



Kernow Salwa

Have Your Say Survey 2023

Our vision is that Cornwall's communities **feel safe and are safe for everyone** who lives, works and visits here.

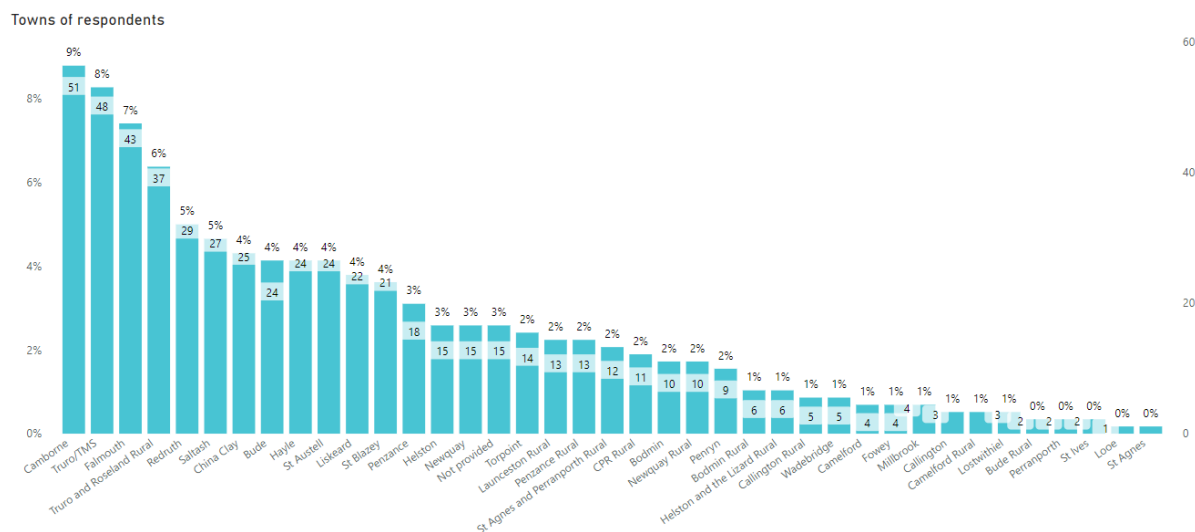
We use a wide range of information to help us to **understand what issues are having the most impact** on community safety, and we work together effectively to address those issues and to **deliver what is needed** to keep the people of Cornwall safe – on our streets and in our workplaces, schools and homes.

As part of the update of our new Partnership Plan, we invited local people to "Have Your Say" about the **community safety issues that matter** on a day-to-day basis in the local area and what could be done to improve things.

Our **on-line survey** was available via Cornwall Council's [Let's Talk Cornwall](#) in July and August 2023. We also held some **face-to-face engagement events** in the summer.

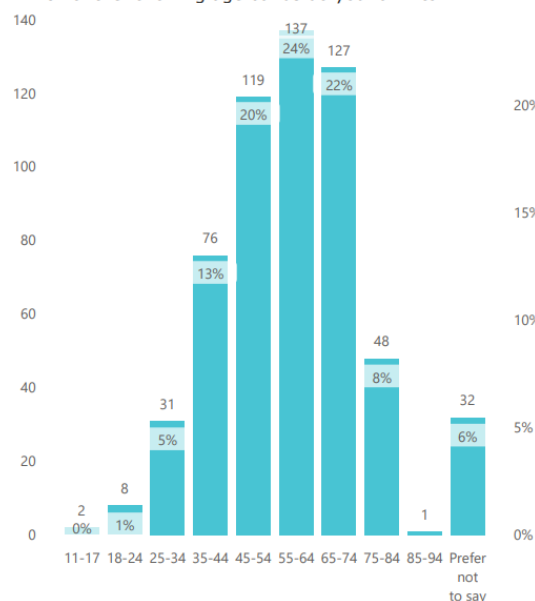
This report provides the **key findings from the online survey**.

Total respondents

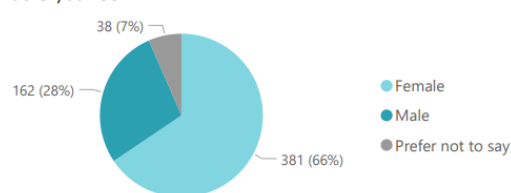


Respondent profile

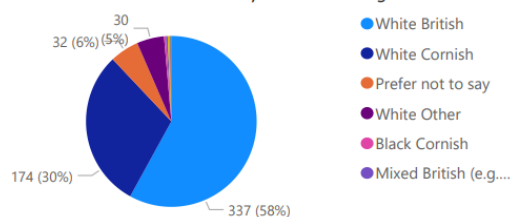
Which of the following age bands do you fall into?



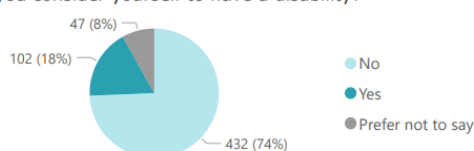
What is your sex?



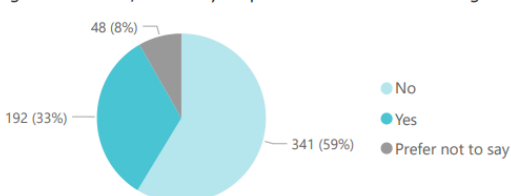
Which of these best describes your ethnic origin?



Do you consider yourself to have a disability?



Do you look after, or give any help or support to family members, friends, neighbours or others because of either a long-term health, disability or problems related to old age?



Who responded to our on-line survey?

581 people filled out the survey, with 97% providing their postcode. Numbers this year were much lower than last year. The town with the most respondents was Camborne (51). 31 towns had less than 25 respondents each. As such the findings from this survey are neither representative nor generalisable. Reported findings only represent the views of survey respondents, not those of any wider population. The table below shows the towns with 25 or more responses.

Town	Responses
Camborne	51
Truro/TMS	48
Falmouth	43
Truro and Roseland Rural	37
Redruth	29
Saltash	27

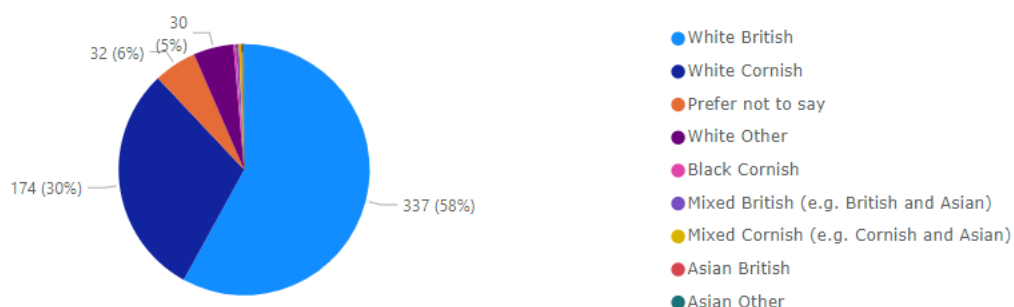
66% of respondents were women meaning that women were over-represented. Almost two thirds of respondents were women, just under a third were men (28%, 19% less than the population proportion).

Younger age groups were under-represented when compared to the population of Cornwall. Middle age groups 45-54, 55-64, and 65-74 were all over-represented. More detail can be found in the table below.

Age group	Population	Survey
11 to 24	19%	2%
25-34	11%	5%
35-44	11%	13%
45-54	13%	20%
55-64	15%	24%
65-74	14%	22%
75-84	9%	8%
85-94	3%	<1%

83% of people identified as heterosexual, only **5% of people identified as LGBTQIA+** and 12% did not disclose their sexual identity.

Most respondents identified as White British at 58%, followed by 30% as Cornish. **Less than 1% of respondents were from Black, Asian, or other non-white minority ethnic groups.**



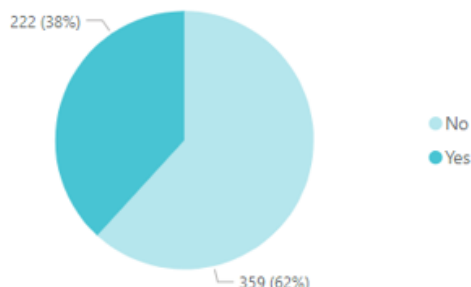
6% of respondents were from 'Other' White ethnic groups which includes many other European ethnic groups and Gypsy, Roma and Traveller communities.

18% of respondents stated that they had a disability. 8% of respondents chose not to respond to this question.

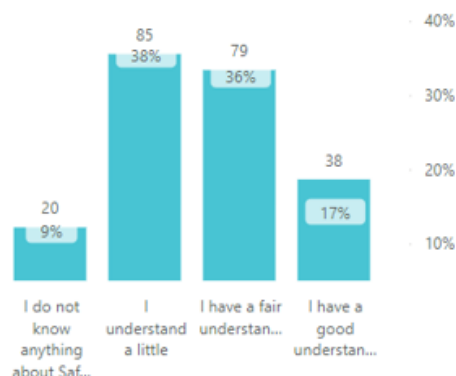
33% identified themselves as **non-paid carers**, identical to last year's findings.

Safer Cornwall awareness and knowledge

Prior to completing this survey, had you heard of Safer Cornwall?



How much do you know about what Safer Cornwall does?



Just over a **third** (38%) of respondents were **aware of Safer Cornwall**. Of those **just over half** (53%) felt they had a **good or fair understanding** of what we do. This is in line with last year's results.

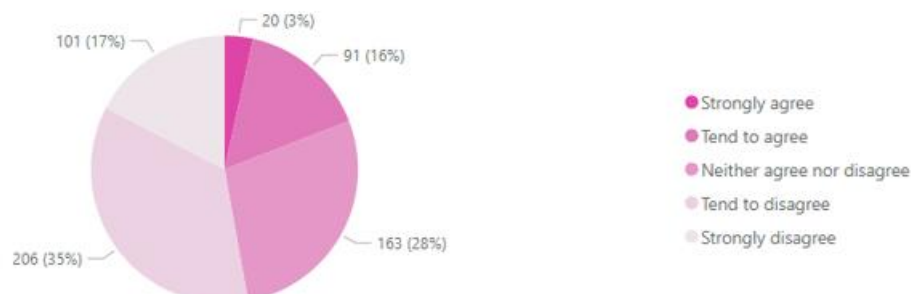
2022

- **36% of Cornish respondents were aware of Safer Cornwall** and of these, 53% felt they had a good or fair understanding of what we do.

Are the Police and Council dealing with ASB and crime issues?

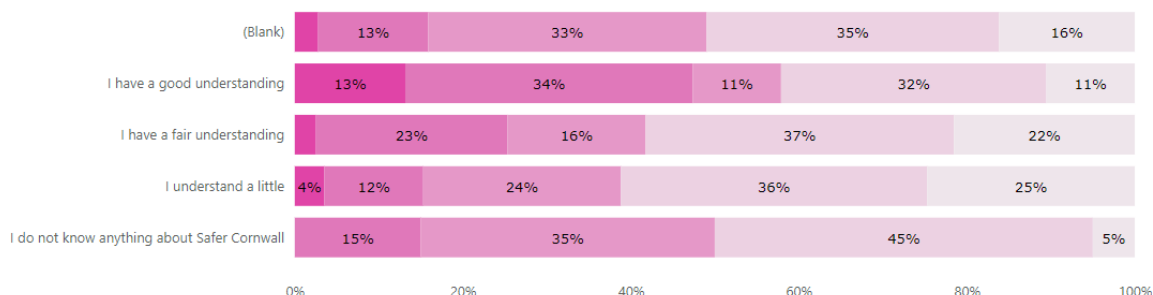
19% of respondents **agreed that the Police and Council are dealing with ASB and crime** in their local area effectively. This is in line with last year's result.

Do you agree or disagree that the council and the police are dealing with the anti-social behaviour and crime issues that matter in your local area?



Respondents who had **heard of Safer Cornwall and had knowledge about what we do were more likely to agree that the Council and Police are dealing with the anti-social behaviour and crime issues** in their area. This also mirrors results from last year.

Do you agree or disagree that the council and the police are dealing with the anti-social behaviour and crime issues that matter in your local area?



2022

- **1 in 5 respondents feel that the Police and Council are dealing with ASB and crime** in their local area effectively.

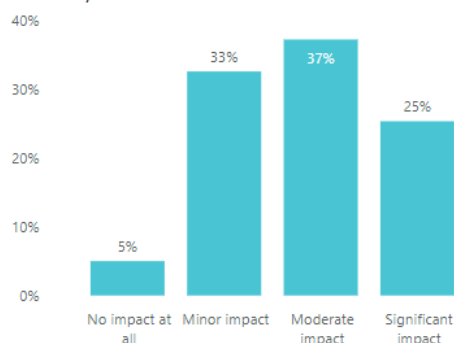
Impact of crime and anti-social behaviour

One quarter of respondents felt that **crime and anti-social behaviour** had a **significant impact** in the local area.

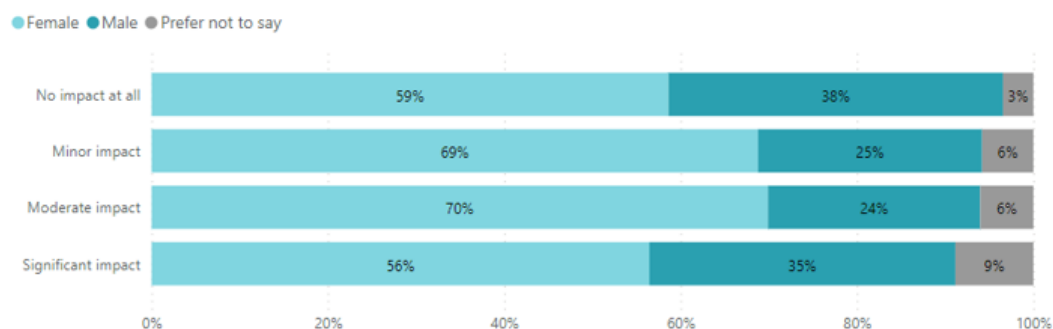
Another **37%** felt that it had a **moderate impact**. Only 5% (29 respondents) felt there was no impact at all. This shows no change from last year's results.

Men accounted for just over a third of respondents who felt there was either significant or no impact. Overall **women** are **more likely to perceive an impact** than men which is in line with last year's results.

What impact does crime and anti-social behaviour have in your local area?



What impact does crime and anti-social behaviour have in your local area?



2022

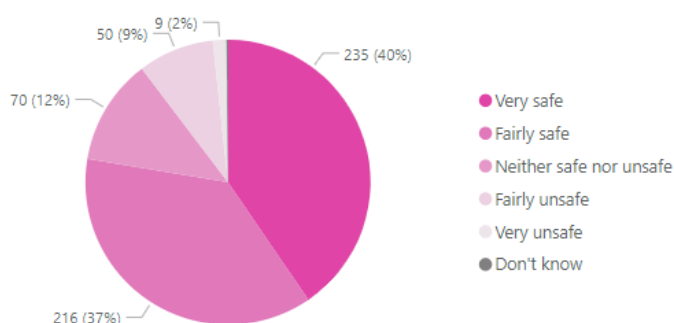
- Almost **half of respondents** feel that that **crime and ASB have no impact or a minor impact** in their local area.
- **Women are more likely to perceive an impact than men** – both significant and minor.

Daytime feelings of safety

The majority of residents feel safe during the daytime (77% overall). 40% felt very safe and 37% felt fairly safe. This is a very slight reduction on last year's findings (83%).

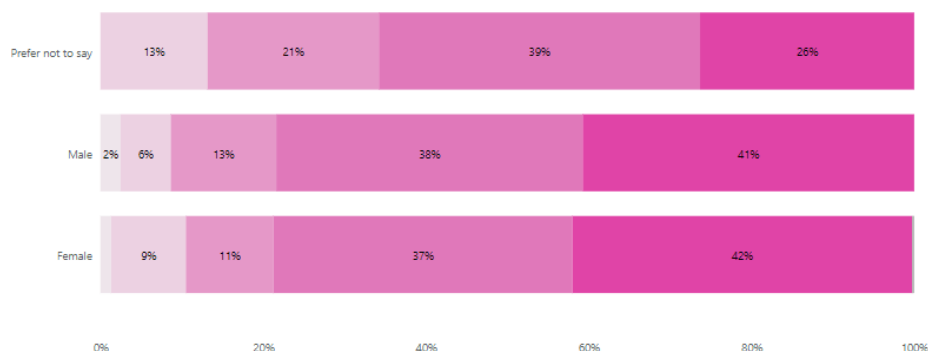
There is no notable difference between males and females and their feelings of safety during the day in their local area.

How safe do you feel during the day?



How safe do you feel when outside in your local area during the day?

Very unsafe Fairly unsafe Neither safe nor unsafe Fairly safe Very safe Don't know



The word cloud below shows key words from the responses of people who said that they felt very unsafe in their local area during the day. Witnessing **anti-social behaviour** and a **perceived lack of police presence** were the main themes. Examples included comments such as "Since the Council filled our village with drug addicts and alcoholics it has had a huge impact on anti-social behaviour", "No police presence in that area" and "Increase in violence and decrease in police presence".

More detailed comments paint a picture of both **adults and young people** taking **drugs** and **being loud/aggressive in public places**. There is a

general feeling that **levels of danger have increased** in their local area, including shopping areas.

If you ticked "very unsafe", please tell us why you feel this way (please do not disclose any personal information or identifiers)



Drugs, alcohol and anti-social behaviour were commonly cited by the **50 respondents** who felt they were **fairly unsafe** in their local area during the day. **Drug/drugs/addicts** were referenced 24 times with comments including "drug dealers hanging around in town square, bus station, beggars outside shops and drug deals going on around town" and "we have drunks and drug addicts wandering the streets. Drinking, fighting and stealing stuff. We have the pods in the car park where they party all night, drinking and taking drugs".

Alcohol (drinking/drunks/drunken/drinkers) featured 23 times. Comments included "Homeless drunk people in the streets openly drinking, asking people for money and being aggressive" and "because of the characters allowed to continue drinking in the streets, threatening people, fighting and disturbing the peace".

If you ticked "fairly unsafe", please tell us why you feel this way (please do not disclose any personal information or identifiers)



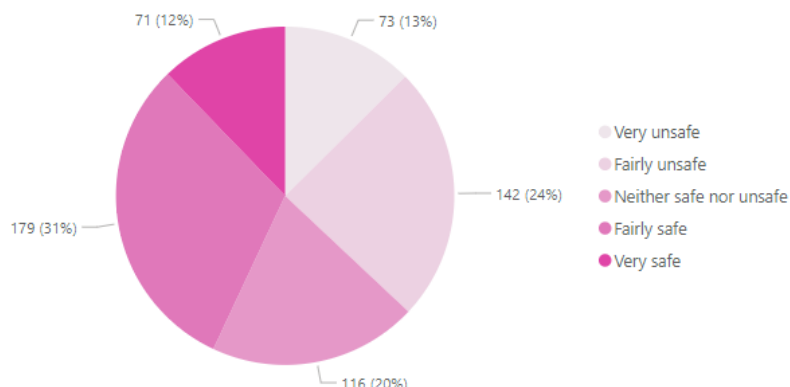
2022

- **83%** of people said they **feel safe during the day** in their local area; a **significant improvement** on last year's 61%.

43% felt safe in their local area after dark.

This is a similar finding to last year's survey (46%).

How safe do you feel after dark?

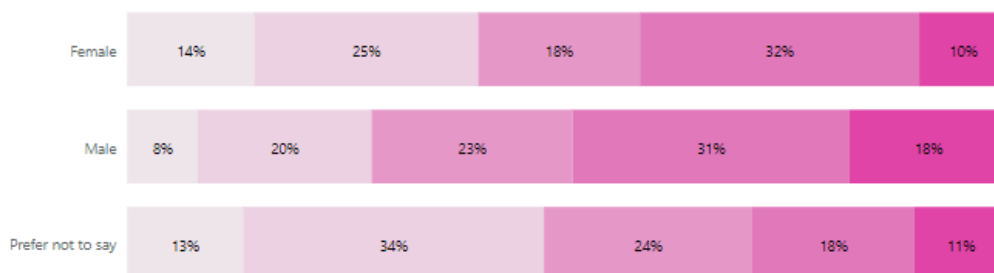


Females are more likely

to feel unsafe after dark than males (39% v 28%). Men were more likely to respond neutrally with 23% stating that they felt neither safe nor unsafe (18% of women). **The percentage of males and females who felt fairly safe was almost the same** (32% of females and 31% of males)

How safe do you feel when outside in your local area after dark?

Very unsafe Fairly unsafe Neither safe nor unsafe Fairly safe Very safe



The next word cloud below shows key words from responses to those **73 respondents** who felt they were **very unsafe** in their local area after dark.

There were 24 references to **drugs**. Comments included "live in social housing and some people who have been moved here deal drugs, vandalism and other unsavoury dealings" and "significant drug use and problem drinking in area resulting in individuals under the influence who have irrational/erratic behaviour."

Approximately 20 comments mentioned **alcohol** including "Drunks are starting to rule our streets at night" and "drunk and aggressive behaviour". Words relating to **young/youths** (12) and **gangs/groups** (15) were repeatedly recorded as contributing to very low levels of safety at dark for these respondents.

A **perceived lack of police presence** and/or response in the local area was raised 15 times. Comments included "no follow up from the police when notified of any disturbance" and "town is much quieter in the evening that it used to

be...mainly just drunks and angry teens on the streets in the evenings with very sporadic police presence”.

If you ticked "very unsafe", please tell us why you feel that way (please do not disclose any personal information or identifiers)



The word cloud below shows key words from responses to the **142 respondents** who felt they were fairly unsafe in their local area after dark.

Again, witnessing drug use and dealing was commonly mentioned. There were 27 references to **drugs**, including comments such as “Lots of drug users out and about that appear to be unpredictable” and “we have a problem with drug dealings hanging round outside and they think they own the place”.

Comments relating to **Youths/teenagers (25), "Groups" (22), and "behaviour" (20)** showed many respondents **fearful of groups** of youths and adults and **high levels of anti-social behaviour** in the local area. "Police" and "lighting" were mentioned 11 times each.

If you ticked "fairly unsafe", please tell us why you feel that way (please do not disclose any personal information or identifiers)



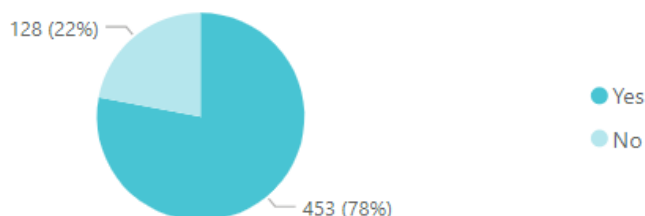
2022

- **46% of respondents overall feel safe after dark**; women are more likely to feel unsafe than men (34% vs 22%) and were almost twice as likely to feel 'very unsafe'.

Types of incidents experienced

Over three quarters of respondents stated that they **have experienced** some form of **crime or anti-social behaviour issue** in their local area in the last 12 month. This is in line with last year's results.

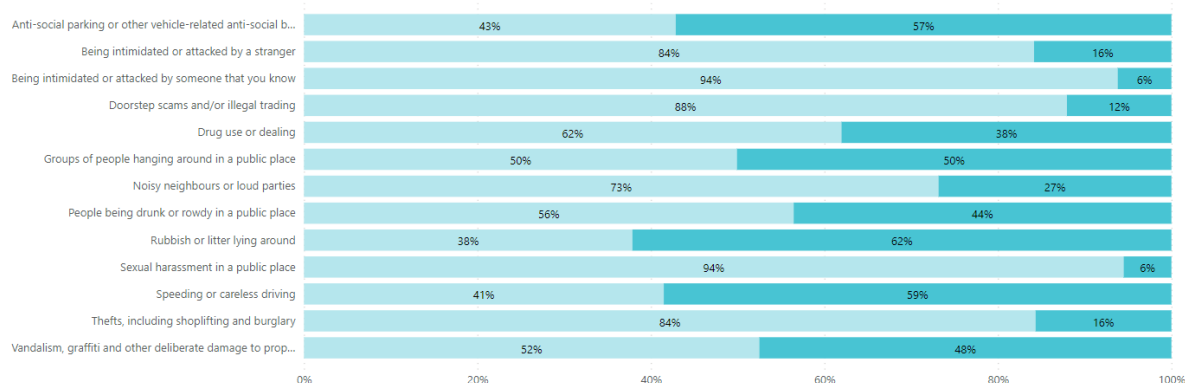
In the last 12 months, have you seen or experienced any crime or antisocial behaviour issues in your area?



The three issues most frequently cited by respondents are **rubbish or litter (62%)**, **speeding or careless driving (59%)**, and **anti-social parking or other vehicle-related anti-social behaviour (57%)**. Again, this is in line with last year's findings.

Issues experienced in last 12 months

Value ISSUES No Yes



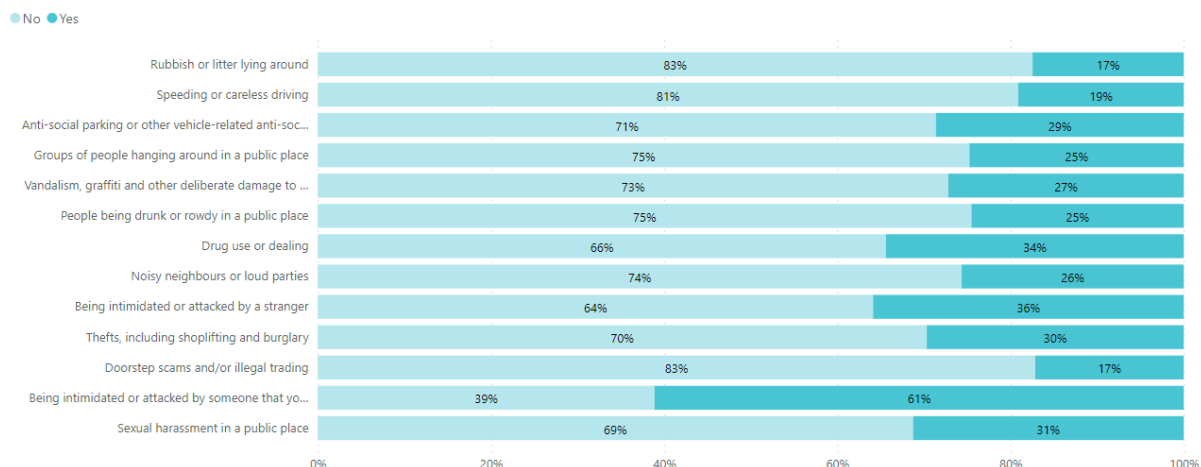
2022

- Almost **3 out of 4 respondents** have experienced some form of **ASB** or crime in their area in the last year.
- **Litter and vehicle-related issues** (speeding and parking) are the most commonly cited concerns.

Reporting of issues

Issues most likely to be reported were of a more serious nature – including being **attacked or intimidated** (particularly by someone known to them – 61%) and witnessing **drug use or dealing**. Issues least likely to be reported were rubbish/litter (17%), doorstep scams and/or illegal trading (17%) and speeding/careless driving (19%).

Issues reported



The word cloud shows key words featuring in the reasons why issues were not reported. **150 comments** referenced **police** - a perceived lack of police response and incidents being considered too minor to attend were common themes. Comments included "No action would be taken by the police as it will appear trivial to them", "101 is not fit for purpose. I was kept waiting over three hours for a call to be answered and the police could not be bothered", and "felt it was pointless, the police are so stacked out everyone believes they won't attend some of the more serious crimes lately, let alone the smaller ASB issues".

Other negative themes included doubting that **action would be taken by the relevant authorities/services**, or **not being aware of how to report**.

Please could you tell us why you did not report any issues (please do not disclose any personal information or identifiers)



2022

- **46% of people who experienced crime or ASB had reported it** (vs 40% last year). Whilst this could indicate increased confidence/willingness to report, it could also indicate that the incidents that people have experienced are more serious in nature.

"I do not feel it will be dealt with by either police or council"
 "In the past, reporting of incidents has not prompted any action"
 "Not confident it would be dealt with"
 "Not sure who to report them to and felt that the chances were that no action would be taken anyway"
 "What's the use, nothing is done"
 "Takes too long and nothing gets done about it anyway due to lack of resources".

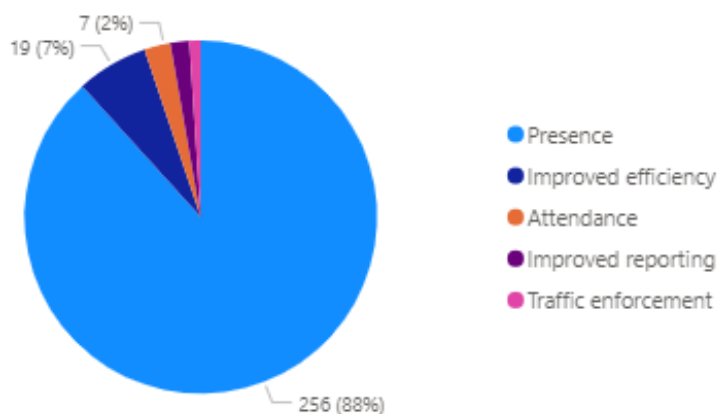
What do you think would have the greatest impact on reducing these issues in your local area?

430 respondents gave an answer to this question with the vast majority (68%) citing a reason **related to the police**.



The majority wanted to see a **greater police presence** in their local area.

Police theme



"A higher police presence walking around the hotspots for crime"
 "Visible police patrols"
 "A proper police presence 24 hours"
 "Police on the beat on foot. Never see them anymore"
 "More visible police presence"

64% of people who said they had seen drug use or dealing said that the **police should provide the solution** – more police on the street, greater visibility, more effective/honest, more responsive, focus on known problem areas, more powers, more connected to the community and quicker/easier/more efficient ways to report.

Other solutions:

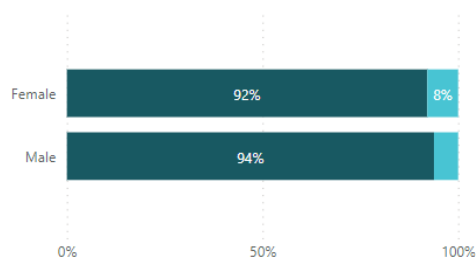
- **Punitive** - a zero tolerance approach, more harsh punishment, locking toilets/parks at night, close problem premises/evict dealers.
- **Non-punitive** – invest in young people, more for young people to do, youth groups, engage with young people and develop life skills, better street lighting, positive engagement, education and diversion activities for young people

Online abuse or bullying

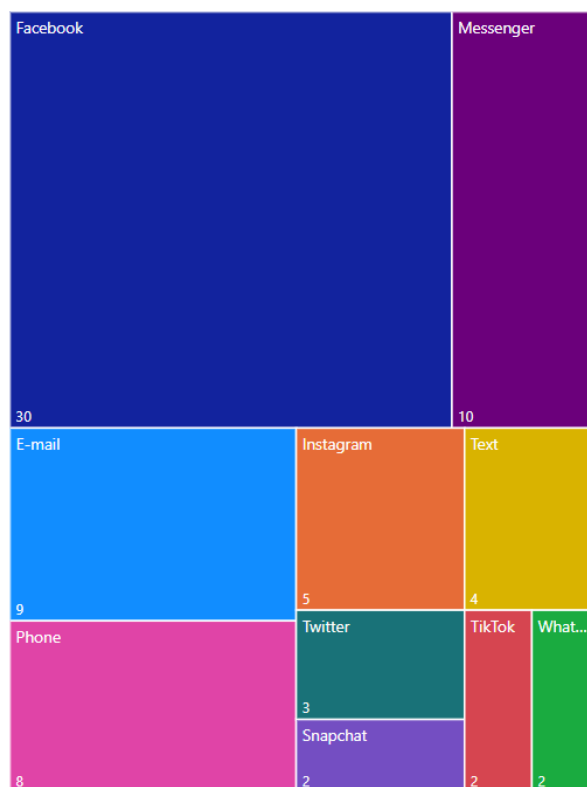
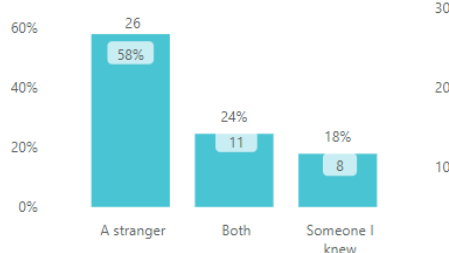
8% of respondents (45) stated that they had **received unwanted attention such as bullying or harassment online** in the previous 12 months. This is broadly in line with last year's findings. **Females were slightly more likely to have experienced it**, and the **majority** of abuse online came **from a stranger** (58%). A quarter received abuse from both a stranger and someone they knew. **Facebook** was the most frequently cited platform where the abuse took place (30/75).

In the past 12 months, have you received unwanted attention such as bullying or harassment on-line?

● No ● Yes



Who did you receive unwanted on-line attention from?



2022

- 7% of respondents said that they had received some form of unwanted attention online. **Women were almost twice as likely to experience this issue than men**

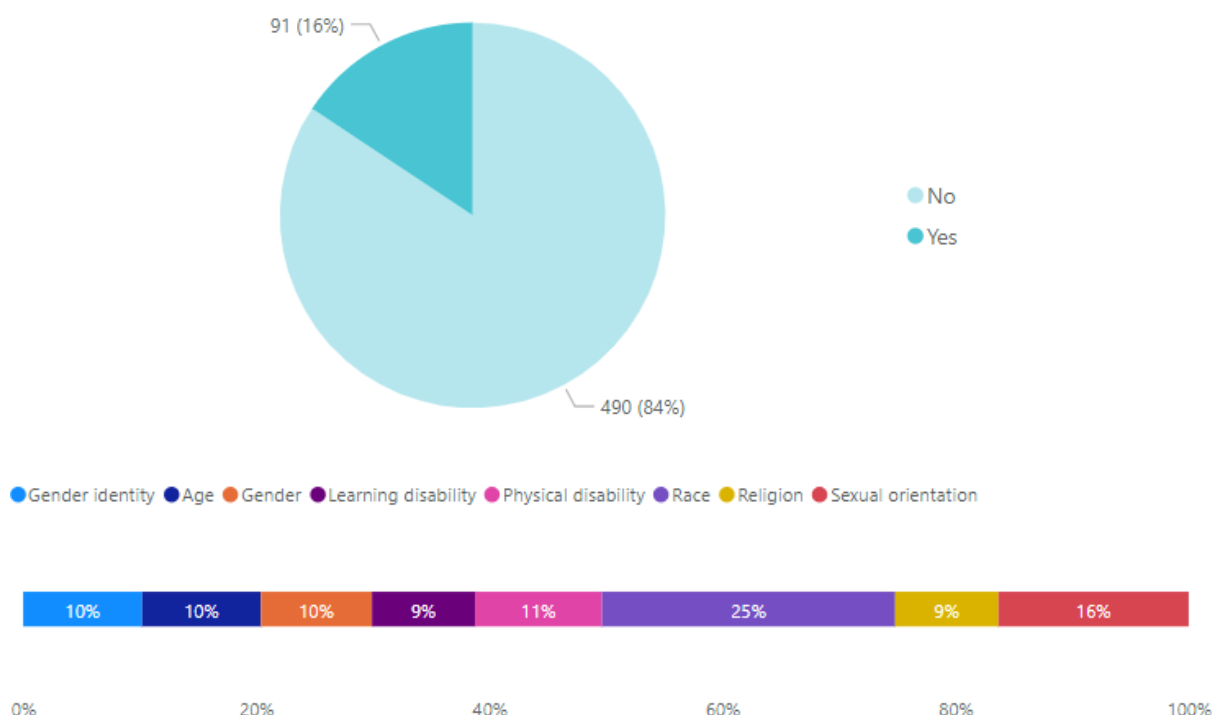
Discrimination, harassment and abuse

16% of respondents (91) had experienced discrimination, harassment or abuse motivated by hostility towards an individual's identity.

One quarter of incidents experienced related to **race**.

This was followed by **sexual orientation (16%)**, and **gender and age which each accounted for 10% of incidents**. These were also the most commonly experienced amongst last year's respondents.

In the last 12 months, have you seen or experienced discrimination, harassment or abuse in your local area, which you believe is motivated by hostility towards an individual's identity?



21% of respondents **reported** the incident(s) they had experienced.

The word cloud shows key words from reasons why they did not report. Issues with the police were cited **24 times**. Comments included "I do not trust the police to act", "previous poor experience of reporting hate incidents to the police", and "Don't think it will get dealt with as Police are too busy and it feels like a hassle to bother reporting as I don't think there will be a positive outcome".

Other common responses included not knowing the identity of the perpetrator and feeling that it was not their place to report it,

If you did not report it, what was the main reason why? (please do not disclose any personal information or identifiers)



2022

- Almost **1 in 5 respondents have witnessed or experienced discrimination, harassment or abuse** in their local area. The most common was **race-orientated abuse**, followed by sexual orientation, age, and gender.
- Almost 1 in 3 respondents reported the issue that they experienced.

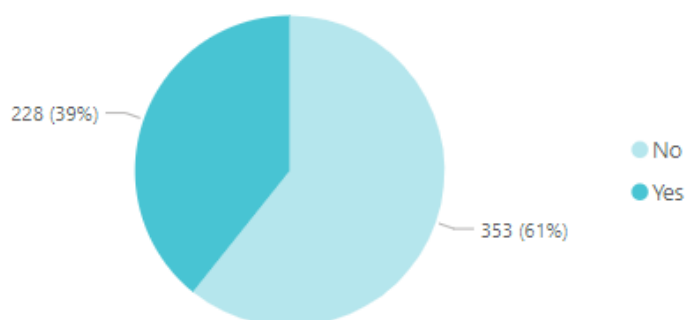
Alcohol related violence

Just over a **third of respondents** (39%) had seen someone under the influence of alcohol being violent towards another person

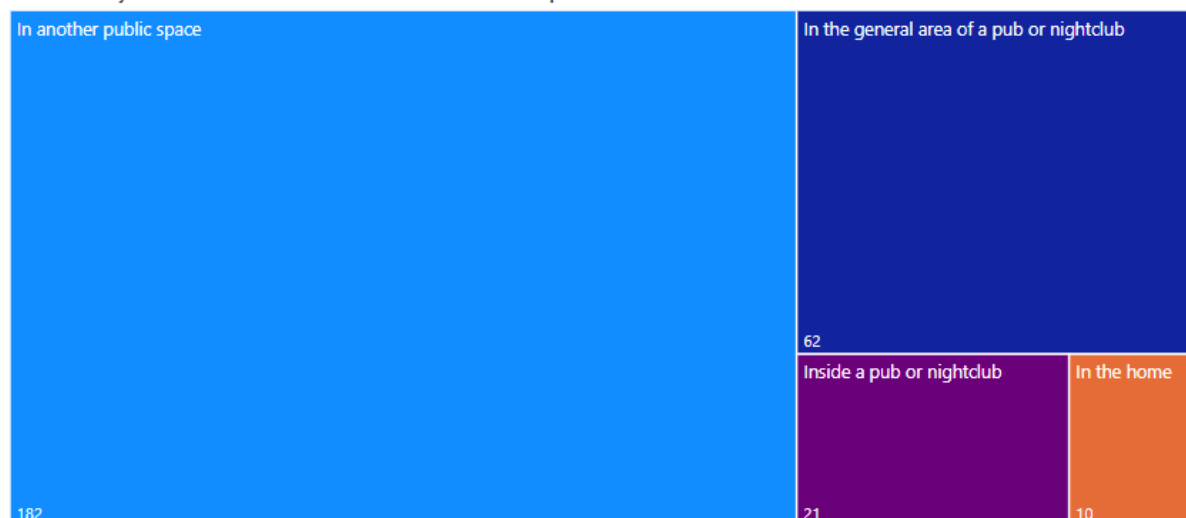
This violence was **more likely** to have taken place in **a public space** (182) other than in or around a pub or nightclub (62 and 21 respectively). Alcohol related violence was **least likely** to have been witnessed **in the home**.

These results show no change from last year's responses.

Over the past 12 months, have you seen anyone under the influence of alcohol being violent towards another person?



Where did you witness this violence towards another person?



2022

- **1 in 3 respondents said that they have seen someone being violent** to another person whilst under the influence of alcohol
- Respondents were far **less likely to have witnessed violence in a pub or nightclub** than they did in a general public space

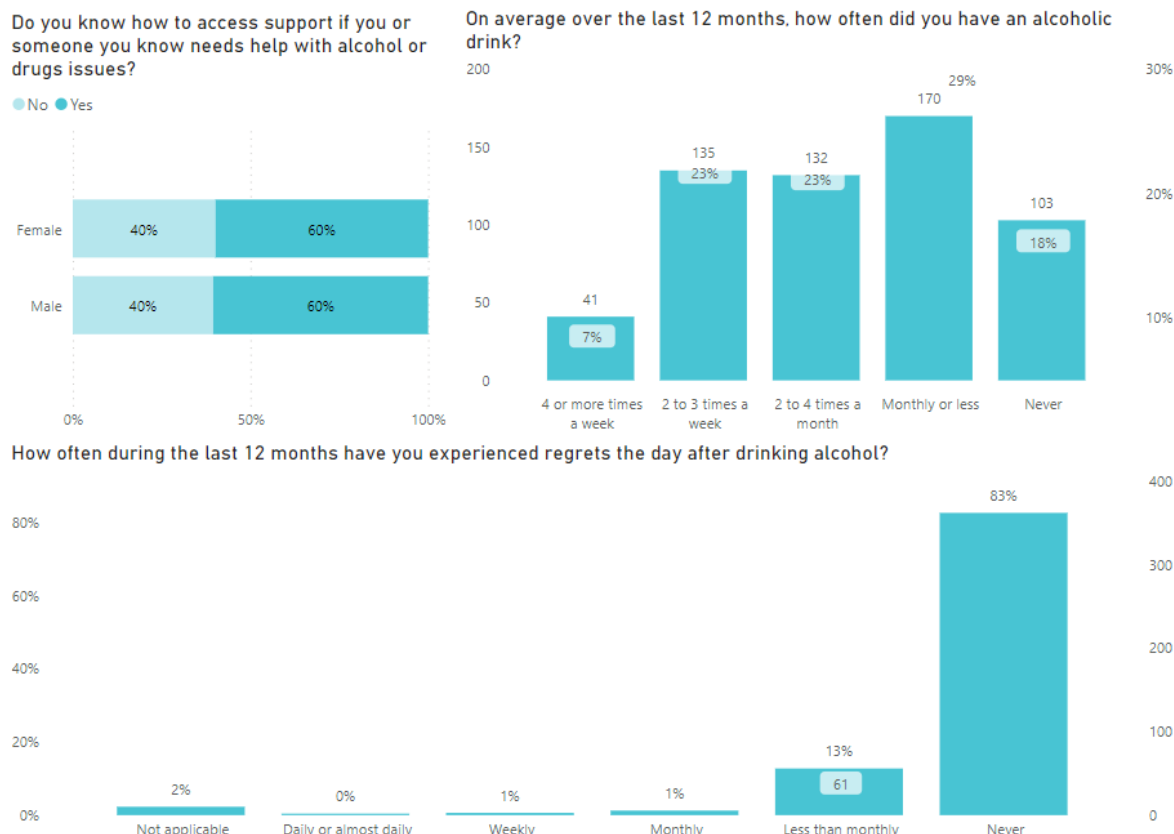
Raising concerns and awareness of support

Alcohol or drug use

60% of respondents stated that would **know how to access support** for either themselves or someone else who needed help with alcohol or drug issues. This is identical to last year. Men and women were equally likely to know how to access support.

In terms of personal use, nearly a third of respondents (**29%**) cited alcohol use **monthly or less**. This was followed by 2 to 3 times a week (23%), and 2 to 4 times a month (29%).

83% of respondents stated that in the previous 12 months they have **never had regrets** the day after drinking alcohol.



2022

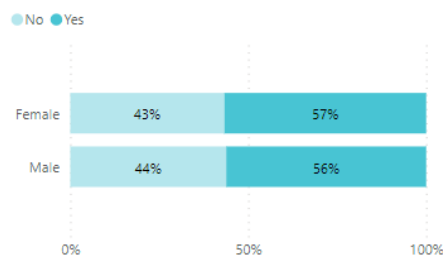
- **60% of respondents said that they would know how to access support** if someone they knew needed help with an alcohol or drugs issue. **This is a significant reduction (15%) on last year.** Both men and women were equally as likely to feel that they knew how to access support.

Sexual violence

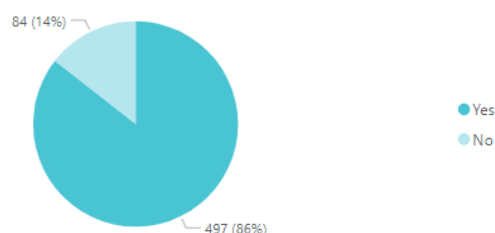
Males are slightly less likely than females to **know how to access support** for sexual violence or abuse (**56% v 57% respectively**).

86% of respondents stated that they would **feel comfortable** asking them if they needed help. 17% of males, and 13% of females would not feel comfortable.

Do you know how to access support if you or someone you know is experiencing sexual violence or abuse?



If you thought that someone was experiencing or had experienced sexual violence or abuse, would you feel comfortable asking them if they needed help?



The most common reason given (32%) was **fearing repercussions** for either them or the victim.

"Because you never know how volatile people or the situation are"
"Not sure I would feel safe intervening"

The next two most common reasons were that they were **not qualified/trained enough** (23%) or that they **did not feel it was their place** to intervene (20%).

"I do not feel that I am qualified in any way to assist anyone with this issue"
"It's an emotive topic...I don't feel I have the skills/knowledge to deal with it".
"If it's none of my business, then I stay away"
"Best keep out of it".

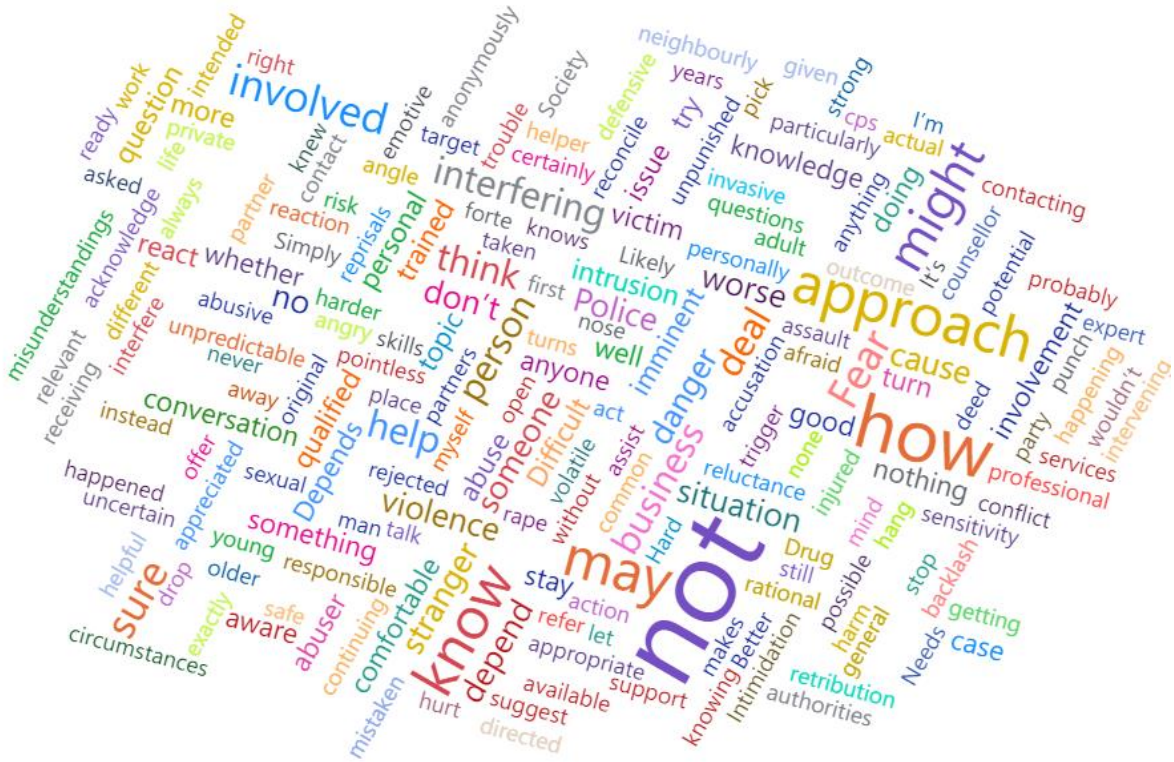
7% of respondents stated that it would depend on the person and the circumstances. Many people mentioned that having **a closer relationship would increase the likelihood of them talking to the person** experiencing the abuse.

"It depends on how well you know the person – to ask a stranger personal questions is very difficult."

The word cloud below indicates some of the reasons **why they would not feel comfortable asking someone if they needed help** and highlights a variety of barriers – these included not feeling **skilled enough**, not feeling it is **their business**, **not feeling safe** getting involved and **not wanting to make things worse**.

"I wouldn't know how to start the conversation"
"Because you never know how volatile people or the situation are"
"I'm not sure how I would deal with the answer"
"It depends on how well you know the person"
"People can get angry or defensive about intrusion into their private life and you don't always know exactly what goes on"

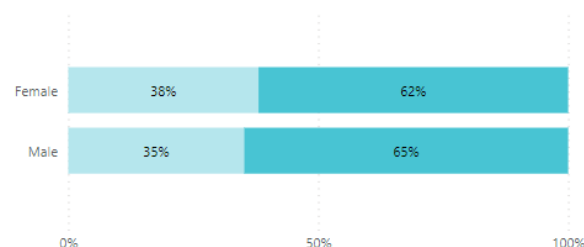
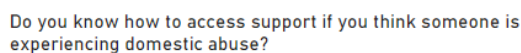
If you answered No to this question, please tell us why (please do not disclose any personal information or identifiers)



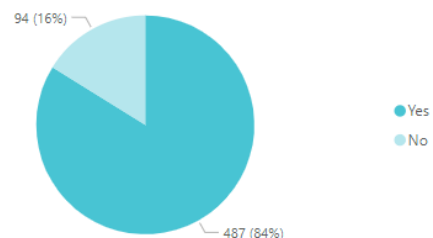
Domestic abuse

Interestingly, a **slightly higher percentage of males** than females felt they knew **how to access support** if they thought someone is experiencing domestic abuse (65% v 62%).

84% of respondents felt they would **feel comfortable** asking if they needed help. 20% of males and 14% of females felt that they would not be comfortable asking.



If you thought that someone was experiencing domestic abuse, would you feel comfortable asking them if they needed help?



The word cloud below indicates some of the reasons why they would not feel comfortable asking someone if they needed help, highlighting a range of potential barriers. Similar to the concerns expressed about reaching out to someone experiencing domestic abuse, these included not wanting to **make the situation worse**, not feeling they are **trained enough to deal with it** and not feeling as if it is **their place to intervene**.

If you answered No to this question, please tell us why (please do not disclose any personal information or identifiers)_1



"It would depend on how well I knew the person"

"Not sure how to support them"

"You never know how volatile a person or the situation is"

"Embarrassment if I had got the situation wrong"

"I've had experience of this and it made the situation worse for my neighbour"

"Would not want to make the situation worse by not giving proper advice on where to turn for help"

2022

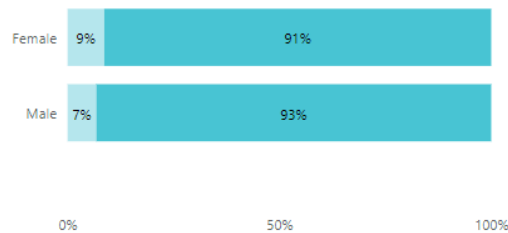
- **Men are far less likely to know how to access support** for both domestic abuse and sexual violence than women.
- **Men are far less likely to reach out to a possible victim about sexual violence** than they are about domestic abuse. Women are equally as likely to feel comfortable asking about both types of abuse.

Safeguarding a Child

92% of respondents agreed that they would feel **confident to raise concerns** in order to find a child professional help for child abuse.

If you thought that a child was being abused, would you feel confident to raise your concerns in order to find them some professional help?

● No ● Yes



Males are slightly more likely than females to **feel confident to raise their concerns** to find them professional help (93% v 91%).

The word cloud indicates some reasons why people would not feel confident to raise their concerns. As with reasons for other forms of abuse and violence the word cloud shows barriers around knowledge and confidence.

If you answered No to this question, please tell us why



"Lack of clear point of contact or sense of process"

"Not sure if ringing the police would be the correct thing to do or whether it's another service"

"Would not be sure where to go for help. I would probably try the council website (or maybe the school if I knew it).

"Not an issue I know how to deal with"

"Would not know where to do this"

"Wouldn't be sure who to contact or whether I could do it anonymously"

"Depends on how sure I was on abuse. If a certainty, I would definitely report. In unsure, I would be frightened of consequences from parents if no action was taken or they knew that I had reported them."

Safeguarding an Adult

75% of respondents stated that they would **know what to do** if they saw or experienced abuse of an adult.

Males are slightly more likely than females to know what to do (80% vs 73%).

The word cloud indicates some ideas to raise awareness about what to do suggested by those who felt less confident to raise concerns. These focused on the **information about abuse and who to contact being more widely available/accessible** in more places.

"Make the right procedure more widely available and known"

"More publishing of contact information"

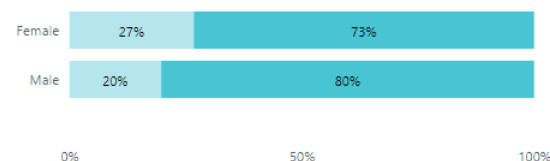
"Teach in schools, posters on bus shelters, supermarkets where adults go."

"Within my field of work, we have clear safeguarding protocols and whistleblowing procedures. Outside of a professional setting there is very little information available on who or how requisite organisations should be informed."

"I think it would help to have a very basic, clear accessible guidance on who to contact - as it becomes confusing with situations whether it's school/social service/police etc..."

If you saw or experienced abuse of an adult, would you know what to do?

☐ No ☒ Yes



If you answered No, tell us what we could do to raise awareness about who to contact and the help available



2022

Respondents are far **more confident that they would know how to report child abuse** than they would abuse of an adult. This pattern is seen across all age groups and both sexes.

- **Women are slightly less likely than men** to feel that they would know how to report abuse of an adult.