

# Perceptions of safety in the City of Yarra (Victoria Street and surrounds)

Victoria Street Working Group – 3 October 2016

# Measuring perceptions of safety:

- Annual Customer Satisfaction Survey (ACSS) – past 7 years

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Yarra?

1. During the day	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. At night	0	1	2	3	4	5	6	7	8	9	10	Can't say

If rated less than 5, why do you say that?


- Planning for the Future Survey (PFFS) 2015

23) Is there a specific location that comes to mind in YARRA where you feel unsafe AT NIGHT?

☐ No

☐ Yes (please state address or place): \_\_\_\_\_

24) Why do you feel unsafe at this location?


# Annual Customer Satisfaction Survey 2015

door-knocked over  
weekends in  
Sept/Oct

response rate: 38%  
(slightly higher than  
previous year)

802 completed  
surveys

representing 10  
neighbourhoods

respondents closely  
match Yarra  
demographics

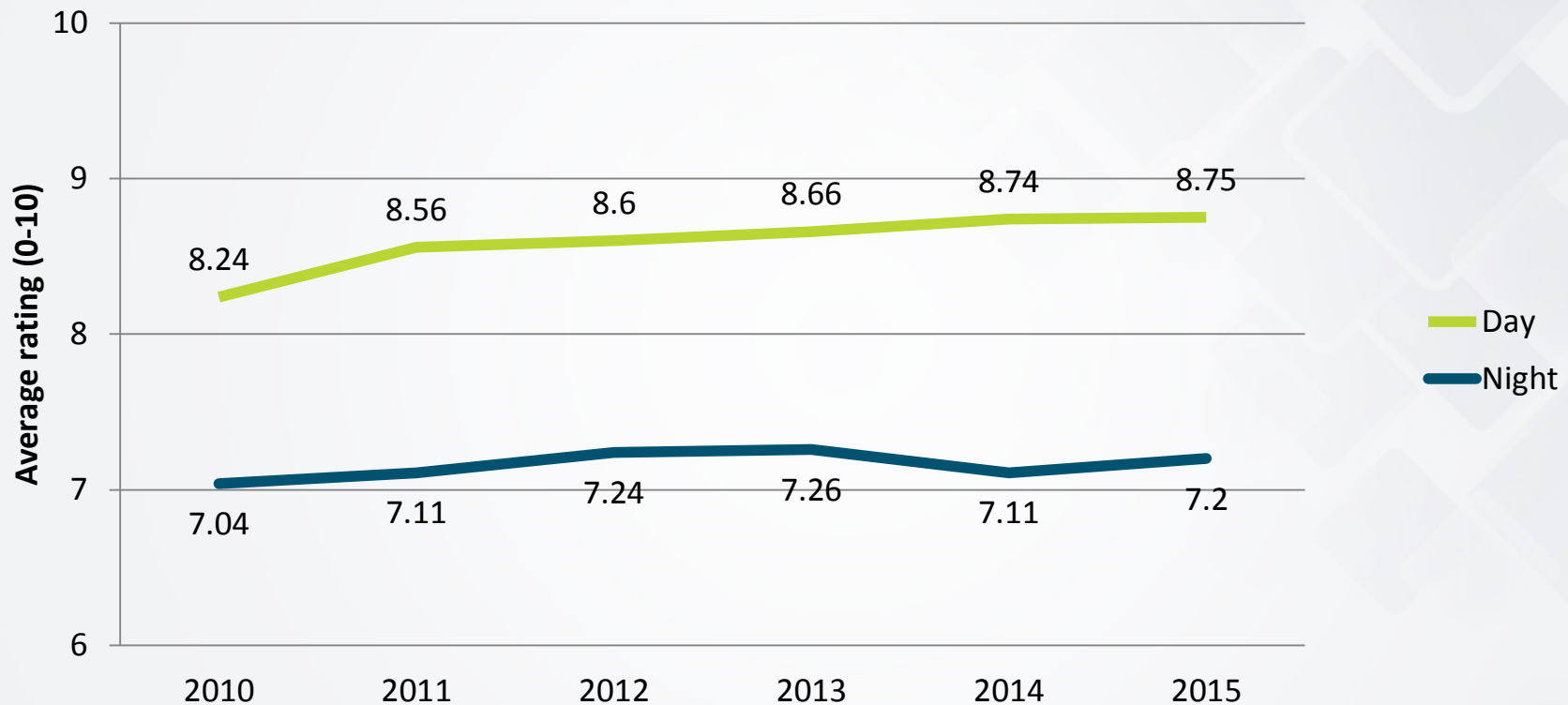
method consistent  
with previous years  
and Governing  
Melbourne Survey

# ACSS scores

<b>Excellent:</b>	• Scores of <b>7.75</b> and above are categorised as excellent
<b>Very good:</b>	• Scores of <b>7.25</b> to less than <b>7.75</b> are categorised as very good
<b>Good:</b>	• Scores of <b>6.5</b> to less than <b>7.25</b> are categorised as good
<b>Solid:</b>	• Scores of <b>6</b> to less than <b>6.5</b> are categorised as solid
<b>Poor:</b>	• Scores less than <b>6</b> are categorised as poor
<b>Very Poor:</b>	• Scores less than <b>5.5</b> are categorised as very poor

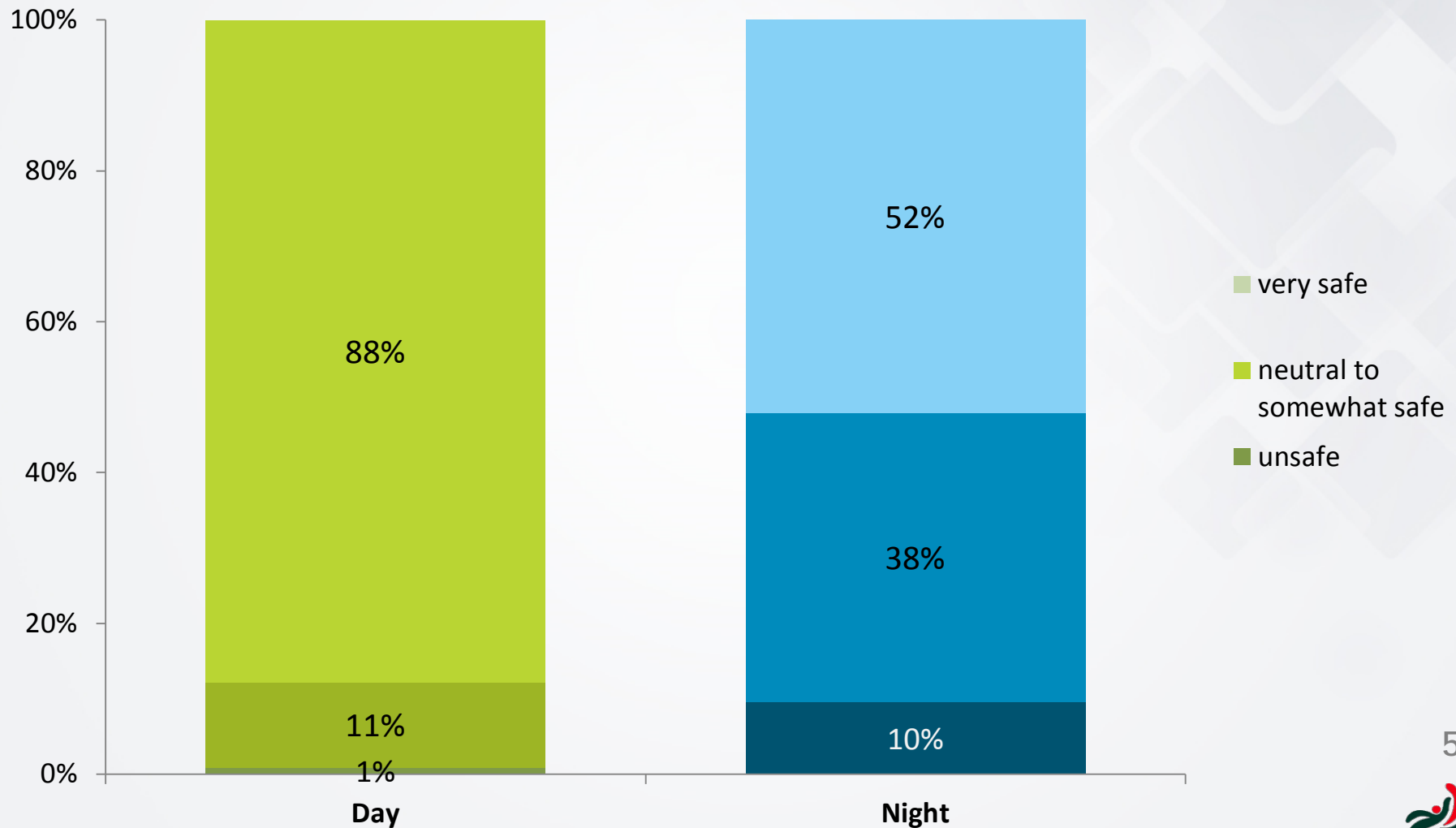
Scores are not a subjective assessment of the performance of Council, rather a guide to assist with interpretation

# Perceptions of safety in public areas: Day and night (average annual rating)

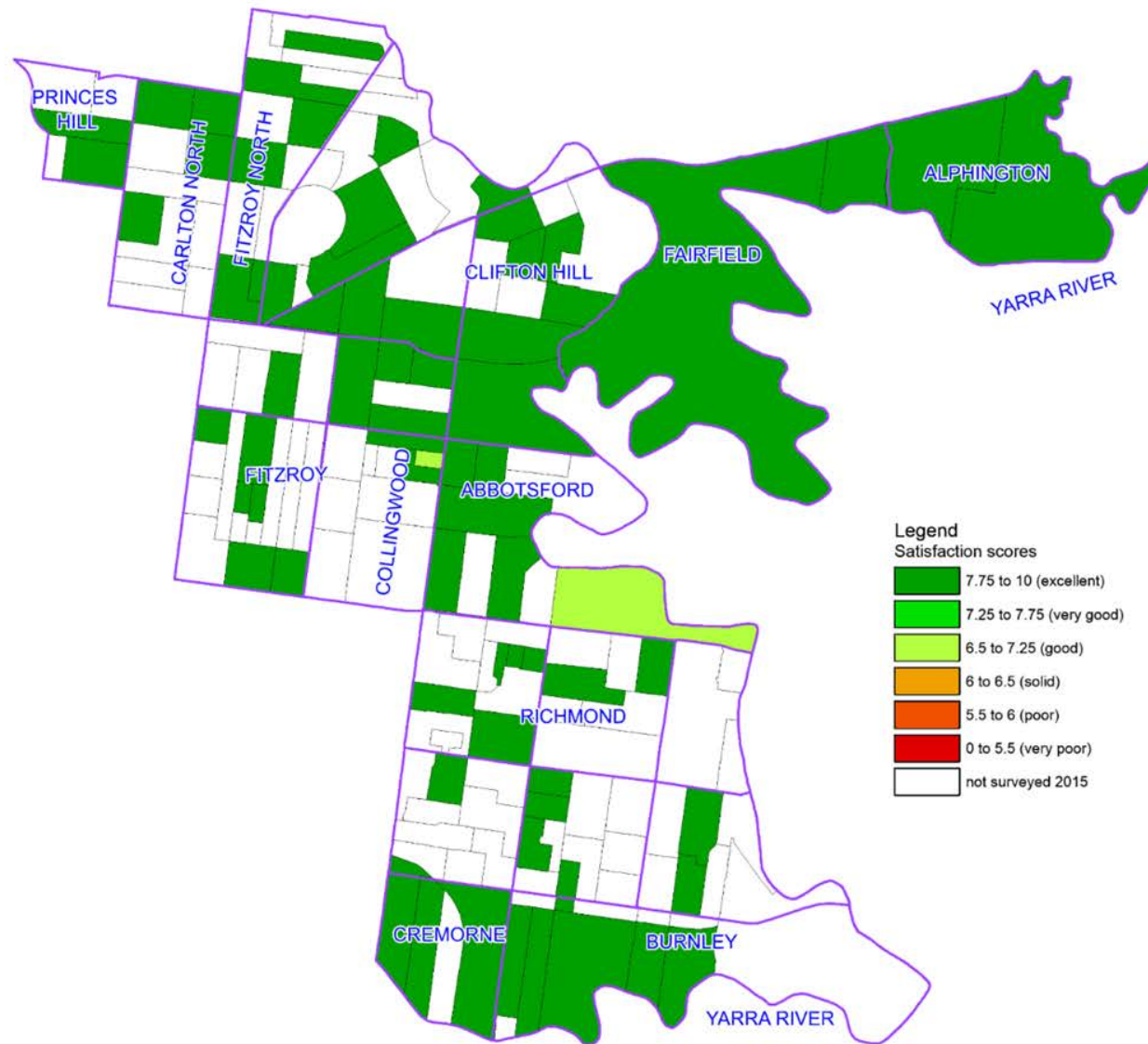


Perceptions of safety at night was higher in the City of Yarra than in both the IMAP region (7.08) and metropolitan Melbourne (6.93). For the day, the City of Yarra was slightly higher than the metropolitan Melbourne average and marginally lower than IMAP region.

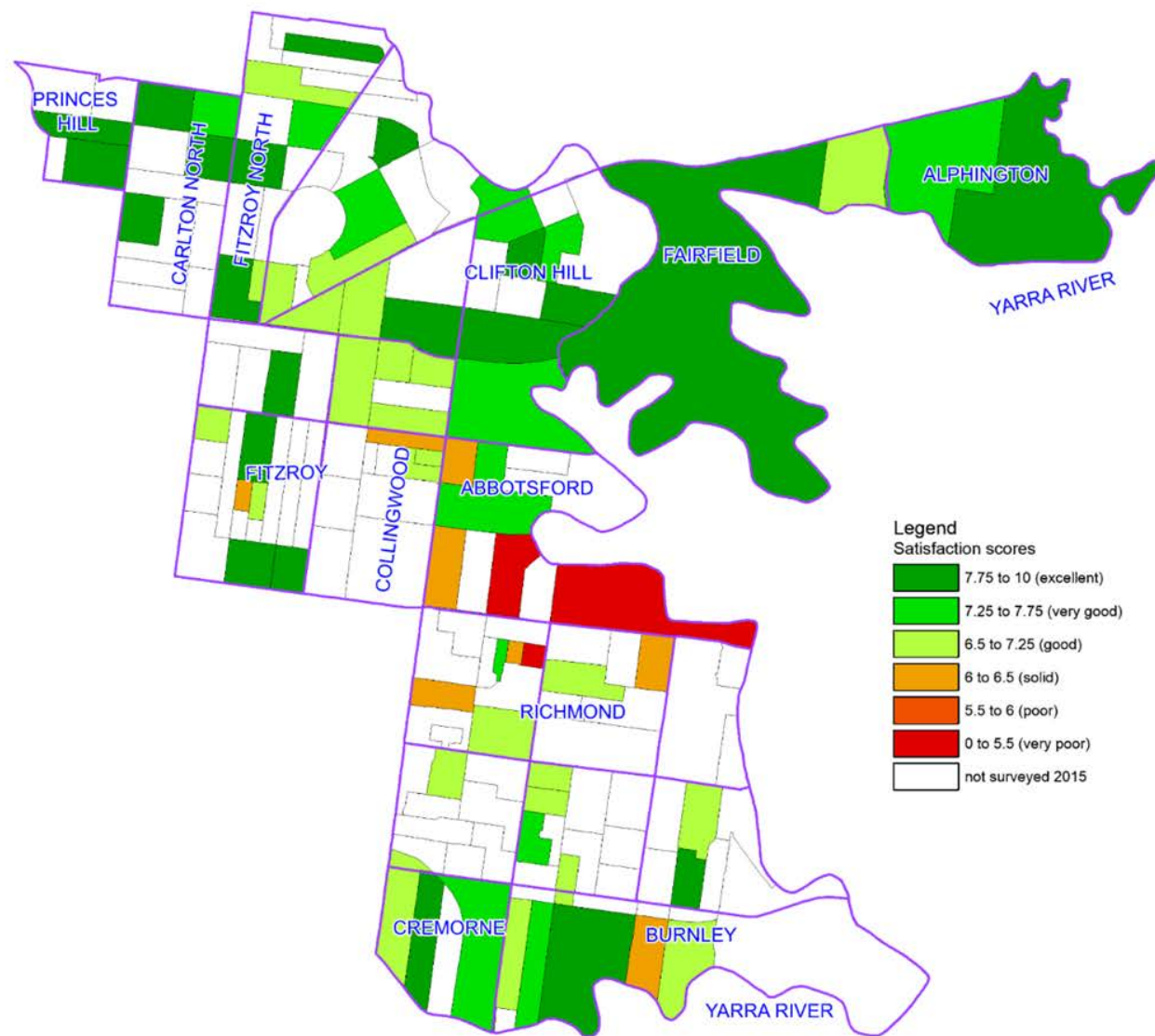
# Perceptions of safety in public areas: Day and night (safety brackets for 2015)



## 2015 ACSS: How safe do you feel in public areas in the City of Yarra during the DAY?

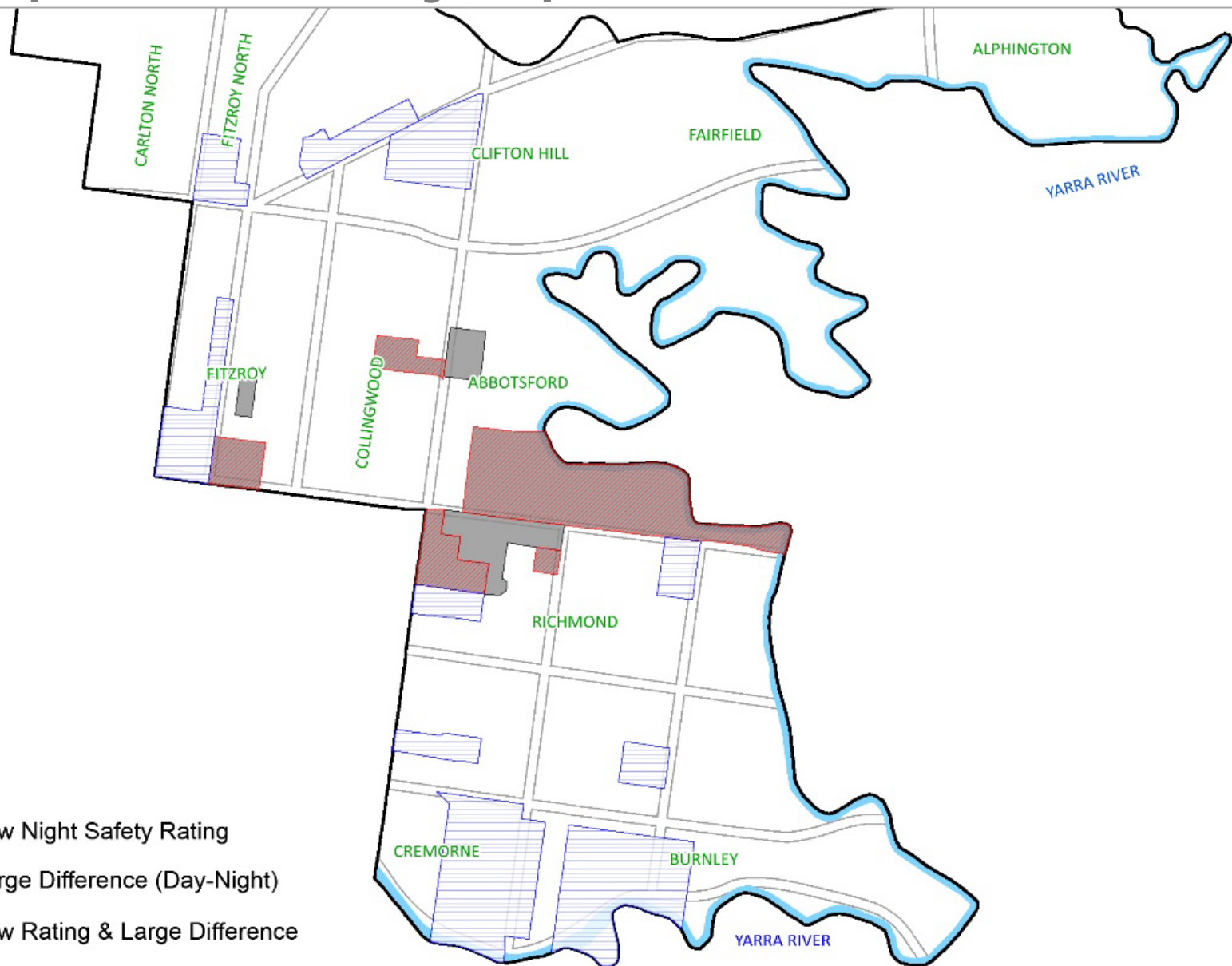


## 2015 ACSS: How safe do you feel in public areas in the City of Yarra during the NIGHT?





# Perceptions of safety in public areas, 2009-2015

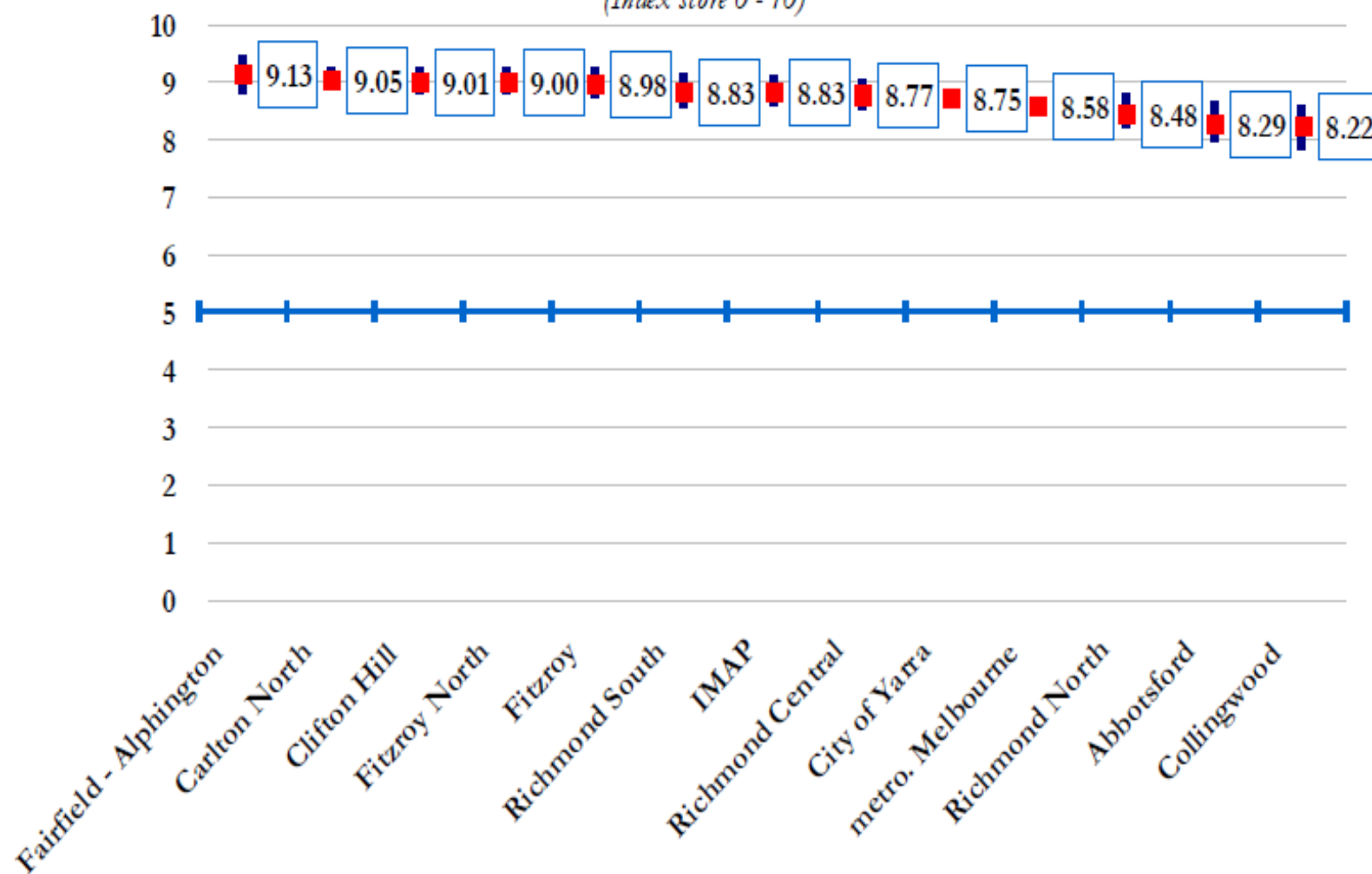


## Legend

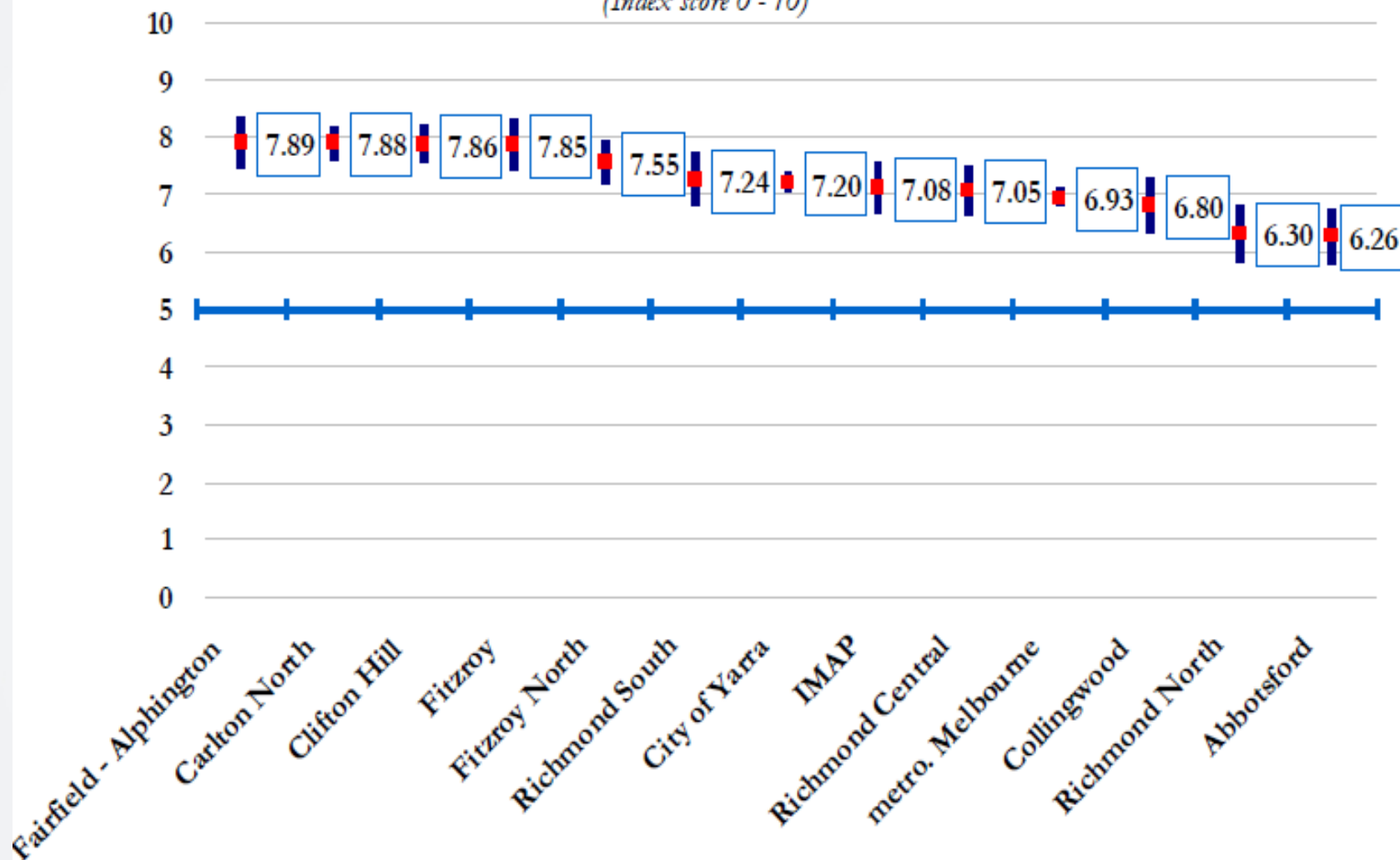
-  Low Night Safety Rating
-  Large Difference (Day-Night)
-  Low Rating & Large Difference

Safety during the day by precinct  
Yarra City Council - 2015 Annual Customer Satisfaction Survey

*(Index score 0 - 10)*



**Safety at night by precinct**  
**Yarra City Council - 2015 Annual Customer Satisfaction Survey**  
*(Index score 0 - 10)*



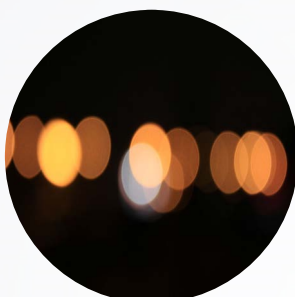
# Reasons for feeling unsafe (where people gave a rating less than 5 and specified why):



## Drug use/crime

- Victoria Street
- Brunswick Street South
- Johnston Street

*Druggies and junkies roaming around at night and sometimes in daytime*  
(survey respondent, Victoria Street area)



## Lighting

- Queens Parade
- Cremorne

*Don't like walking in the park at night as it is too dark*  
(survey respondent, Queens Parade area)



## Public drinking

- Johnston Street
- Cremorne area

*Lots of people drinking - not safe for kids and women*  
(survey respondent, Johnston Street area)



## Public housing

- Areas close to the 3 estates

*Drug issues, drunks, more police patrols needed*  
(survey respondent, Atherton Gardens area)

# Example reasons for feeling unsafe (where people gave a rating less than 5 and specified why):

Drug addicts

Junkies

Lots of junkies in the area especially at night, it gets dangerous

Too many drug addicted people on the road

Too many drug addicts around. Syringes everywhere, on streets (mostly in sharp boxes, but still its dangerous!)

Because lots of passed out people affected by drugs and alcohol

Drug addicts / dealers make me feel unsafe

Drug use Victoria Street

I was threatened by somebody, drug issue around the area

The drug and mental health issues in local residents

The druggies make me feel unsafe

Too many drug problems

Very insecure and unsafe because of thieves and drug dealers

Druggies near Lennox & Victoria St

Victoria St drug problems

Victoria St feels unsafe at night

Culture of crime and drug taking (Victoria St)

Junkies in Abbotsford

Victoria St does not always feel safe, but Alphington feels safe

Victoria St is fairly bad for kids - drunks around

Victoria Street - drug issues make it unsafe - violence and aggression

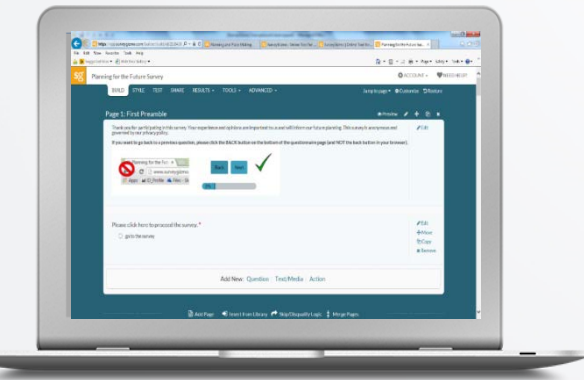
# Planning for the Future Survey 2015

Survey 18-31 May 2015  
**833 responses**

Postal invites to 10,000  
randomly selected  
households in Yarra

- 8,000 invites to private residences
- 2,000 invites to public/social housing (oversample)

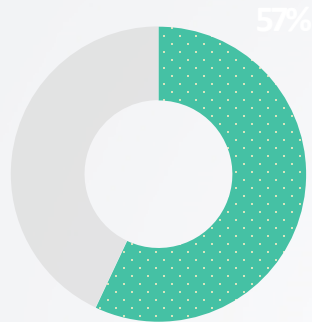
Completed online – or via  
hard copy on request – 10-15  
minutes (approx.)



[www.yarracity.vic.gov.au/futureyarra](http://www.yarracity.vic.gov.au/futureyarra)

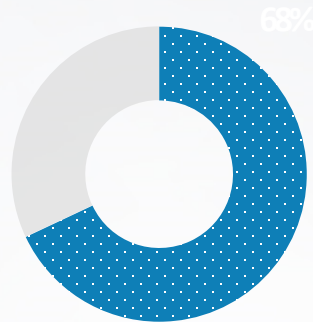


Q: Is there a specific location that comes to mind in YARRA where you feel unsafe AT NIGHT?



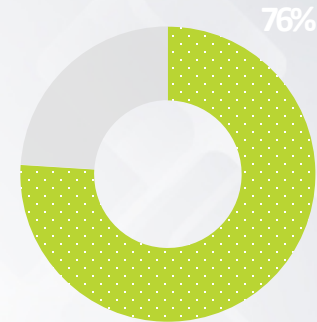
57% 

**Proportion of respondents**  
who reported that there  
are areas in Yarra where  
they feel unsafe.



68% 

**Proportion of female  
respondents** who reported  
that there are areas in Yarra  
where they feel unsafe.



76% 

**Proportion of respondents  
from Richmond North** who  
reported that there are  
areas in Yarra where they  
feel unsafe.

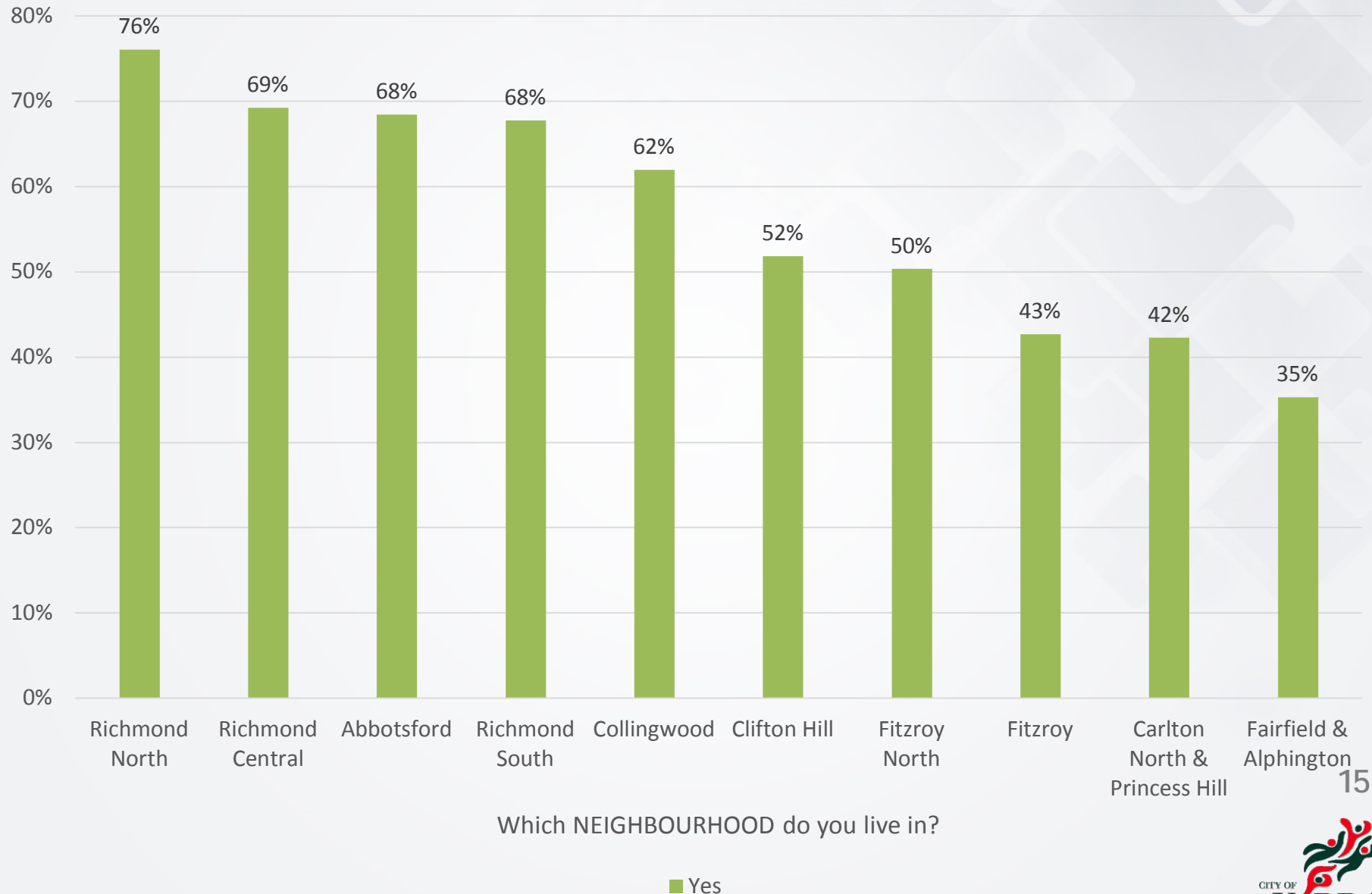
Only two demographics predict likelihood to nominate a location:

Gender: women far more likely to nominate than men

Neighbourhood: the South (Richmond North, Richmond Central, Abbotsford, Richmond South, Collingwood) more likely to than the North (Clifton Hill, Fitzroy North, Fitzroy, Carlton North, Princess Hill, Fairfield, Alphington)

Not significant demographic predictors: education level, employment status, age, LOTE, dwelling type and household situation

## Whether there is a specific location that comes to mind in YARRA where you feel unsafe AT NIGHT by suburb of residence





# Places where people felt unsafe at night



## Victoria Street

*Drug users and sellers often congregate along Vic St, both day and night (survey respondent)*

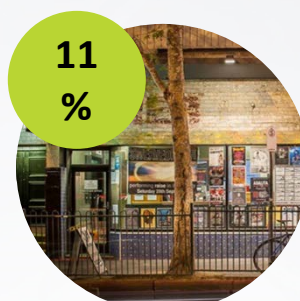
*This street is full of drugs and criminals and violence. I personally see a drug deal at least weekly, an overdose at least monthly, a fight about drugs at least monthly (survey respondent)*



## Areas near public housing

*Seems that there are a lot of drug using wasters hanging around or originating from those flats. Unfortunate because the genuinely hard up and low income earners contribute greatly to the area. The ice and heroin addicts are a blight on any neighbourhood (survey respondent)*

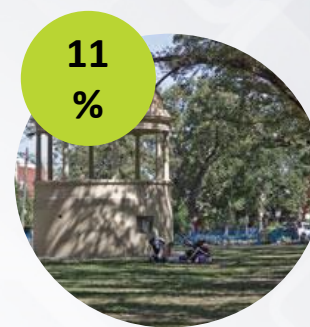
*Feel uneasy around these commission flats (survey respondent)*



## Late night entertainment strips

*Brunswick Street: Because there are lots of incredibly intoxicated people, and the later it is the more hostile the atmosphere. Groups of young men roam Brunswick Street and nearby streets in an intimidating fashion, leering and making crude comments to women (survey respondent).*

*Swan Street: After sporting events (there is a) large percentage of much younger & fitter males, usually 'well refreshed' (survey respondent)*



## Public open space

*It (Edinburgh Gardens) can be deserted, it's not well lit in all areas (survey respondent)*

*In any park after dark because it is hard to see any likely problems/threats (survey respondent)*

*No lighting. It's incredibly dark. Even riding home from work along that trail (Yarra Trail), especially in winter when it becomes dark very early, is very scary (survey respondent)*



## Train stations

*They (train stations) are relatively isolated and people are vulnerable to assault. They need to be upgraded and manned until the last train (survey respondent)*

*Rushall Station - not enough lighting with a considerable distance to walk to nearby streets, across either the foot bridge or the linear park. These are all 'isolated' spots. (survey respondent)*

# Reasons for nominating Victoria Street as an unsafe place at night

Place of Residence	Unsafe in Victoria Street	Reasons for Nominating Victoria Street			
		Drug Related Issues	Dangerous People	Public Housing	Lighting/ Surveillance
Richmond North	62%	62%	43%	20%	16%
Abbotsford	43%	84%	56%	11%	21%
Richmond Balance	39%	71%	36%	11%	9%
Rest of Yarra	6%	82%	40%	2%	14%

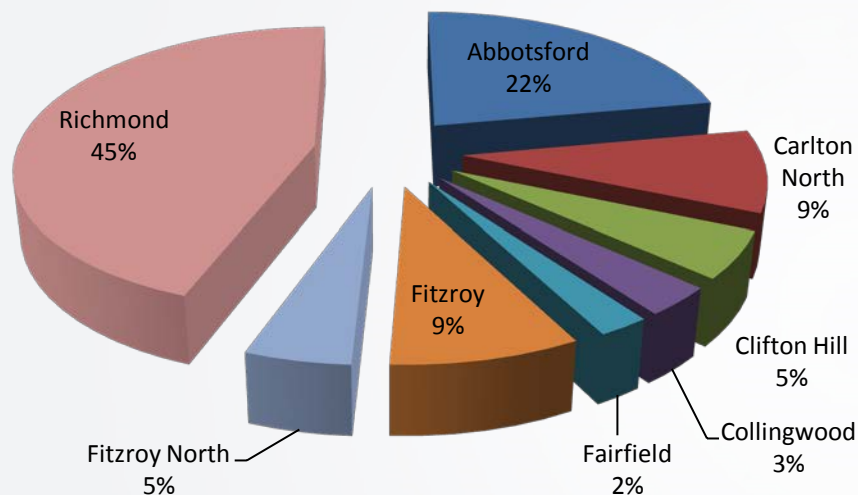
- *As mentioned before, the rampant drug dealing and use. Thanks for including this question*
- *The drug scene is beyond a joke. CC cameras need to be installed all along Victoria St. There needs to be more plain clothes police making frequent raids*
- *Victoria Street with all the druggies that no-one seems to do anything about*
- *Too many drug affected people in this area and there are very few police, even the restaurants are suffering because people are not coming to this area. Too dangerous!!!*

# Syringe disposal trends 2013 - 2015

Measure of drug activity	2013	2014	2015
No. of syringes collected from sweeps (unsafe disposal)	8195	9932	9708
No. of syringes collected from syringe disposal units (safe disposal)	40,669	37,005	52,090
No. of syringes collected by request (unsafe disposal)	500	493	575
<b>TOTAL</b>	<b>49,364</b>	<b>47,430</b>	<b>62,373</b>

# Syringe disposal 2015

## Syringes collected from disposal units (safe disposal), by suburb



### Exeloo (safe disposal)

Over the course of 2015, 12,760 syringes were collected from Exeloo disposal units. Of these, over two thirds of the syringes were collected from the unit on Lithgow Avenue (just off Victoria Street).

## Syringes collected from sweeps (unsafe disposal), by suburb

