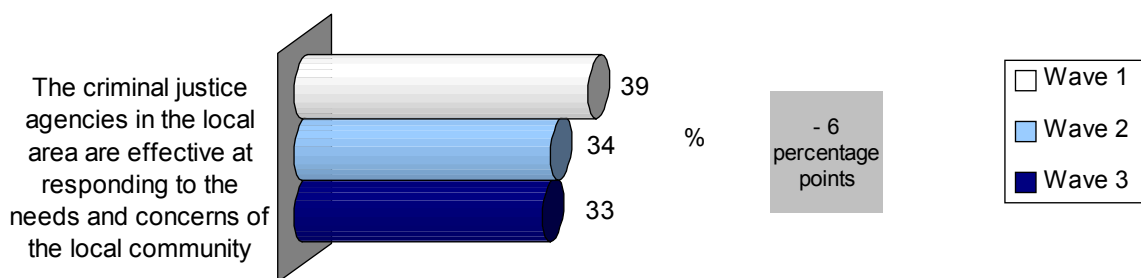
Base: All respondents (W1=1407, W2= 524, W3 = 541)

Not surprisingly, those who were aware of the NLCJC were more likely than those who were not aware to say that they knew ‘a lot’ or ‘a fair amount’ about the work of the criminal justice agencies in their area. 41 per cent of those who were aware of the NLCJC said they knew a lot or a little, compared with 19 per cent of those who were not aware of the NLCJC.

Respondents were also asked how effective they thought the criminal justice agencies in their area were at responding to the needs and concerns of the local community. A larger proportion (39 per cent) of respondents at Wave 1 believed the local agencies were effective in responding to local needs, compared with 34 per cent at Wave 2 and 33 per cent at Wave 3, as illustrated in Figure 4.5. This decline from Wave 1 to Wave 3 was statistically significant.

Figure 4.5 Effectiveness of local criminal justice agencies in responding to local needs and concerns

Respondents stating agencies were very or fairly effective
Waves 1 to 3



Question 8d/10b: How effective are the criminal justice agencies in your area at responding to the needs and concerns of the local community?

Base: All respondents (W1=1407, W2=524, W3=541)

4.7 Responsibility for reducing or stopping crime and anti-social behaviour

At Wave 3, when asked ‘who is responsible for stopping or reducing crime and anti-social behaviour in your area’, over three-quarters (78 per cent) stated the police were responsible. The second most frequent response (36 per cent) was parents.

Results in previous waves were very similar. At Wave 1, respondents believed that the police (75 per cent) and parents (39 per cent) were responsible. These results at Wave 2 were police (82 per cent) and parents (39 per cent).

4.8 Rating likelihood of coming forward as a witness

Respondents were presented with a scenario: *‘Imagine you travel on the same bus home every night - One night, a group of youths start vandalising the bus, breaking a window and ripping out a seat. The driver calls the police and the police ask you if you would be willing to be a witness if the case comes to court’*. Respondents were then asked to rate how likely it was that they would come forward as a witness in that scenario. The scale was 1 to 10, where 1 meant that they would definitely not be a witness and 10 meant that they definitely would be a witness.

The mean score over the three waves reduced significantly, suggesting that over time, respondents have become less likely to come forward as a witness. The mean score reduced from 6.3 (Wave 1) to 6.2 (Wave 2) to 5.9 (Wave 3).

4.9 Factors affecting the decision to come forward as a witness

Using the same scenario as above, respondents were presented with a number of statements and were asked to state whether or not the statements would affect their decision to come forward as a witness. They were asked to state whether their decision would be affected a lot, a fair amount, not very much or not at all.

Table 4.2 shows the proportion of respondents at each Wave, saying that each factor would affect their decision to come forward ‘a lot’ or ‘a fair amount’.

Table 4.2 Factors influencing decision to come forward as a witness

Respondents stating each factor would affect their decision ‘A lot’ or ‘A fair amount’
Waves 1 to 3

	Wave 1	Wave 2	Wave 3
Fear of retaliation by the offenders	63%	67%	67%
Thinking it would make no difference because the offenders won’t be dealt with effectively	53%	51%	49%
If you thought lots of other people could be witnesses	42%	37%	41%
Not wanting to get involved with the Police	28%	27%	25%
The inconvenience and time commitment	30%	25%	24%
A previous bad experience of the Police or courts	29%	26%	23%

Question 12: I'm going to read out a list of things that might affect your decision to come forward as a witness. For each one, please tell me if you think it would affect your decision a lot, a fair amount, not very much or not at all. [factors rotated to minimise bias]
Base: All respondents (W1=1407, W2=524, W3=541)

Looking first at the Wave 3 results, the factor most likely to affect coming forward as a witness was fear of retaliation from offenders. At Wave 3, two thirds (67 per cent) of all respondents stated that this would affect their decision a lot or a fair amount.

When faced with the statement 'Thinking it would make no difference because the offenders won't be dealt with effectively', around half of all respondents (49 per cent at Wave 3) stated that this would affect their decision a fair amount or a lot.

Forty one per cent at Wave 3 stated that others coming forward as a witness would affect their decision a fair amount or a lot.

Of less impact on coming forward as a witness were not wanting to get involved with the police (25 per cent at Wave 3) and the inconvenience and time commitment (24 per cent at Wave 3) it would involve.

Having the least effect was previous bad experience with the police or courts. Twenty three per cent at Wave 3 stated that this would have a fair amount or a lot of effect on their decision.

Looking at previous Waves, the proportions of respondents saying that each factor would affect their decision 'a lot' or 'a fair amount' was similar at Waves 1 and 2 as for Wave 3, for most of the factors. There were significant decreases in the proportions saying that their decision would be affected by the inconvenience and time commitment (from 30 per cent at Wave 1 to 25 per cent at Wave 2 and 24 per cent at Wave 3), and a previous bad experience of the Police or courts (from 29 per cent at Wave 1 to 26 per cent at Wave 2 and 23 per cent at Wave 3).

4.10 Chapter summary

- Around a third of respondents were 'very' or 'fairly' confident that the CJS is effective in bringing people to justice, and there was no significant change in this measure across the survey Waves (35 per cent at Wave 1 compared with 30 per cent at Wave 2 and 33 per cent at Wave 3).
- The proportion of respondents who were confident that witnesses were treated well however decreased significantly between Wave 1 and Wave 2 – from 40 per cent at Wave 1, to 29 per cent at Wave 2, and remained at this level (28 per cent) at Wave 3.
- Respondents were asked how effective they thought the Criminal Justice System is in dealing with young people accused of crime. Around a quarter of respondents thought the CJS was 'very' or 'fairly' effective, and responses changed little from Waves 1 to 3.
- Respondents were asked how satisfied they were with the way the CJS deals with anti-social behaviour and quality of life crimes. At Wave 1 just over a third of residents were satisfied (37%). Over the survey period, satisfaction with the way the CJS deals with these types of crimes reduced significantly. 37 per cent at Wave 1, falling to 27 per cent at Wave 2 and 28 per cent at Wave 3, were 'very' or 'fairly' satisfied.
- Respondents were asked how much they knew about the work of the criminal justice agencies in their area. Overall, around three out of ten said that they knew 'a lot' or 'a fair amount' (30 per cent at Wave 1, 27 per cent at Wave 2 and 26 per cent at Wave 3). At each wave, around a half said that they did not know very much, and around a quarter that they knew nothing at all.
- Those who were aware of the NLCJC were more likely than those who were not aware to say that they knew 'a lot' or 'a fair amount' about the work of the criminal justice agencies in their area. At Wave 3 41 per cent of those who were aware of the NLCJC said they knew a lot or a little, compared with 19 per cent of those who were not aware of the NLCJC.
- Respondents were also asked how effective they thought the criminal justice agencies in their area were at responding to the needs and concerns of the local community. A larger proportion (39 per cent) of respondents at Wave 1 believed the local agencies were effective in responding to local needs, compared with 34 per cent at Wave 2 and 33 per cent at Wave 3.

- At Wave 3, when asked 'who is responsible for stopping or reducing crime and anti-social behaviour in your area', over three-quarters (78 per cent) stated the police were responsible. The second most frequent response (36 per cent) was parents. Results in previous waves were very similar.
- The likelihood of respondents coming forward as a witness decreased significantly during the survey period. Comparing Waves 1 to 3, the mean rating for likelihood of coming forward reduced from 6.3 to 5.9.
- The factor most likely to affect coming forward as a witness was fear of retaliation from offenders. At Wave 3, two thirds (67 per cent) of all respondents stated that this would affect their decision a lot or a fair amount.

5 Perceptions of the local area

5.1 Impact of fear of crime on quality of life

Respondents were asked to indicate how much their own quality of life was affected by fear of crime, on a scale of 1 to 10, where 1 was 'no effect' and 10 was 'total effect' on their quality of life.

The mean score for fear of crime was 4.6 at Wave 1, 4.5 at Wave 2 and 4.7 at Wave 3.

There was no significant change in the perceived effect of fear of crime on quality of life over the survey period.

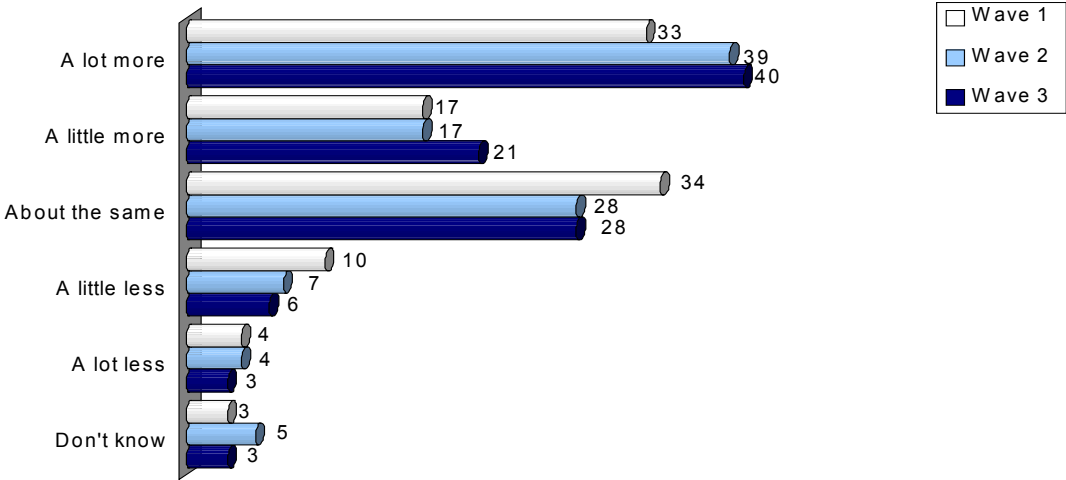
5.2 Perceptions of crime and the local environment

Respondents who had lived in the area for two years or more were asked how much the level of crime in their local area had changed over the last two years.

When comparing results over the survey waves, a trend can be identified: the perception of respondents was that wave on wave, crime in the local area had increased. Forty nine per cent (Wave 1), 56 per cent (Wave 2) and then 61 per cent (Wave 3) of respondents, believed that crime in the local area had increased. Within this the proportion of respondents believing crime had increased a lot as opposed to a little also increased significantly between Waves 1 and 2, as illustrated in Figure 5.1.

Figure 5.1 Perceived change in the level of crime in the local area over the last two years by wave

Waves 1 to 3



Question 6a: How much would you say the level of crime in your area has changed since two years ago? Would you say there is more, less or about the same amount of crime?

Base: All respondents who have lived in the local area for two years or more (W1=1328, W2=485, W3=483).

Respondents who had been victims of crime, and those with a high to medium fear of crime, were more likely to believe that crime had increased. As shown in Section 7.1 below, the proportion of respondents who had been recent victims of crime increased from Wave 1 to Wave 3, which may account for some of the increase in the perception of local crime levels.

National media reports of gangs and knife crime may have considerably contributed to peoples’ perception of crime. Also, there may be a perception that crime in North Liverpool must be worse than in other areas of Liverpool or other cities, as this was the area chosen to locate the country’s first Community Justice Centre. The idea that Liverpool is ‘a problem area’ may impact on perceived levels of crime.

5.3 Living in the local area

Respondents who had lived in the area for at least two years were asked whether they would say that their area was a better or a worse place to live than it was two years ago, or was it about the same.

In Wave 1, 37 per cent of respondents believed that the area was a little/much worse than it was two years ago, this increased significantly to 45 per cent at Wave 2 and 50 per cent at Wave 3 (Table 5.1).

Table 5.1 Perception of what the local area is like as a place to live compared to two years ago

Waves 1 to 3

	Wave 1 %	Wave 2 %	Wave 3 %	Change W1 to W3 %
Much / a little better	10	12	10	0
About the same	52	42	39	-13
A little / much worse	37	45	50	+13

Question 6b: Overall, would you say your area is a better or worse place to live than it was 2 years ago, or is it about the same?

Base: All respondents who have lived in the local area for two years or more (W1=1328, W2=485, W3=483)

The North Liverpool area is currently undergoing significant regeneration, and a number of properties were empty and boarded up as a result of major demolition and re-building projects on-going, which may have contributed to the worsening perceptions of the local area.¹⁸

Analysis of the results at each wave reveals that opinions have shifted from being 'about the same' two years ago, to being worse. There was no change from Wave 1 to Wave 3 in the proportion believing the area had improved (10 per cent).

5.4 Views on the local environment

Respondents were asked how they would rate the quality of their local environment in terms of graffiti, vandalism, abandoned cars and other eyesores using a scale from one to five, where one meant that it was extremely poor and five meant that it was extremely good.

The mean score at Wave 3 was 2.9. There was a significant reduction in the mean score across the survey period from 3.2 (Wave1) to 3.0 (Wave 2) to 2.9 (Wave 3), indicating that opinions worsened.

Personal experience of crime and the effect of fear of crime was associated with ratings of the quality of the local environment. In each wave, victims were more likely to rate the quality of the local environment lower than non-victims. Those with high to medium fear of crime were also more likely to rate the environment lower than those with low levels.

5.5 Problems in the area

Respondents were presented with a list of crime and anti-social behaviour problems and asked to state whether or not these issues were problems in their local area.

Table 5.2 presents the problems and change in perceptions over the survey period. Overall there was little change over time with the exception of gangs and gang crime and fly tipping/litter which saw an increase, and groups of young people hanging around on the street which decreased from Wave 1 to Wave 3.

¹⁸ For details see the 'North Liverpool Economic Development Plan', updated issue no. 5, September 2006, Liverpool City Council.

Table 5.2 Problems in the local area – changes over the survey period

Respondents stating a 'very big' or 'fairly big' problem

Waves 1 to

	Wave 1	Wave 2	Wave 3	Diff W1 - 3
	(1407)	(524)	(541)	
	%	%	%	%
Lack of activities for young people	74	69	73	-1
Groups of young people hanging around on the street	74	71	68	-6*
Gangs and gang related crime	50	53	57	+7*
Vandalism, graffiti or other deliberate damage to property	58	56	57	-1
Fly tipping and litter	51	50	56	+5*
Drug Dealing	52	55	55	+3
Abusive or intimidating behaviour by people who have been drinking	40	44	40	0
Verbally abusive behaviour in the streets	43	41	40	-3
Abusive or intimidating behaviour by people who have been using drugs	41	41	37	-4
Noisy neighbours	22	22	18	-4

Question 7a-j: I'm going to show you list of problems that occur in some areas. For each one, please tell me if you think it's a very big problem, a fairly big problem, a small problem, or not a problem at all in your area? [problems rotated to reduce bias]

Base: All respondents (W1=1407, W2=524, W3=541)

* = significant difference from Wave 1 to Wave 3

5.6 Anti-social behaviour - comparing national results with NLCJC results

At the Merseyside police authority level, an overall measure of anti-social behaviour is available, based on BCS data. Perceptions of anti-social behaviour in Merseyside increased from 18 per cent in 2004/5, to 21 per cent in 2005/6, indicating an overall worsening of opinions in Merseyside of the extent of anti-social behaviour, mirroring the worsening between Waves 1 and 3 in the NLCJC area.

For one of these items, perceptions of local drug dealing, which is a component of the anti-social behaviour measure, BCS data is available for Merseyside as well as for England and Wales.

In Merseyside, the proportion of respondents considering drug dealing to be a big local problem increased from 27 per cent in 2004/5 to 30 per cent in 2005/6,¹⁹ while in the NLCJC area there was no statistically significant change.

5.7 Awareness of the NLCJC and opinions of the local area

Associations between awareness of the NLCJC and opinions of the local area were considered at the analysis stage. Factors considered included how much quality of life is affected by fear of crime, perceived change in the local level of crime, perceptions of the local area as a place to live, ratings of the quality of the local environment, and problems in the local area. There was no significant association between awareness of the NLCJC and ratings on these factors.

5.8 Chapter summary

- Respondents were asked to indicate how much their own quality of life was affected by fear of crime, on a scale of 1 to 10, where 1 was 'no effect' and 10 was 'total effect' on their quality of life. The mean score for fear of crime was 4.6 at Wave 1, 4.5 at Wave 2 and 4.7 at Wave 3. There was no significant change in the perceived effect of fear of crime on quality of life over the survey period.
- Among respondents who had lived in the area for more than two years, there was a significant rise in the proportion who thought that the level of crime in the local area had increased in the last two years (Wave 1 49 per cent, Wave 2 56 per cent, Wave 3 61 per cent).
- Respondents who had lived in the area for at least two years were also asked whether they would say that their area was a better or a worse place to live than it was two years ago, or was it about the same. In Wave 1, 37 per cent of respondents believed that the area was a little/much worse than it was two years ago, this increased significantly to 45 per cent at Wave 2 and 50 per cent at Wave 3.
- Respondents' views on the quality of the local environment in terms of graffiti, vandalism, abandoned cars and other eyesores also worsened significantly wave on wave (total mean score Wave 1 – 3.2, Wave 2 – 3.0, Wave 3 – 2.9).
- Overall there was little change in perceptions of problems in the area. There was an increase in the proportion of respondents saying gangs/gang crime and fly tipping/litter were a 'very big' or 'fairly big' problem, and a decrease in groups of young people hanging around on the street.

¹⁹ Walker A, Kershaw C and Nicholas S (2006) Crime in England and Wales 2005/06 Crown Copyright

6 Experience of and worries about crime

6.1 Victims of crime

Over the survey period, a growing proportion of respondents reported having been victims of crime. In Wave 1, one in three respondents (30 per cent) said that they had been a victim of crime in the last two years. At Wave 2, this increased to more than one third (36 per cent) and at Wave 3, 37 per cent of respondents reported that they had been a victim of crime.

There were significant increases in experience of crime from Wave 1 to Wave 3 among respondents aged 30-44 (33% at Wave 1 and 45% at both Waves 2 and 3), and among those with qualifications at GCSE level and below (30% at Wave 1, 35 % at Wave 2 and 42% at Wave 3).

6.2 Worries about being a victim of crime

Respondents were presented with various types of crime and were asked to comment on whether or not, and to what extent, they were worried about being a victim of those crimes.

All respondents were asked about their worries in relation to criminal activity or damage to their home and about personal crimes such as being mugged, attacked or abused.

The largest worries involved criminal activity or damage to their home and the biggest of these worries was the prospect of having their home burgled. At Wave 3 a total of 72 per cent were worried about this: 42 per cent were very worried and a further 31 per cent were fairly worried. 11 per cent of respondents at Wave 3 were not at all worried about their home being burgled. As regards other domestic crimes, almost two thirds (65 per cent) of Wave 3 respondents were worried about having their house damaged by vandals: 38 per cent stated that they were very worried about this and a further 27 per cent were fairly worried.

Over half of Wave 3 respondents were worried about being victims of personal attack with 60 per cent worried about being mugged or robbed and 55 per cent worried about being physically assaulted or attacked in the street. Amongst the personal attack crimes, the crime of least concern was being verbally abused in the street. Notwithstanding, 43 per cent at Wave 3 were still worried about being a victim of such a crime.

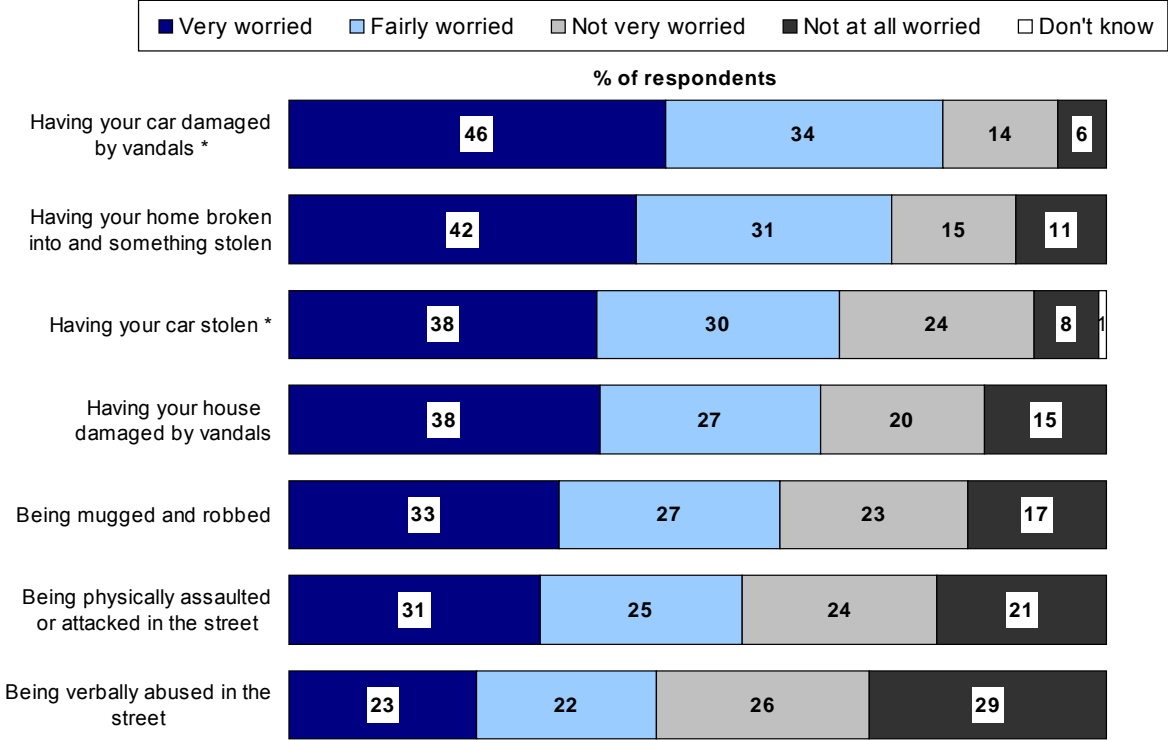
Almost half of all respondents (48 per cent at Wave 3) stated that they had a car and these respondents were asked about a further two crimes: having their car damaged by vandals and having their car stolen.

An overwhelming majority were worried about having their car damaged: 80 per cent in total at Wave 3 were worried about being a victim of this crime with 46 per cent stating that they were very worried about it. Only 6 per cent of those with a car reported that they were not at all worried about it being damaged by vandals. As regards car theft, a total of 68 per cent at Wave 3 were worried about this with 38 per cent very worried about it.

The results at Wave 3 for each of the crimes are presented in Figure 6.1. As detailed above and can be seen in the illustration, with the exception of one crime (being verbally abused in the street) the majority of respondents were more worried than not about *all* the presented crimes.

Figure 6.1 Worried about being a victim of crime

Wave 3



Question 2: I'm going to show you a list of crimes, for each, could you tell me if you are very worried, fairly worried, not very worried or not at all worried about being a victim of that crime [crimes rotated to minimise bias]

Base: All respondents (W3=541) except those marked * which are all respondents who have a car (W3=254)

Comparing Waves 1 to 3

There was little change in the level of worry about these crimes between Wave 1 and Wave 3.

6.3 Personal safety in the local area

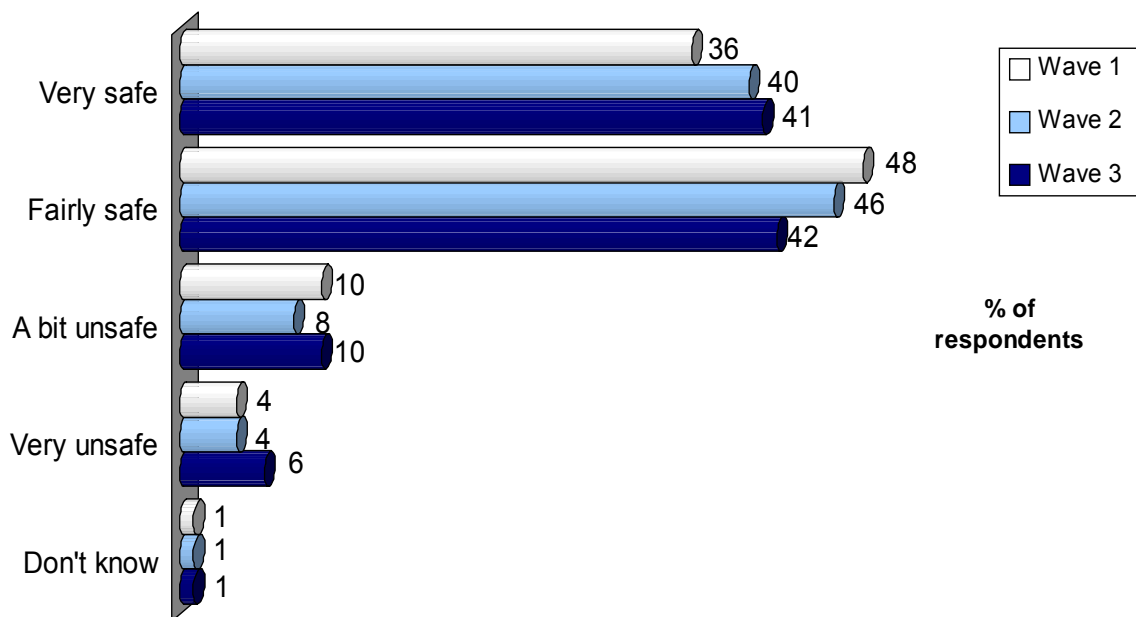
Respondents were asked how safe they felt when walking alone in their neighbourhood during the day and after dark. Across all three waves, the majority of respondents reported that they felt fairly or very safe during the day (84 per cent at Wave 1, 86 per cent at Wave 2 and 83 per cent at Wave 3). After dark however, the majority (59 per cent at Wave 1, 57 per cent at Wave 2 and 63 per cent at Wave 3) felt a bit or very unsafe when walking alone.

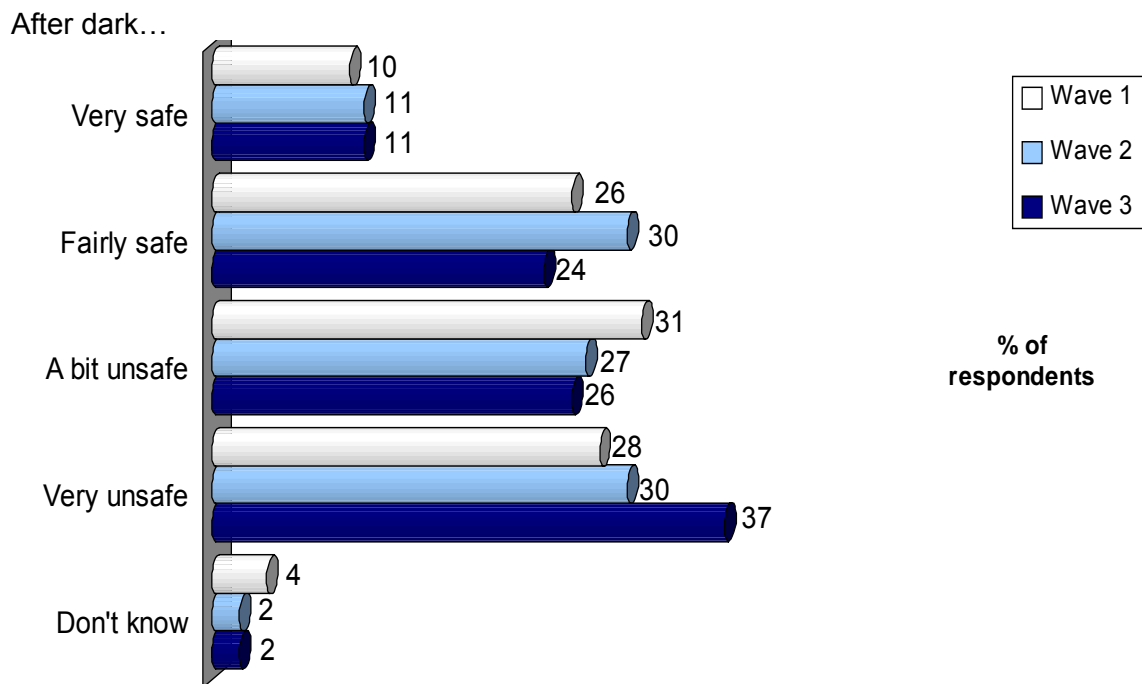
However, there was a general move towards feeling very safe rather than fairly safe during the day and a move towards feeling a bit unsafe to very unsafe after dark. The patterns are shown in Figure 6.2.

Figure 6.2 Personal safety when walking alone in the neighbourhood

Wave 3

During the day...





Question 3c: How safe do you feel walking alone in your neighbourhood during the day?
Would you say you feel...

Question 4: How safe do you feel walking alone in your neighbourhood after dark? Would you say you feel...

Base: All respondents (W1=1407, W2=524, W3=541)

6.4 Chapter summary

- Over the survey period, a growing proportion of respondents reported having been victims of crime. In Wave 1, one in three respondents (30 per cent) said that they had been a victim of crime in the last two years. At Wave 2, this increased to more than one third (36 per cent) and at Wave 3, 37 per cent of respondents reported that they had been a victim of crime.
- There was little change overall in the level of worry about crime. The largest worries involved criminal activity or damage to respondents' homes, the biggest worry being the prospect of having their home burgled.
- Over half of all respondents were worried about being mugged or robbed and/or being physically assaulted or attacked in the street. Similar trends were found across the three waves with little change in levels of worry about crime.
- Respondents were asked how safe they felt when walking alone in their neighbourhood during the day and after dark. Across all three waves, the majority of respondents reported that they felt fairly or very safe during the day (84 per cent at Wave 1, 86 per cent at Wave 2 and 83 per cent at Wave 3). After dark however, the majority (59 per cent at Wave 1, 57 per cent at Wave 2 and 63 per cent at Wave 3) felt a bit or very unsafe when walking alone.

7 Conclusions

The area of North Liverpool in which the NLCJC is located has longstanding and continuing problems. Given this context, it is clearly challenging for the NLCJC to make an impact on local crime and on perceptions of the area, and any impact will take time to be recognised by the local community.

Over the three survey waves, attitudes and experiences worsened in several respects:

- Respondents' perceptions of the area as a place to live and of the quality of the local environment worsened.
- The perceived level of crime in the local area increased – at Wave 1, 49 per cent of respondents thought that crime had increased in the last two years, rising to 56 per cent at Wave 2 and 61 per cent at Wave 3.
- The proportion of survey respondents who said that they had been a victim of crime increased from 30 per cent at Wave 1 to 37 per cent at Wave 3.
- Confidence that witnesses were treated well by the criminal justice system decreased from 40 per cent at Wave 1 to 29 per cent at Wave 2, and stayed at the lower level (28 per cent) at Wave 3.
- Satisfaction with the way the CJS deals with anti-social behaviour and quality of life crimes reduced from 37 per cent at Wave 1 to 28 per cent at Wave 3.

At Wave 1 of the survey in June 2005, a fifth of respondents living within the NLCJC jurisdiction area had heard of the Centre. By wave 3 of the survey (December 2006), this had significantly increased to 32 per cent.

Around three out of ten respondents who had heard of the NLCJC at each wave said that they knew 'a lot' or 'a fair amount' about the Centre. Eight per cent of respondents who had heard of the Centre at waves 2 and 3, had actually visited it and accessed services.

The signs are that many of the services such as Citizens Advice, legal and financial advice and the role of community representatives would be used and well received if more people were aware they were available.

At Waves 2 and 3, respondents who had heard of the NLCJC were asked what difference they thought the Centre had made to crime that affects their quality of life. At both Waves, around half of these respondents (50 per cent at Wave 2, 52 per cent at Wave 3) thought the Centre had made no difference to crime that affects their quality of life.

Respondents who had not heard of the NLCJC (and all respondents at Wave 1) were given a brief description of the Centre and asked what difference they thought it would make to crime that affects their quality of life. At Wave 1, a half of these respondents (50 per cent) believed that the NLCJC would reduce crime that affects their quality of life 'a little' or 'a lot'. This proportion decreased significantly to 44 per cent by Wave 3, with the decrease mainly accounted for by a fall in the proportion saying it would reduce this crime 'a lot'.

Residents were positive about the aims of the Centre with the majority agreeing that it provides a better way of tackling the causes of crime and that it provides opportunities for the local communities to get involved.

However, as yet there is no measurable impact of the NLCJC on attitudes to towards the CJS, or on perceptions of the local area. It is perhaps too soon for the general enthusiasm for the Centre to be translated into a measurable change in attitudes and perceptions in the local area.

Appendix 1: Technical Report

Survey universe

The survey universe was defined as all adults aged 16+ living within the jurisdiction of the NLCJC. In practical terms this was defined in terms of a series of postcodes supplied by Ministry of Justice and covered some or all of these wards: Everton, County, Kirkdale and Anfield.

Sampling

For the CATI component of Wave 2 and 3, a Random Digit Dial (RDD) sample of telephone numbers was obtained from UK Changes, a private company which supplies sample. RDD works on the basis of a sample of listed landline telephone numbers, with the last digit or digits being changed at random to ensure coverage of unlisted (ex-directory) numbers. Known business numbers and non-working lines were screened out by the sample supplier. Numbers registered with the Telephone Preference Service were not screened out.

It is not possible to obtain an RDD sample for a tightly defined geographical area. However, we obtained a list of all postcodes in the CJC area. An RDD sample was then drawn using a list of all exchanges which were potentially in the relevant area. Potential respondents were asked for their postcode at the start of the interview and respondents with ineligible postcodes (i.e. postcodes not covered by the CJC) were screened out. Where potential respondents did not know their postcode, they were asked for their street name and a check was made against a complete list of streets within the CJC area. Where potential respondents refused to give their postcode or street details, the interview was terminated.

For the face-to-face component of Wave 2 and 3, Random Location Sampling was undertaken. A listing of addresses within the target area was obtained and random sampling conducted within this sample frame and specific interview locations (points) were assigned to interviewers.

Respondent selection

Once contact was made with a household and we established that it was within the CJC area (either face-to-face or CATI methodology), an adult aged 16+ was selected for interview at random. In order to select an adult at random, we used a relatively new method of respondent selection, which is thought to be simpler and less intrusive than the 'next birthday rule' commonly used in telephone surveys.²⁰

²⁰ Louis Rizzo, J. Michael Brick and Inho Park. 'A Minimally Intrusive Method for Sampling Persons in Random Digit Dial Surveys' Public Opinion Quarterly, 2004, Vol 68, pp 267-274.

The method takes advantage of the fact that 85 per cent of households have two or fewer adults aged 16+, and limits intrusive and unexpected questions which lower response rates. On contact with an adult aged 16+, that individual is asked how many adults aged 16+ there are in the household. If there is only one (i.e. the screener respondent), the interview continues with that individual. If there are two, the CATI system randomly selects either the screener respondent, or the other adult. If there are more than two eligible adults, the CATI system randomly selects either the screener respondent or one of the other adults (with chances of selection proportionate to the total number of adults, e.g. if there are 4 adults then the screener respondent will be selected 25 per cent of the time). Only if the screener respondent is *not* selected does selection proceed on the basis of the 'next birthday' rule.

CATI and face- to face methodology change

As noted above, in contrast to Wave 1, Wave 2 and Wave 3 of the survey were conducted using face-to-face and telephone interviewing. This mixed methodology was undertaken because:

- The **response rate** for the Wave 2 CATI survey was considerably lower than for W1. In W2, only 313 residents from Liverpool agreed to participate in the survey – 1000 were anticipated.
- The **sample frame** for Wave 2 had been almost exhausted at the time the decision was made to undertake face-to-face interviewing, so essentially there were no more residents to attempt to contact via the telephone.
- The key issues in terms of response rate were identified as **active refusal and non-contact**, as opposed to drop out during the survey. This implied that it is not a survey design issue, but rather an issue related to the area and overall participation. Face-to-face methodology was implemented to assist in increasing participation and reducing refusal.

What is behind the low participation?

The target for the Wave 2 face-to-face interviews was a total of 300 completed questionnaires – 211 were completed in total – a total of 600 interviews were considered to be incomplete – essentially the interview had either not started or had been terminated at some stage during the interviewing.

From reviewing the contact information, and from viewing the area personally, TNS feel that there are three key issues underpinning the low response rates for this survey – and these need to be considered when reviewing the response rates for Wave 2:

Refusals: A significant number of residents in the Liverpool area actively refused to participate in the survey. As opposed to people dropping out during the questionnaire.

No contacts – ‘deadwood in sample’: A considerable issue was the number of non-contacts, where the residency was either unoccupied or did not exist. In many instances these premises were boarded up and clearly unoccupied and may have been part of a regeneration initiative in the area. These are generally not considered to be ‘in-scope’ for the survey in terms of response rate and it is not possible to remove entire streets from the sample frame, as in many cases some residents were still present within these areas.

No contacts – ‘contact not available’: Another issue associated with non-contacts was difficulty in contacting the selected respondent – with up to five contacts being made at the residency without success for face-to-face and 10 call backs for CATI. A number of respondents were also sick for the entire length of fieldwork.

Both the non-response and non-contacts issues can not be prevented at the sampling stage, as it is not possible to identify numbers/addresses within Liverpool where there are no longer people present. As the TNS team observed, in some instances entire streets are almost vacant, with occupied houses sparsely spread among boarded up residencies.

Additionally, the approach of random selection of respondents can create some difficulties, particularly when the incidence of refusal and non-contact is high, this is because:

- In some instances, participants were willing to be interviewed, however they were not the individual randomly selected and as a result the interviewer then had to ask to speak to someone else – this caused some suspicion and in some instances, participants were unwilling to tell interviewers about the details of the target contact person
- With contacts at the door/on the phone being difficult in the first instance, having in some cases to contact houses repeatedly magnified the instances of no contact.

Response rates

In order to maximise the response rate, all ‘live’ numbers in the sample (i.e. no replies, engaged, voicemail, and hard or soft appointments) were dialled at least 10 times, on different days of the week and at different times of the day. Much of the fieldwork took place in the evenings and weekends, and interviewing continued until 9pm. We also experimented with different introductions to improve co-operation.

There are a number of different ways of calculating response rates. We have used the method developed by the American Association for Public Opinion Research²¹.

The following table shows the outcomes for the 20,449 numbers which were sampled at Wave 1 and how the response rates are calculated.

Table A1.1

OUTCOME W1	
Issued	20449
Known ineligible	
Outside area	3236
Unobtainable	1893
Non-residential	500
Fax	181
Modem	8
TOTAL	(A) 5818
Known eligible	
Successful interview	1407
Refusal	63
TOTAL	(B) 1470
% eligible from all known outcomes	20% B/(A+B)
Eligibility unknown	
Refusal before establishing eligibility	10914
Refusal to give postcode/street	90
No contact after 10+ calls	2157
TOTAL	13161

The CASRO method of calculating response rates involves classifying all outcomes as either:

- known ineligibles which include those numbers outside the area, fax/modems and non-residential numbers
- known eligibles which include full interviews and refusals
- unknowns which include refusals before eligibility was established and no contacts after 10 calls.

²¹ Standard definitions. Final Dispositions of Case Codes and Outcome Rates for Surveys 2000. American Association for Public Opinion Research

Taking the proportion of eligibles from all known outcomes, in this case 20 per cent, an estimate is made of the likely number of eligibles from the unknown category. This is included with the known eligible to give an estimate of the true eligible sample to calculate a response rate. These calculations are shown in the following table for all three waves.

Table A1.2

CALCULATION OF RESPONSE RATES WAVE 1 - 3 CATI

	Wave 1		Wave 2		Wave 3	
Issued	20449		15201		13200	
Known ineligible	5818 (A)		4335 (A)		5251 (A)	
Known eligible	1470 (B)		371(B)		241 (B)	
Eligibility unknown (pre adjusted)	13161		10495		7706	
Estimate of eligible numbers	2655 (C) 20% at W1		839 (C) 8% at W2		579 (C) 4% at W3	
All eligible	4125 (B+C)	100%	1210 (B+C)	100%	820 (B+C)	100%
Successful interview	1407	34%	210	26%	241	29%
No interview	2718	66%	1000	74%	579	71%

The following table outlines the response rate data for the face-to-face surveys conducted in Wave 2 and 3.

Table A1.3**CALCULATION OF RESPONSE RATES WAVE 2 & 3 CAPI**

	Wave 2		Wave 3	
Issued	810		1172	
Known ineligible (A)	58		109	
Known eligible (B)	432		544	
Eligibility unknown	320		519	
Estimate of eligible numbers (C)	712		972	
% Eligible from all known outcomes	88%		83%	
All eligible	712	100%	972	100%
Successful interview	210	29%	300	31%
No interview	542	76%	672	69%

Fieldwork W1 - 3

The table below shows the fieldwork dates for each wave

Table A1.4**FIELD WORK DATES**

	Wave 1	Wave 2	Wave 3
CATI	June – July 2005	May – June 2006	Dec 2006 – Feb 2007
CAPI		Sept – Oct 2006	Dec 2006 – Feb 2007

Questionnaire design

The questionnaire for Wave 1 was developed by TNS Social in collaboration with the DCA. It was designed to take approximately 20 minutes to conduct. Some minor modifications to reduce the overall length of the survey were undertaken for Wave 2 and 3. The full questionnaire for Wave 3 is attached in Appendix 2. A number of questions from the British Crime Survey were included in order to provide comparative data, and as a quasi 'control' with which to measure any changes between waves of the CJC Tracker.

Sample profile and weighting

The respondent profile for each wave is shown in the following table together with the gender and age profile compared with data for these wards from the 2001 Census.

Table A1.5 Sample Profile Waves 1 - 3

	SAMPLE PROFILE							Census 2001
	Wave 1		Wave 2		Wave 3		Weighted (All waves)	
	No (1407)	%	No (524)	%	No (541)	%	%	
Base:								
Men	551	39	173	33	195	36	41	47
Women	856	61	351	67	346	64	59	53
16-44	562	40	203	39	243	45	44	51
45-65+	874	59	321	61	298	55	56	49

In this survey a lower number of interviews with young people and with men were obtained compared with the population as a whole.

Weighting was applied at each wave to correct for unequal probabilities of selection (as only one adult per household was interviewed). This weighting improved the age and gender profile compared with the population figures, however the weighted proportions of men and younger people remained lower than in the population. At Waves 2 and 3 the data were additionally weighted to match the age and gender profile at Wave 1. It was decided not to weight the data to match the Census profile by age and gender for two main reasons: i) this weighting would have meant large weight factors for some cells e.g. young men which would have reduced the statistical reliability of the findings, and ii) as the main focus of the study was on tracking trends rather than on reporting cross-sectional prevalences it was considered more important to maximise the statistical reliability of comparisons over time, rather than to produce unbiased estimates at the cross-sectional level. This means that comparisons of trends across the survey waves are valid as the demographic profiles are the same at each wave. In total though the survey under-represents the views of men and younger people, so it is not fully representative of the population of North Liverpool residents, which should be borne in mind when considering these results and comparisons with national data.

Statistical significance

As the data in this report are based on a sample (rather than a census) of local residents, the estimates are subject to sampling error.

When comparing the results of one survey with another it is important to determine if observed differences between the findings are statistically significant. That is, are the differences 'real' (i.e. they would occur if we were able to interview all residents in the area rather than just a sample) or have they occurred by chance in this sample?

Similarly, if comparing two sub-groups within one survey, say the results for men compared with women, it is important to determine if the differences observed are real or whether they have occurred by chance.

Statistical significance of differences was tested using t-tests and Chi-squared.

Appendix 2: Questionnaire (Wave 3)

JN155957 North Liverpool Community Justice Centre – Attitude Tracker : Wave 3

Questionnaire final draft

Introduction

Hello. My name is > from TNS. Just to reassure you, I am not selling anything. We are doing a survey on what it's like to live in your neighbourhood. It's for the Department for Constitutional Affairs.

(IF THEY ASK WHAT THE DEPT FOR CONSTITUTIONAL AFFAIRS DOES SAY : It's responsible for the running of the legal system, particularly the courts.)

We are interested in people's opinions, not factual information. Would you mind answering some questions? It will take about 20 minutes and all your responses will be strictly confidential.

Screening

Qs1 Can I just check, are you aged 16 or over? **(IF NOT, ASK TO SPEAK TO SOMEONE IN THE HOUSEHOLD WHO IS AGED 16 OR OVER, IF NOT AVAILABLE, ARRANGE TO PHONE BACK)**

Qs1A Can you tell me your postcode? This is just because we want to speak to people in particular areas of North Liverpool and I want to check if your home falls within the area we are interested in.

IF DON'T KNOW – do you know the first part of your postcode?

IF STILL DON'T KNOW – can you tell me the first line of your address?

IF FALLS OUTSIDE AREA SAY: Sorry, your home doesn't fall within the area we are interested in for this particular survey. Thank you very much for your help. **CLOSE**

Qs2 Including yourself, how many people aged 16 or older currently live in this household?

Computer will select one adult at random and will instruct interviewer to interview the screener respondent or other household member.

If screener respondent is selected go to Q7. If two adults and other adult is selected, go to Q6b. If more than two adults and screener is not selected, continue.

Qs3 The computer has randomly determined that one of the (Q2 answer minus 1) adults other than yourself should be selected for the rest of the interview. To help us select this person, can you tell me the first name of the person who had the most recent birthday among these other (Q2 answer minus 1) adults? **(If don't know, go to Q5, Otherwise go to Q6c)**

INTERVIEWER: CAN TAKE FIRST INITIAL IF DON'T WANT TO GIVE NAME

Qs5 So that the computer can choose someone to interview, please tell me the first names of the adults currently living in this household. Please do not include yourself. **(computer will randomly select a respondent – then go to Q6c).**
The computer has randomly selected [NAME OF SELECTED PERSON]. **GO TO Q6C.**

Qs6b The computer has selected the other adult in the household to participate in the next part of the survey. Are they available for interview just now? **(If yes, ask to speak to them, if no make arrangements to call back)**

Qs6c Are they available for interview just now?
(If yes, ask to speak to them, if no make arrangements to call back)

REPEAT INTRODUCTION IF CONTINUING WITH SOMEONE OTHER THAN SCREENER RESPONDENT:

Hello. My name is > from TNS. Just to reassure you, I am not selling anything. We are doing a survey on what it's like to live in your neighbourhood. It's for the Department for Constitutional Affairs.

(IF THEY ASK WHAT THE DEPT FOR CONSTITUTIONAL AFFAIRS DOES SAY : It's responsible for the running of the legal system, particularly the courts.)

We are interested in people's opinions, not factual information. Would you mind answering some questions? It will take about 20 minutes and all your responses will be strictly confidential.

(no Q1)

Before we go to the first question I just need to reassure you. All of your answers are completely confidential and your rights under the Data Protection Act as well as The Market Research Society's Code Of Conduct will be fully observed, including not answering a question and choosing to end the interview. For quality control, and training purposes this interview may be monitored or recorded.

Q2 I'm going to read out a list of crimes, for each, could you tell me if you are very worried, fairly worried, not very worried or not at all worried about being a victim of that crime **READ OUT EACH CRIME IN TURN.** First of all...

ROTATE ORDER of a to e ▼		Very worried	Fairly worried	Not very worried	Not at all worried	DK	Refused
	a) Having your home broken into and something stolen?	1	2	3	4	Y	X
	b) Being mugged and robbed?	1	2	3	4	Y	X
	c) Having your house damaged by vandals?	1	2	3	4	Y	X
	d) Being verbally abused in the street?	1	2	3	4	Y	X
	e) Being physically assaulted or attacked in the street?	1	2	3	4	Y	X
Can I just check?	f) Do you have a car? (If yes, ask questions g and h, if no, route to question 3)	1	2	3	4	Y	X

	g) And how worried are you about having your car stolen?	1	2	3	4	Y	X
	h) Having your car damaged by vandals?	1	2	3	4	Y	X

Q3a Have you personally been a victim of any of these sorts of crime in the past 2 years?
(Interviewer: crimes are those mentioned in Q2)

Yes 1
No 2
(Don't know) Y
(Refused) X

ASK ALL

Q3b How much is your own quality of life affected by fear of crime, on a scale from 1 to 10, where 1 is no effect and 10 is a total effect on your quality of life? (BCS)

Range 1-10 WRITE IN BOX DK, REF

Q3c How safe do you feel walking alone in your neighbourhood during the day? Would you say you feel...

READ OUT

(NOTE: IF RESPONDENT NEVER GOES OUT ALONE, PROBE:
how safe *would* you feel?)

Very safe 1
Fairly safe 2
A bit unsafe 3
Very unsafe 4
(Don't know) Y
(Refused) X
REVERSE ORDER

Q4 And how safe do you feel walking alone in your neighbourhood after dark? Would you say you feel...

READ OUT

(NOTE: IF RESPONDENT NEVER GOES OUT ALONE AFTER DARK, PROBE:
(how safe *would* you feel?)

Very safe	1
Fairly safe	2
A bit unsafe	3
Very unsafe	4
(Don't know)	Y
(Refused)	X

REVERSE ORDER

Q5 I would like to ask some questions about the area you live in. By 'your area' I mean the area within about 15 minutes walk from your home. First, how many years have you lived in this area?

Less than 1 year	1 (Q7)
1 but less than 2	2 (Q7)
2 but less than 5	3
5 but less than 10	4
10 or more	5
(Don't know)	Y (Q7)
(Refused)	X (Q7)

ASK ALL WHO HAVE LIVED IN AREA 2+ YEARS

Q6a How much would you say the level of crime in your area has changed since two years ago? Would you say there is more, less or about the same amount of crime? (Note: if 'more' or 'less' PROBE 'a little' or 'a lot')

A lot more	1
A little more	2
About the same	3
A little less	4
A lot less	5
Don't know	Y
(Refused)	X

REVERSE ORDER

Q6b And overall, would you say your area is a better or worse place to live than it was 2 years ago, or is it about the same? (**NOTE: IF 'BETTER OR 'WORSE PROBE 'much better/worse' OR 'a little better/worse')**

- Much better 1
 - A little better 2
 - About the same 3
 - A little worse 4
 - Much worse 5
 - Don't know Y
 - (Refused) X
- REVERSE ORDER**

ASK ALL

Q7a-j I'm going to read out a list of problems that occur in some areas. For each one, please tell me if you think it's a very big problem, a fairly big problem, a small problem, or not a problem at all in your area? **READ OUT**

ROTATE ORDER ▼	Very big problem	Fairly big problem	A small problem	Not a problem at all	Don't know	Refused
a) Groups of young people hanging around on the street	1	2	3	4	Y	X
b) Gangs and gang related crimes	1	2	3	4	Y	X
c) Abusive or intimidating behaviour by people who have been drinking	1	2	3	4	Y	X
d) Abusive or intimidating behaviour by people who have been using drugs	1	2	3	4	Y	X
e) Drug dealing	1	2	3	4	Y	X
f) Vandalism, graffiti or other deliberate damage to property	1	2	3	4	Y	X
g) Verbally abusive behaviour in the streets	1	2	3	4	Y	X
h) Noisy neighbours	1	2	3	4	Y	X
i) Lack of activities for young people	1	2	3	4	Y	X
j) Fly tipping and litter	1	2	3	4	Y	X

Q7z How would you rate the quality of your local environment, and I mean things like graffiti, vandalism, abandoned cars and other eyesores? Please tell me on a scale of 1 to 5, with 1 being extremely poor and 5 being extremely good.

Range 1-5 WRITE IN BOX

--	--

DK, REF

READ OUT: The next few questions are about the Criminal Justice System as a whole, that is, the police, the Crown Prosecution Service, the courts, prison and probation services.

Q8 How confident are you that the criminal justice system is effective in bringing people who commit crimes to justice? READ OUT Are you...

- Very confident 1
- Fairly confident 2
- Not very confident 3
- Not at all confident 4
- (Don't know) Y
- (Refused) X

REVERSE ORDER

Q8a How confident are you that people who come forward as witnesses are treated well by the criminal justice system? READ OUT Are you...

- Very confident 1
- Fairly confident 2
- Not very confident 3
- Not at all confident 4
- (Don't know) Y
- (Refused) X

REVERSE ORDER

Q8c And how effective do you think it is in dealing with young people accused of crime? READ OUT is it...

- Very effective 1
- Fairly effective 2
- Not very effective 3
- Not at all effective 4
- (Don't know) Y
- (Refused) X

REVERSE ORDER

Q9 And how satisfied are you with the way the criminal justice system deals with anti social behaviour and quality of life crimes (like vandalism, graffiti, drunken and abusive behaviour)?

- | | |
|---------------------|---|
| Very satisfied | 1 |
| Fairly satisfied | 2 |
| Fairly dissatisfied | 3 |
| Very dissatisfied | 4 |
| (Don't know) | Y |
| (Refused) | X |

REVERSE ORDER

Q10a How much would you say you, personally, know about the work of the criminal justice agencies in your area. Would you say you know

READ OUT ...

- | | |
|-------------------|---|
| A lot | 1 |
| A fair amount | 2 |
| Not very much | 3 |
| Or nothing at all | 4 |
| (Don't know) | Y |
| (Refused) | X |

REVERSE ORDER

Q10b And how effective are the criminal justice agencies in your area at responding to the needs and concerns of the local community?

- | | |
|----------------------|---|
| Very effective | 1 |
| Fairly effective | 2 |
| Not very effective | 3 |
| Not at all effective | 4 |
| (Don't know) | Y |
| (Refused) | X |

REVERSE ORDER

Q11 In your opinion, who is responsible for stopping or reducing crime and anti-social behaviour in your area? DO NOT PROMPT. MULTICODE. KEEP PROBING: Who else?

- Local people themselves 1
- Parents 2
- Landlords of flats or houses 3
- Schools/Teachers 4
- Local community or tenants groups 5
- Police 6
- Local council 7
- National government 8
- Courts 9
- Neighbourhood Watch 10
- Neighbourhood Wardens 11
- Transport providers – e.g. bus, train, taxi 12
- Community Justice Centre / NLCJC 13
- Other (specify) 95
- No-one (only code if first answer) 97
- DK Y
- Refused X

Q12 Different people feel differently about coming forward as a witness to a crime. Imagine you travel on the same bus home every night. One night, a group of youths start vandalising the bus, breaking a window and ripping out a seat. The driver calls the police and the police ask you if you would be willing to be a witness if the case comes to court.

I'm going to read out a list of things that might affect your decision to come forward as a witness. For each one, please tell me if you think it would affect your decision a lot, a fair amount, not very much or not at all.

RANDOM ORDER	A lot	A fair amount	Not very much	Not at all	(Don't know)	(Refused)
a) Not wanting to get involved with the Police	1	2	3	4	Y	X
b) Fear of retaliation by the offenders	1	2	3	4	Y	X
c) The inconvenience and time commitment	1	2	3	4	Y	X
d) A previous bad experience of the Police or courts	1	2	3	4	Y	X

Q16 How did you hear about it?
DO NOT PROMPT. CODE ALL. CODE FIRST MENTIONED.

TV	1
Newspapers	2
Word of mouth	3
Personal experience	4
Local meeting	5
Seen it	6
Leaflets	7
Newsletter	8
Sponsored events (e.g. football tournament)	9
Internet / website	10
Other (SPECIFY)	95
Don't know	Y
(Refused)	X

Q16a And have you heard or seen anything about the centre anywhere else since you first heard about it?
DO NOT PROMPT. MULTICODE

TV	1
Newspapers	2
Word of mouth	3
Personal experience	4
Local meeting	5
Seen it	6
Leaflets	7
Newsletter	8
Sponsored events (e.g. football tournament)	9
Internet / website	10
No – nowhere else	11
Radio	12
Other (SPECIFY)	95
Don't know	Y
(Refused)	X

READ OUT: Just to confirm, the Community Justice Centre is based in a building in Boundary Street

Q16b Are you aware of any of the services or facilities the centre provides? If yes, what are these?
DO NOT PROMPT. MULTICODE

Court services – e.g. dealing with offenders, court cases / hearings etc/ solicitors/ cells	
/ judge	1
Police services	2
Probation service	3
Youth offending team	4
Crown Prosecution Service (CPS)	5
Victim and Witness support	6
Legal and financial advice	7
Housing advice (Liverpool Housing Trust)	8

Drug & Alcohol advice (Addiction and Lighthouse)	9
Citizens Advice Bureau	10
Anti-social behaviour / Safer neighbourhood service	11
Side by side volunteering / mentoring / SOVA	12
Community group meetings / venues / rooms	13
Other (specify)	14
No – not aware of any	15
DK	Y
Refused	X

READ OUT:

The building contains a court which follows the progress of offenders, checks that offenders complete their sentences, and tackles those who don't. The Centre also houses other services available to offenders and members of the local community such as debt advice.

Q17a Do you know who hears the cases at the court?

**DO NOT PROMPT
MULTICODE**

A judge	1
Magistrates	2
A jury	3
David Fletcher	4 (Q18)
Other	5
No, don't know	6
Refused	X

READ OUT IF CODE 2, 3, 5, 6 AT Q17a:

The court at the Community Justice Centre is overseen by one judge who deals with offenders

DO NOT ASK IF CODE 4 AT Q17a

Q17b Do you know the name of the judge?

DO NOT PROMPT

David Fletcher	1
Other	2
No, don't know	3
Refused	X

Q18 Have you ever visited the centre?

Yes	1(Q18a)
No	2 (Q20)
(Don't know)	Y
(Refused)	X

Q18a How many times have you visited the centre?

Once	1
Twice	2
3-4 times	3
5-6 times	4
7-10 times	5
More than 10 times	6
Don't know	Y
Refused	X

Q18b What was the purpose of your visit(s)

DO NOT PROMPT. MULTICODE

I was taking part in a hearing / court case	1
I was viewing a hearing / court case	2
I was accompanying a friend / family member in a hearing / court case	3
I was using one of the services / facilities in the building	4 (Q19a)
I was accompanying a friend / family member who was using one of the services / facilities in the building	5
I had a meeting / appointment there	6 (Q19a)
I was attending an event	7 (Q19a)
I was just visiting	8
Other reason (specify)	9
(Don't know)	Y
(Refused)	X

Q19a You said that you had used some of the services or facilities in the centre or been there for a meeting or event. Which services / facilities have you used?

PROMPT ONLY IF NECESSARY

Court services – e.g. dealing with offenders, court cases / hearings etc/ solicitors/ cells / judge	1
Police services	2
Probation service	3
Youth offending team	4
Crown Prosecution Service (CPS)	5
Victim and Witness support	6
Legal and financial advice	7
Housing advice (Liverpool Housing Trust)	8
Drug & Alcohol advice (Addiction and Lighthouse)	9
Citizens Advice Bureau	10
Anti-social behaviour / Safer neighbourhood service	11
Side by side volunteering / mentoring / SOVA	12
Community group meetings / venues / rooms	13
Other (specify)	14 (Q19c)
None of the above	15 (Q19c)
DK	Y (Q19c)
Refused	X (Q19c)

Ask for each service used at Q19a:

Q19b How satisfied were you with the <insert code from Q19a> you have used?

Very satisfied	1
Fairly satisfied	2
Fairly dissatisfied	3
Very dissatisfied	4
(Don't know)	Y
(Refused)	X

REVERSE ORDER

Q19c Would you recommend, or have you recommended, any of the facilities /services at the centre to anyone else (e.g. friends / family)?

Yes	1
No	2
(Don't know)	Y
(Refused)	X

Q20 What difference do you think the Centre has made to crime that affects your quality of life? Has it ... **(READ OUT)**

Reduced it a lot	1
Reduced it a little	2
Made no difference	3
Increased it a little	4
Increased it a lot	5
(Don't know)	Y Q24
(Refused)	X Q24

REVERSE ORDER

Q21 Why do you say that?

PROBE FULLY BUT DO NOT PROMPT OR READ OUT.

Only deals with minor offences	1
Doesn't tackle the root cause of crime	2
Not enough police	3
Get off too lightly/too lenient	4
Involves local people	5
Cases dealt with more quickly/will tackle problems early	6
Nothing has changed since it has opened	7
Other (Specify)	95
DK	Y
Ref	X

GO TO Q24

READ OUT TO ALL WHO SAY NO / DK / REFUSED AT Q15

I'm going to read out a brief description of the Community Justice Centre, then I'll ask you some questions about it.

The Community Justice Centre is a new approach to dealing with quality of life crime and Anti-social behaviour in North Liverpool.

(IF ASKED CAN SAY THAT 'The area to be covered by the Justice Centre includes, Anfield, Breckfield, County, Eldonians, Everton, Vauxhall and Kirkdale)

It deals with crimes and anti-social behaviour against the local community. Most problems dealt with are those that affect your quality of life (from burglary to begging, common assault to anti social behaviour) but not sexual assault or other very serious violent crimes.

It has been based in a building on Boundary Street since September 2005. The building contains a court that is run by one judge who follows the progress of offenders, checks that offenders complete their sentences, and tackles those who don't. The Centre also houses other services available to offenders and members of the local community such as debt advice.

The community are involved in deciding priorities and problems that the Community Justice Centre should tackle.

Q22 What difference do you think the Centre would make to crime that affects your quality of life? Would it ... **(READ OUT)**

- Reduce it a lot 1
 - Reduce it a little 2
 - Make no difference 3
 - Increase it a little 4
 - Increase it a lot 5
 - (Don't know) Y Q24
 - (Refused) X Q24
- REVERSE ORDER**

Q23 Why do you say that? **PROBE FULLY BUT DO NOT PROMPT OR READ OUT.**

- Only deals with minor offences 1
- Doesn't tackle the root cause of crime 2
- Not enough police 3
- Get off too lightly/too lenient 4
- Involves local people 5
- Cases dealt with more quickly/will tackle problems early 6
- Nothing has changed since it has opened 7
- Other (Specify) 95
- DK Y
- Ref X

ASK ALL EXCEPT THOSE WHO MENTION EACH RELEVANT SERVICE AT Q19a

Q24 Local people are able to access a number of services within the centre. I am going to read out a few of these services and I would like you to tell me how useful you think each of these are to the local community

RANDOMISE ORDER

How useful do you think are...

- ...legal and financial advice
- ...drug & alcohol advice
- ...housing advice
- ...community group meetings / venues / rooms
- ...victim and witness support
- ...Citizens Advice Bureau

- Very useful 1
- Fairly useful 2
- Not very useful 3
- Not at all useful 4
- (DK) Y
- (Refused) X

REVERSE ORDER

Q25 And how likely is it that you personally would use any of these facilities at the Centre?

Ask for each service asked at Q24.

- Very likely 1
- Fairly likely 2
- Fairly unlikely 3
- Very unlikely 4
- (Don't know) Y
- (Refused) X

REVERSE ORDER

If say fairly/very unlikely at Q25 for legal & financial advice, community group meetings, victim & witness support & Citizens Advice Bureau (ask Q25a/b for each of these statements which are coded 3 or 4 immediately after asking Q25 for that statement)

Q25a Why do you say this?

**DO NOT READ OUT
MULTICODE**

- I would never need to use this / I don't need to 1
- I can go somewhere else for this service 2
- The centre is too far away / too inconvenient 3
- Don't have time 4
- I am not interested in this 5
- I don't trust using services in a courtroom 6
- I already receive support elsewhere 7
- Other (write in) 8
- (Don't know) Y
- (Refused) X

IF SAY DON'T KNOW AT Q25a, ASK:

Q25b Here are some reasons why some people would be unlikely to use this service? Which of these best apply to you?

READ OUT

MULTICODE. RANDOMISE ORDER

I would never need to use this / I don't need to	1
I can go somewhere else for this service	2
The centre is too far away / too inconvenient	3
Don't have time	4
I am not interested in this	5
I don't trust using services in a courtroom	6
I already receive support elsewhere	7
(Don't know)	Y
(Refused)	X

ASK ALL

Q26a To what extent do you want to be able to have a say in what goes on in your local area?

READ OUT

A great deal	1
To some extent	2
Not very much	3
Not at all	4
(DK)	Y
(Refused)	X

REVERSE ORDER

Q26b How easy or difficult do you think it is to have a say and influence what goes on in your local community?

READ OUT

Very easy	1
Fairly easy	2
Fairly difficult	3
Very difficult	4
Don't know	Y
Refused	X

REVERSE ORDER

Q27 Did you know that you have a local community representative who can meet on a regular basis with the judge at the Community Justice Centre to raise particular issues or concerns in your local area?

Yes	1
No	2
DK	Y
Refused	X

Q27a How likely do you think you would be to speak to a local community representative so that they can put your views across?

READ OUT

Very likely	1
Quite likely	2
Quite unlikely	3
Very unlikely	4
Don't know	Y
Refused	X

REVERSE ORDER

Q28 From what you know about the centre or have been told here, how confident are you that the work of the Community Justice Centre is addressing the needs of the local community in tackling crime and dealing with offenders? **READ OUT**

Very confident	1
Fairly confident	2
Not very confident	3
Not at all confident	4
Don't know	Y
Refused	X

REVERSE ORDER

Q30a These are some things other people have said about the Community Justice Centre. I want to know to what extent you agree or disagree with these statements

RANDOMISE ORDER

...The Community Justice Centre is a better way of tackling the root causes of crime and antisocial behaviour

...I don't think the Community Justice Centre will have any impact on the level of crime or antisocial behaviour in this area

...The Community Justice Centre is no different to any other type of court

...The centre provides plenty of opportunity for the community to get involved in tackling crime and delivering justice

Agree strongly	1
Agree slightly	2
Disagree slightly	3
Disagree strongly	4
Don't know	Y
Refused	X

REVERSE ORDER

Q30b: In your neighbourhood, do you see _____ as a leader in the community?

RANDOMISE ORDER – DO NOT SHOW SCREEN

Your Ward Councillor

Your neighbourhood Council Leader

Your Residents' Group Leader

Yes	1
No	2
Don't know who that is	3

Q30c: Thinking about problems in your neighbourhood, would you go to _____ for help?

RANDOMISE ORDER (ANYONE ELSE ALWAYS LAST) – DO NOT SHOW SCREEN – ACCECPT MULTIPLES

Your Ward Councillor

Your neighbourhood Council Leader

Your Residents' Group Leader

Anyone else _____(VERBATIM)

Yes	1
No	2
Don't know who that is	3

And finally some questions about yourself. This is just so we can compare answers from different kinds of people in different circumstances. Just to remind you, as with all your answers, this information will be kept in strict confidence and no information which could identify you will be passed on to anyone outside the research team.

Q40 What is your current working status? Are you...

(READ OUT)

Self employed	1
Employed full time	2
Employed part time	3
Home maker/housewife	4
Student	5
Retired	6
Unemployed	7
(Refused)	X

Q41 Can you tell me the highest qualification that you have achieved?

READ OUT IF NECESSARY

Higher degree/postgraduate qualifications	1
First degree (including B. Ed.	2
Postgraduate diplomas/Certificates (inc. PGCE)	3
Professional qualifications at degree level (e.g. chartered accountant/surveyor)	4
NVQ Level 4 or 5	5
Diplomas in higher education/other H.E. qualifications	6
HNC/HND/BTEC Higher	7
Teaching qualifications for schools/further education (below degree level)	8
Nursing/other medical qualifications (below degree level)	9
RSA Higher Diploma	10
A/AS levels	11
NVQ level 3/GNVQ Advanced	12
ONC/OND/BTEC National	
City and Guilds Advanced Craft/Final level/ Part III/RSA Advanced Diploma	13
Trade Apprenticeships	14
O Level/GCSE grades A-C/Ordinary grades 1-3	15
CSE grade 1	16
NVQ/GNVQ intermediate	17
BTEC /General diploma	18
City and Guilds Craft/Ordinary level/Part II/RSA Diploma	19
O Level/Ordinary below grade 3	20
CSE grades 2-5	21
NVQ/GNVQ foundation	22
BTEC/ /General Certificate	23
City and Guilds part 1/RSA Stage I-III	24
Junior certificate	25
Other qualifications (including overseas)	26

Q42 And can I check how old you are? **(Interviewer write in exact age)**

Q43 And how many telephone lines in your home are available for incoming calls? I just mean landlines, not mobile phones.

(interviewer to write in exact number)	QX
Don't know	Y
Refused	X

IF ONE, GO TO Q46. IF TWO, GO TO Q44. IF MORE THAN TWO, GO TO Q45.

Q44 Is the other line permanently connected to a fax machine or the internet?

Yes	1
No	2
Don't Know	Y
Refused	X

IF THREE OR MORE

Q45 How many of these other lines are permanently connected to a fax machine or the internet?

Write in number

Don't Know	Y
Refused	X

ASK ALL

Q46 Finally, would you be willing to take part in any further research on this subject? You would, of course, be free to say no at the time.

Yes
No

If yes:

Can I take your name and address?

Write in name

Write in address

Write in telephone number

**REMIND RESPONDENT THAT ALL ANSWERS WILL REMAIN COMPLETELY
CONFIDENTIAL. THANK RESPONDENT, AND CLOSE**

Ministry of Justice Research Series No.13/07

North Liverpool Community Justice Centre - Surveys of local residents

The North Liverpool Community Justice Centre (NLCJC) is an innovative pilot project to help understand what works in delivering community justice, a concept which gathered interest and support during the development of the 2003 White Paper 'Respect and Responsibility – Taking a Stand against Anti-Social Behaviour'. The Ministry of Justice (formerly the Department for Constitutional Affairs) commissioned TNS, an independent research company, to conduct a three-wave survey amongst residents in the NLCJC jurisdiction area. The research was intended to track progress against two of the Centre's objectives, reducing fear of crime and increasing public confidence in the criminal justice system (CJS), and increasing victims' and witnesses' satisfaction with the CJS, in the 18 months following the launch of the Centre. This report focuses on trends across the three waves of research, in particular, looking for changes in local attitudes and experiences since the Centre was set up.

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