



2018 Safe City Logan community survey

Key findings report

This report presents the confidential key findings from the Logan City Council Safe City Logan community survey conducted from 1 September to 30 September 2018.

A total of 680 people completed the 2018 survey from 60 different suburbs (18 respondents identified as non-residents of Logan City). The survey was promoted via social media, on the Logan City Council website, through local community groups including Neighbourhood Watch and at various community-based activities attended during the survey period. Additionally, hard copies of the survey were available for completion at the City's nine libraries and the City Administration Centre. Almost 65% of all respondents said they heard about the 2018 Safe City Logan community survey through Facebook. The number of female respondents out-numbered male respondents at a ratio of 3:1.

The survey was undertaken as a method to gauge City of Logan community members' perceptions of crime and safety in their local neighbourhood and/or in the wider City. These views, along with other key performance indicators, help us to evaluate how well we are delivering the planning outcomes of the City of Logan Safe City Strategy and Action Plan 2016-2020. These findings also help us to prioritise and plan for future community safety and crime prevention initiatives, events and activities for the year ahead.

Similar to the results from the 2016 and 2017 surveys, results from the 2018 survey indicate that factors including location, time of day and stories seen or heard in the media, all contributed to how safe individuals perceived their local neighbourhoods and the City of Logan to be.

Based on Logan City's population of approximately 303,000 people (based on the 2016 Census), when analysing results for the entire sample, the maximum error rate is around $\pm 3.8\%$ at the 95% confidence level. This means that we can be confident that if the survey were to be repeated there would be a 95% chance that the new result would lie within $\pm 3.8\%$ of the result achieved in this survey.



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ABOUT THE RESPONDENTS



38.2%

of respondents who live in the City of Logan have lived in the city for more than 20 years (compared to 37.4% in 2017 survey).



2.9%

of respondents identified as Aboriginal or Torres Strait Islander (ATSI), which is similar to the City's ATSI population of 3.2% (2016 Census) (compared to 3.6% in 2017).



11%

of respondents identified as having a non-English speaking background, which is similar to the City's non-English speaking population of 14% (2016 Census) (equal to 11% in 2017).



62%

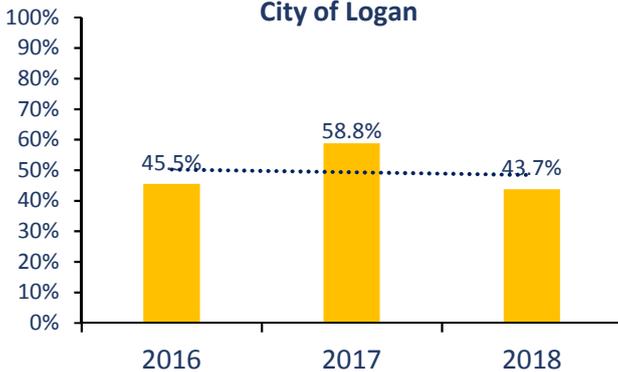
of respondents were aged between 25 and 54 years (compared to 73.7% in 2017 survey). In 2018 significantly more teens and retirees completed the Safe City Logan community survey.

DID YOU KNOW?

It is common for teenagers, particularly females, and older individuals to have a higher fear of crime?

CRIME AND SAFETY IN THE CITY OF LOGAN

% of residents that feel safe living in the City of Logan

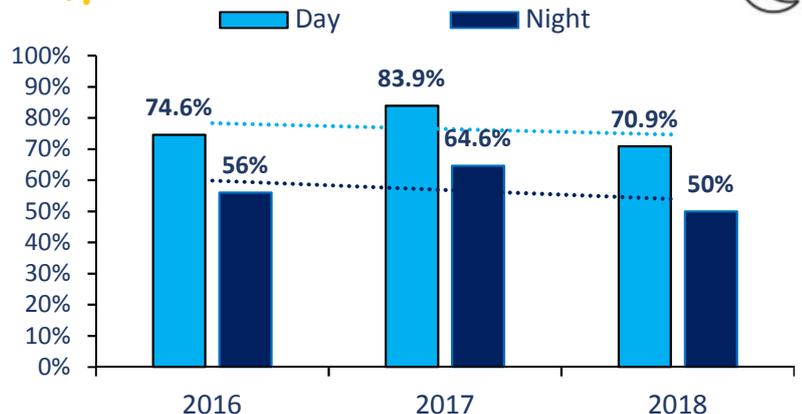


18.1%

of respondents said that they felt safer in the City of Logan compared to 12 months ago (compared to 20% in 2017 and 18% in 2016).



% of residents that feel safe at home by themselves during the day compared to at night



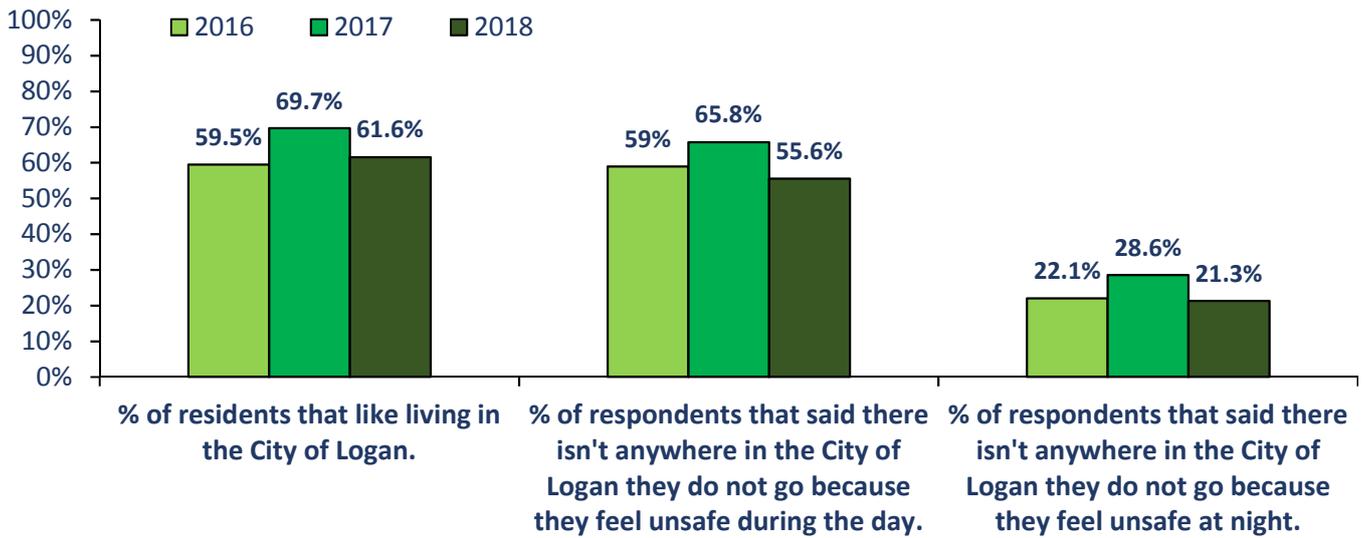
DID YOU KNOW?



It is common for people to feel less safe at home or out and about at night compared to during the day.



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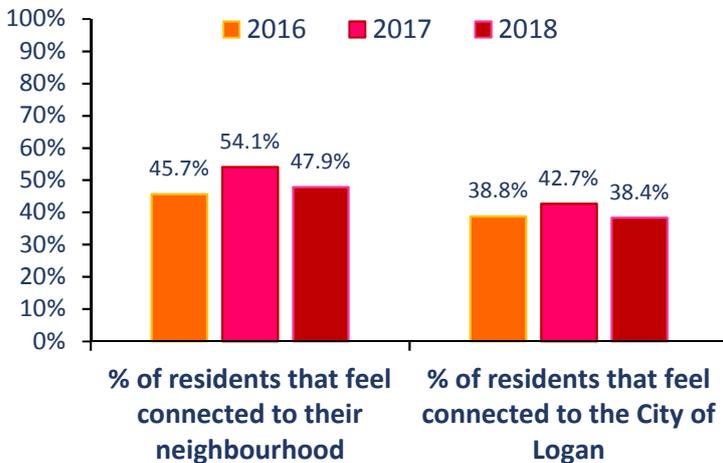


NEIGHBOURHOOD

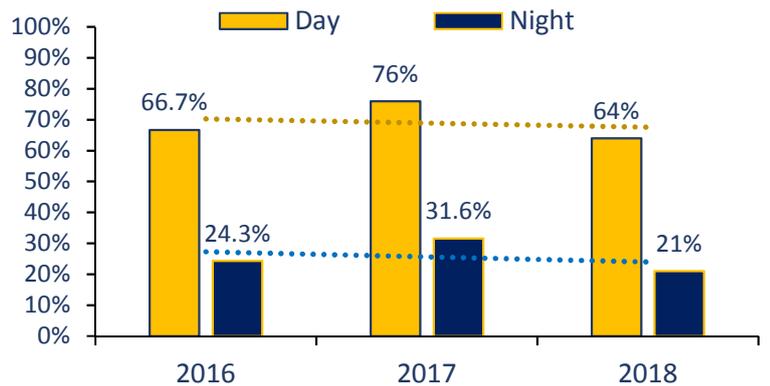


71.9%

of residents like living in their neighbourhood (compared to 81.1% in 2017 and 72% in 2016).



% of residents that feel safe out and about in their local neighbourhood during the day and at night



98.7%

of respondents reported that they utilised at least one form of crime prevention or safety strategy to improve their safety (compared with 98.9% in 2017 and 100% in 2016).



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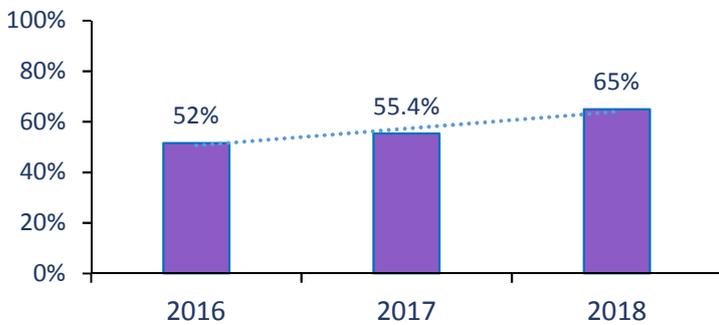
LOGAN CITY COUNCIL'S COMMUNITY SAFETY PROGRAM



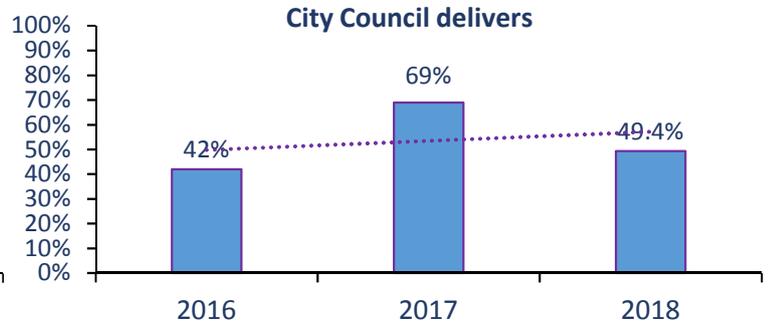
The Logan Safety Camera Program

was the most well-known of Council's community safety programs in 2018 for the third year in a row.

% of respondents that were aware of at least one of Council's community safety initiatives



% of respondents that are satisfied with the level of community safety programs that Logan City Council delivers



WHERE TO FROM HERE?

The 2018 Safe City Logan community survey has helped Council better understand our community's current perceptions on important crime and safety topics throughout the City of Logan. In comparing the 2018 results to that of previous surveys and factoring in crime statistics for the Logan local government area, it is evident that overall, residents have a disproportionate fear of crime compared to actual crime occurring in the City. That is, crimes rates have not increased in the City of Logan over the past 10 years. Additionally, by identifying common themes in the data and verbatim comments from the survey, we are able to identify priority offences and locations to focus our attention on for the year ahead.

The overall results of the 2018 Safe City Logan community survey reflect a decrease in the number of residents that feel safe at home, in their local neighbourhood and out and about in different areas of the City. Accordingly, the below action items reflect key crime prevention projects and initiatives that the Community Safety Program will undertake throughout 2019 on behalf of Council and in partnership with local Police, businesses, community groups (e.g. Neighbourhood Watch) and residents. The aim of these initiatives will be to address key crime and safety concerns and empower individuals to feel safer living and visiting the City of Logan. These are in addition to initiatives delivered as part of the Community Safety Program's day-to-day operations and annual projects and events that will continue to be delivered such as, the Safe City Logan Symposium, the City of Logan Safe City Awards and targeted divisional crime prevention and community safety activities. All action items align with the key outcomes of Council's City of Logan Safe City Strategy and Action Plan 2016-2020 and will form the basis of a detailed project plan to guide the delivery of these actions over the next 12 months.



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LOOKING FORWARD - PRIORITY ACTION ITEMS

Action Item 1

Continue to spread positive community safety stories and share crime prevention information with the Logan community via the Our Logan magazine, the quarterly Safe City Logan E-Newsletter and through proactive posts on the Logan City Council and City of Logan Facebook pages; to decrease inaccurate perceptions of crime in the City, increase feelings of safety and educate the community on the various Safe City Logan initiatives that are delivered throughout the year.

Action Item 2

Investigate opportunities to increase engagement of particular cohorts within the community that have been identified as having a disproportionately higher fear of crime and decreased satisfaction with Community Safety Programs as a Council service, compared to the Logan community overall.

Action Item 3

Continue to deliver targeted divisional crime prevention and community safety activities, with an increased strategic focus on addressing both perceived and actual crime and safety issues in target suburbs and amongst target populations throughout the City of Logan, as identified from annual Queensland Police Service crime data and feedback received through the Safe City Logan community survey.

Action Item 4

Continue to work collaboratively with and support external partners such as, the Queensland Police Service and Logan Neighbourhood Watch groups to address top offences identified for the City and deliver joint initiatives, such as the Phone Down #EyesUp campaign, with a focus on educating the Logan community on protective behaviours to help reduce their personal vulnerability to crime and empower community members to proactively contribute to addressing crime in the City of Logan.

Action Item 5

Advocate for a centralised, specialist and independent authority in Queensland to capture and provide accurate and timely analysis of crime statistics, to inform grass-roots delivery of crime prevention and community safety projects in the City of Logan.

Action Item 6

Continue to investigate new technologies to improve the Logan Safety Camera Program network throughout the City of Logan, to increase feelings of safety amongst the community when out and about in public spaces.

Action Item 7

Continue to undertake Crime Prevention through Environmental Design audits of local parks and community spaces throughout the City based on feedback from local residents and businesses, the Queensland Police Service, and other branches within Council to identify design improvements which may help to make these areas more welcoming, inclusive and safe.