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Have Your Say Survey: Safeguarding

This report looks at the findings of Safer Cornwall's on-line public survey "Have Your Say" with a specific focus on **four questions about safeguarding**.

Safer Cornwall's vision is that Cornwall's communities are **safe, healthy and resilient**. 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 to effectively 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.

The "Have Your Say" survey **asks residents about the community safety issues that matter to them** on a day-to-day basis in their local area and what they think partners should do to improve things. Our **on-line survey** was available via Cornwall Council's [Let's Talk Cornwall](#) in July and August 2023. The survey was also taken to some public engagement events such as Pride.

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

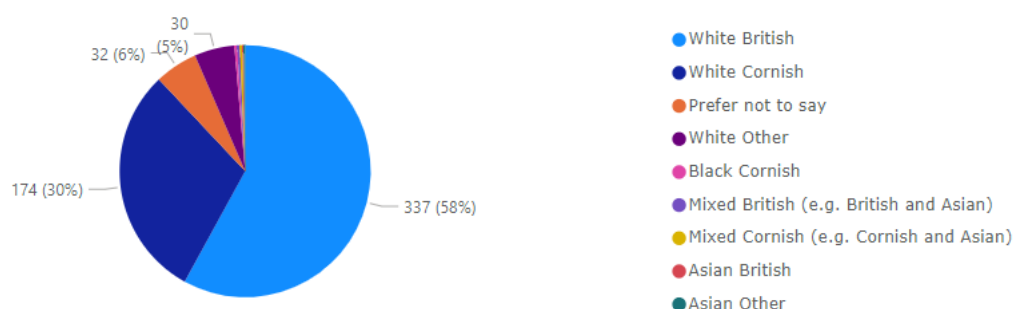
66% of respondents were women meaning that women were over-represented. Almost two thirds of respondents were women, just under a third were men (28%, 19% less than the population proportion).

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.

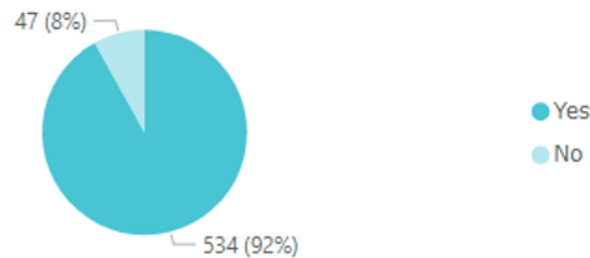
33% identified themselves as **non-paid carers**, identical to last year's findings.

Raising safeguarding concerns: children.

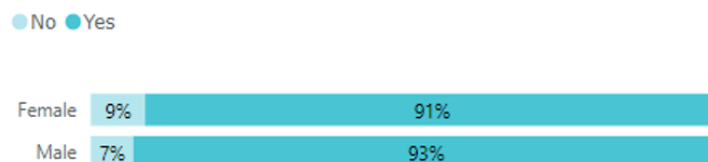


*If you thought that a child was being abused, would you feel confident to raise your concerns in order to find them some professional help?
If you feel that you would be unable to raise your concerns, please tell us why.*

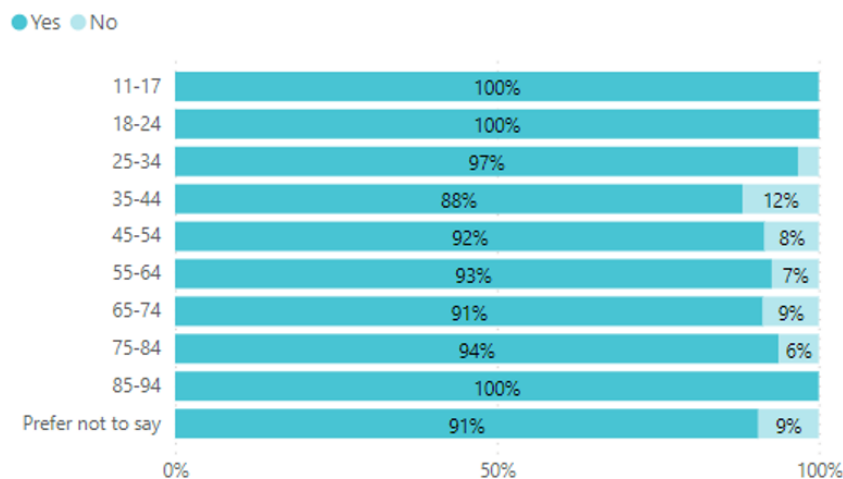
Most people felt confident to raise their concerns if they thought a child was being abused (92%). This is no change from last year's results.



Males and females are equally as likely to report being confident to raise their concerns.



There was also **little difference between age groups**. Those aged 35-44 years were less likely to feel confident to raise their concerns (88%)



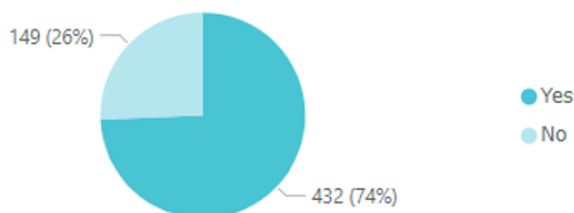
40 people gave a reason why they would feel **unable to raise their concerns**.

28% of respondents felt that they **did not know who to contact**. This is higher than last year's figure of 17%.

Reasons for residents feeling unable to raise concerns

Do not know who to contact	28%
Would create difficult or complex situation	20%
Lack of proof/fear of being wrong	18%
Lower confidence in social care services	15%

The word cloud below shows key words from reasons as to why they 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. "Not" features 12 times followed by "know"(6), and "sure" (5).



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



"Because it is very easy to misconstrue a situation. Would need to be 100% certain"

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

"I would doubt that the information would be treated confidentially and the abuser would learn my identity and retaliate."

Raising safeguarding concerns: adults.

Q

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

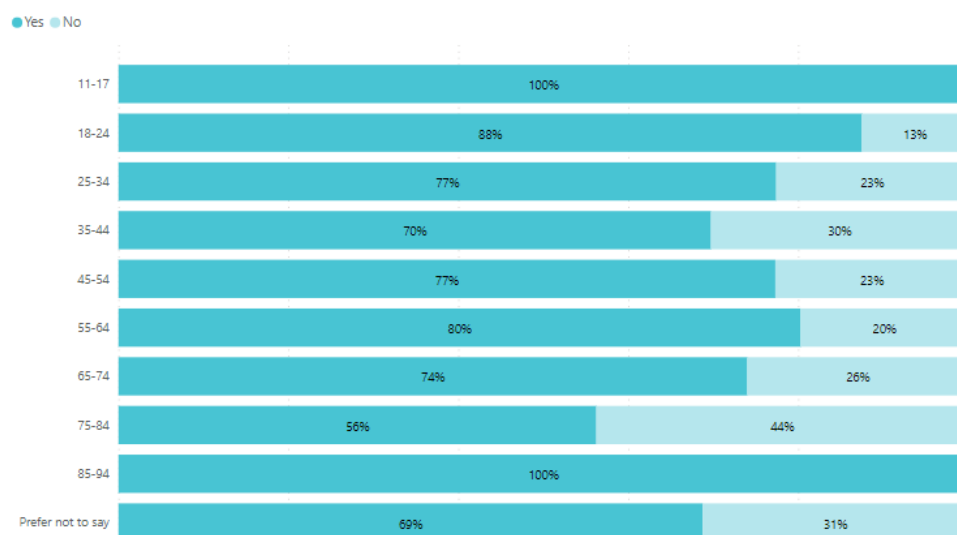
Most **people felt confident** to raise their concerns if they thought that an adult was being abused but almost **one quarter of people** did not; this percentage is higher than if the potential victim was a child (8%).

Males were slightly **more likely to know what to do** than females (80% v 73%)



When suspecting child abuse, people tended to respond in a uniform way irrespective of age. However, when presented with potential adult abuse, **middle-aged groups were far more likely to report knowing what to do than other age groups.**

Just over a third of those aged between 35 and 64 indicated that they look after or give support to others because of long term ill health, disability or problems due to old age. This role may help to explain why they are more likely to know what to do than other age groups. Under 19s and over 60s were far less likely to feel that they knew what to do in this situation.



Q

Tell us what we could do to raise awareness about who to contact and the help available

The word cloud below shows key words from those who did not feel they would know what to do when asked what we could do to raise awareness about the help available. Frequency of words such as "more" (21), "information" (19) and "contact" (16) seems to indicate that more information is needed about abuse and who to contact.

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



"Make the right procedure more widely available and known"

"More publishing of contact information"

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

Have Your Say 2023

Most people feel safe in the local area, but **women feel less safe at night**

- **77% feel safe during the day**, with no difference between men and women
- **39% of women feel unsafe after dark** vs 28% of men

Why I feel unsafe...

- Seeing **drug use** and dealing
- Public **drinking** and rowdy behaviour
- **Speeding** and erratic driving
- **Intimidating groups** of people hanging around (with young people often mentioned)
- **Aggressive behaviour**, shouting and swearing on the streets
- **Lack of visible police** presence and/or action to address problems
- **Lack of street lighting** in public places

Three quarters of residents have experienced **anti-social behaviour** in their local area.

- **Litter**, careless driving or **speeding, parking** or vehicle-related issues were the most common issues (experienced by over 50%).
- **Groups** hanging around, **vandalism, graffiti**, and other deliberate **damage to property, street drinking**, public **drug use or dealing**, and public **rowdiness** were the next most common issues.

48% would like to see **more Police or community officers** in the local area

- Responses **mention more visible patrols**, including on foot, **patrolling more often** and officers getting to **know the local area/people**

Knowing **how to get help...**

Around **2 in 5 people did not know how to access specialist help**, like drug services or domestic abuse support; older people were least likely to be aware.

1 in 4 did not know what to do about a **safeguarding concern involving an adult** but most people knew what to do if they were worried about a child.

Almost 50% of people who experienced crime or ASB had reported it (vs 40% last year)

- Reasons for not reporting: telephone waiting times, lack of knowledge of how to report and perceived lack of response

I would **like to see more...**

- police on foot • activities for young people • CCTV • education about consequences • traffic calming measures • tougher penalties for crime and ASB • police response/attendance • easy ways to report ASB • 20 MPH zones and speed cameras • street lighting • bins and community clean up initiatives • homelessness services • mental health support

1 in 5 people think the Police and Council are tackling the issues that matter

52% disagree (17% strongly). These levels are similar to last year.

People who **know about Safer Cornwall** were more likely to **answer positively** – 47% said the Police and Council are tackling the right issues vs 15% for those who don't know anything about us.

16% had seen or experienced **hate crime**

- Race, sexual orientation and age are the most common types mentioned