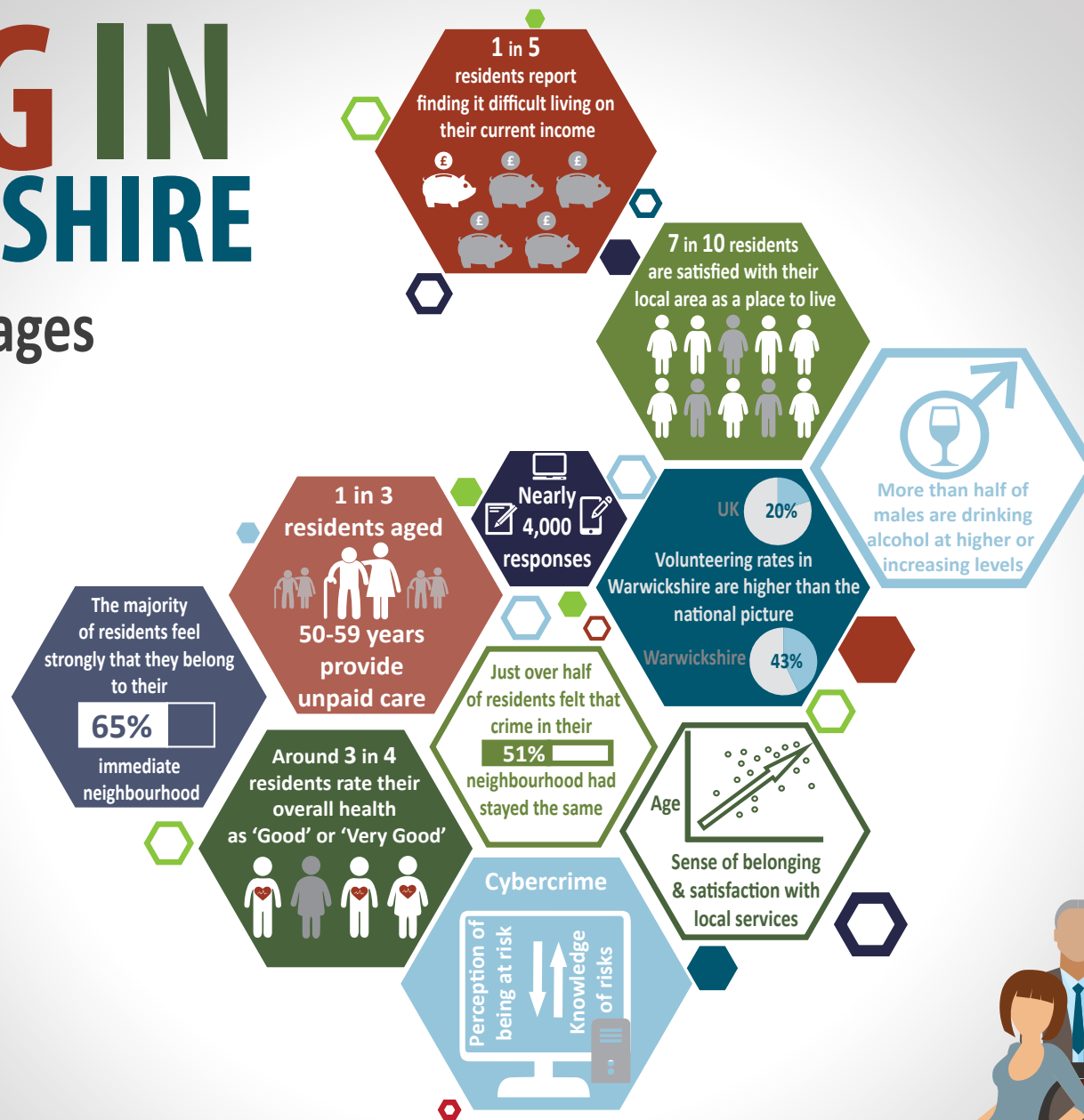


LIVING IN WARWICKSHIRE

Key Messages



LIVING IN WARWICKSHIRE: KEY MESSAGES

What is Living in Warwickshire?

Living in Warwickshire is a survey that provided residents with the opportunity to have their say on what living in Warwickshire is like and gathered people's views on a variety of topics including:

- Health and wellbeing
- Community safety
- Personal finances and community cohesion
- Satisfaction with the local area and services provided

Why Living in Warwickshire?

It has been widely acknowledged that there is a lack of robust intelligence on the lifestyle characteristics of our local population, the survey aimed to address this gap. This work will inform council work programmes to address these local needs and shape services for the future.

Further Information

This document highlights the key messages derived from analysis of the Living in Warwickshire survey. Detailed reports on the following themes are available on request:

- Health and wellbeing
- Community safety
- Personal finances and community cohesion
- Satisfaction with the local area and services provided

The reports analyse each question in turn, breaking responses down by District & Borough, age and gender. If you have any questions or feedback on the Living in Warwickshire survey, please do get in touch by emailing us at:

Insight@warwickshire.gov.uk

The response

The online survey, launched on Monday 18th April 2016, was open to all Warwickshire residents aged over 18 years old. The survey was set to close on Tuesday 31st May, but was extended to July 1st 2016 in order to increase the response rate. The survey received 3,807 responses which were 'weighted' to make the sample representative of the Warwickshire population.

Whilst the survey received a good response rate, which represented good value for money in light of it being carried out predominantly online, the relatively small sample means we are unable to carry out systematic analysis at both a lower geography than District/Borough level or using Mosaic, the customer segmentation tool. However, the data does give us a direction and can be treated as anecdotal intelligence to be cross-referenced alongside further more robust intelligence and tools such as Mosaic, to provide household level intelligence to ensure services respond to local need.

Comparison to the 2013 Living in Warwickshire Survey

Where possible the current survey results have been compared to the 2013 Living in Warwickshire survey results to show any change, however many of the questions asked in the 2016 survey were not asked in the previous version of the survey.

Comparisons between the two surveys need to be viewed with **caution** due to the variation in the respondent profile and differing sample sizes.



Scoping

All questions from the previous Living in Warwickshire survey were included and then refined following consultation with commissioners to ensure the questions met their requirements.

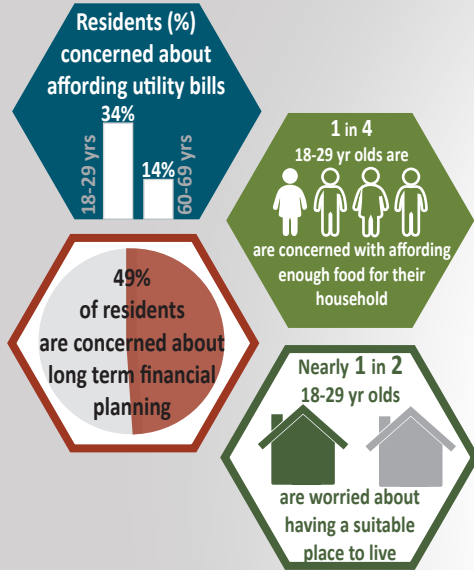


LIVING IN WARWICKSHIRE

LIVING IN WARWICKSHIRE: PERSONAL FINANCES & COMMUNITY COHESION

Personal Finances

Nationally, financial stability is a key factor that impacts on the wellbeing of residents. Those who are identified as JAMS, the 'just about managing' have received considerable media attention and are identified as a particularly vulnerable group of concern.



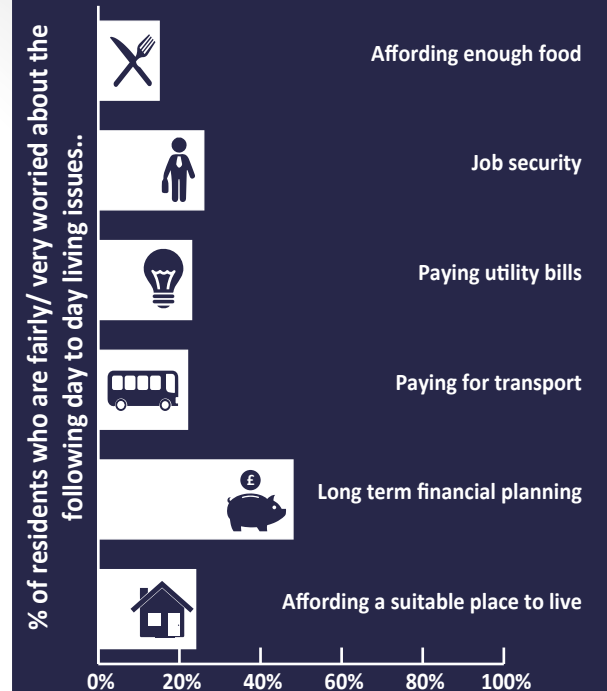
Just over three quarters of residents reported that they were 'living comfortably' or 'coping' on their current income...

- This compares with almost one in five residents who are finding it either 'difficult' or 'very difficult' to cope on their current income.
- Stratford-on-Avon District has the highest proportion of residents who feel they are either coping or living comfortably on their income while Nuneaton & Bedworth Borough has the lowest. In the latter, almost a quarter of respondents report finding it 'difficult' or 'very difficult' to cope on current income levels.
- Concerns about household income appear to be particularly evident in younger age groups. The level of concern felt by respondents declines as age increases.

Strategic Links & Implications

- Given that almost one in five residents in Warwickshire are finding it either 'difficult' or 'very difficult' to cope on their current income, this is likely to continue to be an area of focus for initiatives such as the Warwickshire Financial Inclusion Partnership (FIP), the Child Poverty Strategy and all services that provide financial inclusion and resilience services to Warwickshire residents (for example, Citizens Advice Bureau and Warwickshire Welfare Rights Advice Service).
- Linked to one of the core transformation programmes of the County Council, tailored, readily accessible debt and money advice will be freely available from all partner agencies working across Warwickshire. This will take a stepped approach to managing demand, providing both readily accessible information and advice as well as providing face-to-face support at local hubs and specialist support where required.
- Equally, for residents who are struggling to pay household bills, Warwickshire County Council offers a number of schemes which may offer financial help. The Warwickshire Local Welfare Scheme helps the most vulnerable residents at times of crisis, providing basic and essential help related to food and energy.

Almost half of all residents are concerned about long term financial planning...



- In general, levels of concern about day-to-day living issues declined with age.
- All age groups had 'Long term financial planning' as their top concern. Having a suitable place to live was the second priority for both the youngest and oldest age groups. Job security was a higher priority for those aged 30 to 59 years.



LIVING IN WARWICKSHIRE: PERSONAL FINANCES & COMMUNITY COHESION

Community Cohesion

Local Government has a vital role to play in building community cohesion, supporting communities through active engagement, to develop community infrastructure and support neighbourhood level activity.

The majority of residents feel strongly that they belong to their

65%

immediate neighbourhood

The majority of residents (65%) feel very or fairly strongly that they belong to their immediate neighbourhood...

- This figure was highest in North Warwickshire Borough (70%) but lowest in neighbouring Nuneaton & Bedworth Borough (59%).
- In general, older residents were more likely to report that they felt they belonged to their immediate neighbourhood than younger people.

Volunteering rates in Warwickshire are considerably higher than the national picture...

- Around 43% of residents report that they have done some volunteering or community activity in the last year, nationally figures of around 20% are often quoted.
- North Warwickshire Borough had the highest rates of volunteering (49%), whilst Warwick District had the lowest (36%).
- Again, older residents were more likely to engage in volunteering/community activities than younger people; those aged 70-79 had the highest rates of volunteering.

Strategic Links & Implications

- These findings highlight areas to capitalise on, linking to the organisation-wide objective of developing community capacity between now and 2020. Warwickshire has a strong sense of community and high volunteering levels and residents should be encouraged to take an active part in their communities, looking out for those who are most vulnerable, recognising and using assets and volunteering to support their communities.
- Warwickshire County Council will support this by maintaining and building strong working relationships across all public service providers to deliver high quality, cost effective opportunities to support communities to develop community-led solutions.
- Volunteering also has a number of further positive benefits for the individual. In a piece of research commissioned by Timebank, 84% of the 3,000 employers surveyed agreed that volunteering is a way to help people find paid employment work. By supporting residents to feel part of their community, volunteering can also start to alleviate some of the health and wellbeing issues associated with loneliness and social isolation.
- These findings also raise a number of important implications in terms of community resilience. In areas where residents identify less with their local neighbourhood, tailored approaches will be required on a community basis, given the notable differences which exist at a local level between communities and neighbourhoods.
- These findings should be shared with partners to validate the results.



61% of residents aged 70-79 have volunteered or engaged in a community activity over the past 12 months



LIVING IN WARWICKSHIRE

LIVING IN WARWICKSHIRE: SATISFACTION WITH LOCAL AREA & SERVICES PROVIDED

Satisfaction levels

Understanding resident's views is a key element of assessing the effectiveness of the organisation, alongside cost and performance information. Understanding resident satisfaction and being able to make informed comparisons can strengthen local accountability and be a key part of managing performance.

In general, satisfaction levels are markedly lower than those recorded in the 2013 survey...

- Overall, almost seven in ten (69%) residents reported that they were fairly/very satisfied with their local area as a place to live. This is a fall from nine in ten (89%) residents in the 2013 survey and is lower than the equivalent figure obtained by Coventry City Council in their 'Life in Coventry Survey' (88%) and the LGA benchmark figure (82%).
- 45% of residents reported being very/fairly satisfied with the quality of services provided by Warwickshire County Council (WCC), in the 2013 survey the equivalent figure was 70%.



Strategic Links & Implications

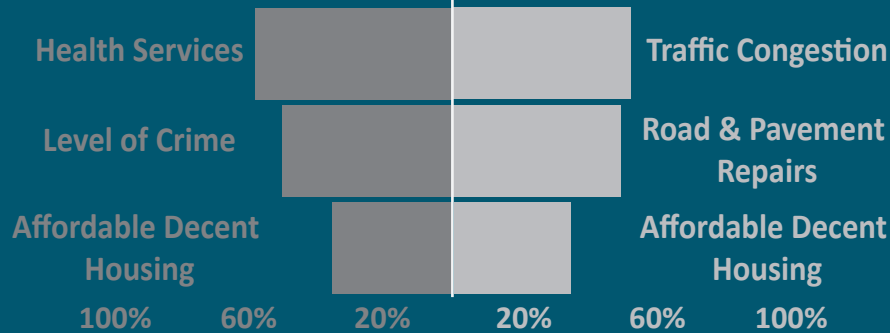
- These findings highlight a number of challenges and areas of focus for the County Council and links to the organisation-wide objective of developing community capacity between now and 2020. This will include identifying the most appropriate engagement mechanisms with communities including supporting channel shift to digital first services.
- Also, with increased demand for our services and less money available, Warwickshire County Council along with all other public sector providers will need to ensure community infrastructure is developed and utilised to empower communities to create their own solutions, supporting the delivery of services going forward.
- On a positive note, many of the issues that are considered important in making somewhere a good place to live differ to those which residents feel most need improving.
- Road and pavement repairs and traffic congestion remain key issues for residents in this survey. The quality of local infrastructure is identified as a key priority in making Warwickshire an attractive place to do business and supports a vibrant economy.



LIVING IN WARWICKSHIRE: SATISFACTION WITH LOCAL AREA & SERVICES PROVIDED

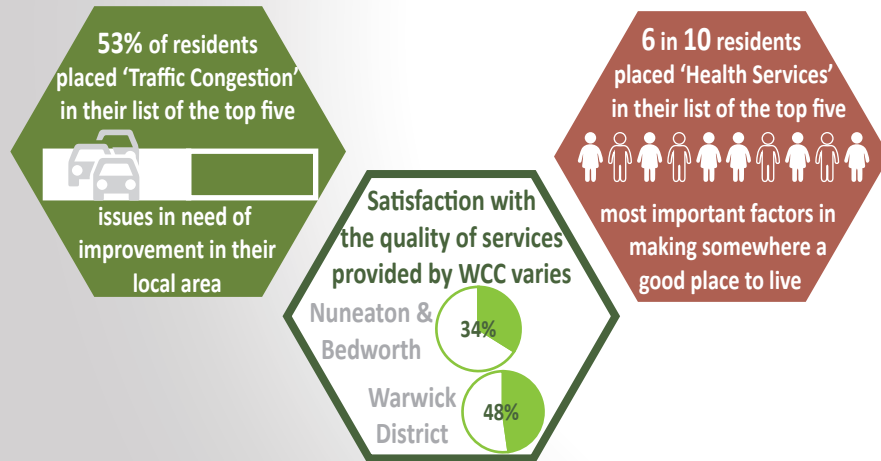
Top three most important factors making somewhere a good place to live...

Top three issues in need of improvement...



Older people generally record being more satisfied with their local area, ability to influence decision making and quality of services provided by WCC...

- Four in five (80%) residents aged 80+ reported being fairly/very satisfied with their area as a place to live. The least satisfied age group was those aged 50-59 years (63%).
- There is a 17 percentage point difference in satisfaction levels for quality of services provided by WCC between the youngest age group (45%) and oldest (62%). The least satisfied with WCC services are those aged 50-59 years (39%).
- 'Affordable Decent Housing' topped both the list of making 'somewhere a good place to live' and 'what most needs improving in the local area' for those aged 18-29 years.
- Half of residents in Nuneaton & Bedworth Borough reported being fairly/very satisfied with their local area as a place to live, yet in Warwick District this figure was 84%.
- One in five residents from Warwick District report being satisfied with their ability to influence decisions in their local area; in Nuneaton & Bedworth Borough this figure was one in eight.
- 34% of residents from Nuneaton & Bedworth Borough report being very/fairly satisfied with the quality of services provided by Warwickshire County Council, markedly lower than the level of satisfaction in Warwick District (48%).



Strategic Links & Implications

- This intelligence gives areas to focus on; an increasingly important role the organisation will play is to empower residents of all ages, in all areas of Warwickshire, to increase participation, utilising online services and community knowledge and assets to both develop a new relationship with communities and unlock the potential of community assets.



LIVING IN WARWICKSHIRE

LIVING IN WARWICKSHIRE: HEALTH & WELLBEING

General Health

Overall the majority of Warwickshire residents reported they generally felt quite healthy...

- Almost three quarters of Warwickshire residents self-reported their general health as being 'Good' or 'Very Good', slightly lower than the 82% reported in the 2011 Census. The 30-39 age group reported feeling the healthiest, with the highest proportion of residents self-reporting their general health as 'Good' or 'Very Good'.
- The proportion of Warwickshire residents that rate their general health as 'Bad' or 'Very Bad' (6%) is slightly higher than reported 5% figure in the 2011 Census.

Carers

Unpaid carers make an important contribution to the overall supply of care services. As the population grows and ages, an increasing number of people are likely to continue to provide significant levels of care. The value of unpaid care in Warwickshire is estimated to be between £575m and £1.24bn per year. As such, it is important to recognise the potential impact that providing many hours of care each week may have on carers' own quality of life – their physical and mental health, employment opportunities and social and leisure activities. Evidence nationally shows that carers have poorer health outcomes than those who do not provide care and that a significant number of hospital admissions are due to problems associated with the carer.



More than 1 in 4 Warwickshire residents aged 40+ provide some unpaid care...

- More Warwickshire residents aged between 50-59 provide unpaid care than any other age group (35%), which correlates with the figures reported in the 2011 Census.
- A higher proportion of the oldest residents in Warwickshire reported to providing substantial care, with 13% of those over 80 years. The 2011 Census reported that the highest proportion of substantial care provision was also in the oldest age group (65 years and over).
- The proportion of residents providing some form of unpaid care was found to be higher in the 2013 survey (88%), than in the 2016 survey (77%).
- The proportion of the Warwickshire population reporting to providing more than 50+ hours of unpaid care (4%) is significantly higher than the England figure in the 2011 Census (2%).
- Just over 12% of carers in Warwickshire who provide 50 or more hours of care a week state that their health is either 'bad or very bad' compared to 4.6% among those who provide no care and 4% of other carers.

Strategic Links & Implications

All statutory partners with health and wellbeing responsibilities across Warwickshire recognise and support the increasing role played by 'informal' carers. This supports the integrated health and care model across Warwickshire going forward but also recognises the role carers play in building community capacity, supporting people and communities to utilise community assets which already exist. This intelligence will feed into the commissioning of services related to all carers.



LIVING IN WARWICKSHIRE: HEALTH & WELLBEING

Alcohol

Alcohol when used irresponsibly can cause immense harm to users, their family, friends and wider community. Within Warwickshire, alcohol costs the NHS approximately £29.8 million per year. Alcohol is a priority for both health and community safety partners in Warwickshire, with a wide range of organisations having to deal with the often significant consequences of its misuse. Evidence continues to highlight the increased risk experienced by young people but also the high levels of drinking in the more affluent, older age groups.

Residents in the south of the county reported drinking at higher levels than in the north of Warwickshire...

- According to the results of the shortened Audit-C questionnaire, the highest proportion of higher risk or increasing drinking were seen in males; residents of Warwick and Stratford-on-Avon Districts and those aged 18-29 and 40-49.
- There appears to be a link between higher educational attainment and increasing or higher risk drinking. More than 50% of residents who were educated up to sixth-form level reported alcohol consumption that would be described as higher risk or increasing drinking, compared to one in three residents educated to secondary school level.

1 in 3 residents educated up to secondary level are drinking alcohol at higher or increasing levels

Strategic Links & Implications

Warwickshire County Council alongside partner agencies should consider the provision of universal services, information and advice and specialist services that support these target groups in the upcoming recommissioning of drug & alcohol services.

Smoking

Smoking and tobacco consumption is the single largest cause of preventable illness, health inequalities and mortality in England. Questions on smoking were included in the survey as currently there is a lack of robust data at local level and a reliance on nationally produced modelled estimates or very small sample sizes.

70% of 18-29 yr olds



have never smoked

Smoking prevalence in the Warwickshire population is falling and is a fraction of the estimated national prevalence...

- The proportion of current smokers (9.6%) is relatively low across all age groups in Warwickshire, 6.3% of residents are smokers in Warwickshire and 3.3% are smokers trying to quit. The integrated household survey carried out nationally shows that 15.3% of the over 18 population in Warwickshire smoke.
- Smoking peaks at one in ten residents (10.1%) in the 30-39 year age group. Although this is much lower than the national prevalence estimate (17%).
- The prevalence of current smokers is also falling and is much smaller across all of the age groups in the latest 2016 survey, compared to the previous 2013 survey.
- An unforeseen factor in the take-up of smoking has been the growing use of electronic cigarettes. Although intended as a quitting aid for traditional smokers, there is concern that these devices are re-normalising smoking and could act as a gateway to smoking, particularly for young people. E-cigarette usage is most popular in the 40-49 age group, despite only one in 20 reporting to be users (5%). The most common reason for e-cigarette use was 'Instead of cigarettes', which was reported by 53% of e-cigarette users.

Strategic Links & Implications

Liaise with the commissioner to identify how this intelligence impacts on the services we provide to smokers. A further piece of work is required to agree the validity of smoking data, looking at national surveys, the results from this survey and GP data.



LIVING IN WARWICKSHIRE

LIVING IN WARWICKSHIRE: HEALTH & WELLBEING

Healthy Weight

Excess weight can have significant implications for health, social care and the economy. Individuals who are classified as obese are more at risk of developing serious diseases such as heart disease, diabetes and cancers than individuals who are a healthy weight. Moreover, obesity is estimated to cost the NHS in Warwickshire £35.7 million a year and if current trends are to continue, one in three Warwickshire residents will be obese by 2034.

The 'excess weight' levels in the Warwickshire sample are lower than the national rate...

- The proportion of residents whose self-reported BMI put them in the 'excess weight' category was just over 50%, which is significantly lower than the national estimates (65%). The highest proportions of residents who reported to having excess weight were based in Rugby Borough (58%) and North Warwickshire Borough (59%), or those Warwickshire residents in the 60-69 age category (60%).

- When asked to describe their weight, 31% of residents felt they were about the right weight, 49% felt they were a little overweight, and a further 17% felt they were very overweight. These figures are similar to those obtained when calculated residents BMI suggesting have a good understanding of their bodyweight.

Strategic Links & Implications

During the past 12 months, the Fitter Futures service has supported people across Warwickshire to improve their health through maintaining a healthy weight, become physically more active and having a healthier lifestyle. Intelligence from the Living in Warwickshire survey can be used to focus any targeting work in areas to improve uptake in referrals across the county.

Mental Health and Wellbeing

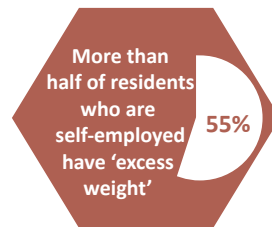
Mental ill health affects not only the individual with the condition, but it has an impact on family, friends and wider society. Around one in four people will experience a mental health problem during their lifetime.

Older Warwickshire residents have significantly better mental wellbeing, than younger residents...

- Results from the shortened Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) survey suggest that self-reported mental wellbeing increases with age in the Warwickshire population, those aged over 80 had an average score of 25.55, which was significantly better than every other age group. Shortened WEMWBS scores increased with every subsequent age category, although not all increases were significantly different.
- Results from the shortened WEMWBS also suggest that males (23.41) have significantly better self-reported mental wellbeing than females (22.88) in the Warwickshire population.
- In comparison to the previous Living in Warwickshire survey results, residents self-reported wellbeing has fallen from 24.0 in 2013 to 23.4 in 2016. This finding was consistent across all of the age groups, except those residents aged 70 and above. For this age range, self-reported wellbeing improved between 2013 and 2016, and for those residents aged 80 and above, the level of improvement was significant.

Strategic Links & Implications

- Whilst the wellbeing of our older population has improved since the previous survey, there is some concern regarding the reduction in self-reported wellbeing for the other age groups. Further work should be carried out to investigate possible explanations for this fall in wellbeing.
- The survey highlights better self-reported mental wellbeing in males and yet our evidence suggests higher suicide rates in males. The Public Health initiative 'It takes Balls to talk' aims to tackle this issue and should consider the link between self-reported mental wellbeing status and suicide rates in males in Warwickshire.



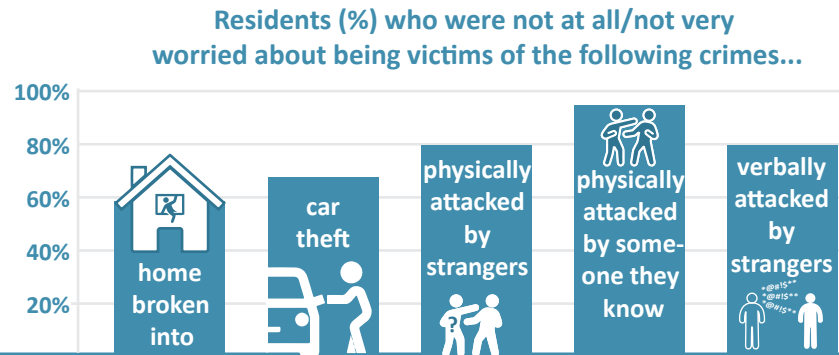
LIVING IN WARWICKSHIRE: CRIME & COMMUNITY SAFETY

Crime & Anti-Social Behaviour

Crime and Anti-Social Behaviour (ASB) can often rank highly in the public's concern and as a result can have a big impact on a person's quality of life in Warwickshire. It is considered to be the most important thing in making somewhere a good and safe place to live. It can also have an effect on a person's fear of crime levels, with what they perceive in their local communities as well as confidence towards the Police. Although general levels of crime in Warwickshire are low, the fear of crime remains high, a positive correlation was identified between fear and actual crime levels.

Overall the majority of residents feel safe...

- Over six in ten (62%) residents had felt safe in all of the areas listed (for example, in car parks), in Warwickshire over the last 12 months.



Generally, residents believe crime levels have not changed...

- At county level, just over half of residents (51%) felt that crime in their neighbourhood had stayed the same over the last 12 months.
- However, 43% of residents from North Warwickshire Borough felt crime in their neighbourhood had increased, but Warwick District saw the greatest increase in recorded crime (+21%) and North Warwickshire Borough saw an increase of just 7%.



Strategic Links & Implications

- While levels of crime have remained the same, the nature of criminality has seen a shift in focus. The September 2016 Crime Survey for England and Wales bulletin advised that fraud is now the most commonly experienced offence type whereas in the past burglary and vehicle crime were the high volume crimes driving trends.
- A briefing note from the Warwickshire and West Mercia Police Chief Constable explained that criminality and the demand on police resources is changing and areas which we recognise as higher harm and targeting vulnerable people are showing large increases (for example Child Sexual Exploitation).
- Continual changes to recorded crime mean it is difficult to assess trends across crime categories, our understanding is that day-to-day crime levels have remained the same but the nature of criminality has changed. The complexity and resource requirements for many of the emerging crime types mean it is essential that partnership working is used to respond to offences and develop preventative measures.
- This data allows targeting of resources and initiatives and highlights areas of concern for residents.



LIVING IN WARWICKSHIRE: CRIME & COMMUNITY SAFETY

1 in 5 residents have felt unsafe 'outside' in Warwickshire over the past 12 months...
when looking at females this figure rose to 1 in 4



Levels of Anti-Social Behaviour (ASB) have not changed over the past 12 months...

- The majority of residents (53%) felt that ASB had stayed about the same over the past 12 months in their local area; however, the remaining residents were more likely to think ASB had increased (27%) rather than decreased (13%).
- At county level, the number of ASB incidents reported between April 2015 and March 2016 decreased by 5% when compared with the same time period 12 months prior (2014/15). Overall 'speeding' was seen as the biggest ASB problem, followed by 'rubbish or litter lying around' and 'nuisance motorcycles'.
- Residents from the north of the county were more likely to perceive ASB to have increased, than residents from the south of the county. In Warwick District, one in five residents (20%) felt ASB had increased over the past 12 months; the equivalent figure for North Warwickshire Borough (42%) was double the Warwick District rate. Interestingly, police data reveals Rugby Borough saw the largest increase in reported ASB incidents over the examined 12 month period (1.2%), closely followed by North Warwickshire Borough (1.1%).

Strategic Links & Implications

- Many residents feel speeding is a problem in their local area and it is an issue that is regularly raised at Community Forum meetings. Speed is believed to be a major contributory factor in around a third of all traffic accidents. The Speed Management Strategy, part of the Warwickshire Local Transport Plan 2011-2026 highlights important focus areas around education (in particular for young drivers) and fostering responsible attitudes towards driving at appropriate speeds and the awareness of the problems caused by speed.
- The main focus of the Community Safety Partnerships for ASB is the category of 'personal' which involves targeting an individual (for example neighbour disputes). These incidents can sometimes involve vulnerable people being victimised and a range of ASB measures and support exists to help reduce a victim's vulnerability.

Female residents continue to feel more vulnerable in comparison to males...

- Overall, one in five residents reported feeling unsafe 'outside, such as on the street, in parks or grounds' over the past 12 months in Warwickshire, however when looking at the proportion of female residents who had felt unsafe in this setting, this figure rose to one in four. This trend was also evident when residents were asked about their concerns regarding being physically and/or verbally attacked by strangers. A recent YouGov survey (2016) found that significantly more women than men say they feel unsafe in public places (63% compared to 45%).

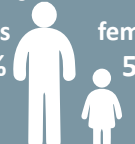
Strategic Links & Implications

- The Crime Survey of England & Wales highlights that nationally, women and especially younger women, were more likely to be victims of domestic abuse than other demographic groups. For the time period year ending March 2014 to year ending March 2016, 11.9% of women living in England and Wales aged 16 to 19 were victims. In comparison, 6.9% of men aged 16 to 19 were victims of domestic abuse for the same time period.
- The Warwickshire Community Safety team have a responsibility to work with partner agencies to tackle violence against women and girls, the team also commission domestic abuse services. The work that the team are doing in support of the Violence Against Women and Girls Strategy centres around prevention and early intervention, the provision of services and protection from harm. It is hoped that the implementation of the strategy and action plan will ultimately help women feel safer and supported and may help prevent women becoming victims of crime.
- The recent Warwickshire Domestic Violence & Abuse Needs Assessment highlighted the need for a specific needs analysis to be conducted with regards to education programmes in Warwickshire schools as up to one in three children and young people will be exposed to domestic violence and abuse to some degree during their childhood.

1 in 3 residents felt ASB had increased in their local area
... yet the number of incidents has fallen



Residents who feel 'very safe' or 'safe' walking alone after dark
males 83% females 57%

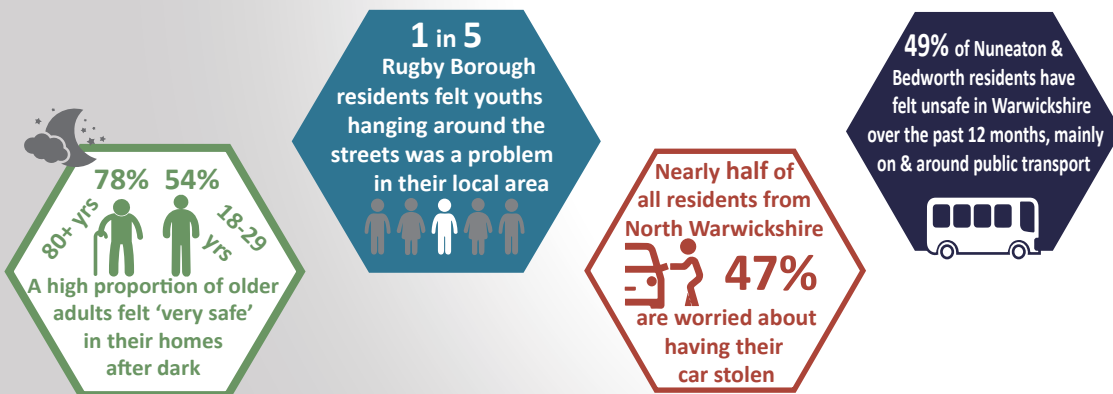


LIVING IN WARWICKSHIRE

LIVING IN WARWICKSHIRE: CRIME & COMMUNITY SAFETY

Residents from the north of the county feel less safe than residents from the south of the county and were more worried about being victims of crime...

- In North Warwickshire Borough, 56% of residents were very/fairly worried about having their home broken into; similarly 52% of residents from Nuneaton & Bedworth Borough also felt this way. Conversely, the equivalent proportion for Warwick District was 29%. Recorded crime data reveals that between August 2015 and July 2016, North Warwickshire Borough had the highest rate of domestic burglary in the county, followed by Nuneaton & Bedworth Borough, though crime levels remain low.
- Three in ten (30%) residents from Nuneaton & Bedworth Borough indicated that they were fairly/very worried about being physically attacked by strangers. In the south of the county the equivalent figures for Stratford-on-Avon District and Warwick District are 15% and 17%, respectively.
- Recorded crime demonstrates that between August 2015-July 2016 Nuneaton & Bedworth Borough had the highest rate of violent crime, conversely Stratford-on-Avon District had the lowest rate.



Older residents were found to feel safer than younger residents and are less worried about being victims of certain types of crime...

- Under a quarter of residents aged 70-79 years (24%) had felt unsafe in one of more of the areas listed in Warwickshire over the past 12 months, yet over half of residents aged between 18-29 years (55%) had felt unsafe in one or more of the areas listed.

Strategic Links & Implications

- Fear of crime remains high in the county despite crime levels being generally low. The Anti-Social Behaviour, Crime and Policing Act 2014 offers protection to victims and communities and has introduced six anti-social behaviour powers. This legislation continues to emphasise a victim-centred approach to policing and this should have a positive effect on reducing people's fear of crime. Partner agencies are aware of the powers available to them in helping to tackle anti-social behaviour and continue to utilise them in the best possible way to benefit residents in Warwickshire.
- A high number of residents from Nuneaton & Bedworth Borough have felt unsafe on and around public transport, a trend that was not seen in the other areas of Warwickshire. It is recommended that the Nuneaton & Bedworth Community Safety Partnership undertake further work to investigate the cause of this and consider issuing crime prevention messages on how to stay safe on public transport, in particular targeting vulnerable groups.
- It should be noted that although volumes of crime appear to have increased, Warwickshire Police advise this is mostly due to the improvements to crime recording (following an internal audit) and not an increase in day-to-day levels of offence. Through the annual Strategic Assessment process, the Community Safety Partnerships are currently agreeing community safety priorities for the next twelve months. It is recommended that the Community Safety Partnerships utilise the Community Safety Partnership Analysts to help them understand what is behind the increases locally and continue to prioritise community safety resources in line with the priorities agreed through the Strategic Assessment process, taking a victim-centred approach.
- This data allows targeting and highlights areas of concern for particular groups of residents.



LIVING IN WARWICKSHIRE: CRIME & COMMUNITY SAFETY

Cybercrime

Warwickshire adults are more likely to fall victim to cybercrime than they are to a 'traditional' crime such as robbery or theft. The Office for National Statistics state that one in ten adults have been a victim of cybercrime in the past year and the chance of being a victim is the same, regardless of social circumstances, including those living in deprived and affluent or urban and rural areas.

People who feel aware of the dangers posed by cybercrime feel less at risk online...

- Over half of all residents (55%) felt they had a good understanding of the risks they faced online, but did not feel at risk. Just under a third of residents (32%) whilst also believing they have a good understanding of the risks they face online, do feel at risk.
- However, for older adults (80+ years) knowledge of the risks faced online had little impact on their perception of feeling at risk.



Concerns about cybercrime vary by type...

- 49% of residents were very/fairly worried about cybercrime related to hacking, phishing, fraud and/or identity theft, but only 17% of residents were worried about cybercrime related to cyber-stalking, bullying and/or harassment.
- The younger age group (18-29 years) had the highest proportion of residents who were not worried about being a victim of cybercrime related to hacking, phishing, fraud and/or identity theft, with two in three respondents in this age range feeling this way (66%).

Strategic Links & Implications

- In Warwickshire, two Cybercrime Advisors provide advice on keeping residents safe online and help to prevent people becoming victims of this type of crime. The insight from this survey along with the recent cybercrime consultation, run by the Warwickshire Community Safety team, builds a more robust understanding in assessing the scale of cybercrime issues across the county and will help target the work of the advisors and increase community knowledge to prevent cybercrime related activity in the future.



LIVING IN WARWICKSHIRE: EXAMPLES OF USE & NEXT STEPS

The overarching use of the insight generated from the Living in Warwickshire survey will be its role as a key part of the evidence base to fill known gaps in our intelligence to ensure decision making is based on the most robust evidence. This includes the commissioning and redesign of services and directly feeding into Warwickshire County Council's five overarching transformation programmes.

Specific examples in addition to those already included in each section include:

- **Place based offer** - the intelligence from the survey is an important component of any place-based offer including informing future profiling and needs assessment work and the development of access points/hubs. While the reliability of the data at a small geographical level does not allow systematic analysis of the data lower than District/Borough level, it does give us a direction and can be treated as anecdotal intelligence to be cross-referenced alongside further intelligence. For instance, the Living in Warwickshire results will be used alongside tools such as Mosaic to provide household level intelligence to inform future work such as the place-based profiles and needs assessments and the development of Community Hubs.
- **Developing the community capacity and information and advice transformation programmes based on evidence** - the findings from the satisfaction and community cohesion sections highlight a number of challenges and areas of focus for the County Council and link to the organisation-wide objective of developing community capacity and the provision and access to information and advice between now and 2020. These are identified more specifically in each section of the report but include ensuring community infrastructure continues to be developed, capitalising on high volunteering rates to empower communities to develop local solutions and ensure services are responsive to local need.
- This intelligence has a key role to play in informing the **future work of the Insight service** - examples would include the development of an intelligence hub and informing our gap in knowledge around key vulnerable groups.

Once the results of the service are made available, one of the key next steps would be to feed this intelligence directly through to key commissioners to support them to identify further appropriate actions for their services. For example,

- The insight from this survey along with the recent cybercrime consultation, run by the Warwickshire Community Safety team, builds an evidence base in assessing the **scale of cybercrime** issues across the county and will help target the work of the Cybercrime Advisors and prevent cybercrime related activity in the future.
- The Warwickshire smoking commissioner is informed of the intelligence around **lower smoking prevalence** across the county than national estimates suggest to identify how that might impact on the services we provide to smokers.
- Similarly, the initial 2013 Living in Warwickshire results were used to develop the baseline of the Warwickshire Mental Health & Wellbeing Strategy 2014-2016 in the absence of any quantitative indication of local mental wellbeing . The 2016 survey will allow WCC to evaluate the impact of the most recent **Mental Health & Wellbeing Strategy** by comparing mental wellbeing levels between 2013 and 2016 and to further inform King's Fund research.

With thanks...

We would like to thank all of the Warwickshire residents who took the time to complete the 2016 Living in Warwickshire Survey.

Further Information

If you have any questions or feedback on the Living in Warwickshire survey, please do get in touch by emailing us at:

- Insight@warwickshire.gov.uk



LIVING IN WARWICKSHIRE