

# **FEELINGS OF SAFETY**

## **– SAMPLING MAINSTREAM AND DIVERSE COMMUNITIES**

**Multicultural Survey & Perceptions of Local Safety**



crime prevention victoria

# Overview



The focus of the presentation is:

- Seeking the views of diverse communities
  - How it can be done
  - Results achieved
  - How these compare with the broader community
- And (if time permits), on the question of *Fear of Crime*

# Background (Multicultural Study)



## Origins of the Multicultural Study

- DOJ has conducted a number of broad level perception surveys – mainly by telephone
- **In reviewing the survey program a gap was identified**
  - **the inability of traditional surveys to capture the views of people with limited or no English skills**
- To address this gap, the Multicultural Study was initiated.

# Multicultural Perspectives of Crime and Safety



## OBJECTIVE:

*To better understand the perceptions of crime, safety and police in respondents from non English speaking backgrounds.*

# Multicultural Perspectives of Crime and Safety



- **Stage 1: Method Development**
  - To test how best to conduct research on perceptions about sensitive issues within specified diverse communities.
- **Stage 2: Qualitative Research**
  - Issue identification and exploration (using focus groups)
- **Stage 3: Quantitative Research**
  - To establish the extent to which the issues identified in Stage 2 are a concern within those multicultural communities.

# Method Development



## •Stage 1: Method Development

- Extensive literature search
- Wide discussions with peak bodies and community members
- Research methodology developed and tested.

# Method



The critical components of the new method are summarised below:

- Endorsement of the research by **peak bodies** ( e.g. ECCV, VMC)
- Involvement of **local level service providers** (which ethnic communities to be included in the research)
- Bilingual researchers to contribute to the sample framework to **ensure cultural sensitivity**
- The methodology should be **adaptable** to the needs of a particular community
- The research findings are provided to local service providers for the development of actions at the local level and the information is worked through the working group for strategic, departmental action.
- Results and findings provided back to participating communities.

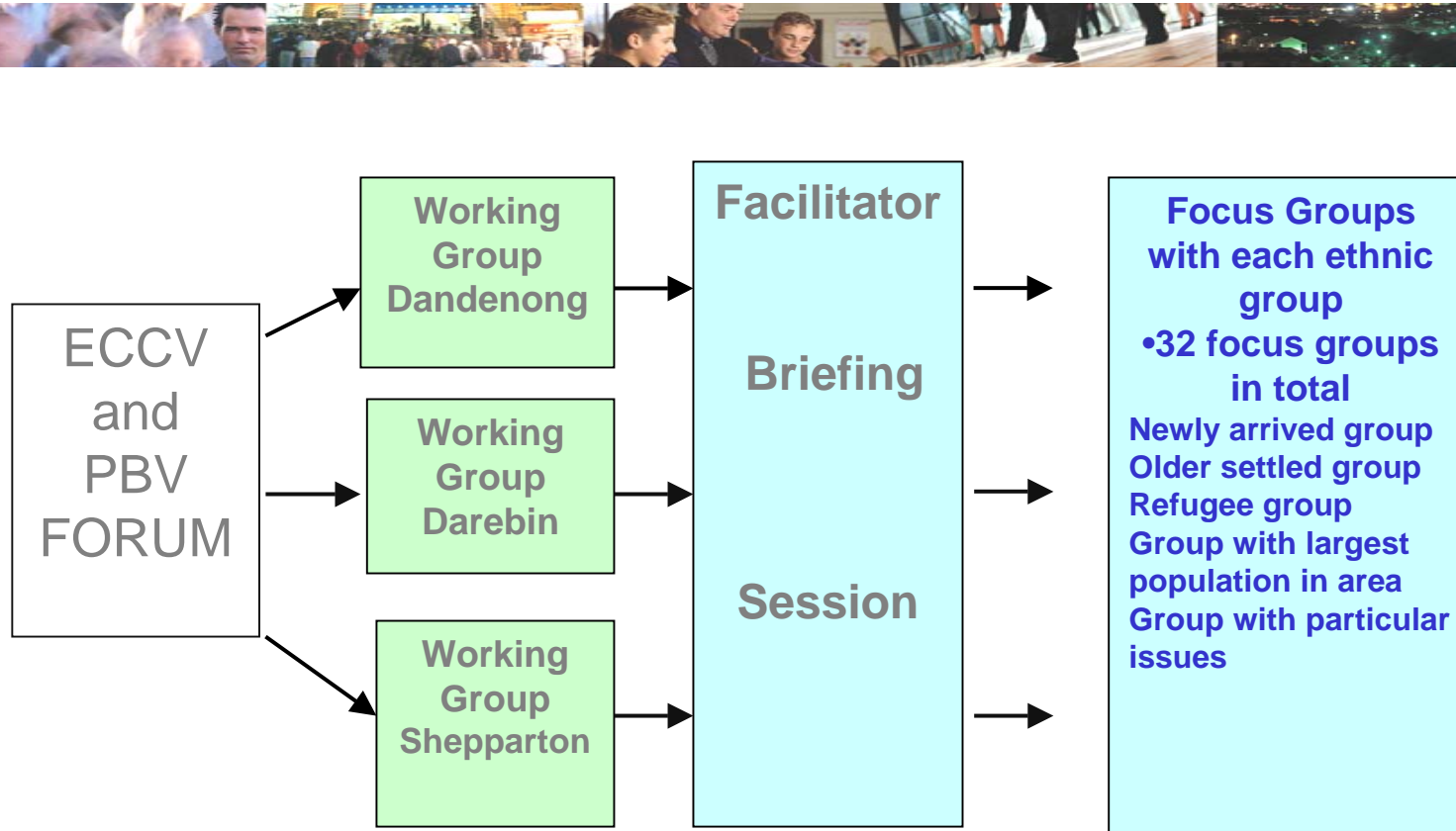
# Stage 2



- **Stage 2: Qualitative Research**
  - Issue identification (using focus groups)
    - Focus Groups using Bilingual Facilitators
      - Briefed
      - Given Facilitator Manual
  - Issues exploration
    - Local information forums were held in each of the three communities to ensure continued collaboration and consultation.
    - Forums feedback research findings to local service providers (police, council and other agencies)



# Methodology



◆ — Stage 2 — ◆

Stage 1



# Sample groups



## Dandenong

Vietnamese

Albanian

Bosnian

Iraqi

## Darebin

Vietnamese

Somali

Chinese

Iraqi

## Shepparton

Italian

Albanian

Turkish

Iraqi

# Stage 2 Outputs



The Victorian Government has recognised the need to better understand the varying concerns and priorities of our diverse communities. It is critical for the design, implementation and review of effective services that this understanding and information is readily available to the service providers who work on a daily basis with members of Victoria's diverse communities.

This research was designed and commissioned by the Police Board of Victoria as a unit of the Department of Justice, Victoria. The Police Board ceased operations in December 1999 at which time the auspice of the research was transferred to the Victorian Multicultural Commission.

The Police Board has conducted community perceptions research since 1995, using telephone interviews and focus groups conducted only in English. It was noted that people who have limited or no English skills, or do not have a telephone, were not included in the representative samples used in this traditional survey technique. Further research conducted by the Police Board in the City of Darebin (Darebin Local Safety Survey Report 1998) demonstrated that the perceptions of non-English speaking and English speaking people differ in relation to crime, safety and police. This research highlighted that it is not sufficient to take an 'average' for a local government area and regard that as representative of the diverse views in the whole community. It was decided that more detailed and tailored research was required to understand the views of culturally and linguistically diverse members of the community.

This research marks a pivotal step toward identifying issues and developing findings in relation to the views and experiences of culturally and linguistically diverse members of the community. The research itself represents an intervention in the development of the participating communities. Therefore there has been a continued commitment to ensuring that the research is collaborative and consultative, involving communities at each stage of the process.

## RESEARCH OBJECTIVE

This research was commissioned to provide local service providers, planners and police with information on the perceptions of the diverse populations in their local area about crime, safety and police. This research would provide more targeted information on the views of diverse communities so that services may more readily meet current needs and priorities. In this context the specific overall objective of the study is to:

*'Investigate and measure the perceptions of people from language other than English backgrounds in relation to crime, safety and police in their local area.'*

The objective of this pilot study was to:

*'Determine an appropriate methodology to investigate the perceptions of people from language other than English backgrounds in relation to crime, safety and police in their local area.'*

Full and Summary reports translated into the 12 languages of the participants.

# Quantitative Research



## **Stage 3: Quantitative Research**

To establish the extent to which the issues identified in Stage 2 are a concern within those multicultural communities

In two parts:

- Pilot – to test the approach
- Extended survey – to measure the extent

# Stage 3 - Pilot Project



## Aim :

- **Test the validity of using telephone surveys with the target groups**
  - With emphasis on the communities where doubt exist as to the suitability of this method
  - Concerns have been expressed that the use of telephone surveys may not be appropriate for some groups, because of:
    - an inherent bias in the sample (e.g. women not responding)
    - a reluctance to discuss police and safety issues over the phone
- **Test the questionnaire**

# The Pilot: - Components



## ☐ Telephone Survey

- ☐ 100 respondents of Vietnamese and
- ☐ 100 respondents of Turkish background,
- ☐ Selecting records using name searches and other algorithms specially designed to target the ethnic community of interest from the Electronic White Pages and conducting the interview in the respondents preferred language.

## ☐ Feedback from the bilingual telephone

**interviewers** as to how reluctant respondents were to respond to elements of the survey.

☐ **Focus groups within the Turkish group**, divided by gender. Recruited for the respondents of the telephone survey;

# The Pilot: - Components



Sample selection - Based on Surnames

*Proportion of out-of-scope / ineligible records listings by sample group*

	Turkish		Vietnamese	
	No.	%	No.	%
Total Effective contacts	173	100.0	165	100.0
Out-of-scope / Ineligible	3	<b>1.7</b>	42	<b>25.5</b>

Both results were considered a success for the sampling method

# The Pilot: - Components



## Achieved Sample

- **Vietnamese** - Age and sex distribution consistent with that achieved in general community telephone research
- **Turkish** - Over representation of females, attributed to;
  - the use of a female interviewer
  - call pattern that included day time calling



# The Pilot: - Components



## Proposed adjustments to the sampling method

- **Stricter call regime** - Focused on evenings
- **Translate the questionnaire into the relevant language** - to avoid “off the cuff” translations
- **Adopt the youngest male method of respondent selection**

# The Pilot: - Components



## The Pilot: - Interviewer Feedback

- Survey was well received
- Request for interview regarded as a positive
- Targeting their community was well received
- The approach being made in their own language was a positive
- Interviewers felt that the respondents were honest and open

# Full Survey - Sample Observations



- Significant differences were observed in the approach to the survey of the two groups, with;
  - Vietnamese respondents completed the survey in 13.6 minutes
  - Turkish respondents completed the survey in 17.5 minutes.
  - A high percentage of Vietnamese responded “don’t know” to certain questions

# Full Survey - Sample Observations



Post-Survey Debriefing revealed that:

- Vietnamese respondents tended to be very matter-of-fact and moved quickly through the survey,
- Turkish respondents were more likely to discuss their answers in detail.
- The Vietnamese group were reluctant to express opinions on subjects without direct knowledge and showed some reluctance to criticise police.
  - This tendency is reflected in a high percentage of "don't know" for questions like rating the respondents safety on trains and police performance.

# Language of Interview



Interview conducted in:	Turkish		Vietnamese	
English	172	34%	78	15%
Mostly English with some native language	26	5%	18	3%
Some English but mostly the native language	18	3%	44	9%
Native language	290	57%	369	73%

# Assessed Language Skills



When asked, what is the main language spoken at home 88% of Turkish and 97% of Vietnamese respondents indicated that their native language was the main language spoken at home.

How well did the respondent speak English

	Self Assessment		Interviewer Assessment	
<b>Turkish</b>				
Very Well	187	37%	195	39%
Fairly Well	125	25%	96	19%
Not Very Well	150	30%	136	27%
Not well at all	42	8%	78	15%

	Self Assessment		Interviewer Assessment	
<b>Vietnamese</b>				
Very Well	114	23%	120	24%
Fairly Well	165	32%	119	23%
Not Very Well	121	24%	137	27%
Not well at all	100	20%	132	26%

# Methodology Conclusion



- Successfully demonstrated the viability of a telephone survey to access the views of these communities.
- Not all communities would be able to be effectively targeted in this fashion.
  - The critical factor is, how well can the country of origin be estimated based on surnames.
  - Small scale “pilot” recommended
- Survey was well received by the targeted communities
  - Low refusal rates for each survey;
  - Interview requests were regarded as a positive;
  - Targeting the particular community was not seen as a problem;
  - As was the fact the approach was being made in their preferred language.

# Qualitative Key Findings



## COMMUNICATION

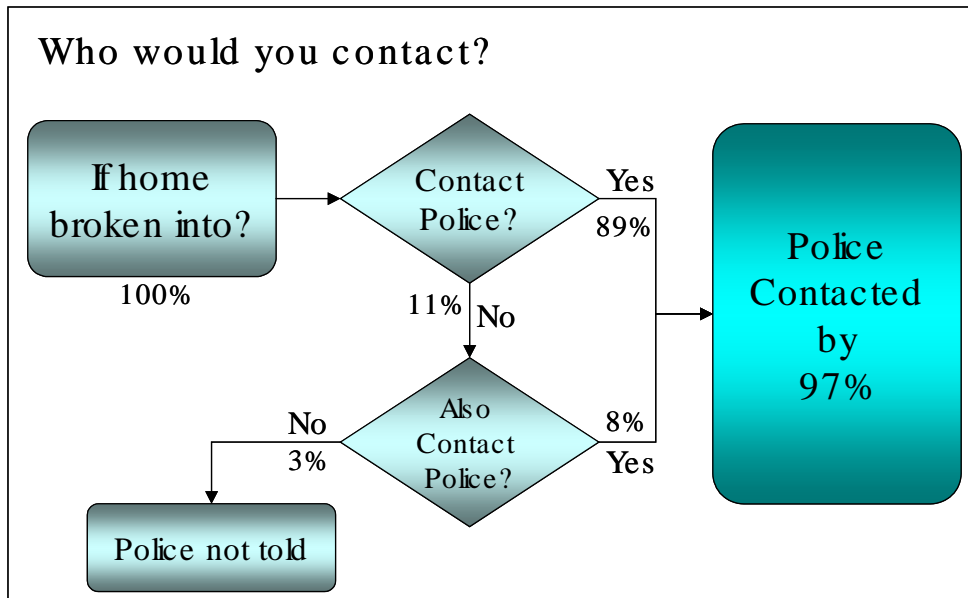
- Proficiency in English (language ability) 'feeling you could get help if you needed to'
  - Participants from older groups were more likely to say they would not call '000' because of their lack of confidence in their English proficiency
- Young people more likely to feel comfortable reporting crime to police - although previous contact with police meant they would not report crimes



# Quantitative Emergency Scenario



## *Who would you contact if your home was burgled?*



- 97% of people from the two ethnic groups indicated they would contact the police
- 32 respondents indicated they would not contact the police (3 Turkish & 29 Vietnamese).
- Most of these (26) were considered to have poor English skills.

# Qualitative Key Findings



## COMMUNITY

- Definitions of community were in two parts:
  - ethnic community
  - local community / neighbourhood
- Do you feel welcome in the community?
  - ∞ Mixed responses
  - ∞ Feeling welcome was directly related to how much interaction with other in the community eg working etc

# Qualitative Key Findings



## PHYSICAL APPEARANCE

- Effect of physical appearance

Somali, Iraqi, **Vietnamese**, Chinese and **Turkish** all reported that they believed their physical appearance affected their interactions with police and the community in general

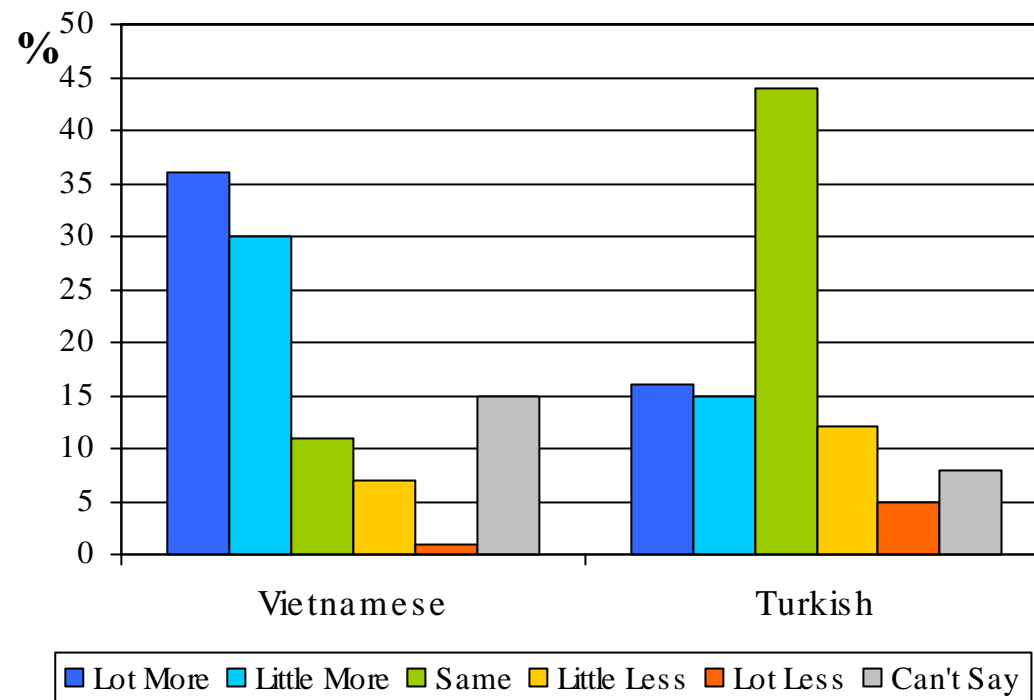
- Physical difference contributed to feeling less safe

# Quantitative Discrimination



## Tolerance in Australia

-Compared with former Country



- 8% Vietnamese and 17% Turkish considered people in Australia to be less tolerant (compared to people from their former home country)
- The majority of people of Turkish background considered tolerance to be "about the same"
- The majority of people of Vietnamese backgrounds considered Australians to be more tolerant.

# Quantitative -Discrimination



	Total	Vietnamese	Turkish
<b>No Discrimination</b>	<b>84%</b>	<b>89%</b>	<b>79%</b>
Verbal Abuse	6%	3%	9%
Rudeness / Unfriendliness / Other ignorance	4%	3%	4%
Physical abuse	<1%	-	1%
Road rage / traffic incidence	1%	2%	-
Discrimination at Work or School	2%	1%	2%
Unfair treatment by the Police	1%	1%	1%
Other	2%	1%	2%
Not Answered	1%	-	2%

10% of Turkish background and 5% of Vietnamese background people experienced discrimination to a great or moderate extent in the last 12 months

# Sense of Belonging

I feel I belong to this neighbourhood?

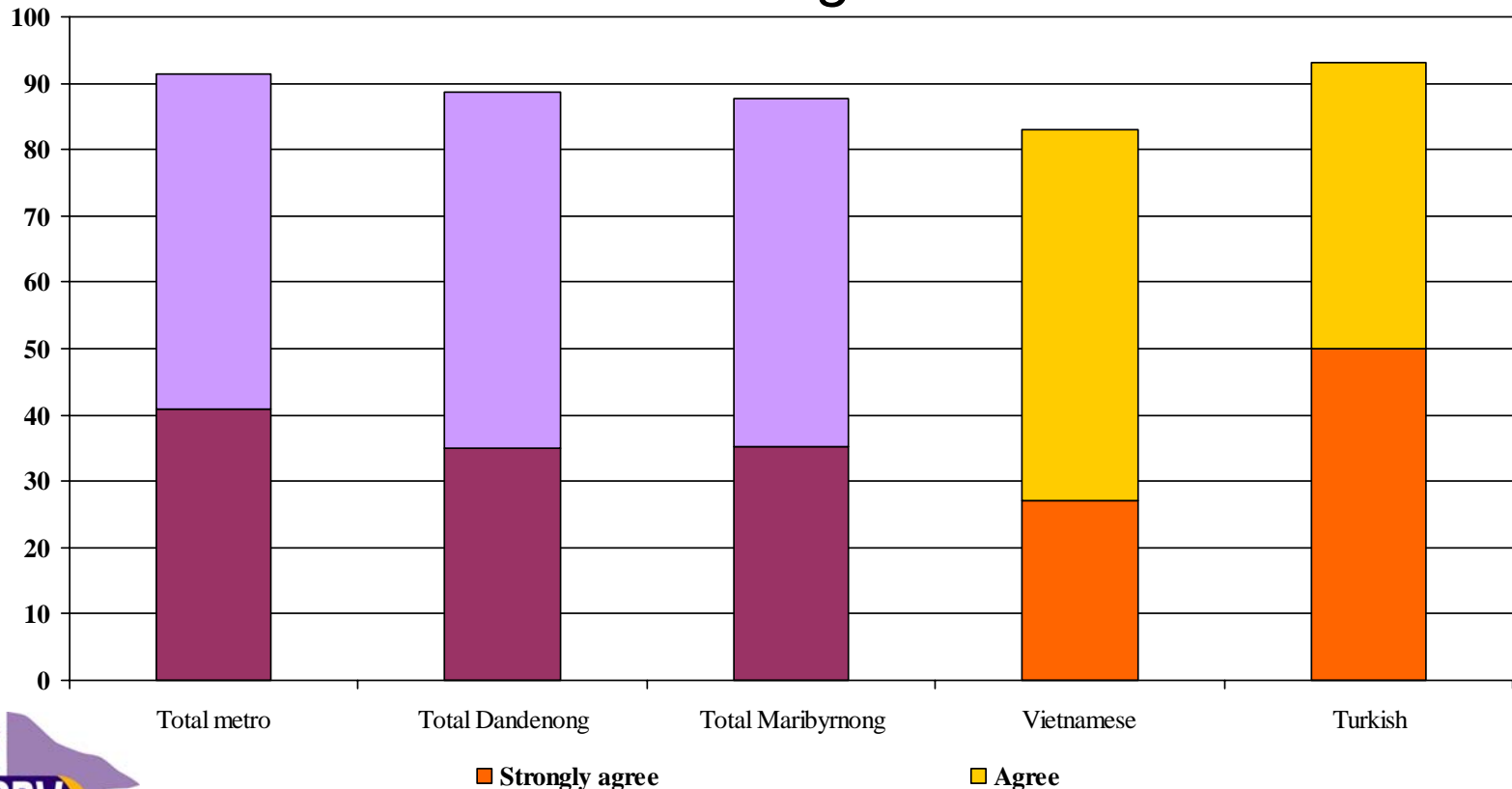
(Turkish & Vietnamese)

*Strongly Agree*

38%

*Agree*

49%



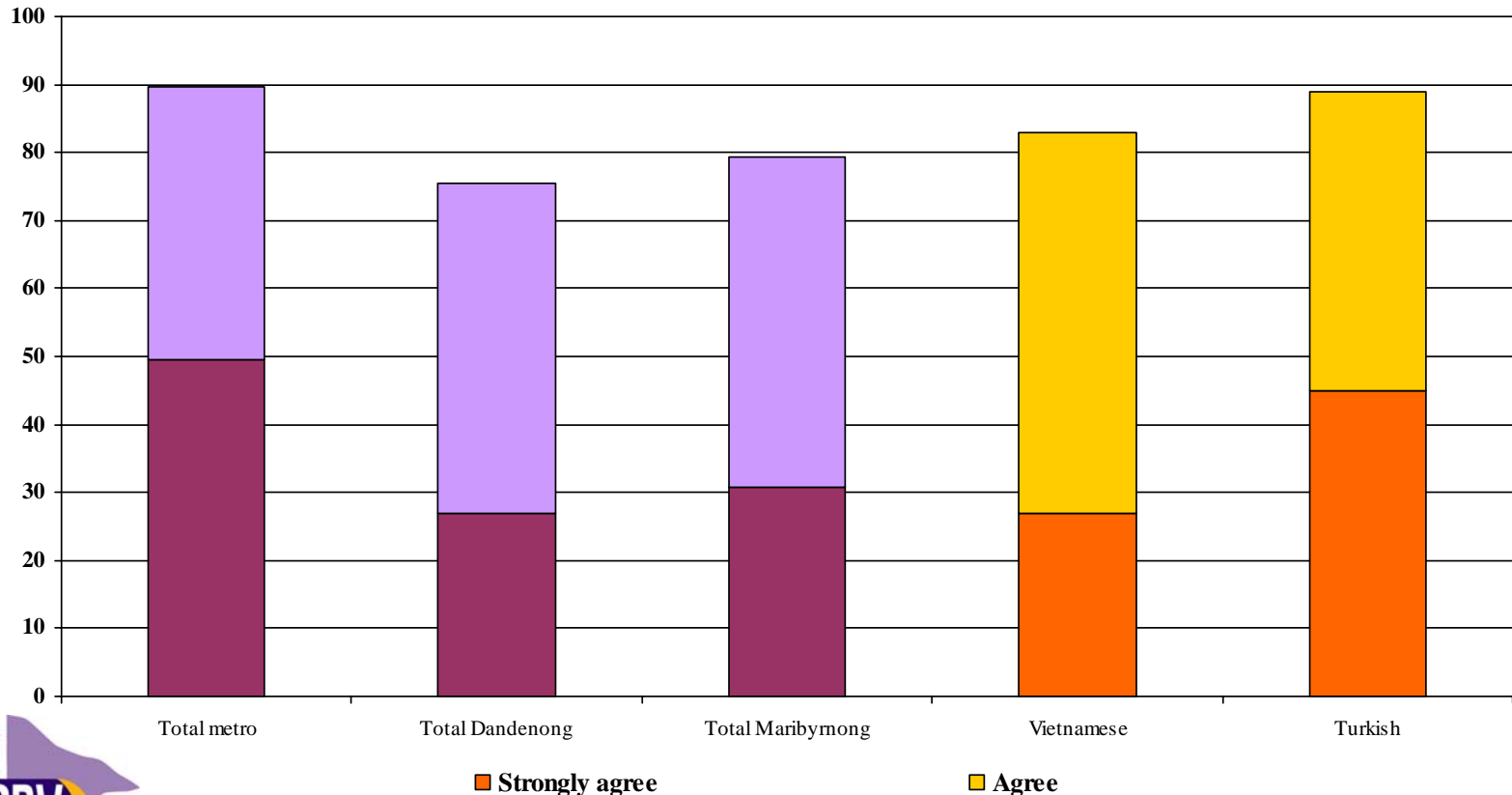
# Sense of Belonging

Overall I am very attracted to living in this neighbourhood?

*(Turkish & Vietnamese)*

*Strongly Agree 36%*

*Agree 50%*



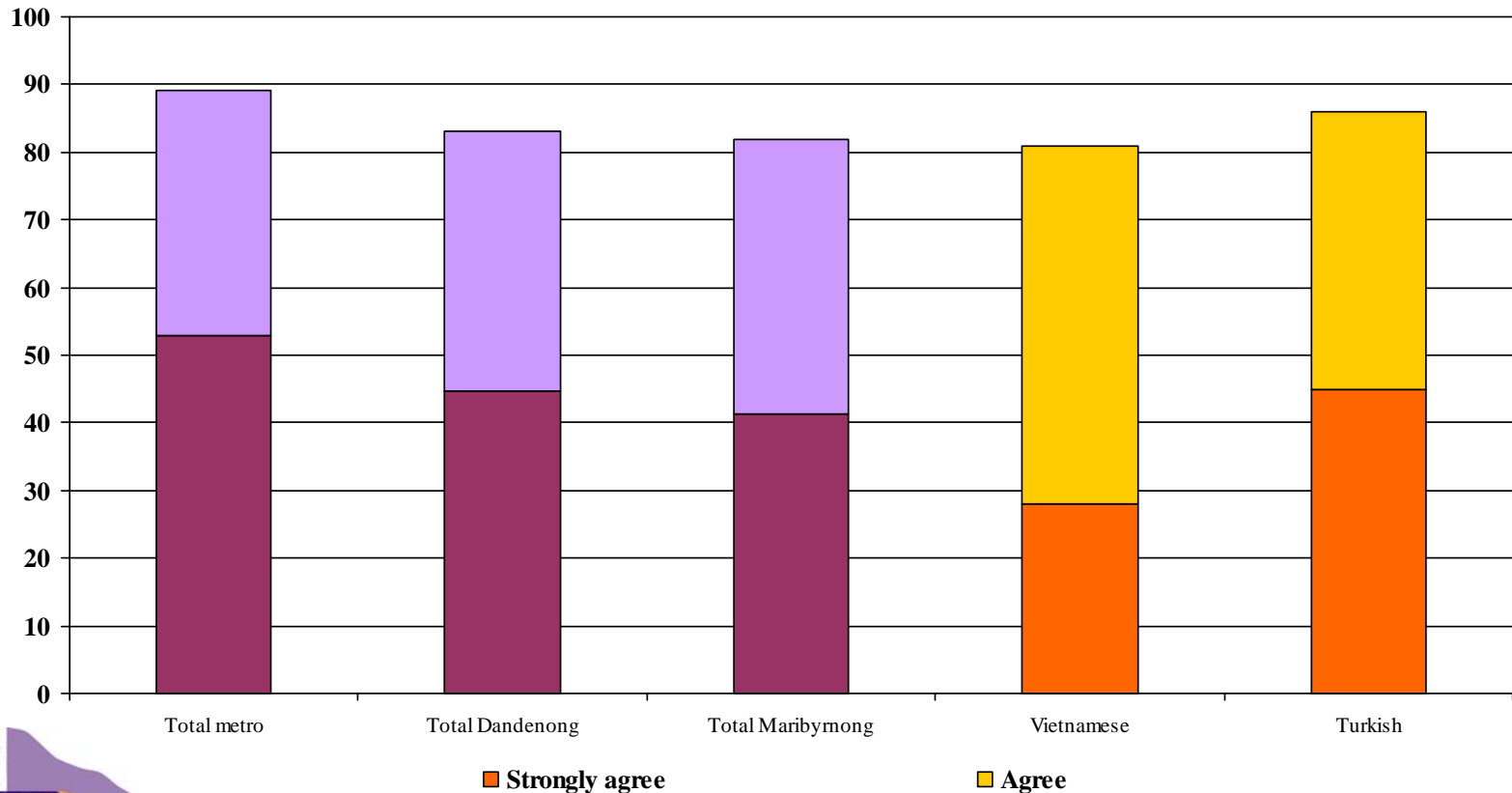
# Sense of Belonging

*I believe my neighbours would help me in an emergency?*

*(Turkish & Vietnamese)*

*Strongly Agree 36%*

*Agree 47%*





# Qualitative Key Findings



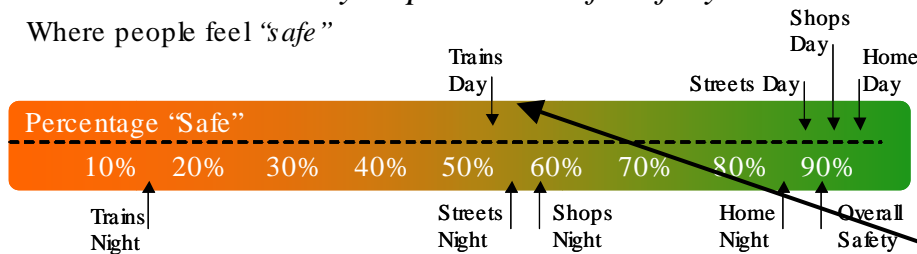
## SAFETY IN THE HOME AND STREETS

- Women rated their safety lower and were more likely to say crime was higher
- Older respondents rated their safety lower and were more likely to say crime was higher
- Respondents felt safer in their homes than in the streets

# Quantitative -Feelings of Safety

## *Multicultural Study -Spectrum of Safety*

Where people feel "safe"

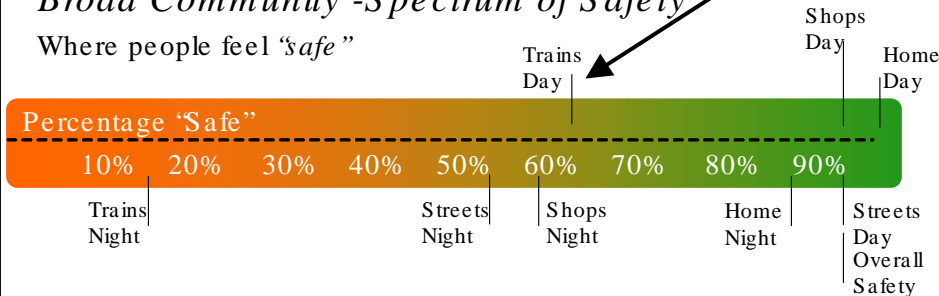


Vietnamese and Turkish respondents were asked to rate their safety in a number of scenarios, on a scale Very Safe, Safe, Somewhat Unsafe or Very Unsafe. The percentage of respondents who rated themselves as Safe or Very Safe are illustrated above.

Source: Multicultural Study 2005

## *Broad Community -Spectrum of Safety*

Where people feel "safe"



Respondents were asked to rate their safety in a number of scenarios, on a scale Very Safe, Safe, Somewhat Unsafe or Very Unsafe. The percentage of respondents who rated themselves as Safe or Very Safe are illustrated above.

Source: POLS Survey 2004

- The general pattern is consistent with that of the broader community
- Only notable difference being a lower rating on trains during the day.

# Quantitative Feelings of Safety



## Comparing the two groups

- Away from home, Vietnamese respondents rated their safety lower at night than Turkish respondents
- Turkish and Vietnamese respondents who spoke English well tended to rate their safety higher than those with little or no English skills.

# Concluding Remark



- English proficiency as a barrier to feeling safe?
  - Proposition: “a lack of English skills could affect a persons feelings of safety.”
  - Analysis supports this proposition

# Fear of Crime



- What is fear of crime? Is it...
  - How safe people feel;
  - Worrying about being a victim of a crime;
  - Concerned about being a victim;
  - Thinking its likely that you will be a victim of crime;
  - That crime is seen as a problem?

# Fear of Crime



- POLS 2004 introduced a new approach by asking
  - How concerned are you about becoming a victim of a crime; and
  - How often were they worried;
- Together with:
  - Have you avoided any situations or locations or not done something you would have liked because you were worried about being a victim of crime?"

# Fear of Crime



How concerned are you about becoming a victim of a crime

- |                           |     |   |     |
|---------------------------|-----|---|-----|
| • Very Concerned          | 10% | } | 31% |
| • Concerned               | 21% |   |     |
| • Only slightly concerned | 40% |   |     |
| • Not at all concerned    | 29% |   |     |

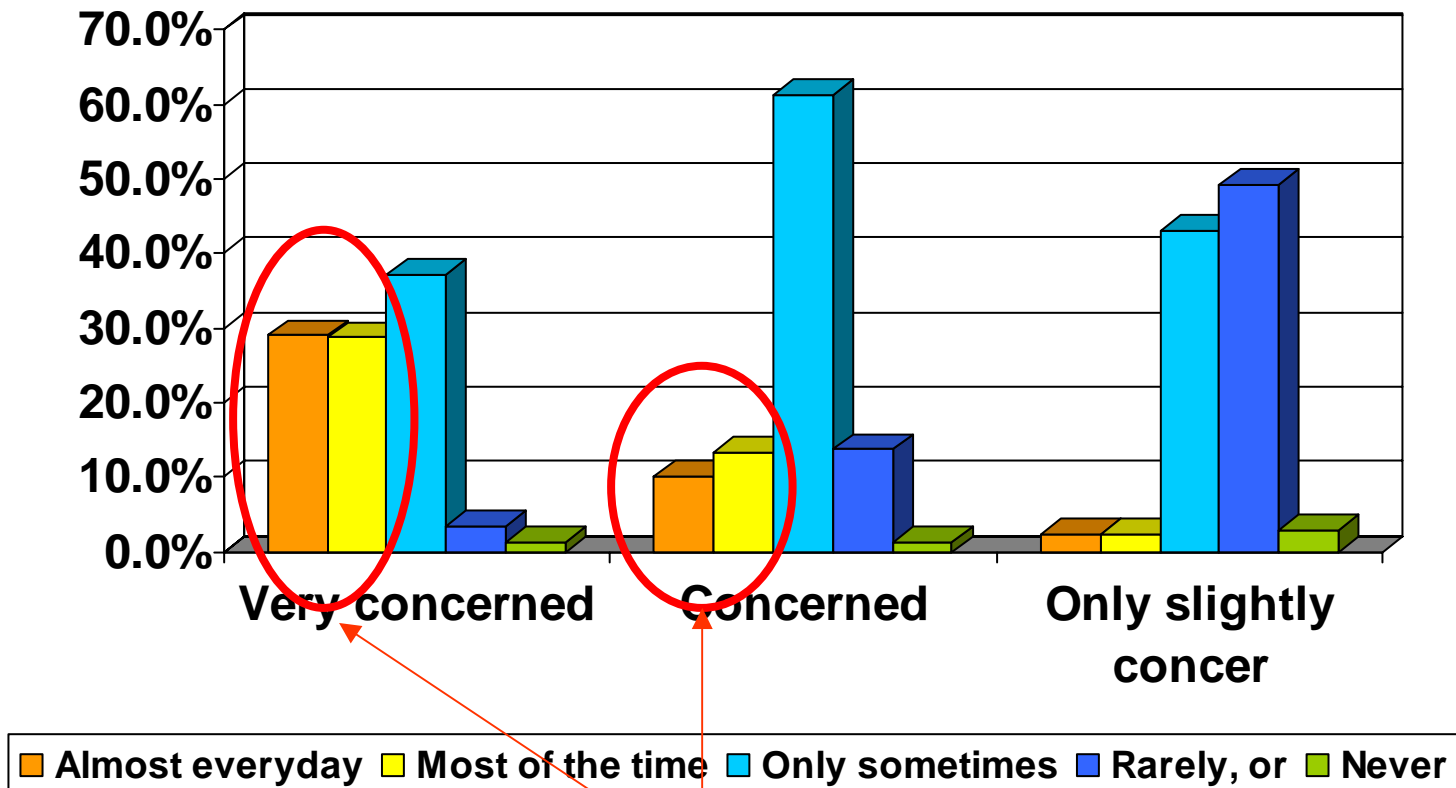
## What are people concerned about?

Situations respondents are most concerned about;

**Equally spread between property crimes and crimes against the person.**

- |                          |                                   |
|--------------------------|-----------------------------------|
| – Break in at home (58%) | Being deliberately attacked (35%) |
| – Vehicle Stolen (7%)    | Being robbed in public (12%)      |
|                          | Being threatened (8%)             |

# Fear of Crime



Concerned or Very Concerned  
(Almost everyday + Most of the time)

11%



# Fear of Crime



Based on respondents perception of crime and safety;

- In the last 12 months **27% of people** reported that they have deliberately avoided a situation/ or doing something due to the fear of becoming a victim of crime.

The most common situations respondents have avoided;

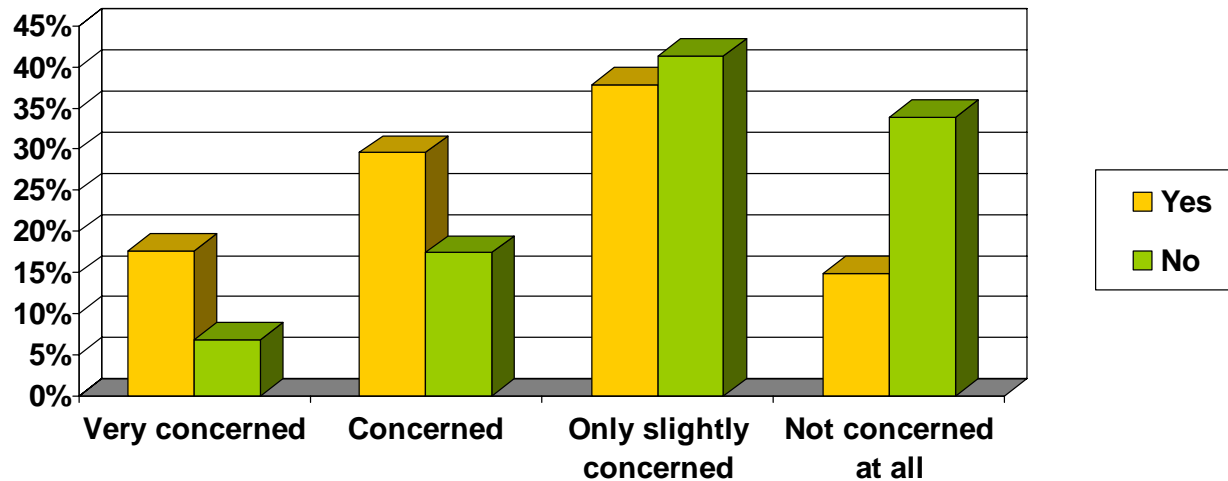
- **Walking/ going out alone in local area at night** **28%**
- **Using public transport at night** **17%**
- Going to the shops/ shopping centres/ shops at night 10%
- Using public transport at anytime 8%
- Going to the City 7%
- Avoid particular streets or roads 7%

Note: Percentages will not add up to 100 as this is a multiple response question.

# Fear of Crime



- How do these two groups match up?
  - Those that are “very concerned” are twice as likely to avoid a situation



# Fear of Crime



- A small number of people are worried about crime most of the time
- The majority of these are also choosing to avoid situations because of “fear of crime”

# **FEELINGS OF SAFETY**

## **– SAMPLING MAINSTREAM AND DIVERSE COMMUNITIES**

**Multicultural Survey & Perceptions of Local Safety**



crime prevention victoria

# Victimisation Results



- People who have been assaulted are more likely to:
  - Be male
  - Rate themselves as “unsafe” and indicate that crime is a problem to a “Great Extent”
  - Were more likely to have been a victim of another crime.
- Break and Enter Victims are:
  - Either gender
  - More likely to work full time
  - More likely to see crime as a problem to a great or moderate extent
  - Were more likely to be a victim of another crime.

# POLS – Key highlights



Perceptions of Local Safety (POLS) Survey was conducted across Victoria in February, March and April 2004.

- Half of the total sample (50%) perceived that crime was a problem to a great/moderate extent in their local area.
  - This figure had previously been stable at 54% for 1999 to 2001;
- Household burglary, vandalism and car theft are the most often identified local crime problems.
- The most safe situation was perceived to be at home during the day (98%) while trains at night were perceived as least safe (21%);
- **Most respondents (96%) rated themselves as safe when going about their normal activities;**

# POLS – Key highlights



- Generally people feel positive about their neighbourhood with:
  - 92% agreeing with the statement "I feel I belong to this neighbourhood, and
  - 91% agreeing with the statement that "I believe my neighbours would help me in an emergency".
- Females tend to rate their safety lower than males, particularly at night;
- Public housing tenants tend to rate their safety lower, identify more issues of concern and see crime as more of a problem;
- While older people tend to rate themselves as safe they are less likely to rate themselves as "very safe"