

# Northern Beaches Council

## Community Safety Survey

Prepared by: Micromex Research

Date: December, 2019



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# Background



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# Background & Methodology

## Why?

- Assessing and establishing the community's sense of safety living in the Northern Beaches
- Identifying the community's level of importance and satisfaction with Community safety and crime prevention
- Understand residents' level of concern with community safety experiences
- Identifying specific scenarios/experiences where residents do not feel safe on the Northern Beaches

## How?

- Telephone survey (landline and mobile) to N=401 households
- 122 acquired through number harvesting
- We use a 5 point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)
- Greatest margin of error +/- 4.9%

## When?

- Implementation 12<sup>th</sup> - 16<sup>th</sup> December 2019



# Sample Profile



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# Sample Profile

## Gender

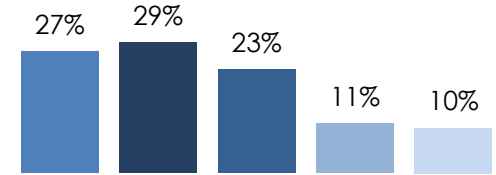


Male 48%



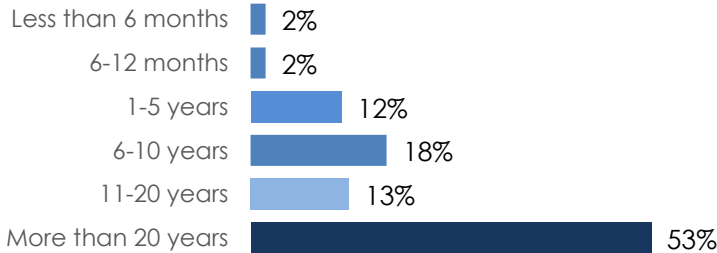
Female 52%

## Age



■ 16-34 ■ 35-49 ■ 50-64 ■ 65-74 ■ 75+

## How long have you been living on the Northern Beaches?



## Household status



Living at home with parents 6%



Single with no children 10%



Single parent with children 4%



Married/de facto with no children 22%



Married/de facto with children 53%

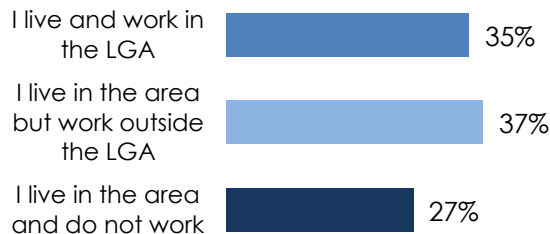


Group household 3%



Extended family household 2%

## Living and working in the LGA



The sample was weighted by age and gender to reflect the 2016 ABS community profile of Northern Beaches Council

# Key Findings

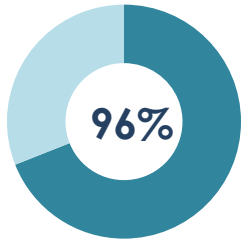


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# Key Findings

The results of this research have demonstrated that residents on the Northern Beaches feel safe in their area.



Of residents agree with the statement 'I feel safe at home'



97% of residents are at least somewhat satisfied with community safety/crime prevention in the Northern Beaches area



Top 2 agreement scores for all 4 comparable statements were higher than the Micromex Metropolitan Benchmark norms



Only 16% of residents had felt unsafe in the last 12 months



Of those that felt unsafe, almost half (48%) of residents suggested the incident occurred at night



Concerns for community safety in the Northern Beaches area are low, which is a positive result



Of those that felt unsafe (16%), the most common reasons for feeling unsafe were 'violence and aggressive behaviour' (31%), and 'drug and alcohol affected people' (21%)



Dangerous driving was the area of highest concern for residents in the Northern Beaches area





# Results



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# Safety Statements

Q2a. How strongly do you agree or disagree with the following statements?

Northern  
Beaches T2  
Box

Metro  
Benchmark  
T2 Box

I feel safe at home



**96%**

89%

I feel safe in my  
neighbourhood



**93%**

78%

I feel safe during the  
night



**91%**

68%

I feel safe using public  
facilities



**87%**

71%

The Northern Beaches is  
a safe area to use  
public transport



84%

N/A

Strongly disagree Disagree Agree Strongly agree

Base: N=401

Note: 19 respondents selected 'don't know' for 'the Northern Beaches is a safe area to use public transport'

**Agreement was very high for all safety measures, with 96% selecting the top 2 box (agree/strongly agree) for 'I feel safe at home'. All 4 comparable statements demonstrated top 2 scores higher than the Micromex Metro Benchmark norms. The statement 'I feel safe during the night' had a variance of more than 20% above the Benchmark.**

# Safety Statements

Q2a. How strongly do you agree or disagree with the following statements?

Top 2 Box %	16 – 34	35 – 49	50 – 64	65 – 74	75+
I feel safe at home	100%▲	97%	94%	89%▼	93%
I feel safe in my neighbourhood	96%	94%	92%	88%	91%
I feel safe during the night	88%	94%	92%	86%	93%
I feel safe using public facilities	92%	89%	83%	81%	84%
The Northern Beaches is a safe area to use public transport	90%	87%	76%▼	80%	84%

Top 2 Box %	Male	Female	Has felt unsafe in the last 12 months	Has not felt unsafe in the last 12 months
I feel safe at home	93%	98%▲	86%	97%▲
I feel safe in my neighbourhood	93%	93%	86%	95%▲
I feel safe during the night	94%	88%	83%	92%▲
I feel safe using public facilities	90%	84%	69%	90%▲
The Northern Beaches is a safe area to use public transport	83%	86%	67%	88%▲

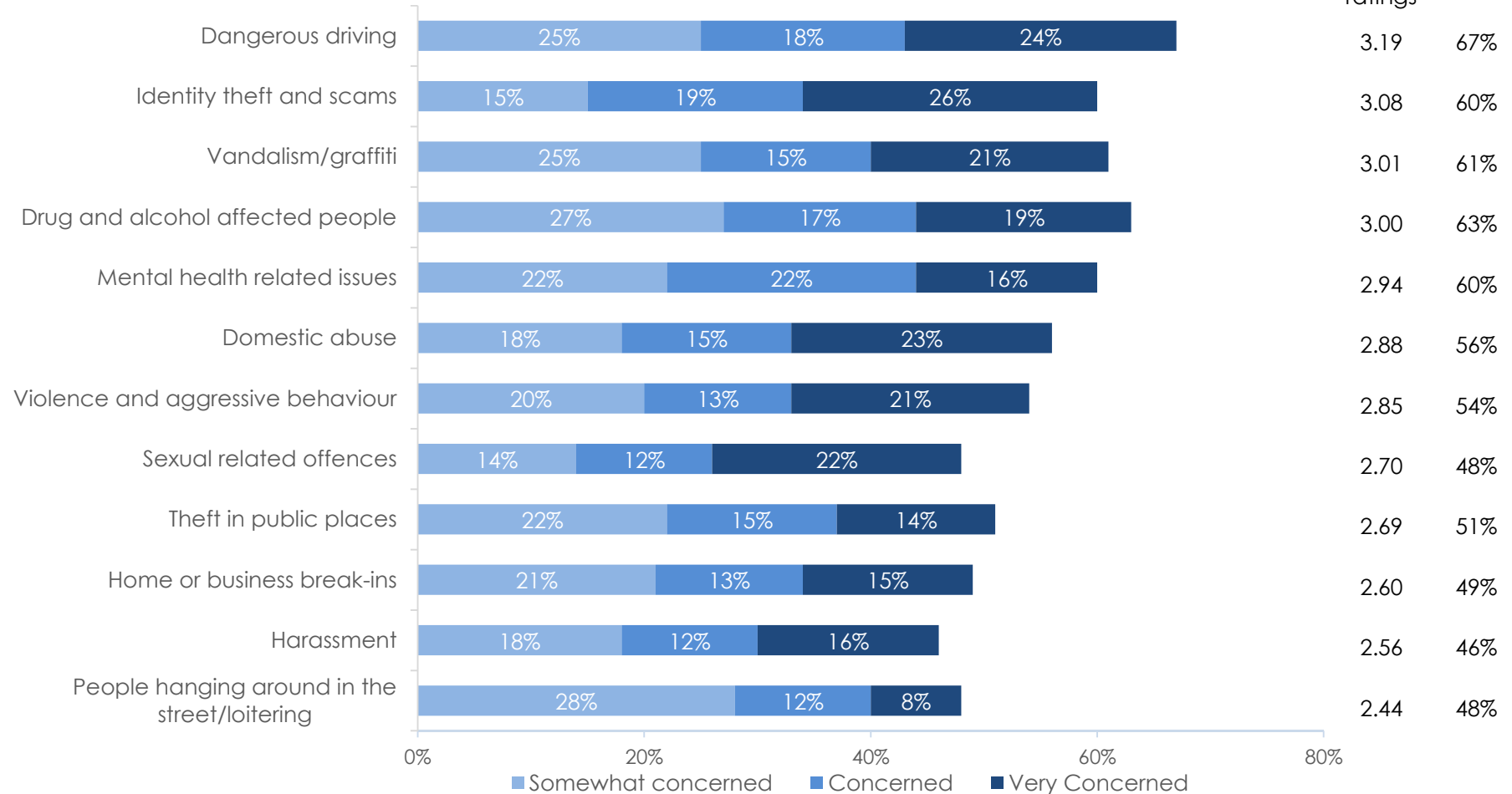
▲ ▼ = A significantly higher/lower percentage (by group)

**100% of 16-34 year old's agree/strongly agree with the statement 'I feel safe at home'. Level of agreement was higher amongst females, and those that have not felt unsafe in the last 12 months.**

# Community Safety Concerns

Q4a. Thinking about community safety in your local area, how concerned are you with your experiences of the following?

Mean ratings  
T3B



Base: N=62  
Scale: 1 = not at all concerned, 5 = very concerned

Note: Please see Appendix for not at all/not very concerned responses and responses by those that have felt unsafe

**Dangerous driving (42%) and identity theft/scams (45%) were areas of most concern. The level of concern for 'drug and alcohol affected people' and 'violence and aggressive behaviour' was significantly higher amongst those that had stated that they had felt unsafe or at risk in the last 12 months.**

# Community Safety/Crime Prevention

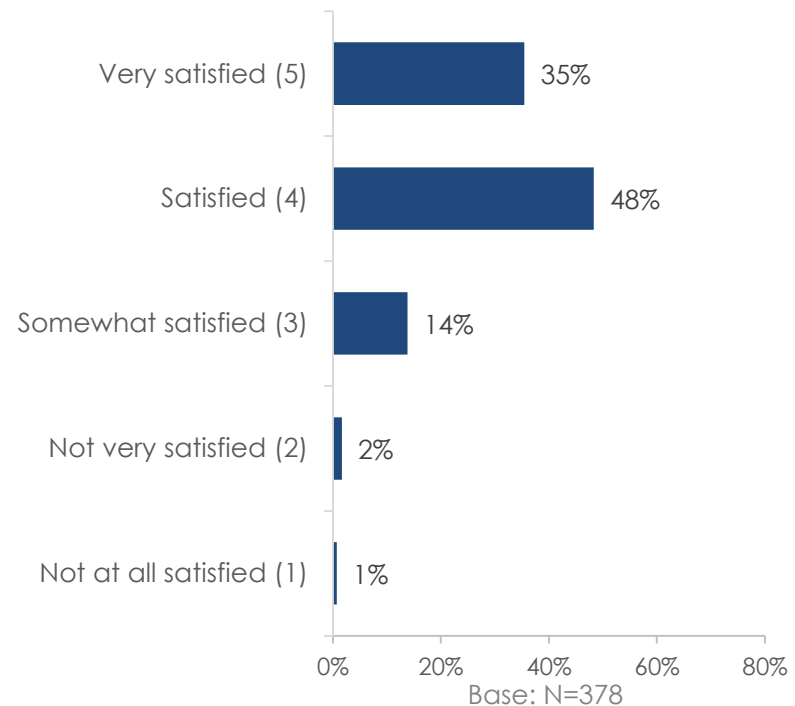
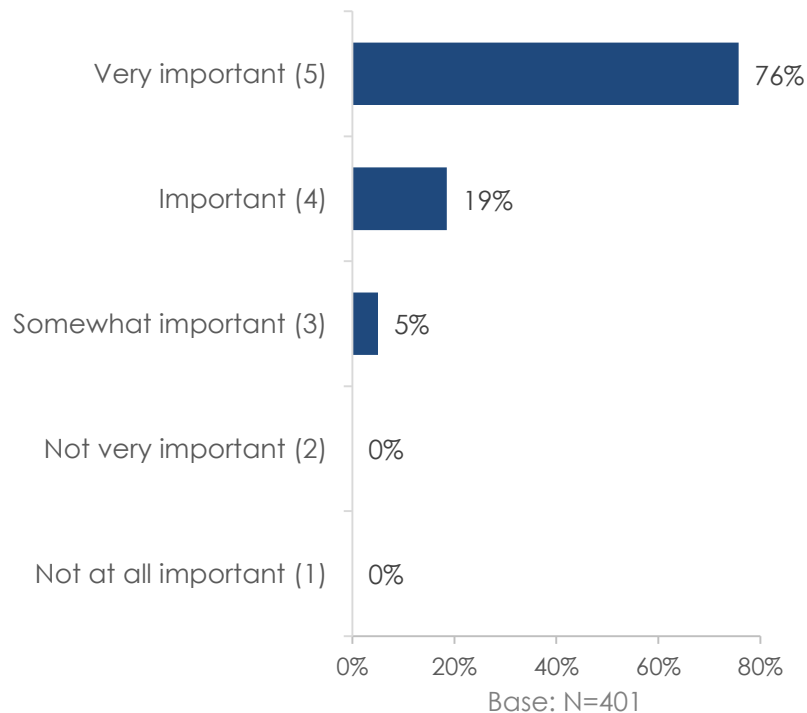
Q2b. How important is the following statement to you?

'Community Safety/Crime Prevention'

Q2b. And how satisfied are you with this?

Mean rating 2019	Northern Beaches Council T2B importance	Micromex Benchmark – Metro T2B importance
4.69	95%	90%

Mean rating 2019	Northern Beaches Council T3B Satisfaction	Micromex Benchmark – Metro T3B satisfaction
4.16	97%	87%



Scale: 1 = not at all satisfied, 5 = very satisfied

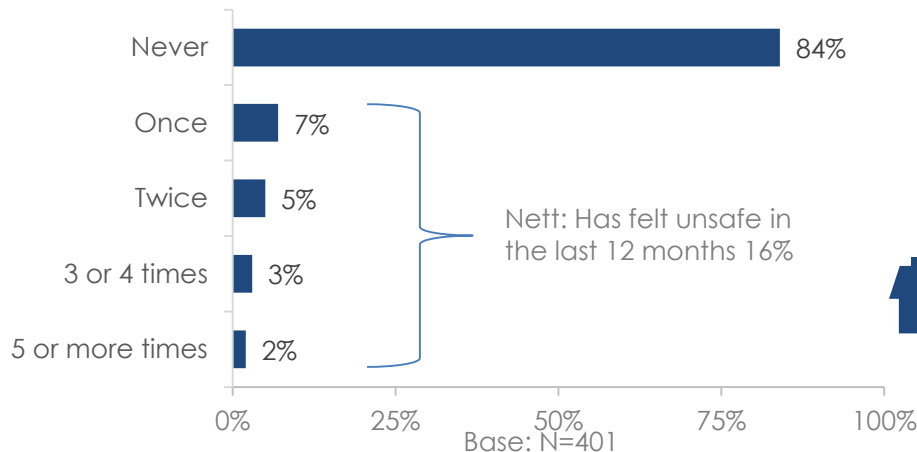
Note: Only those that rated importance as 4 or 5 were asked to rate their satisfaction

**95% of residents consider community safety/crime prevention as important/very important, with 97% of those rating it as important/very important, being at least somewhat satisfied. Results exceed our Metro Benchmark.**

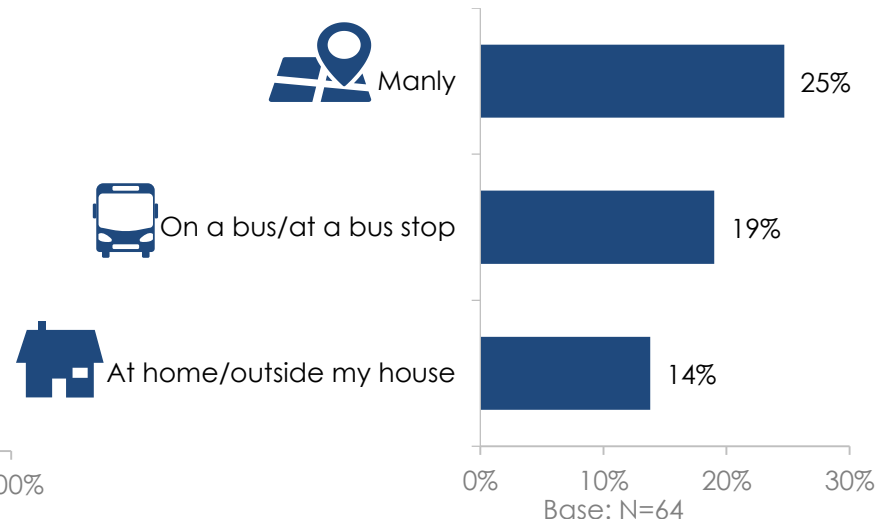
# Feeling Unsafe or at Risk

Q3a. In the last 12 months have you been in a situation or incident on the Northern Beaches where you have felt unsafe or been at risk?

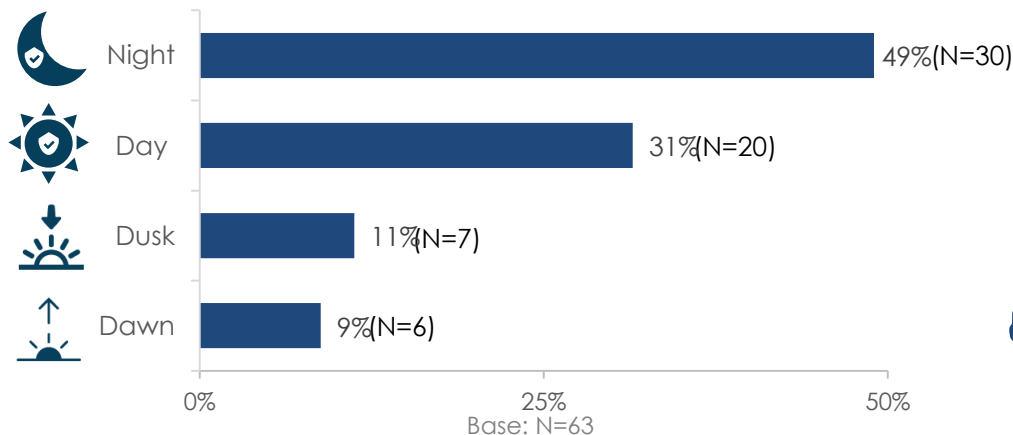
Q3b. (If yes on Q3a) How many times have you felt unsafe in the last 12 months?



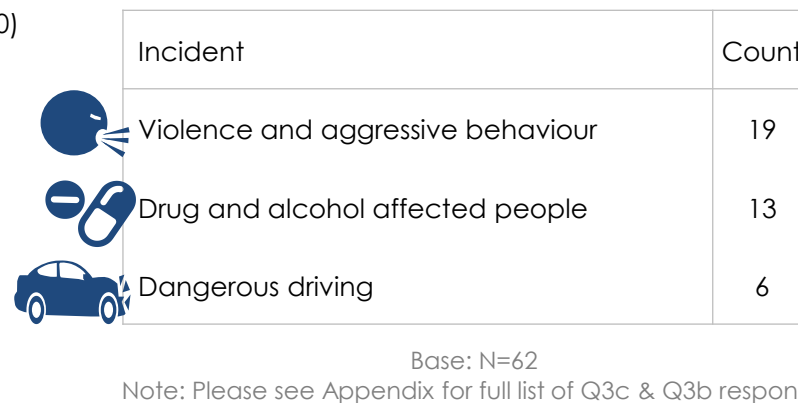
Q3c. Thinking about the most recent situation, can you tell me where you were? (Asked of those who have felt unsafe in the last 12 months)



Q3e. What time of day did this occur? (Asked of those who have felt unsafe in the last 12 months)



Q3d. Can you tell me what made you feel unsafe? (Asked of those who have felt unsafe in the last 12 months)



16% of residents stated that they had been in a situation or incident on the Northern Beaches where they felt unsafe or at risk in the last 12 months. Of those that stated that they had felt unsafe, 43% stated they have only felt unsafe once in the last 12 months, and 49% stated the situation occurred at night. 25% stated the incident occurred in Manly, and the most common reason for feeling unsafe was 'violence and aggressive behaviour'.

# Further Thoughts about Community Safety

Q4b. Do you have any further thoughts about safety that you would like to raise?

	Count
Safety on footpaths/cycleways e.g. dangerous and unmaintained footpaths	6
Traffic issues/road safety and maintenance	6
Lack of street lighting	5
Fire safety in the area	4
Some strangers in public areas are concerning	4
Beach/water safety	2
Car break-ins	2
Environmental issues	2
Noise issues	2
Not enough medical facilities/emergency services in the area	2
School crossings and pedestrian areas are not safe	2
Youth crime	2
Concerns for safety of those with a disability	1
Disorderly conduct in the street	1
Drug related items left in public areas	1
Rising sea levels/climate change	1
Safety on public transport	1

Base: N=38



**Only 38 residents had further thoughts about Community Safety. Pedestrian safety (footpaths, cycleways, crossings) and road (e.g. traffic and road maintenance) concerns were commonly mentioned.**

# Additional Analysis



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# Safety Statements

Q2a. How strongly do you agree or disagree with the following statements?

## Results by Q5 'how long have you been living on the Northern Beaches?'

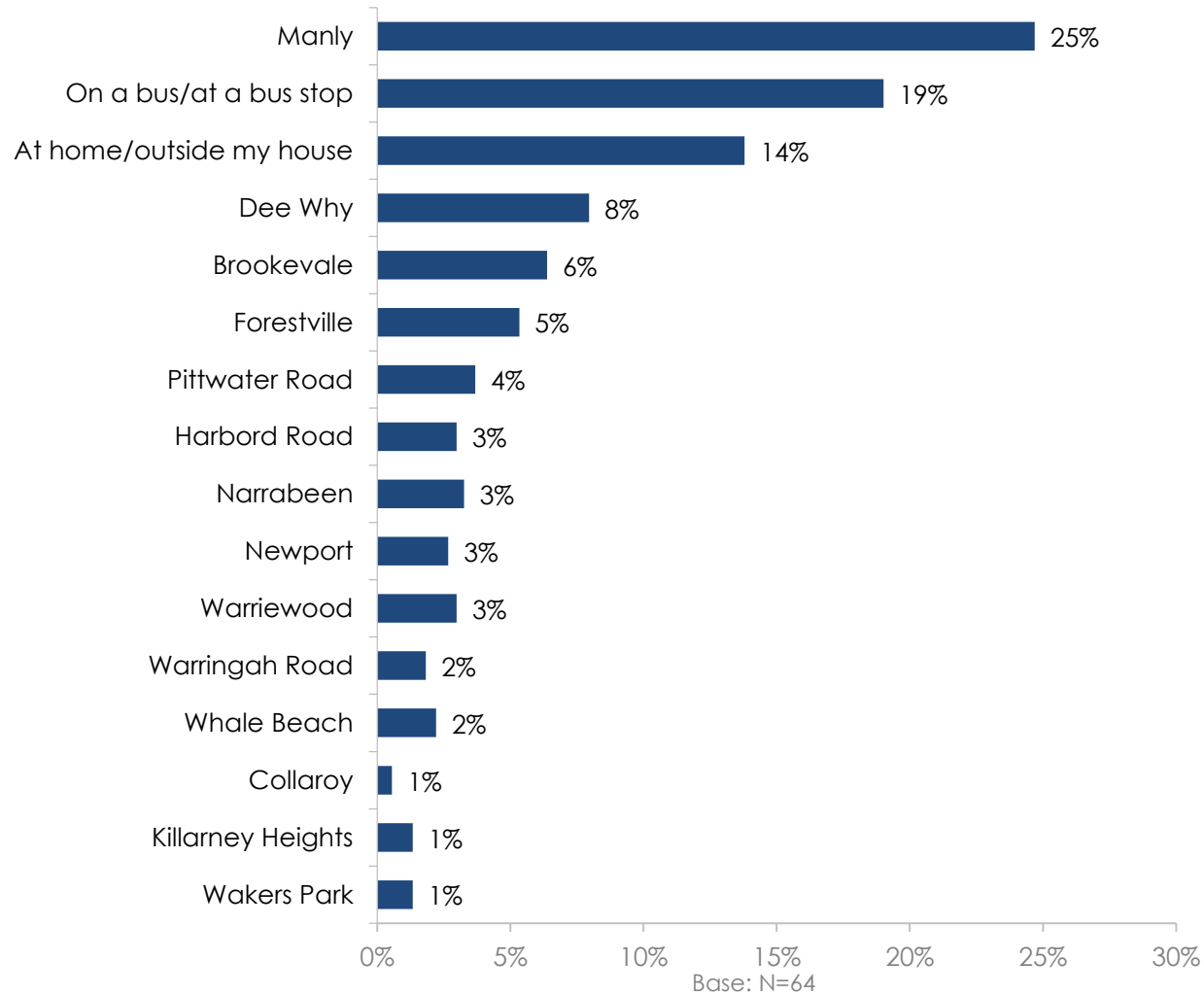
Top 2 Box %	Less than 6 months	6-12 months	1-5 years	6-10 years	11-20 years	More than 20 years
I feel safe at home	100%	100%	99%▲	99%▲	97%	93%▼
I feel safe in my neighbourhood	100%	100%	97%	96%	94%	91%
I feel safe during the night	100%	80%	89%	92%	89%	92%
The Northern Beaches is a safe area to use public transport	100%	88%	92%	96%▲	86%	77%▼
I feel safe using public facilities	100%	100%	91%	90%	88%	84%

▲ ▼ = A significantly higher/lower percentage (by group)



# Location of Feeling Unsafe or at Risk

Q3c. Thinking about the most recent situation, can you tell me where you were? (Asked of those who have felt unsafe in the last 12 months)



# Incident/Situation that Resulted in Feeling Unsafe or at Risk

Q3d. Can you tell me what made you feel unsafe? (Asked of those who have felt unsafe in the last 12 months)

	Count
Violence and aggressive behaviour	19
Drug and alcohol affected people	13
Dangerous driving	6
Mental health related issues	4
Was made to feel uncomfortable e.g. people in my personal space, staring	4
Inappropriate conversation	3
Theft from cars	3
Domestic and family violence	2
Drug dealing	2
Harassment	2
Public drinking	2
Vandalism/graffiti	2
Warehouse on fire	2
Break-ins	1
Decline in social cohesion and general concerning behaviour in the community	1
Drug use	1
Found an abandoned bag with a knife in it	1
Insufficient street lighting	1
Neighbour blocking the driveway whilst trying to get out	1
People hanging around in the street/loitering	1
Someone switched off the power box and then ran down the street	1
Theft from beach/public spaces	1
Unsafe/unmonitored pedestrian crossings	1

Base: N=62



# Location of Feeling Unsafe or at Risk – Verbatim Responses

Q3c. Thinking about the most recent situation, can you tell me where you were?

<b>Brookvale</b>
At Brookvale Community Health Centre
Brookvale
Brookvale near the Health Centre
Brookvale near Warringah Shopping Mall
<b>Manly</b>
Café in Manly
Manly
Manly (main taxi rank)
Manly Beach, near the Surf Life Saving Club
Manly Corso
Manly Ferry
Sugar Lounge, Manly
Around Ivanhoe Park, Manly
North Head, Manly
The Crescent, Manly
<b>Forestville</b>
Forrestville, Darley Road
Forrestville, Maxwell Parade
Forestville, street next to Nicholas Avenue
On the street in Forestville, near Forestville shopping area on Darley St

<b>Collaroy</b>
Collaroy
<b>At home/Outside my house</b>
At home, Dee Why suburb
Home, Warriewood
Home, Collaroy plateau
In my own home on Lovett St Manly Vale
On my driveway, Church Point, Mccarrs Creek Road
Outside your residence at Newport, Cybil St
Outside my house Griffiths St, Fairlight
<b>Wakers Park</b>
Wakers Park across from the new hospital
<b>Dee Why</b>
Storate St, Dee Why
Parkland at Dee Why surf club
Close to the library in Dee Why Shopping Centre
<b>Warriewood</b>
Warriewood

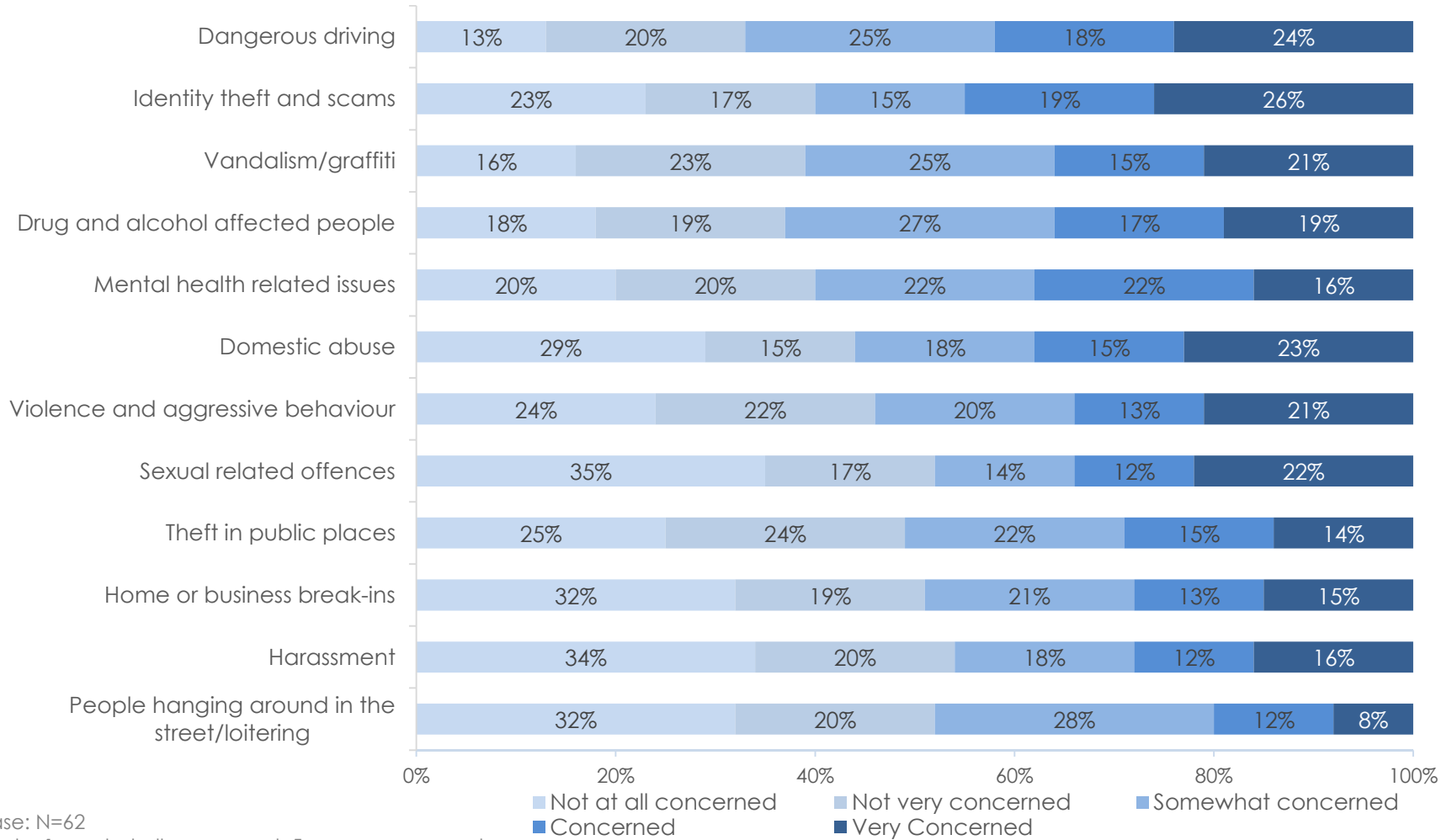
<b>Killarney Heights</b>
Killarney Heights public school on Melwood Avenue
<b>Narrabeen</b>
Around Narrabeen main area
Narrabeen shopping centre
<b>Pittwater Road</b>
On Pittwater Road
Mona Vale on Pittwater road up from the post office
<b>Newport</b>
Newport, Barrenjoey Road
Newport - Yachtsman paradise
<b>Warringah Road</b>
Near the Northern Beaches hospital on Warringah Road
Warringah Road approaching Forrest way

<b>On a bus/At a bus stop</b>
Bus between Brookvale and Manly Vale
Bus in Mona Vale
On the bus, from Dee Why to Forestville
On the bus, Brookvale
Mona Vale on the bus
Manly bus stop across from Manly Police Station
L85 late bus service off at bus stop at Narrabeen on Pittwater Rd near Ocean St.
Near Warringah mall, outside the bus station
Travelling from the Manly vale B-line bus stop back to my home on Lovett St
<b>Hardbord Road</b>
Hardbord Road
<b>Whale Beach</b>
On Whale Beach in the carpark



# Community Safety Concerns

Q4a. Thinking about community safety in your local area, how concerned are you with your experiences of the following?



# Community Safety

Q4a. Thinking about community safety in your local area, how concerned are you with your experiences of the following?

	Has felt unsafe or at risk in the last 12 months	Has not felt unsafe or a risk in the last 12 months
Dangerous driving	3.21	3.19
Identity theft and scams	2.92	3.11
Vandalism/graffiti	3.07	2.99
Drug and alcohol affected people	3.36▲	2.93
Mental health related issues	3.01	2.92
Domestic abuse	2.78	2.90
Violence and aggressive behaviour	3.31▲	2.76
Sexual related offences	2.70	2.70
Theft in public places	2.77	2.67
Home or business break-ins	2.73	2.57
Harassment	2.91	2.49
People hanging around in the street/loitering	2.56	2.42

Scale: 1 = not at all concerned, 5 = very concerned



# Demographics



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# Demographics

Q9. What suburb do you live in?

Pittwater Ward	
Avalon	4%
Mona Vale	6%
Newport	4%
Bayview	1%
Bilgola	1%
Terrey Hills	1%
Whale Beach	1%
Bilgola Plateau	<1%
Careel Bay	<1%
Church Point	<1%
Clareville	<1%
Coasters Retreat	<1%
Cottage Point	<1%
Currawong Beach	<1%
Duffys Forest	<1%
Elvina Bay	<1%
Great Mackerel Beach	<1%
Ku-ring-gai Chase	<1%
Lovett Bay	<1%
McCarrs Creek	<1%
Morning Bay	<1%
Palm Beach	<1%
Scotland Island	<1%
The Basin	<1%

Narrabeen Ward	
Collaroy	4%
Cromer	3%
Narrabeen	3%
Collaroy Plateau	2%
Elanora Heights	2%
Warriewood	2%
Narrabeen North	1%
Wheeler Heights	1%
Ingleside	0%
Oxford Falls	0%

Curl Curl Ward	
Dee Why	8%
Freshwater	4%
Narraweena	3%
Brookvale	2%
North Manly	2%
Queenscliff	2%
Curl Curl/South Curl Curl	1%
North Curl Curl	1%

Manly Ward	
Manly	11%
Manly Vale	4%
Balgowlah	2%
Fairlight	2%
Seaforth	1%
Balgowlah Heights	<1%
Clontarf	<1%
North Balgowlah	<1%

Frenchs Forest Ward	
Forestville	8%
Frenches Forest	6%
Allambie/Allambie Heights	3%
Killarney Heights	2%
Beacon Hill	1%
Belrose	1%
Davidson	1%





# Questionnaire



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Good morning/afternoon/evening, my name is \_\_\_\_\_ and I'm calling on behalf of Northern Beaches Council from a company called Micromex. We're conducting a short survey about local issues. The survey will only take approximately 5 minutes to complete. Would you be able to assist us please?

Q1. Please stop me when I read out your age group. *Prompt*

- ☐ 16 – 34
- ☐ 35 – 49
- ☐ 50 – 64
- ☐ 65 – 74
- ☐ 75+

Thinking about living and working on the Northern Beaches...

Q2a. On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree, how strongly do you agree or disagree with the following statements? *Prompt*

	Strongly disagree			Strongly agree			
	1	2	3	4	5		DK
I feel safe at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
I feel safe in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
I feel safe using public facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
I feel safe during the night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
The Northern Beaches is a safe area to use public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Q2b. How important is the following statement to you on a scale of 1 to 5, where 1 is low importance and 5 is high importance?

'Community safety/crime prevention'

- ☐ 1 – Low importance (Go to Q3a)
- ☐ 2 (Go to Q3a)
- ☐ 3 (Go to Q3a)
- ☐ 4
- ☐ 5 – High importance

Q2c. And how satisfied are you with this?

- ☐ 1 – Low satisfaction
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 – High satisfaction

Q3a. In the last 12 months have you been in a situation or incident on the Northern Beaches where you have felt unsafe or been at risk?

- ☐ Yes
- ☐ No (Go to Q4a)

Q3b. How many times have you felt unsafe in the last 12 months? *Numbers only*

Q3c. Thinking about the most recent situation, can you tell me where you were?  
*LOCATION (i.e Suburb/Park)*

.....

Q3d. Can you tell me what made you feel unsafe?  
*Fully probe for details*

Incident/situation.....

*Code Frame for Data analysis*

People hanging around in the street/loitering  
Drug and alcohol affected people  
Violence and aggressive behaviour  
Public drinking  
Harassment  
Drug use  
Vandalism/graffiti  
Dangerous driving  
Drug dealing  
Mental health related issues  
Large crowds/  
Theft from cars  
Break-ins  
Sexual related offences  
Domestic and family violence  
Theft from beach/public places  
Identity theft and scams  
Other .....

Q3e. What time of day did this occur? *Prompt*

- ☐ Dawn
- ☐ Day
- ☐ Dusk
- ☐ Night

Northern Beaches Council is committed to providing a safe environment for the community and to do this are in the process of developing the Northern Beaches Community Safety Plan.

**Q4a. Thinking about community safety in your local area, on a scale of 1 to 5, where 1 is not at all concerned and 5 is very concerned, how concerned are you with your experiences of the following? Prompt**

	Not at all concerned			Very concerned	
	1	2	3	4	5
People hanging around in the street/loitering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug and alcohol affected people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Violence and aggressive behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Harassment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vandalism/graffiti	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dangerous driving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health related issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home or business break-ins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual related offences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Theft in public places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identity theft and scams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q4b. Do you have any further thoughts about safety that you would like to raise? PROBE FULLY**

.....

#### Demographics

The following questions are for demographic purposes only.

**Q5. How long have you been living on the Northern Beaches? Prompt**

- ☐ Less than 6 months
- ☐ 6-12 months
- ☐ 1-5 years
- ☐ 6-10 years
- ☐ 11-20 years
- ☐ More than 20 years

**Q6. Which of the following best describes your status? Prompt**

- ☐ Living at home with parents
- ☐ Single with no children
- ☐ Single parent with children
- ☐ Married/de facto with no children
- ☐ Married/de facto with children
- ☐ Group household
- ☐ Extended family household (multiple generations)

**Q7. Gender (by voice):**

- ☐ Male
- ☐ Female

**Q8. Which of the following best describes you?**

- ☐ I live and work in the LGA
- ☐ I live in the area but work outside the LGA
- ☐ I live in the area and do not work

**Q9. What suburb do you live in?**

#### **Pittwater Ward**

- ☐ Avalon
- ☐ Bayview
- ☐ Bilgola
- ☐ Bilgola Plateau
- ☐ Careel Bay
- ☐ Church Point
- ☐ Clareville
- ☐ Coasters Retreat
- ☐ Cottage Point
- ☐ Currawong Beach
- ☐ Duffys Forest
- ☐ Elvina Bay
- ☐ Great Mackerel Beach
- ☐ Ku-ring-gai Chase
- ☐ Lovett Bay
- ☐ McCarrs Creek
- ☐ Mona Vale
- ☐ Morning Bay
- ☐ Newport
- ☐ Palm Beach
- ☐ Scotland Island
- ☐ Terrey Hills\*
- ☐ The Basin
- ☐ Whale Beach

#### **Narrabeen Ward**

- ☐ Collaroy
- ☐ Collaroy Plateau
- ☐ Cromer
- ☐ Elanora Heights
- ☐ Ingleside
- ☐ Narrabeen
- ☐ Narrabeen North
- ☐ Oxford Falls
- ☐ Terrey Hills\*
- ☐ Warriewood
- ☐ Wheeler Heights

#### **Curl Curl Ward**

- ☐ Brookvale
- ☐ Curl Curl/South Curl Curl
- ☐ Dee Why
- ☐ Freshwater
- ☐ Narraweena
- ☐ North Curl Curl
- ☐ North Manly
- ☐ Queenscliff

#### **Manly Ward**

- ☐ Balgowlah
- ☐ Balgowlah Heights
- ☐ Clontarf
- ☐ Fairlight
- ☐ Manly
- ☐ Manly Vale
- ☐ North Balgowlah
- ☐ Seaforth

#### **Frenchs Forest Ward**

- ☐ Allambie/Allambie Heights
- ☐ Beacon Hill
- ☐ Belrose
- ☐ Davidson
- ☐ Forestville
- ☐ Frenches Forest
- ☐ Killarney Heights

\* Crosses ward

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research (02 4352 2388) on behalf of Northern Beaches Council (1300 434 434).

If respondent would like the phone number for the local police, please read the following:

Dee Why – 02 9971 3399  
 Frenchs Forest – 02 9452 9599  
 Manly – 02 9976 8099  
 Mona Vale – 02 9998 0699



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