



Community Voice Survey August 2021 Summary Report

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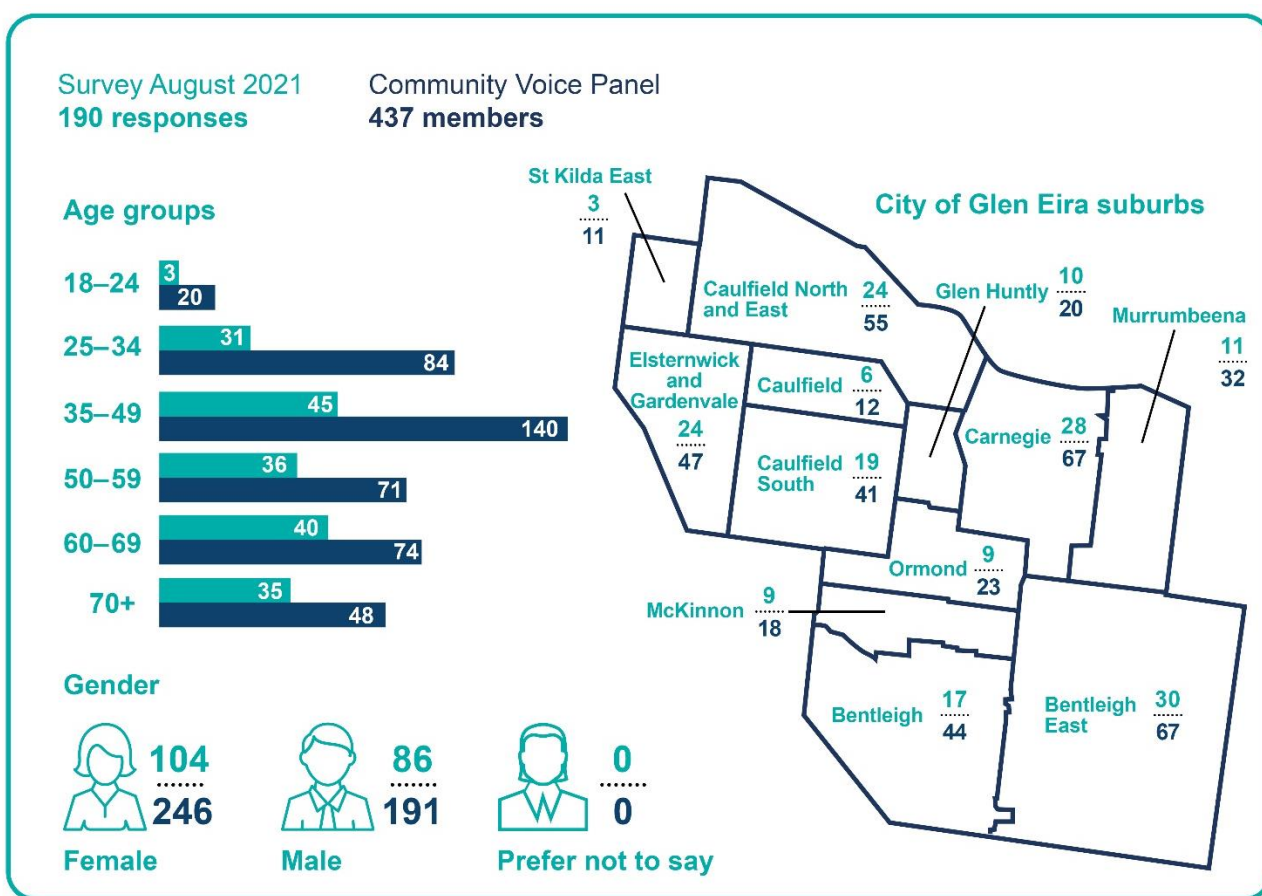
COMMUNITY VOICE SURVEY AUGUST 2021

This report presents findings from a Community Voice survey that was open from 20 August to 3 September 2021.

In the survey, we asked questions about the following topics:

- Community confidence and feelings of safety
- The Domestic Animal Management Plan
- Our Housing, Our Future

Community Voice is an online panel currently made up of 437 Glen Eira residents who broadly represent the municipality in terms of age, gender and suburb. 190 Community Voice members responded to this survey, a response rate of 43 per cent.



COMMUNITY CONFIDENCE AND FEELINGS OF SAFETY

Community safety has long been identified by Glen Eira residents as a priority for our growing community and this was again evident during engagement for our *Glen Eira 2040 Community Vision* and Council Plan 2021-2025.

Council sought to ask Community Voice questions about this topic to gain an understanding of the community's attitude of their environment and how it shapes their experience of living safely.

The aim was to better understand how the community feels about safety and to identify safety priorities. This information will be used to shape the *Community Safety Plan 2022-2026* and related policies, services and facilities.

In 2019, we asked many of the same questions that featured in this section to help inform the first iteration of this plan. You will note that we have compared the results from 2019 with those in this latest activity in charts to measure changes in feelings towards safety from implemented measures. 210 members participated in the 2019 survey.

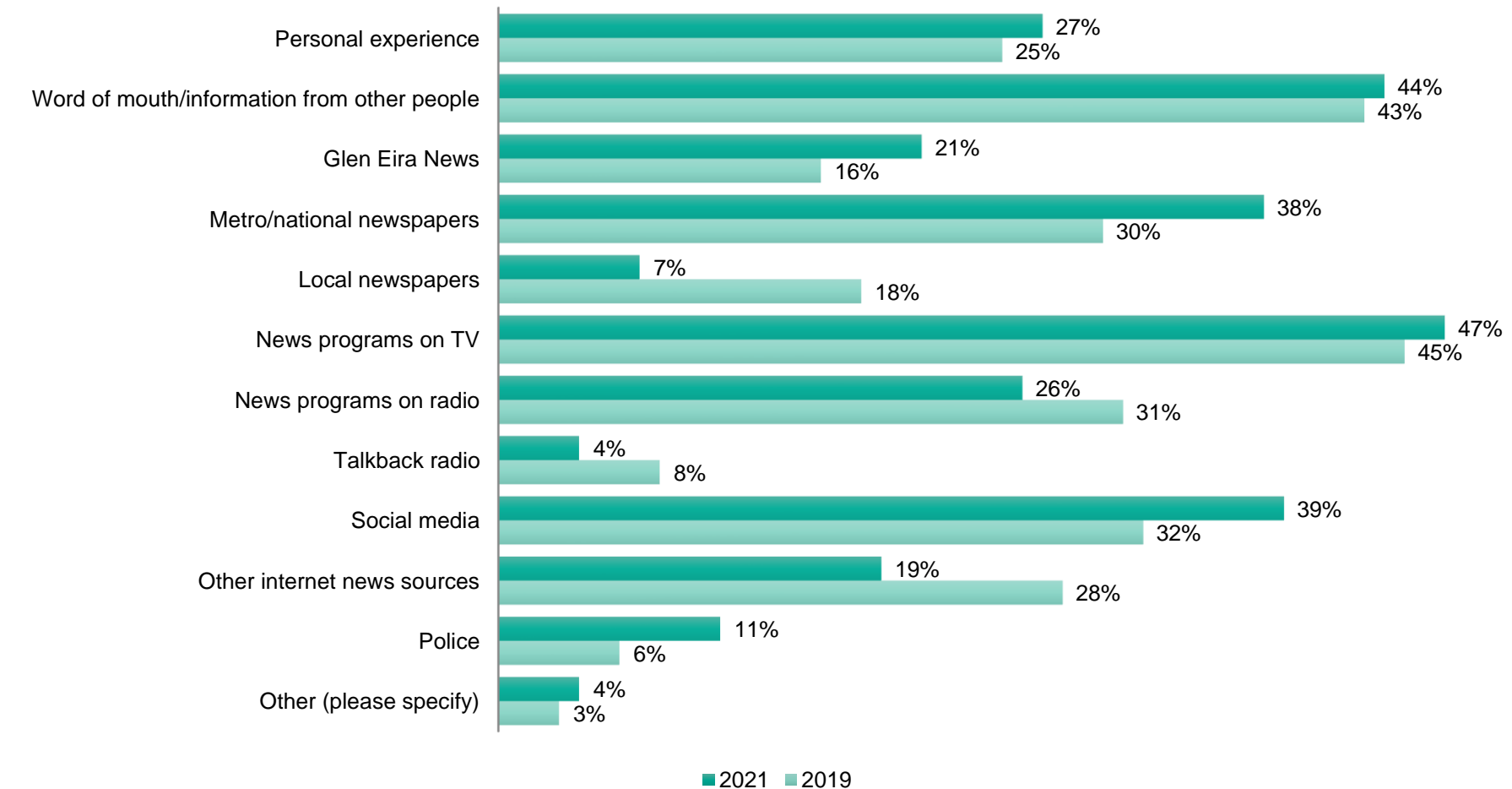
KEY FINDINGS

- Nine per cent fewer respondents indicated they had worried about their home being burgled in the last year (41 per cent, 77) compared with in 2019 (50 per cent).
- 47 per cent (36) of those who had worried about their home being burgled in the last year indicated they had installed sensor lights (a jump of 27 per cent from 2019).
- Only 15 per cent (5) of those who had worried about being robbed in their neighbourhood or being harmed in public indicated they avoided using certain parks or sporting grounds during the day (a drop of 37 per cent from 2019).
- 45 per cent (85) of respondents indicated they thought police would arrive quickly at the scene of a violent crime if it were to occur near your house.
- 91 per cent of respondents either strongly agreed (47 per cent, 91) or agreed (44 per cent, 81) that they felt a moral obligation to obey the police in their neighbourhood.

Your sources of information about safety and crime

What are your three most significant sources of information about safety and crime?

Participants could select up to three options. **Percentages indicate the number of participants that selected each option against all participants.**



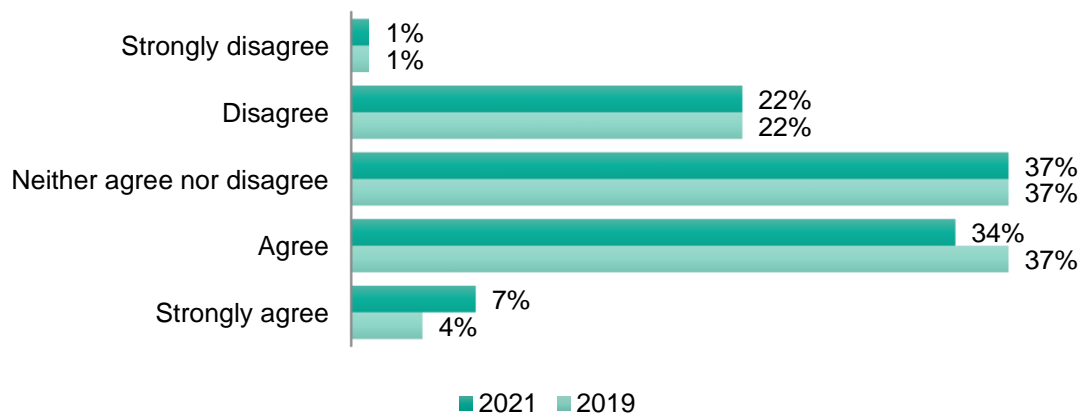
'Other' responses include: Government websites, Twitter, Nextdoor (neighbourhood app), Make Murrumbidgee Mine (Facebook group), various community forums, Crime Watch in local area newsletter.

Feelings of safety in your local community

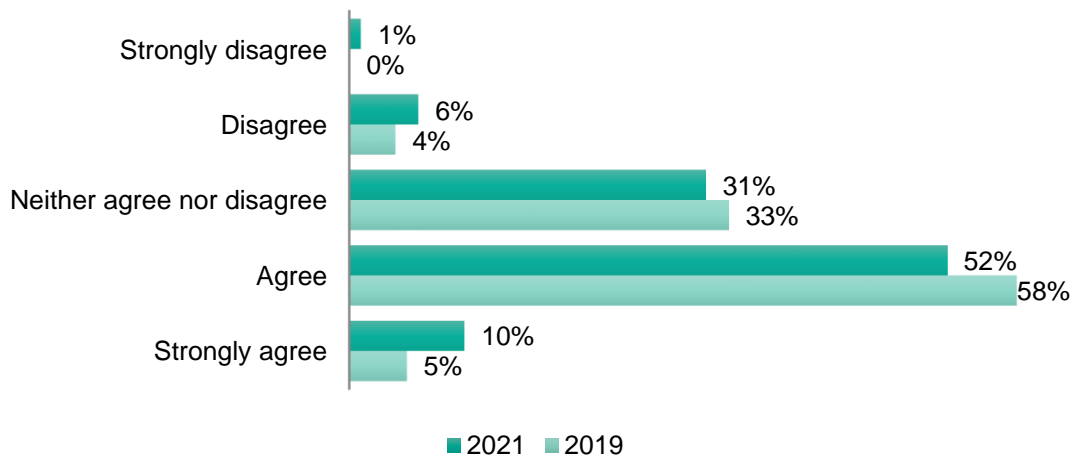
To what extent do you agree with the following statements?

Participants could choose one of five options for each part of this question.

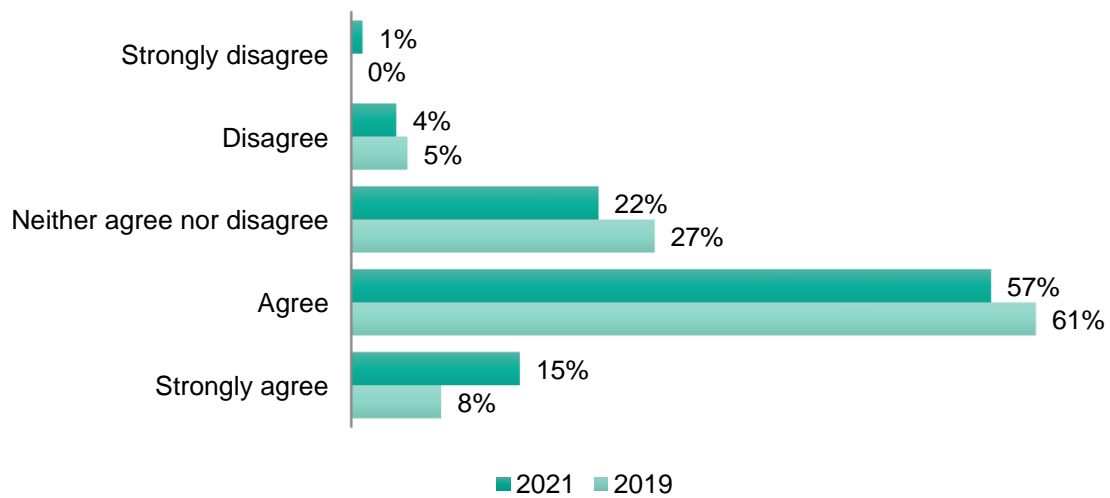
This is a close-knit neighbourhood



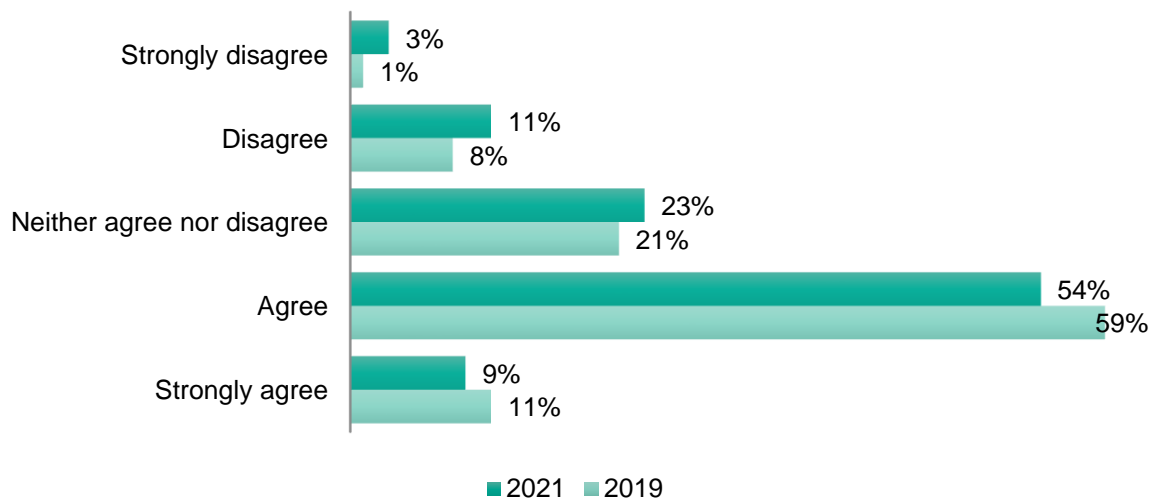
People in this neighbourhood can be trusted



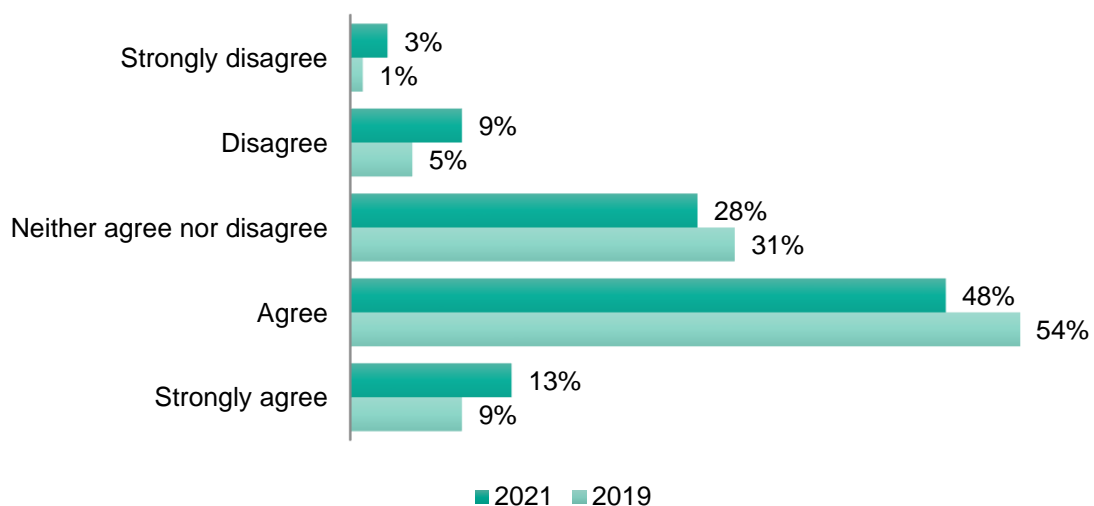
People around here are willing to help their neighbours



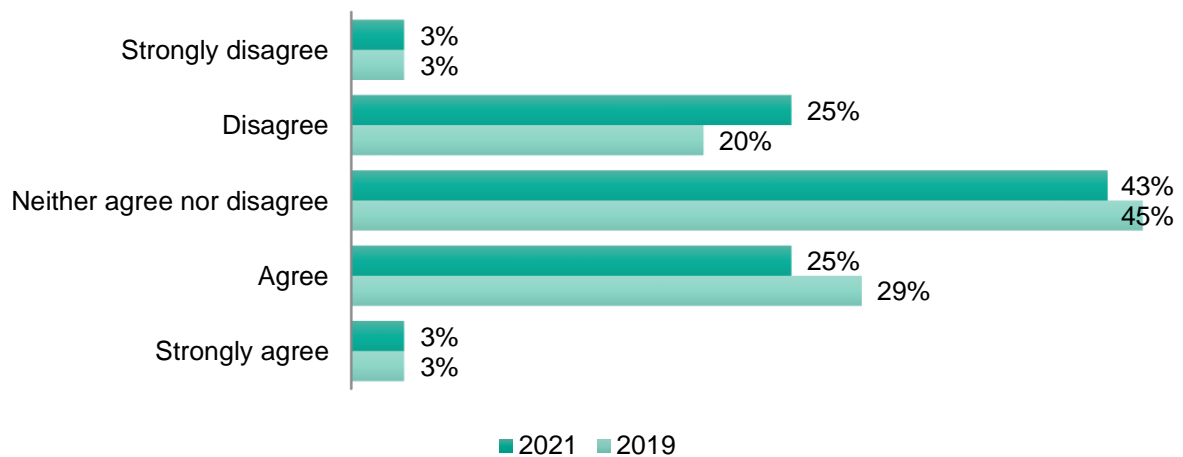
If I sensed trouble while in this area, I could raise the attention of people who live here for help



The people who live here can be relied upon to call the police if someone is acting suspiciously



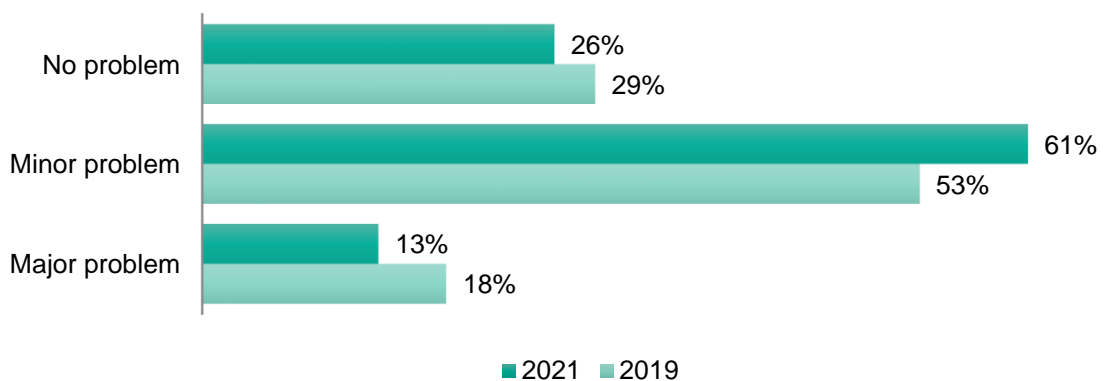
The people who live here can be relied upon to approach people who are acting suspiciously



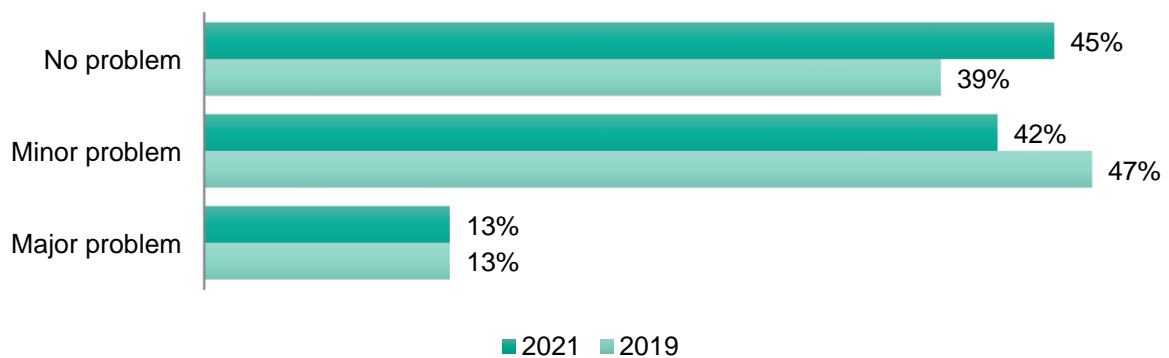
How would you rate the following issues in your local community?

Participants could choose one of three options for each part.

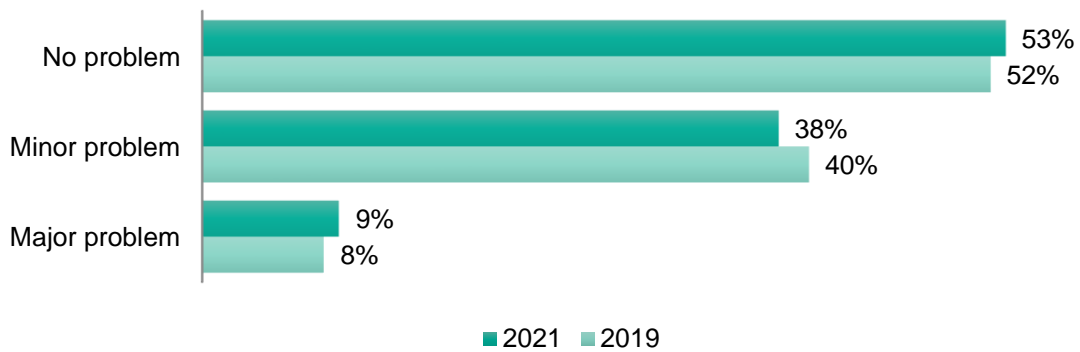
Graffiti



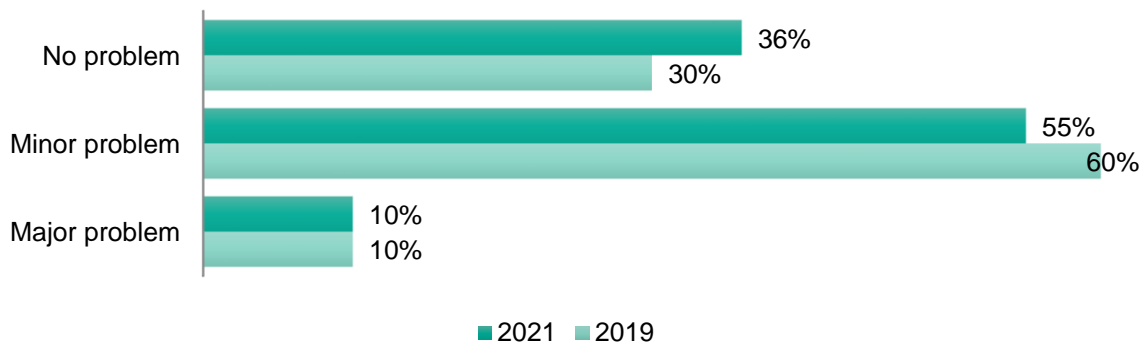
Drug use or dealing



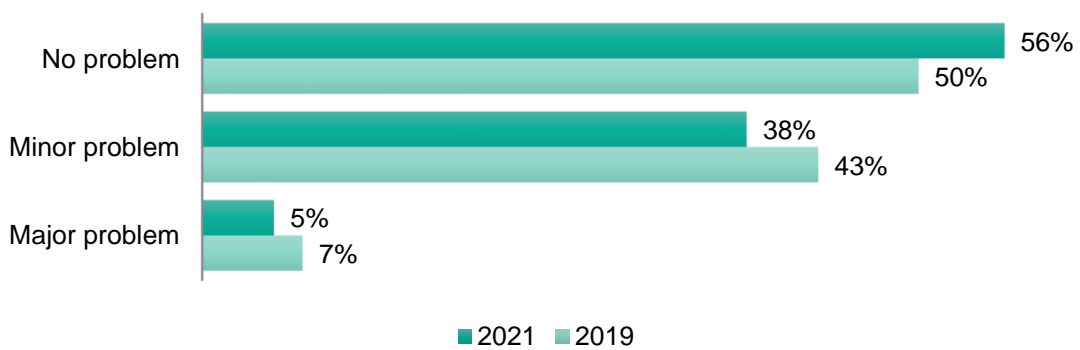
Noisy and/or nuisance neighbours



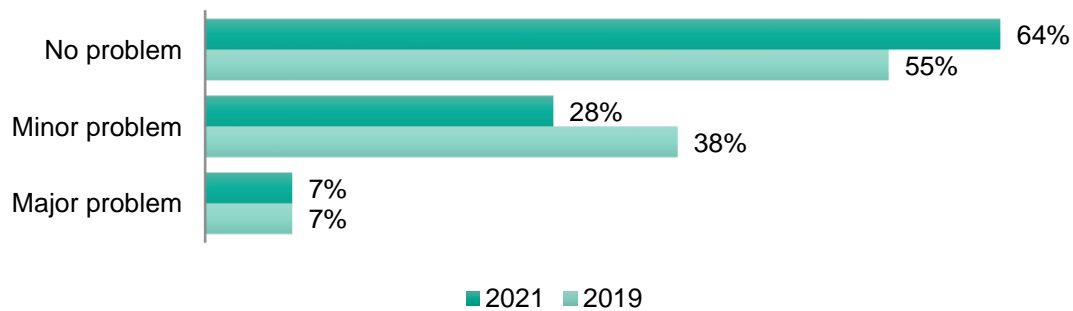
Vandalism, for instance of community buildings, playgrounds or bus shelters



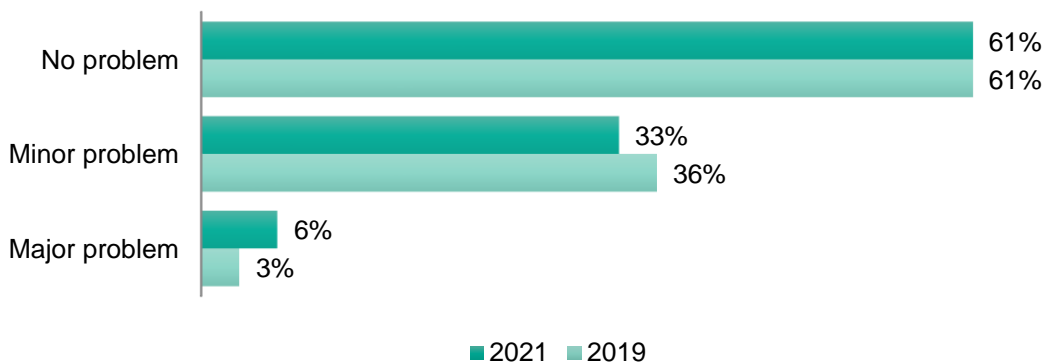
People being harassed because of their skin colour, ethnic origin, religion, sexual orientation or disability



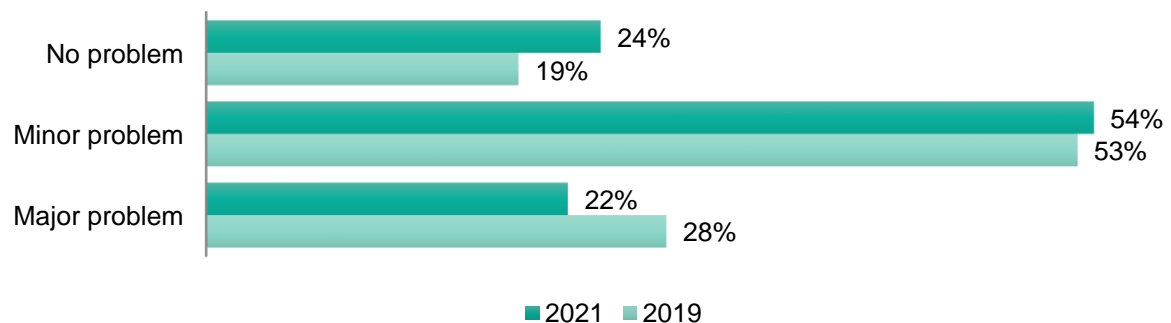
People hanging around in the street



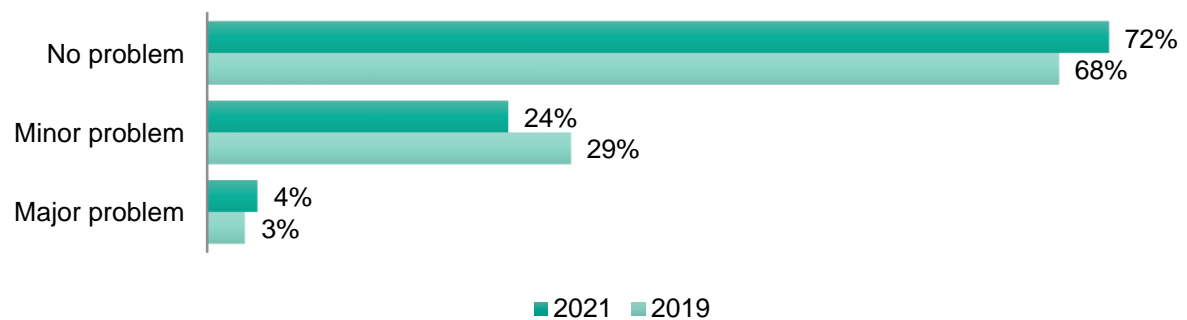
Noisy/rowdy/inconsiderate behaviour in the street



People in speeding cars

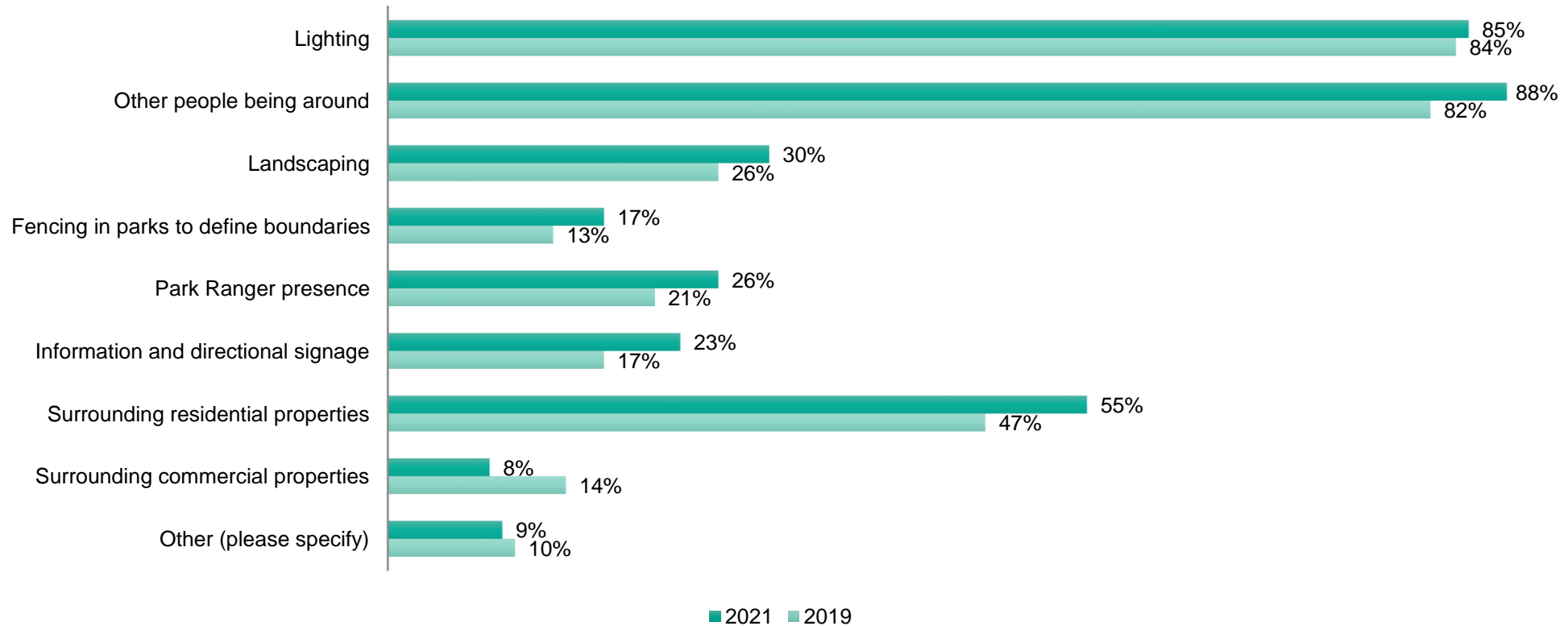


People drinking in public



What makes you feel safe in neighbourhoods and parks?

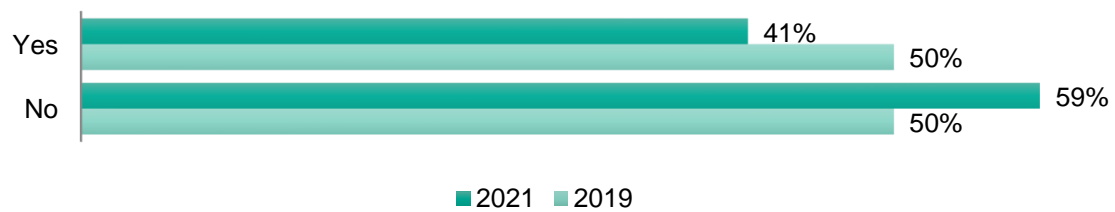
Participants could select as many options as they liked. **Percentages indicate the number of participants that selected each option against all participants.**



‘Other’ responses included: Low fences so more visibility; Don’t walk at night (in parks); Security cameras, including those in and around public transport; Police or PSO presence; Glen Eira Council Parks and Gardens staff; Clean, accessible and well-located toilet facilities; Well-designed open space; Community calling out and reporting bad behaviour; Dogs kept on-leash; People not wearing masks and too close; Greater multi-cultural presence; Less enforcement and more trust and respect; Safe bike lanes, safe pedestrian crossings and slow/respectful drivers; Home and shop windows looking onto streets; The weather; and Being with someone.

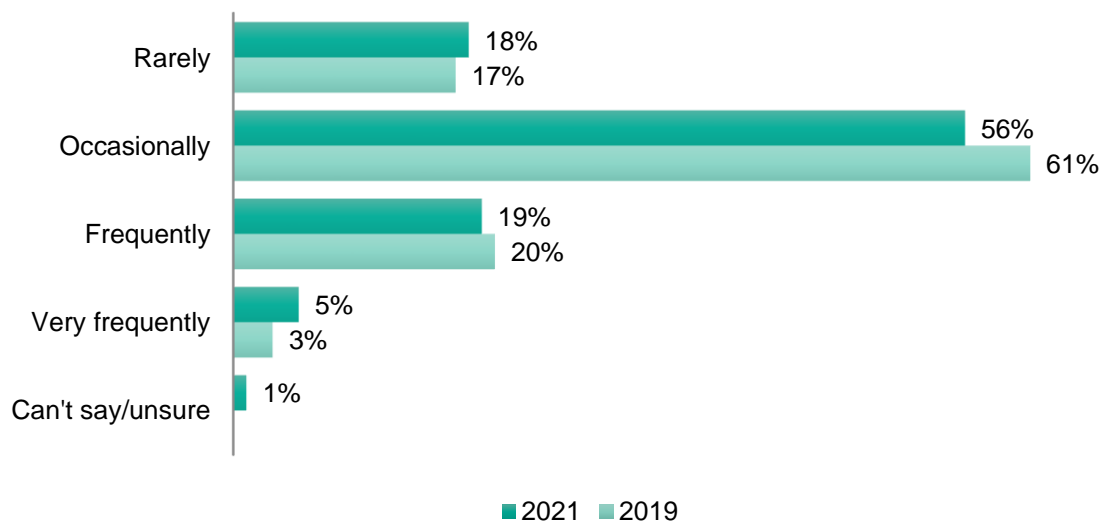
Worry about home burglary

In the last year, have you ever felt worried about your home being burgled (i.e. broken into when you are home or not home)?



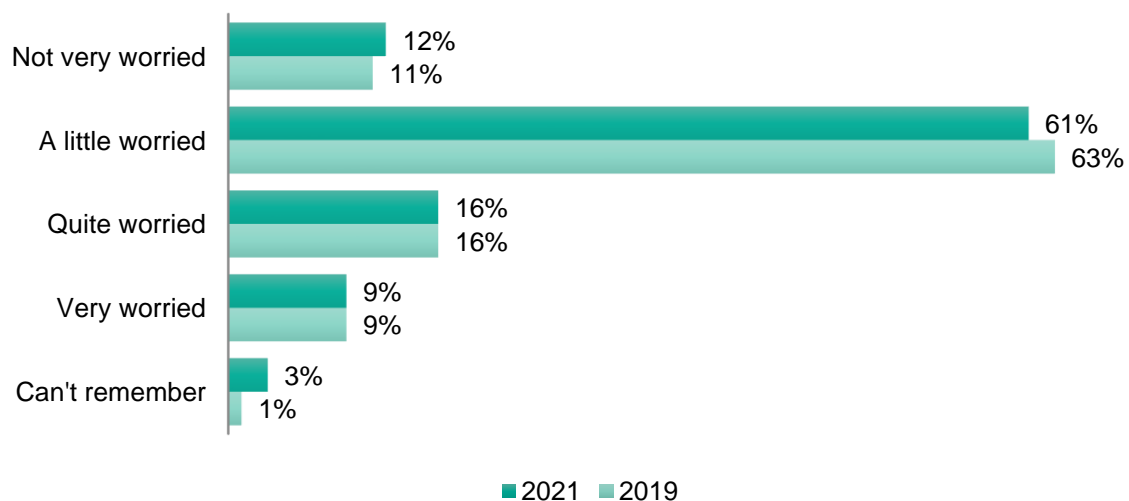
How often have you felt like this in the last year?

77 people responded to this question in 2021, compared with 102 in 2019. 'Can't say/unsure' wasn't an option in 2019.



The last time that you worried about having your home broken into, how worried did you feel? If you can't remember, please say so.

77 people responded to this question in 2021, compared with 102 in 2019.

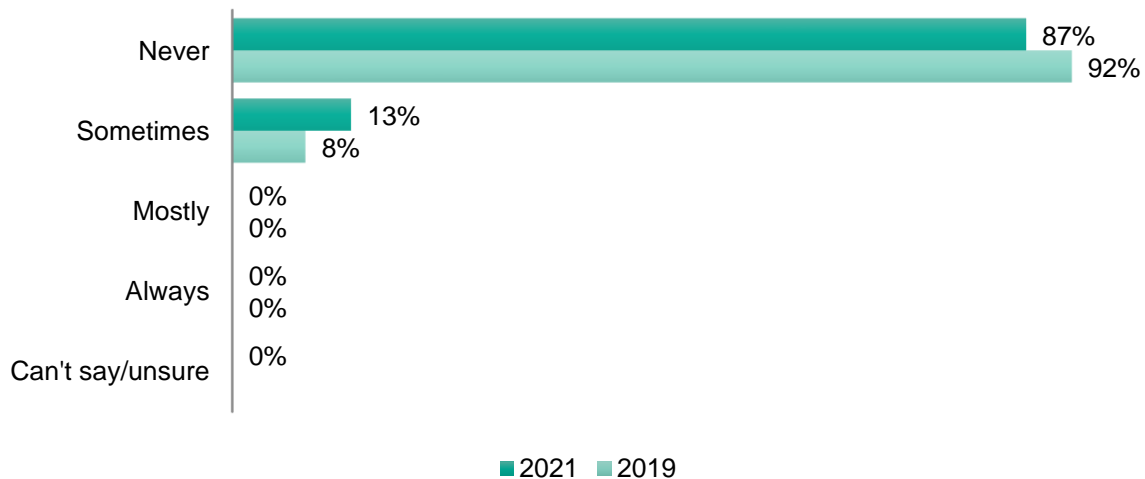


Responses to worry about burglary

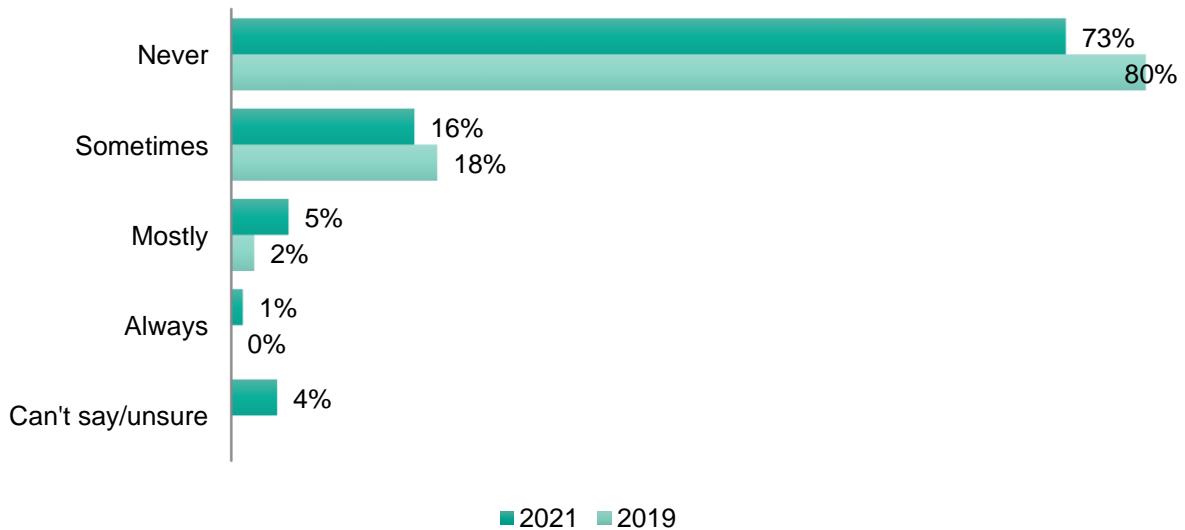
In the last year, how often have you avoided the following because of worry about burglary?

Participants could choose one of five options for each part to this question. 'Can't say/unsure' was not an option in 2019.

Avoided leaving the house during the day

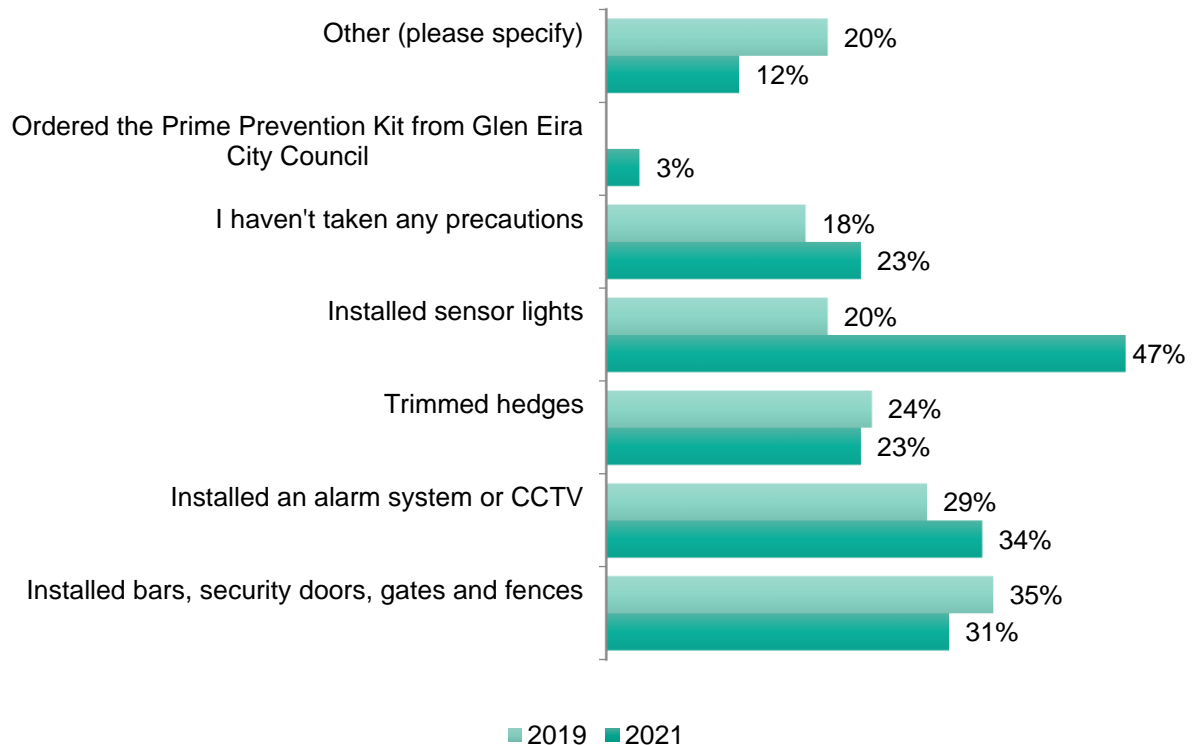


Avoided leaving the house at night



Has your worry about burglary prompted you to take any of the following precautionary actions?

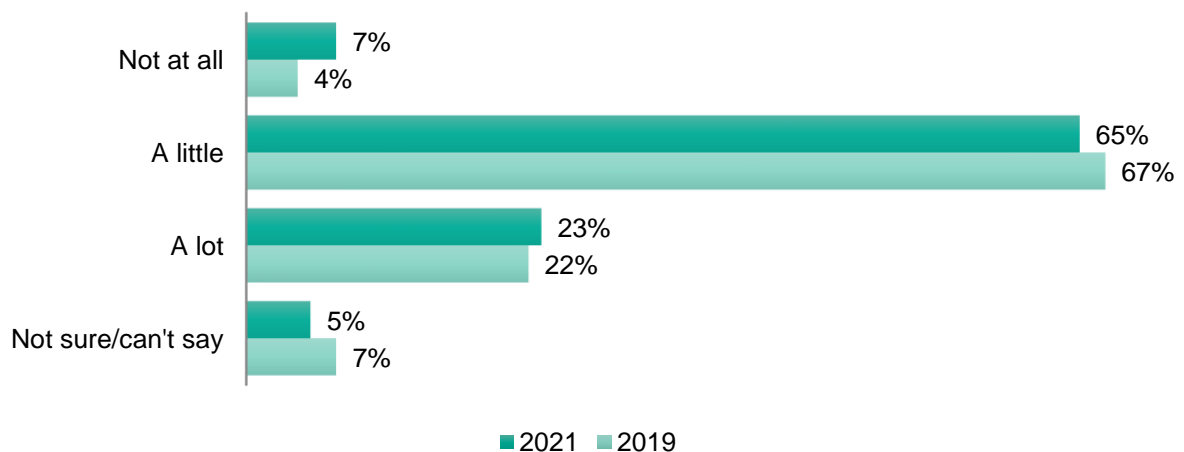
Participants could as many options as they liked. 77 people responded to this question in 2021, compared with 102 in 2019. **Percentages indicate the number of participants that selected each option against participants who responded to the question.** 'Ordered the Prime Prevention Kit from Glen Eira City Council' was not an option in 2019.



'Other' responses included: Lock my gate; Trimming of bushes; Updated locks; Light on the timer when away for a few days; Neighbour parked in my driveway; and Installed security camera.

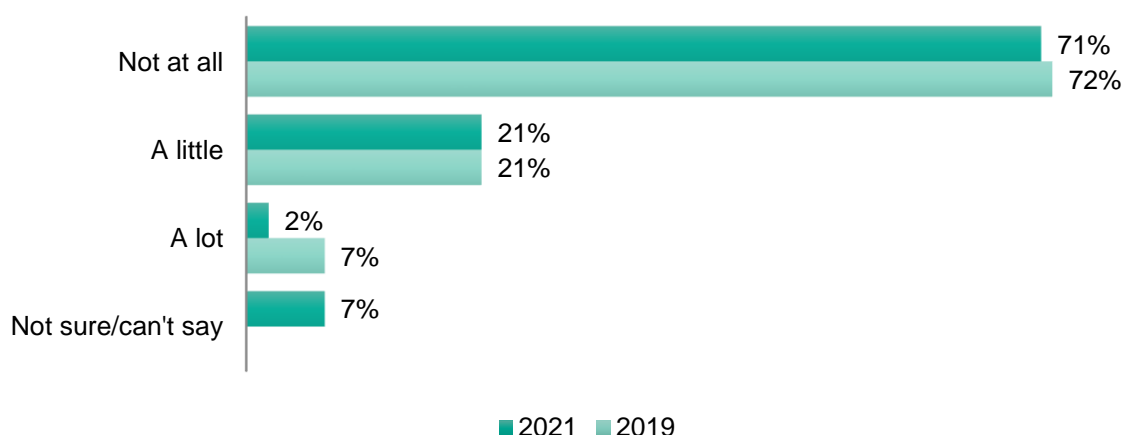
Did you feel safer as a result of taking these precautions?

57 people responded to this question in 2021, compared with 76 in 2019.



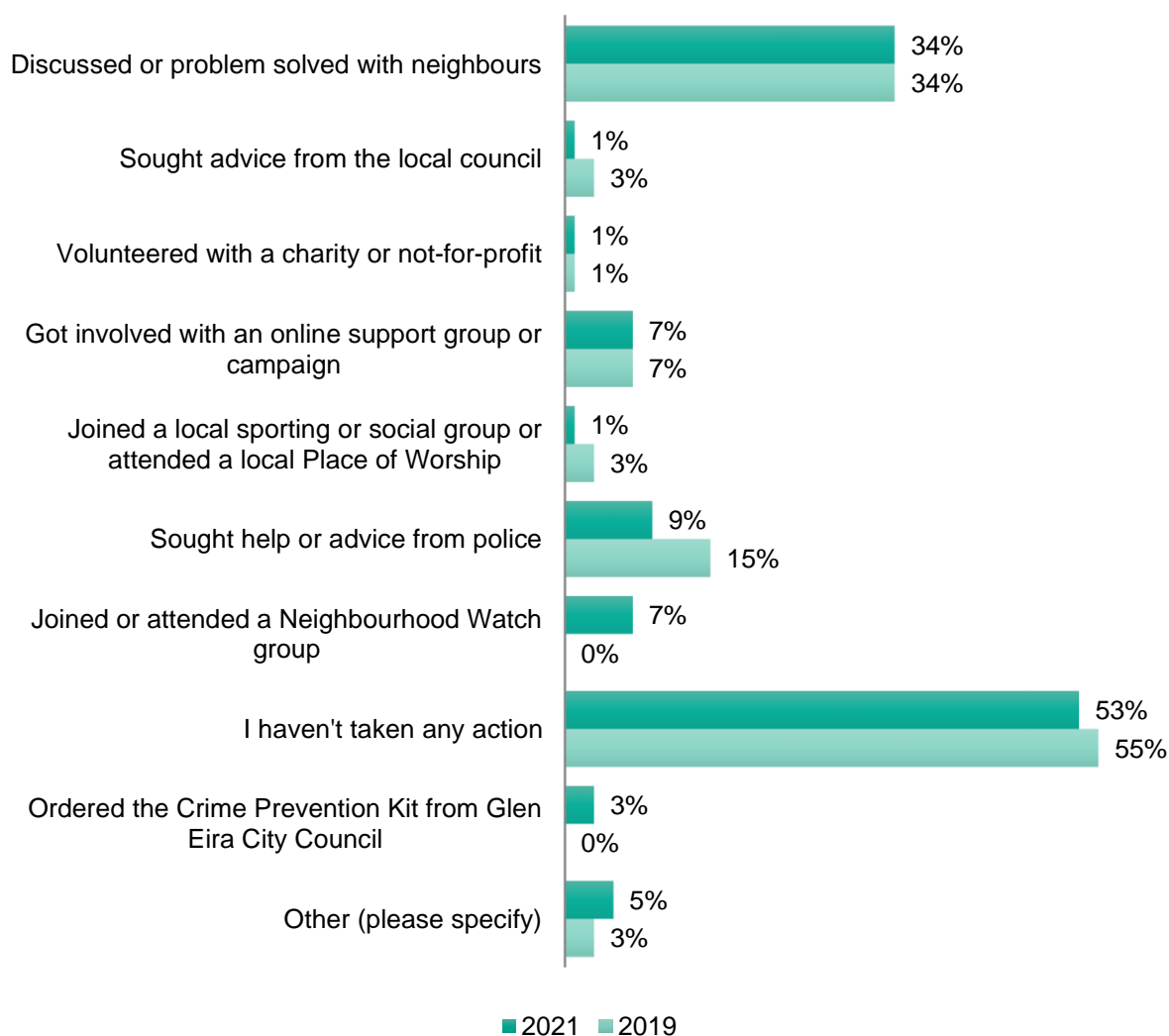
Did taking these precautions negatively impact your quality of life?

58 people responded to this question in 2021, compared with 75 in 2019.

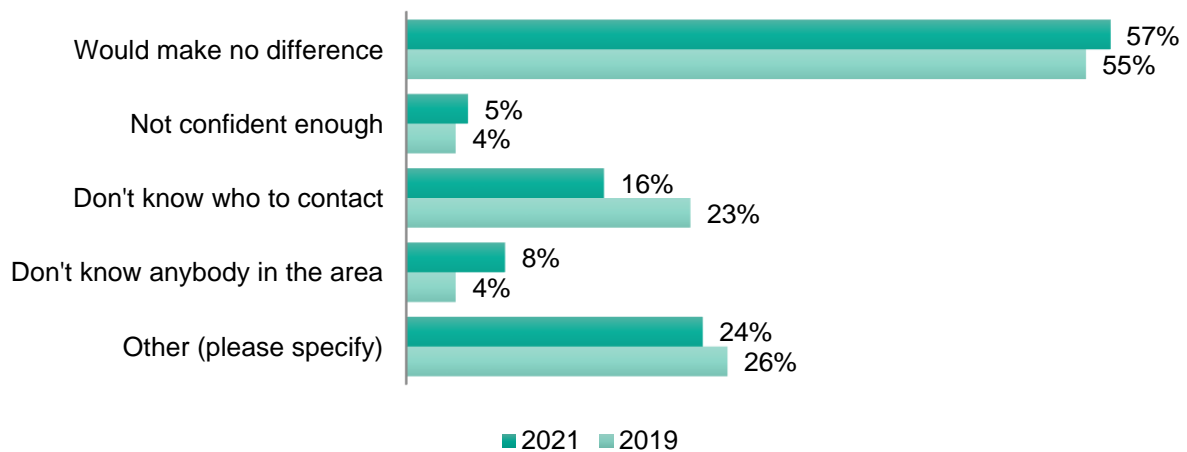


Has your worry about burglary prompted you to do any of the following?

Participants could select as many options as they liked. 76 people responded to this question in 2021, compared with 96 in 2019. **Percentages indicate the number of participants that selected each option against all participants who responded to the question.**



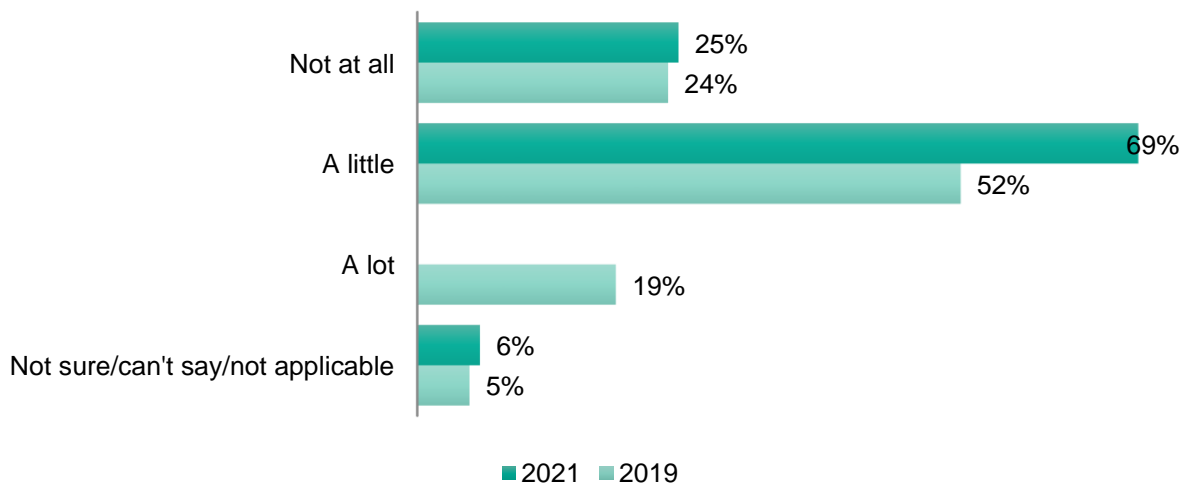
What are the reasons why you took no action about your worry about burglary?



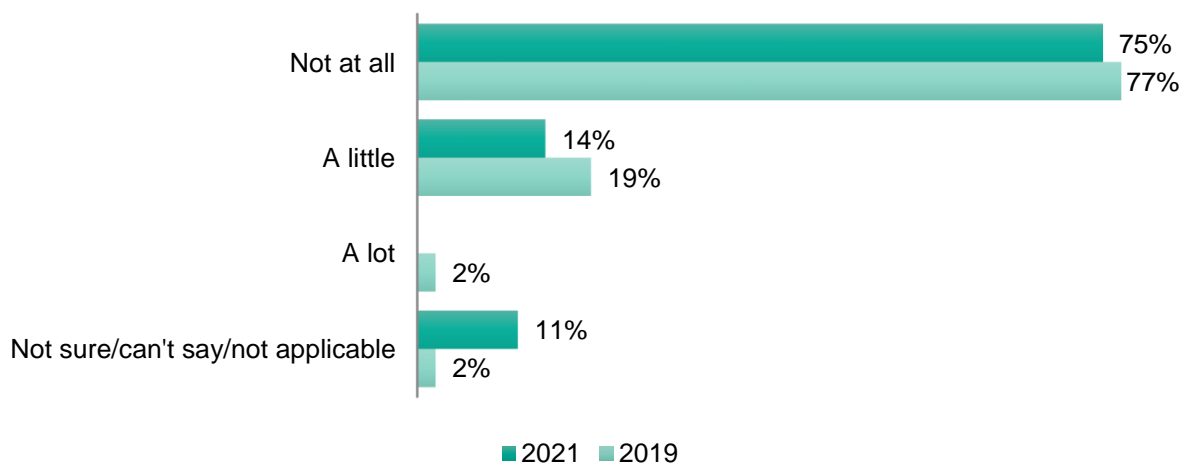
'Other' responses included: *Sought advice from legal and security people; and Attended David Southwick's special forum on regulating rooming houses.*

Did you feel safer as a result of taking these actions?

36 people responded to this question in 2021, compared with 75 in 2019.



Did taking these actions negatively impact your quality of life?



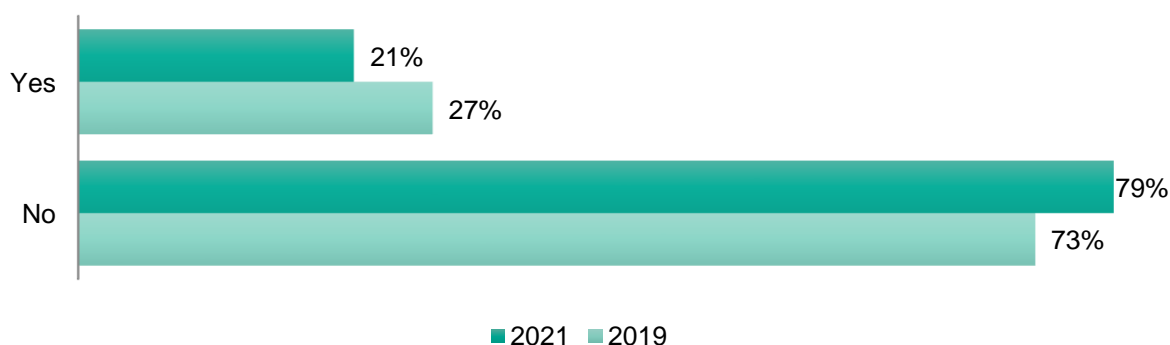
If these precautions did negatively impact your quality of life, how so?

Those who responded to this question indicated:

<i>Useability of security systems</i>
<i>CCTV expensive</i>
<i>Random tripping of security system</i>

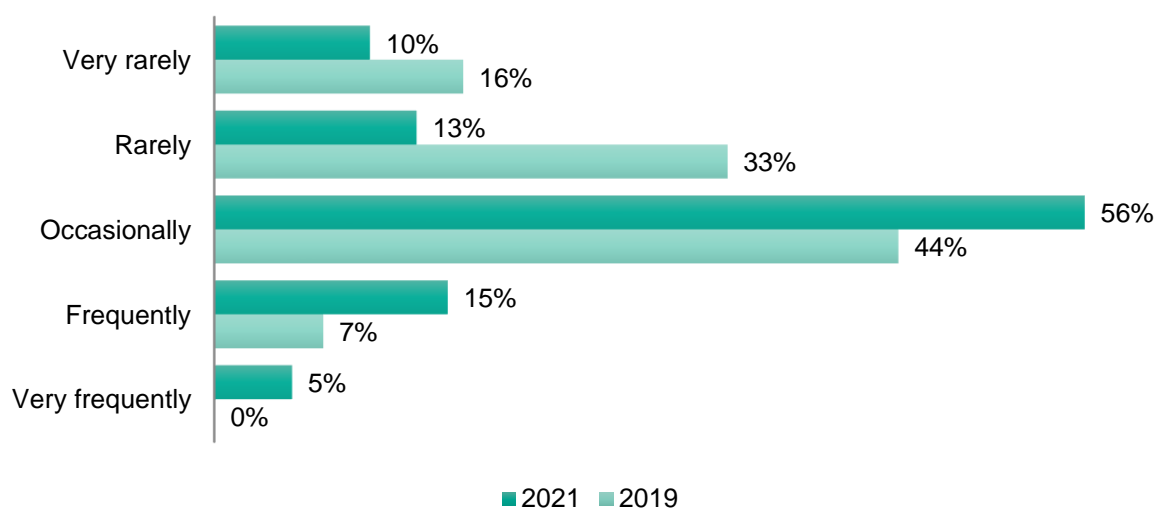
Worry about being a victim of robbery or being harmed in public

In the last year, have you felt worried about being robbed in your neighbourhood or suburb, or being harmed in public?



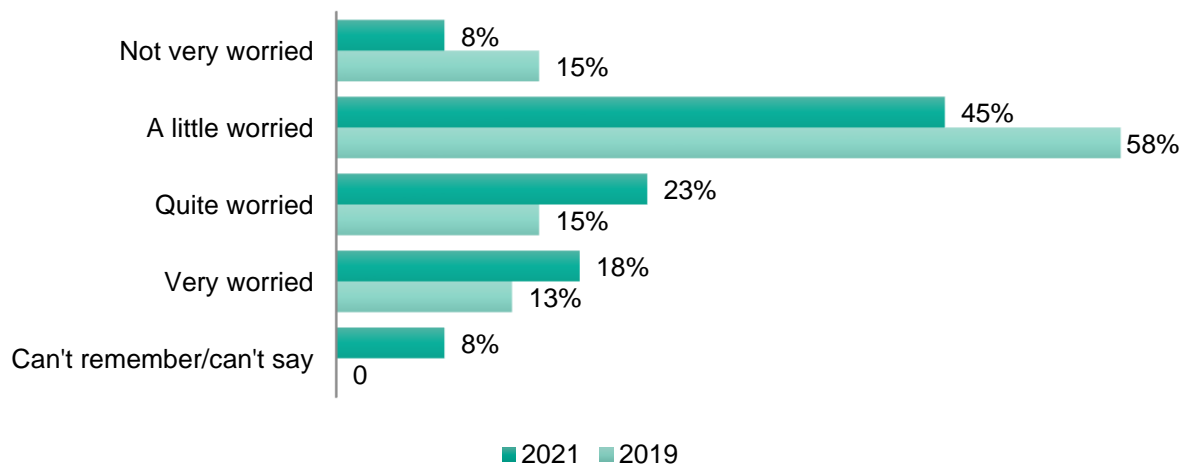
How often have you felt like this in the last year?

39 people responded to this question in 2021, compared with 55 in 2019. 'Very frequently' was not an option in 2019.



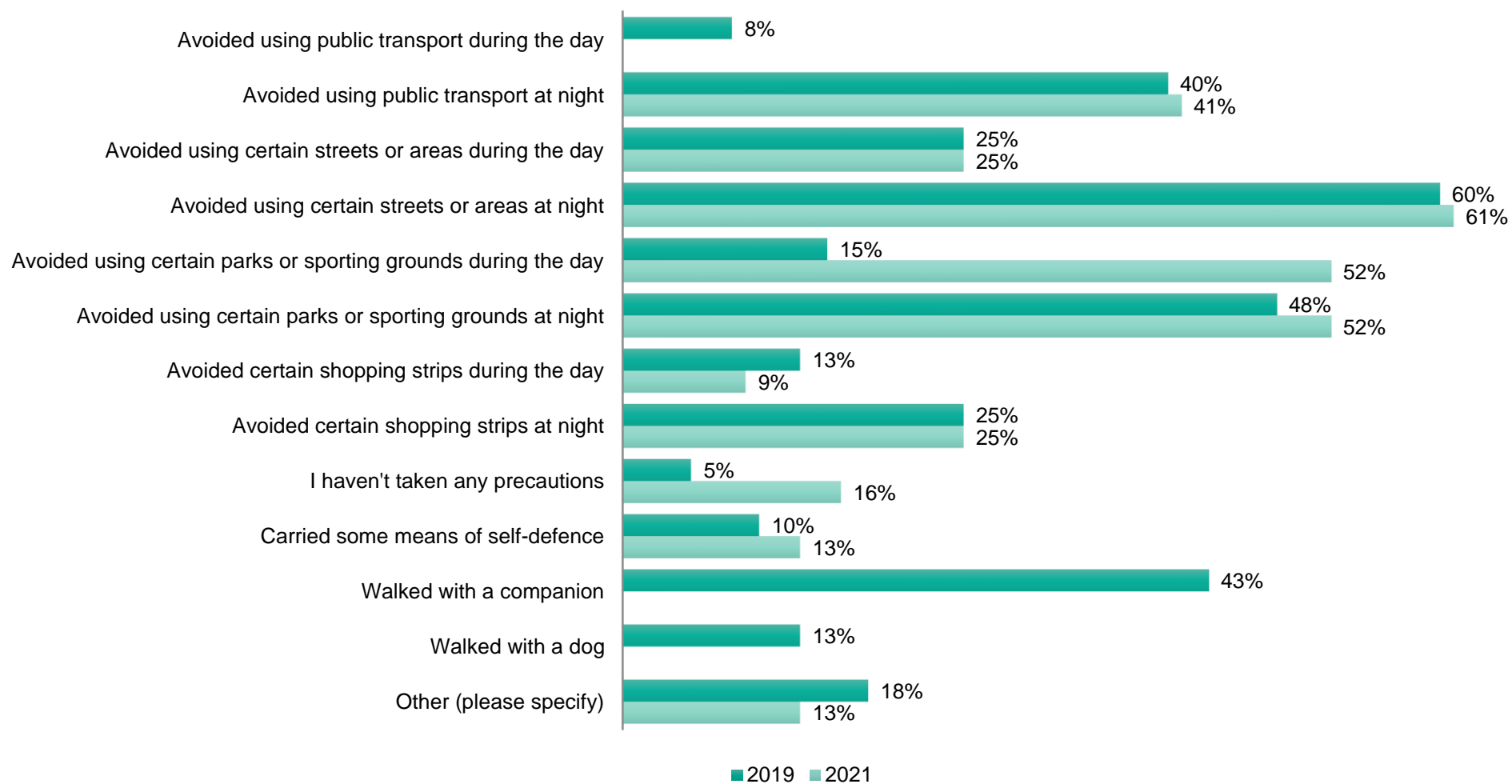
On the last occasion you worried about being robbed in your neighbourhood or being harmed in public, how worried did you feel? If you can't remember, please say so.

40 people responded to this question in 2021, compared with 55 in 2019. 'Can't remember/can't say' was not an option in 2019.



In the last year, have you taken any of the following precautions because of worry about being robbed in your neighbourhood, or being harmed in public?

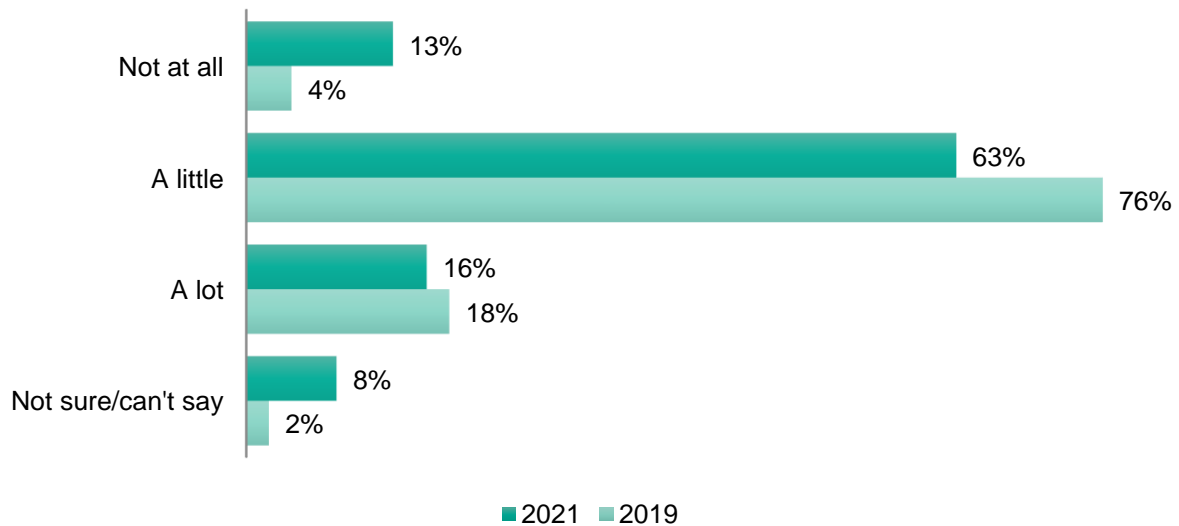
40 people responded to this question in 2021, compared with 56 in 2019. 'Avoided using public transport during the day', 'walked with a companion' and 'walked with a dog' were not options in 2019.



‘Other’ responses included: *Phone my partner to let them know I’m walking home when it’s after dark; I’m on-guard when in common areas (apartment block) to avoid aggressive people; Move to the other side of the street, in fear of being racially harassed; I avoid quiet streets to ride my bike with my kids; I avoid walking on streets with high garden walls and unsafe driveways; Ride a bike instead of walking; Do not carry valuables (i.e. a mobile phone or money) to prevent being a target; and I avoid dark places.*

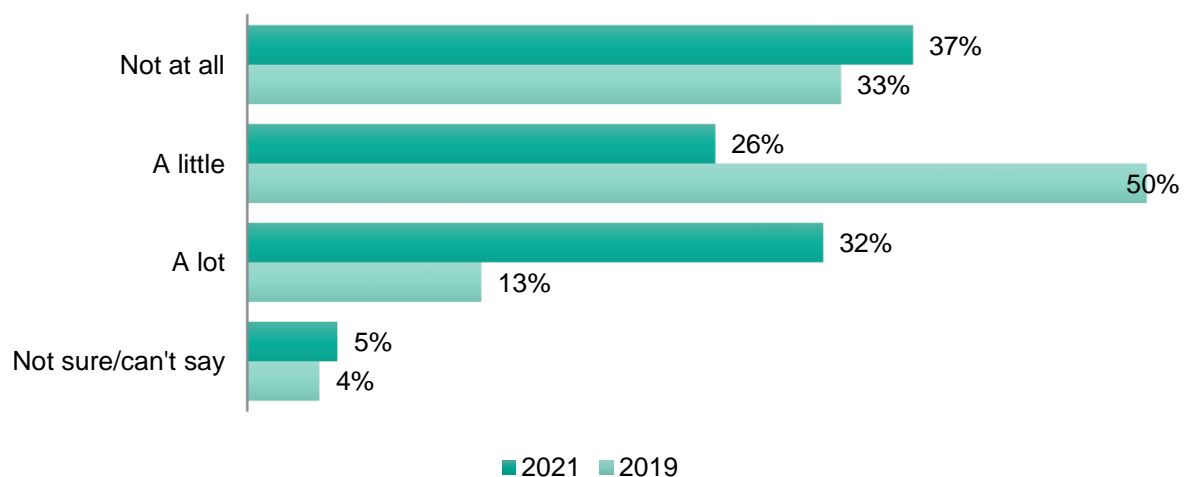
Did you feel safer as a result of taking these actions?

38 people responded to this question in 2021, compared with 45 in 2019.



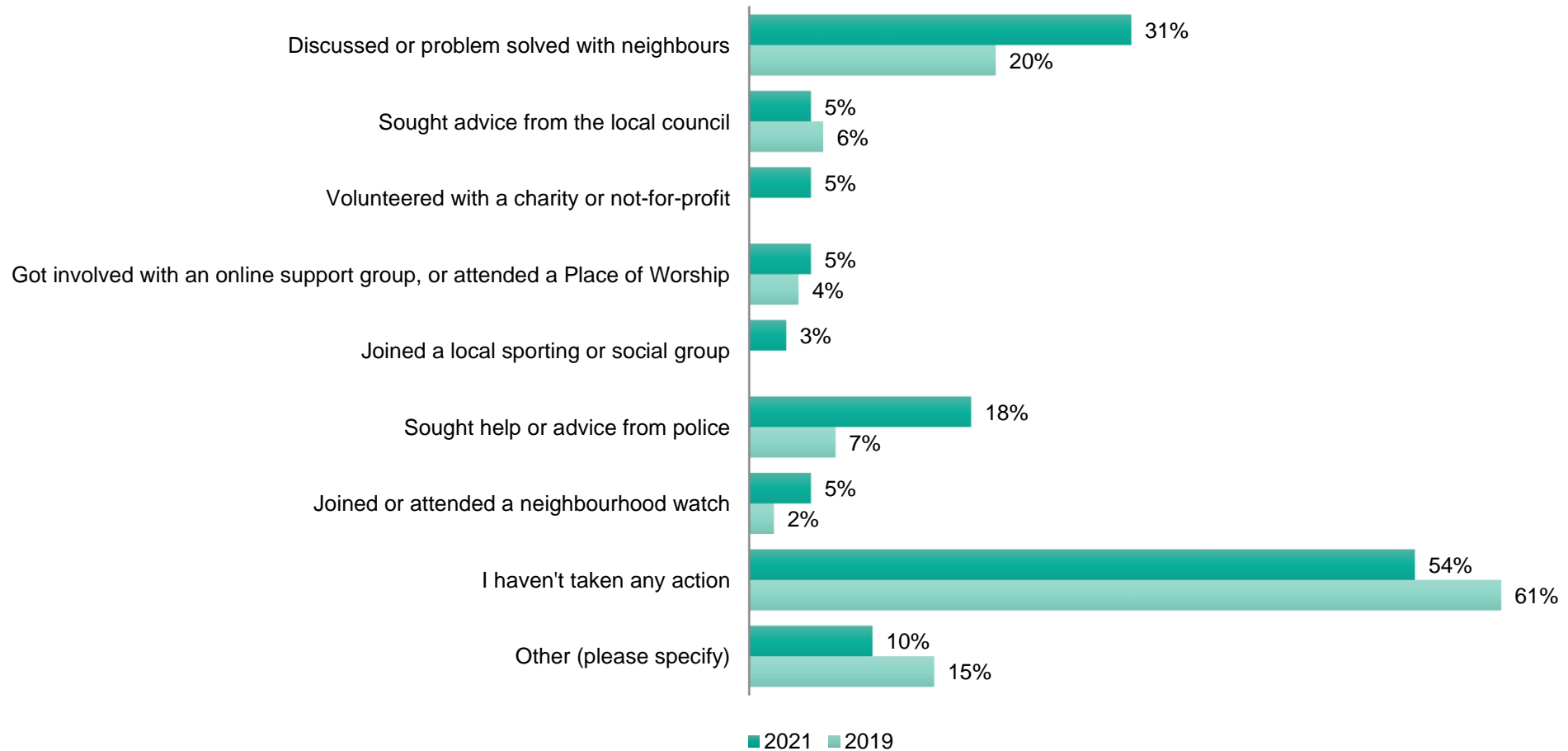
Did taking these actions negatively impact your quality of life?

38 people responded to this question in 2021, compared with 46 in 2019.



Has your worry about being a victim of robbery or being harmed in public prompted you to do any of the following actions?

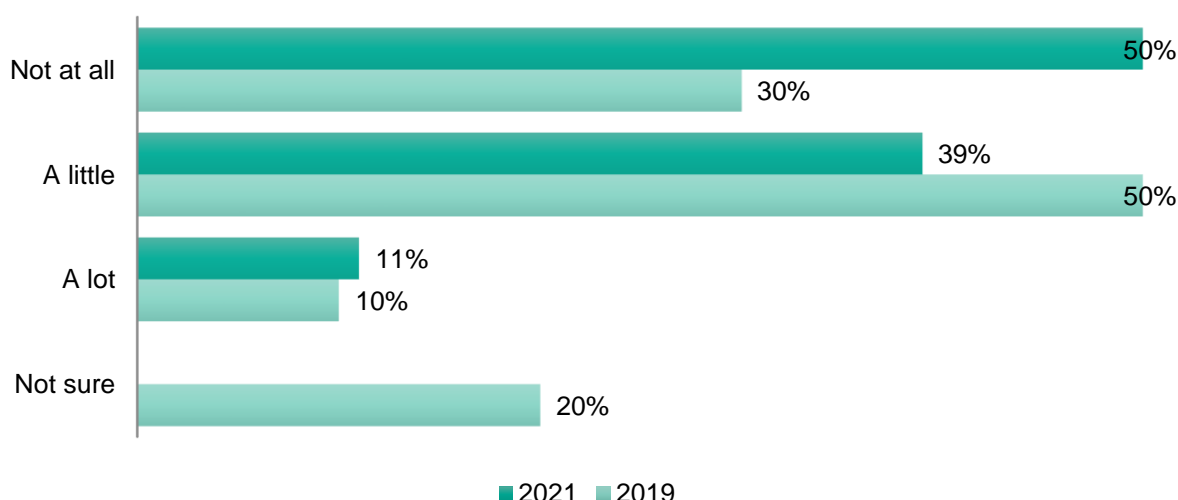
39 people responded to this question in 2021, compared with 54 in 2019.



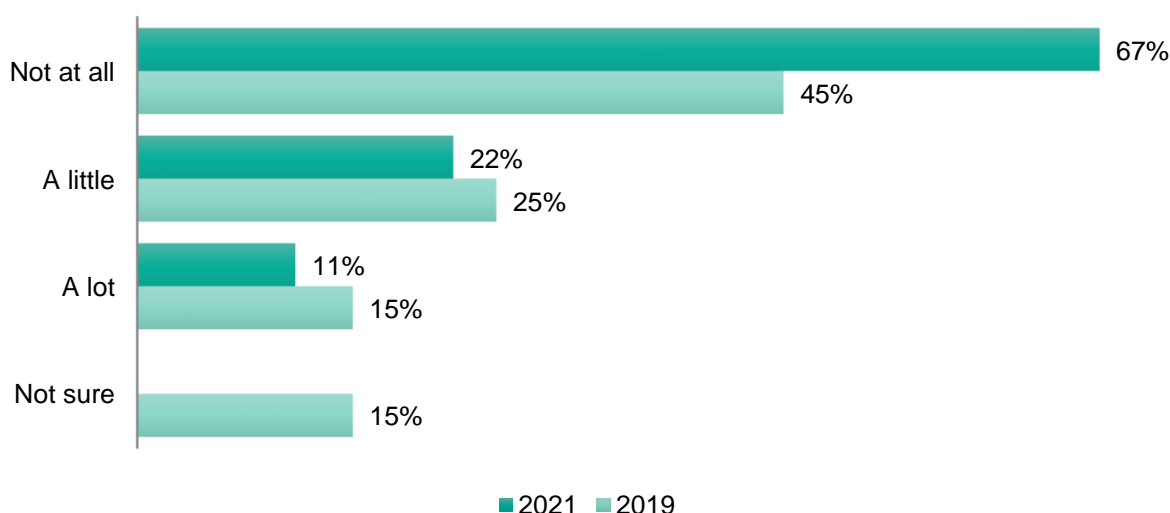
‘Other’ responses included: *The problems won't go away unless the problem people move out from block; I asked my local bank to install an ATM machine inside the building (they refused); Attended David Southwick's special forum on regulating rooming houses; Don't carry anything of value or cash on me; and No longer go out in the evening.*

Did you feel safer as a result of taking these actions?

18 people responded to this question in 2021, compared with 20 in 2019. 'Not sure' was not an option in 2019.



Did taking these actions negatively impact your quality of life?

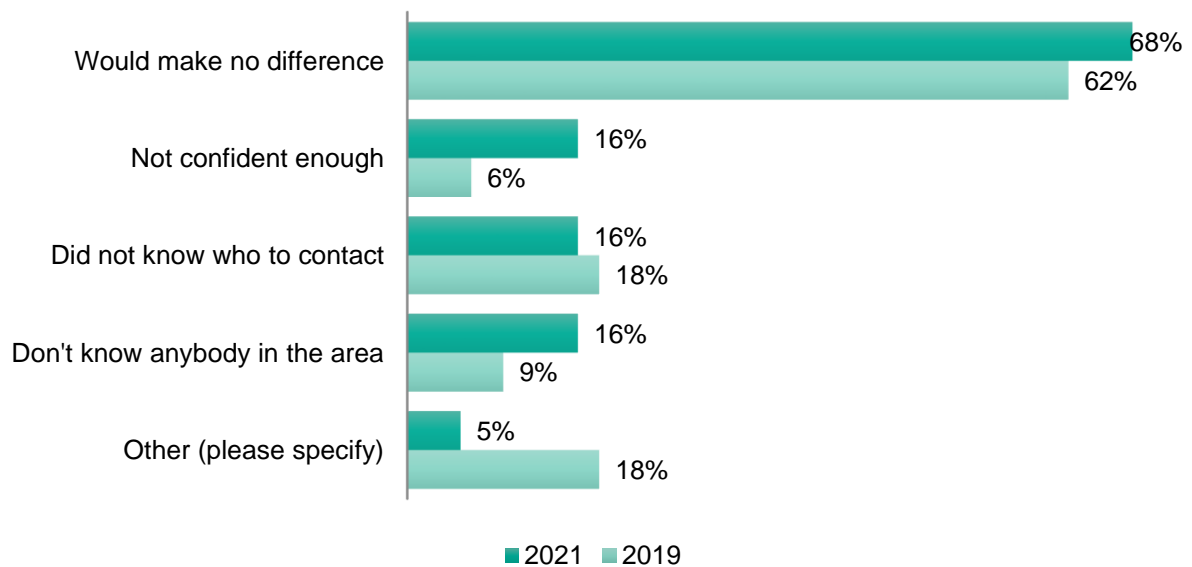


If these precautions did negatively impact your quality of life, how so?

<i>Don't like the feeling of having to watch out and be on edge.</i>
<i>Lack of action/follow-up by authorities in relation to homeless and beggars in local shopping strip</i>
<i>It confirmed my fear that reporting the incident would only escalate the risks, threat and danger.</i>
<i>Troublemakers still behave the same.</i>
<i>By not taking my mobile phone with me on walks makes me feel vulnerable in the event that I need help or need to call for help.</i>
<i>I have been physically threatened and harassed by a tenant in my block (where I am an owner-occupier). I sometimes do not go outside if I know she is there.</i>

If you answered No in question 15, what are the reasons why you took no action about your worry about robbery?

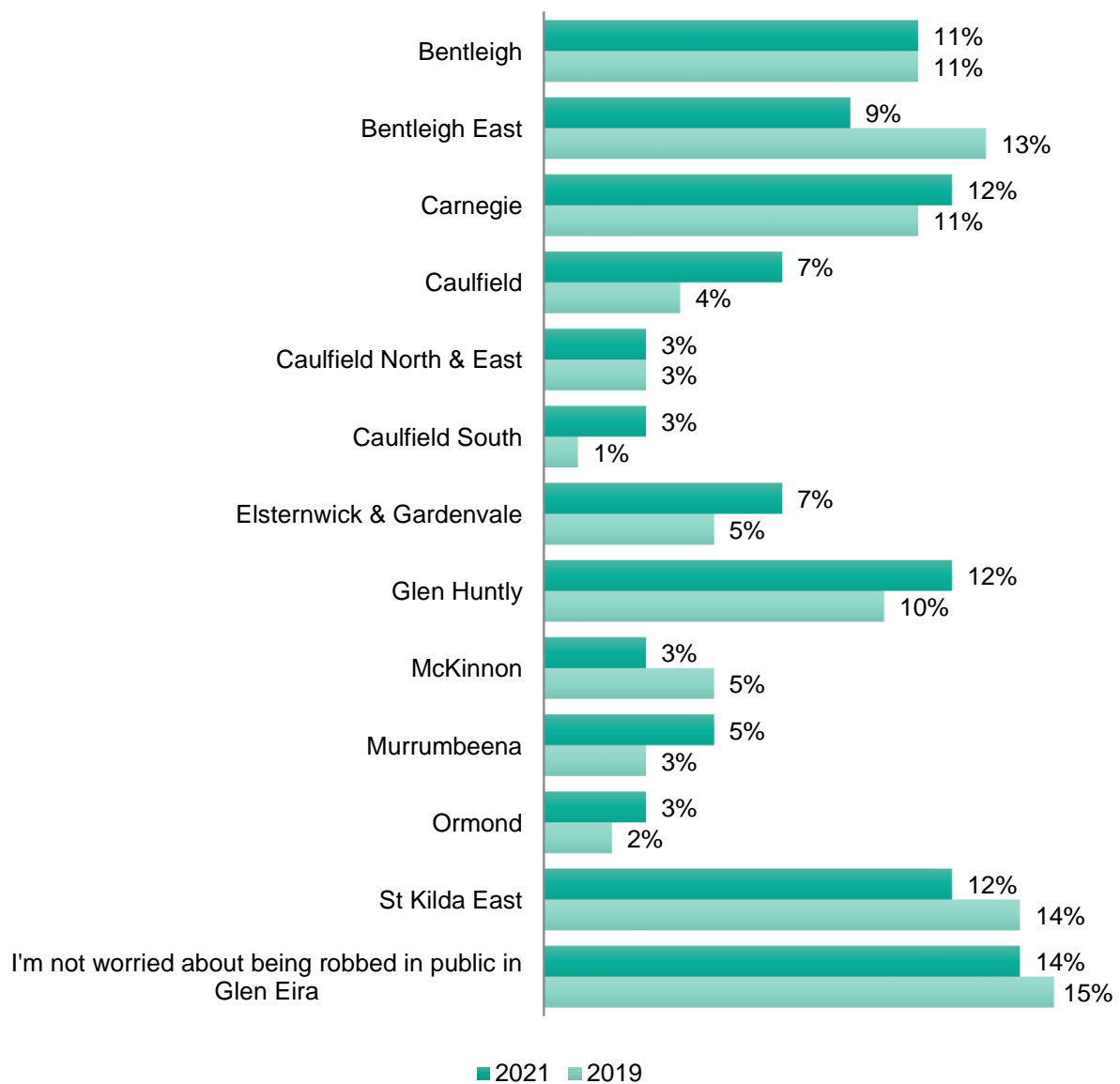
19 people responded to this question in 2021, compared with 34 in 2019.



'Other' responses included: *I don't think I need any additional support for this worry.*

If you are worried about being robbed in public in Glen Eira, in which three suburbs are you most worried?

Participants could choose up to three options for this question. 74 responses were received in 2021, compared with 91 in 2019.

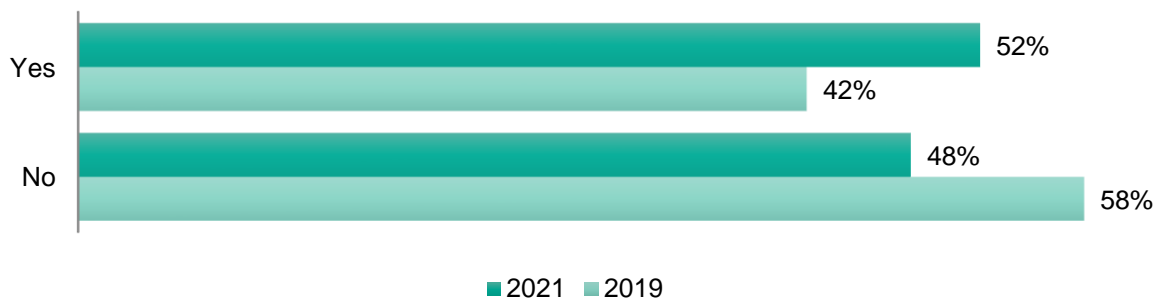


(If you answered No in question 9) What are the reasons why you took no action about your worry about burglary?

<i>Already feel secure</i>
<i>Took other actions</i>
<i>Have friends stay while I'm away to look after pet</i>
<i>My dog is a good guard dog</i>
<i>Non-issue for me</i>
<i>I was not aware of Council's Crime Prevention Kit</i>

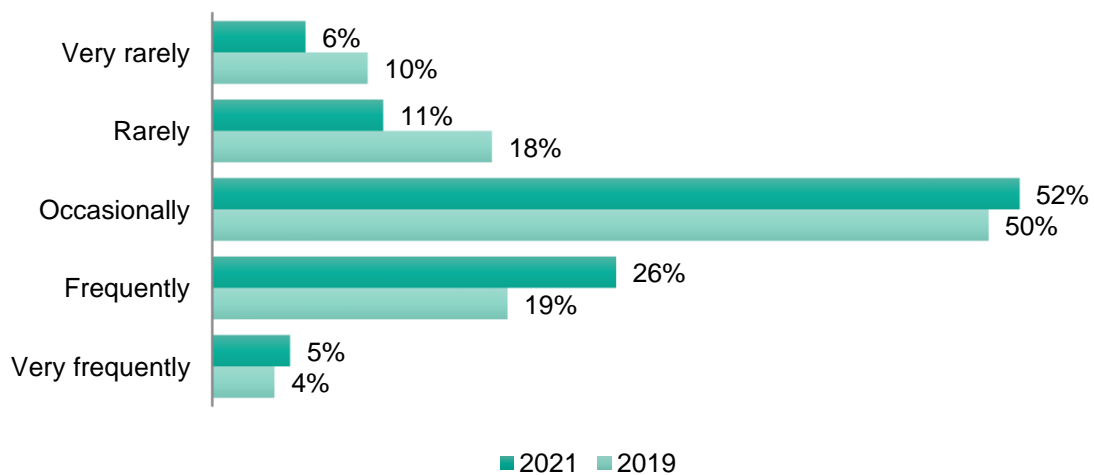
Worry about online abuse and fraud

In the last year, have you felt worried about being a victim of online or phone fraud, scams, abuse or harassment?



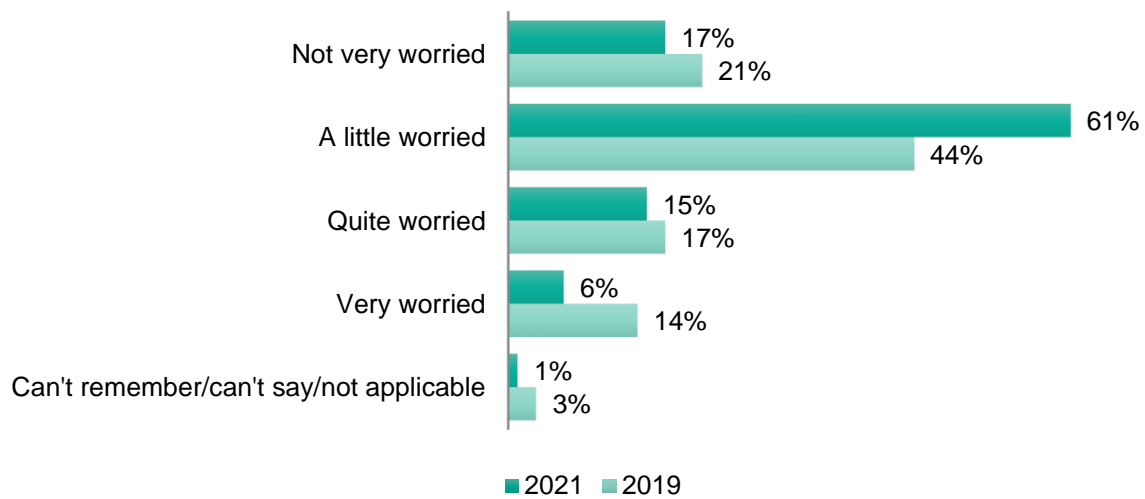
How often have you felt like this in the last year?

98 people responded to this question in 2021, compared with 84 in 2019.



On the last occasion you worried about being a victim of online or phone fraud, scams, abuse or harassment, how worried did you feel? If you can't remember, please say so.

99 people responded to this question in 2021, compared with 86 in 2019.

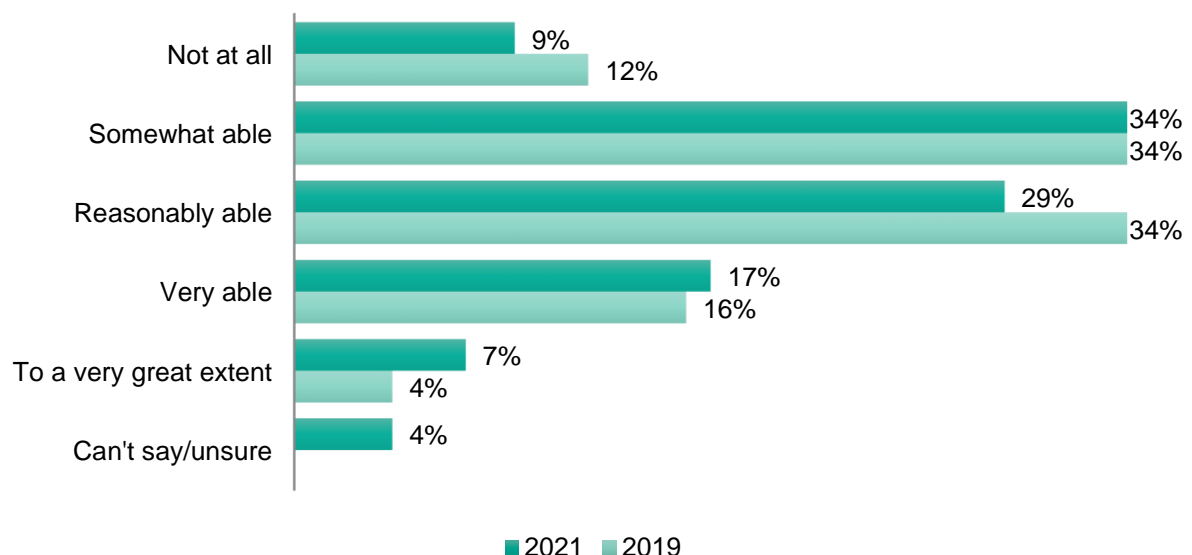


Worry about being a victim of crime

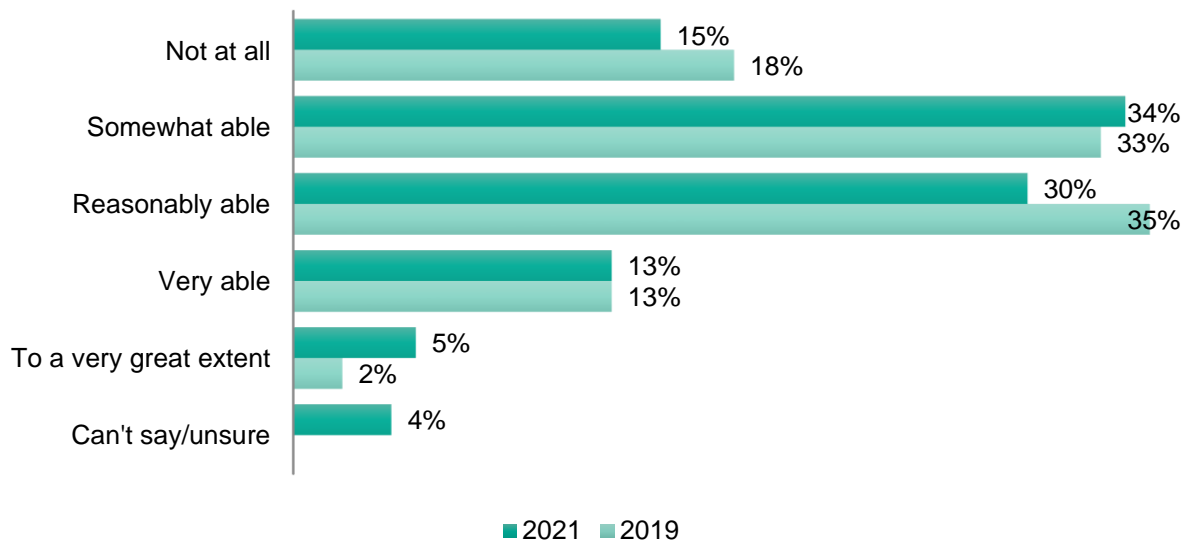
How much do you feel you can avoid being a victim of the following crimes?

Participants could choose one of six options for each part to this question. 'Can't say/unsure' was not included in the 2019 survey.

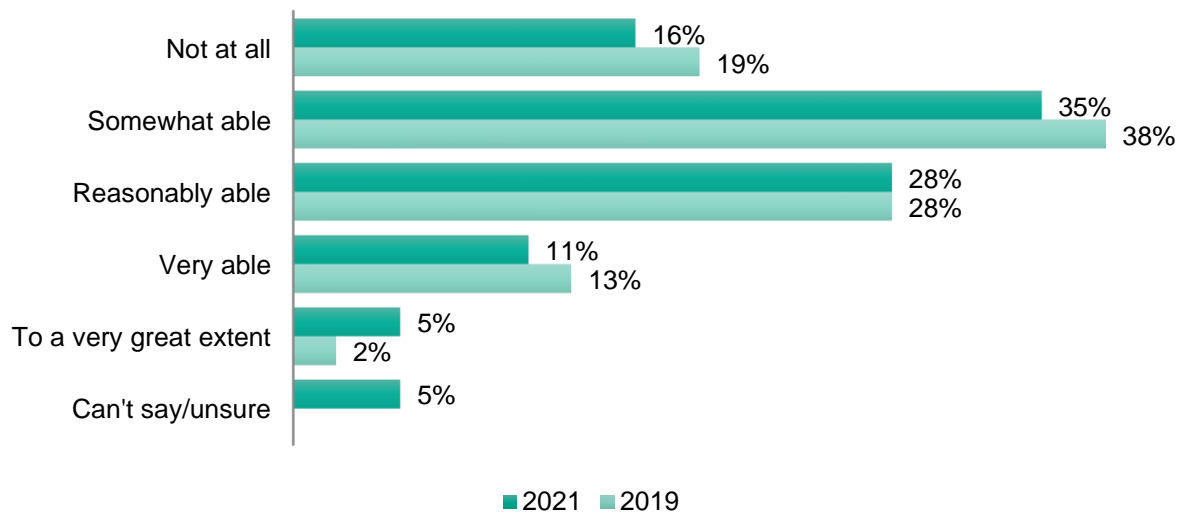
Having your home burgled



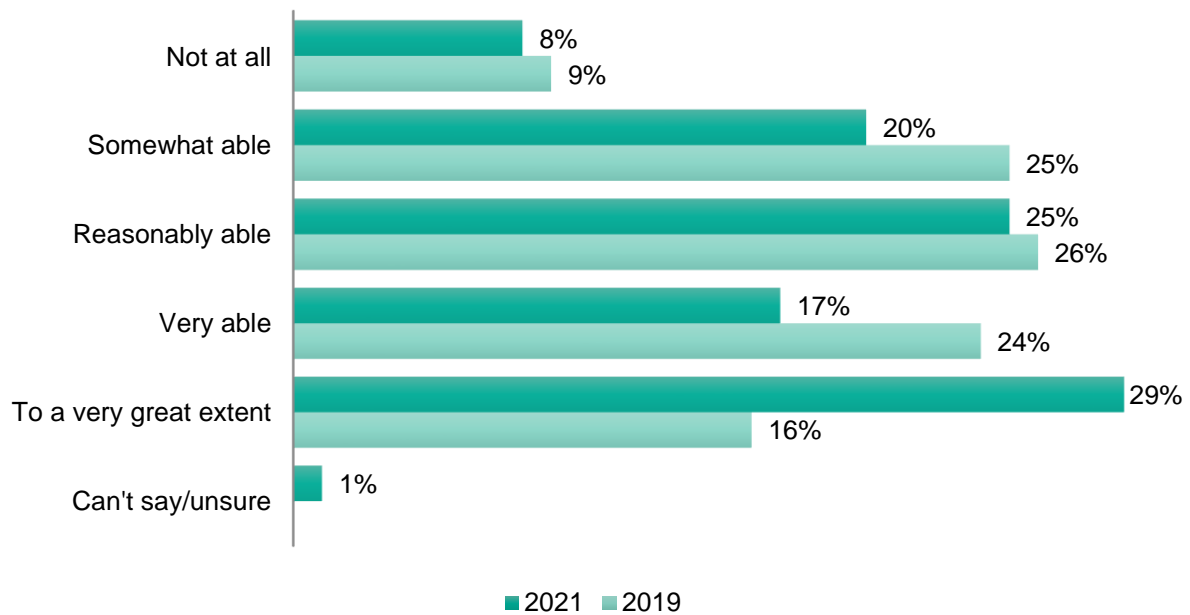
Being robbed in public



Being harmed in public

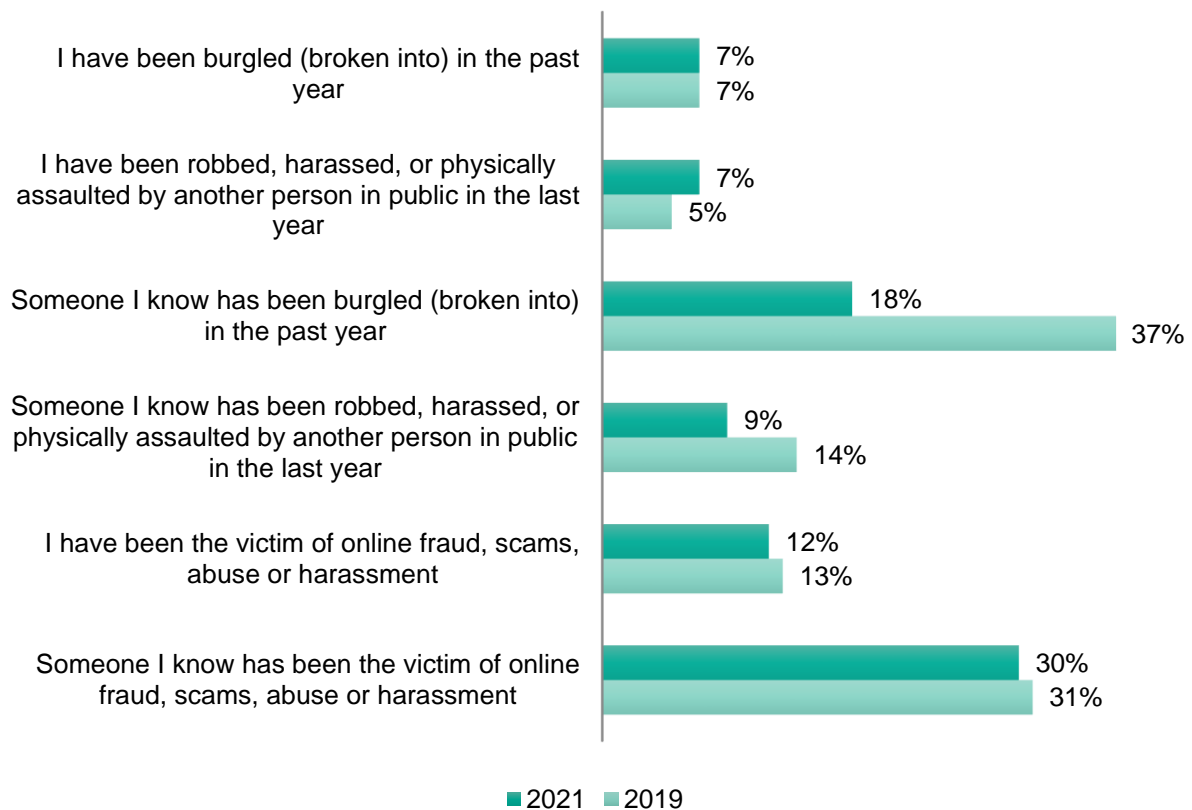


Being the victim of online or phone fraud, a scam, online abuse or harassment



Which of these statements is true for you?

Participants could choose as many options as they liked.

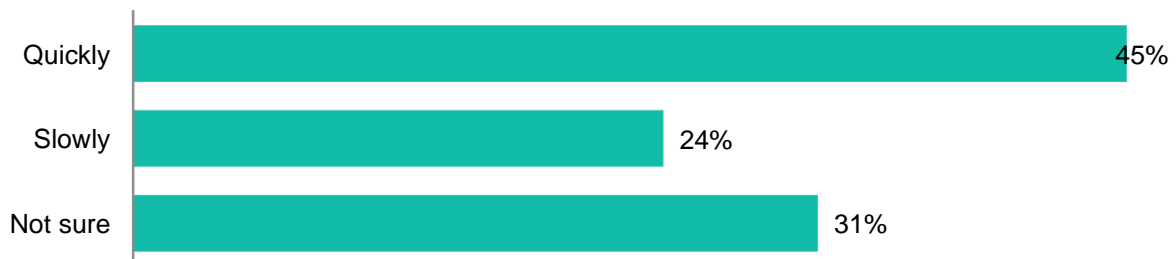


Policing

A sense of safety can be affected by how we perceive and feel about a place as well as what we witness in that place. As a Council we work with partners across different sectors to address issues which impact on our safety, one of our key partners is Victoria Police.

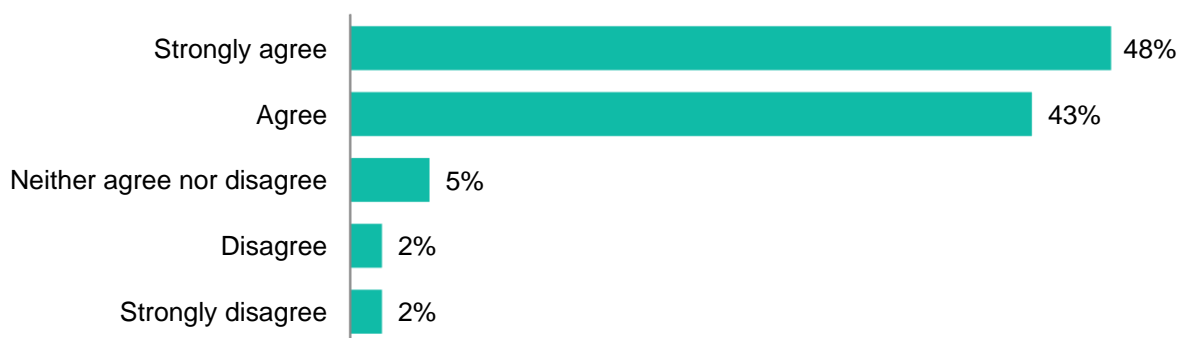
This section was not in the 2019 survey.

How quickly or slowly do you believe Police would arrive at the scene of a violent crime if it were to occur near your house:

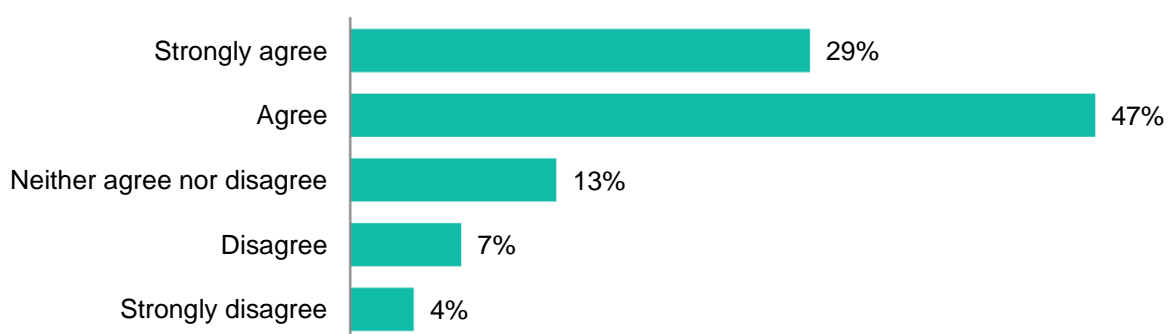


How much do you agree or disagree with the following statements about the police?
Participants could choose one of five options for each part to this question.

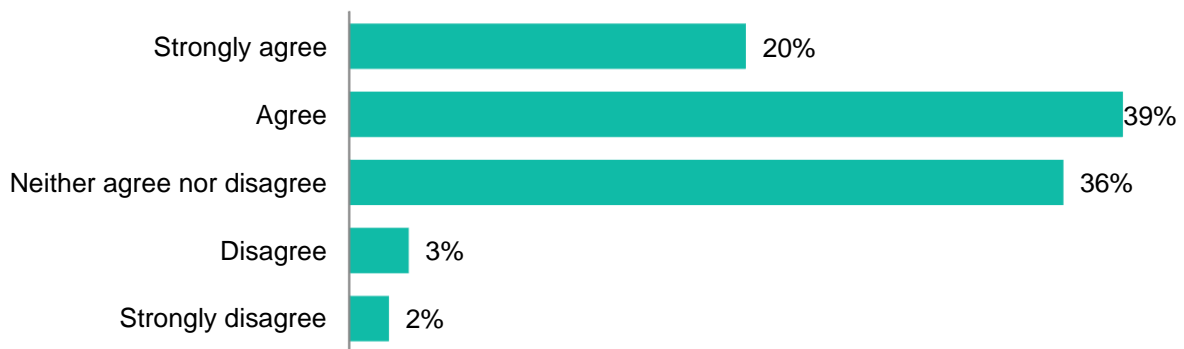
I feel a moral obligation to obey the police in my neighbourhood



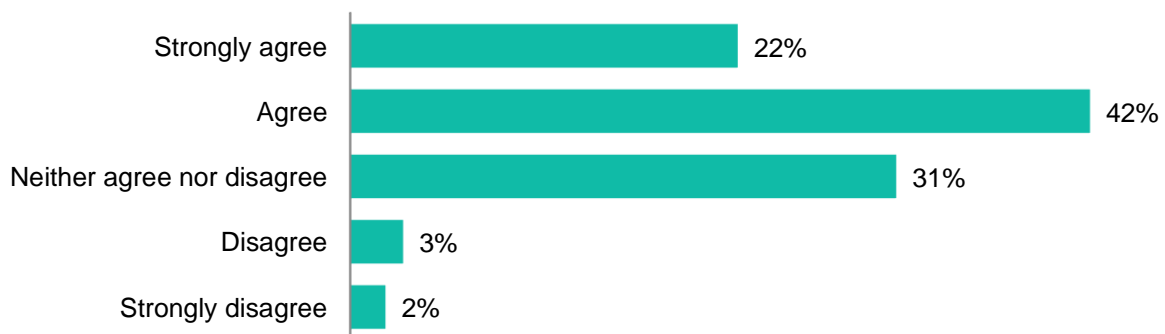
I feel a moral obligation to support the decisions of police officers in my neighbourhood, even when I don't understand the reasons behind them



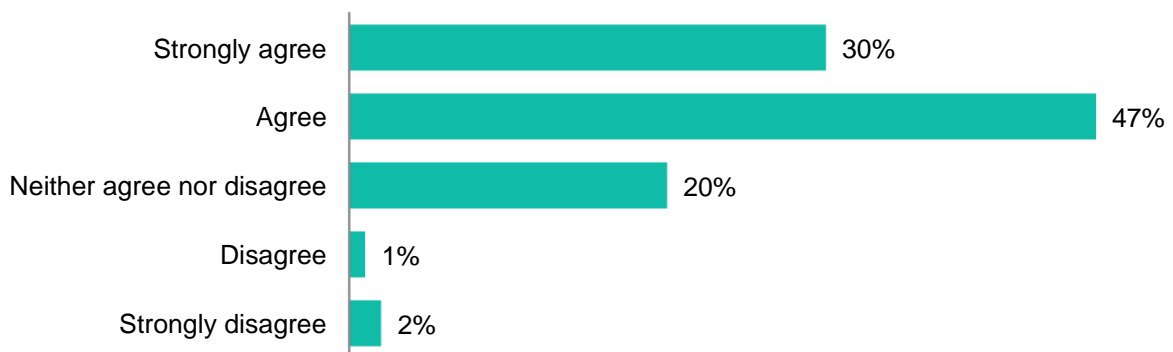
The police in my neighbourhood have the same sense of right and wrong as me



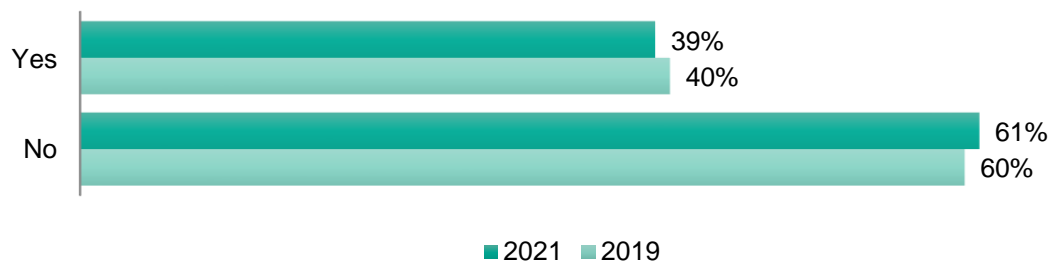
The police in my neighbourhood stand up for values that are important to people like me



I support the way the police in my neighbourhood usually act



Would you like to participate in a focus group to work together to develop our new Glen Eira Community Safety Plan 2022-2026? (one to two workshop sessions)



SECTION TWO: DOMESTIC ANIMAL MANAGEMENT PLAN 2022-2026

Council is developing its next *Domestic Animal Management Plan* and sought input from Community Voice members to shape this plan.

We wanted to gain ideas from members on how Council can help enable the co-existence of pets, pet and non-pet owners. Part of this goal is not only to ensure the cats and dogs of Glen Eira are looked after but to encourage good pet practices that benefit our whole community.

Every Victorian council must develop a *Domestic Animal Management Plan* that outlines Council's approach to the management of domestic animals including:

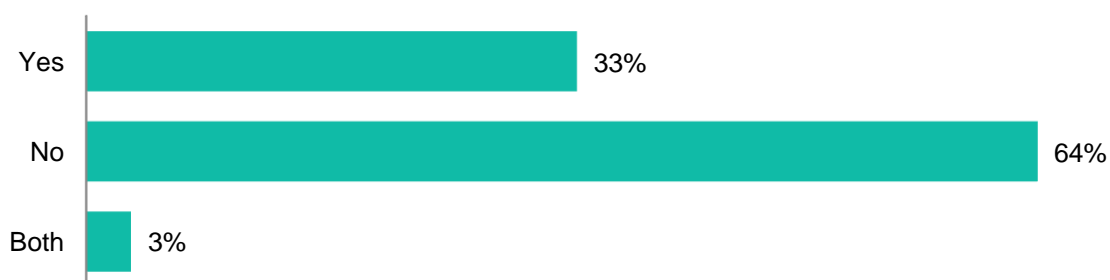
- encouraging the registration of dogs and cats
- promoting responsible pet ownership
- minimising the potential for domestic animals to create a nuisance
- minimising the risk of dog attacks on people and animals
- managing dangerous, menacing and restricted breed dogs
- monitoring and tackling overpopulation and euthanasia rates.

KEY FINDINGS

- 96 per cent (65 of 68) of respondents who owned a dog, a cat or both indicated they had registered them.
- 98 per cent of respondents either 'strongly agreed' (131) or 'agreed' (53) that pets gave great comfort and support to many people in the community.
- 49 per cent of respondents indicated in the past year, when out and about in their neighborhood, they had noticed dog poo left on the ground 'always' (34) or 'very often' (59).

Do you own a cat, dog or both?

189 responses were received for this question.



(If yes or both) Have you had an opportunity to register them?



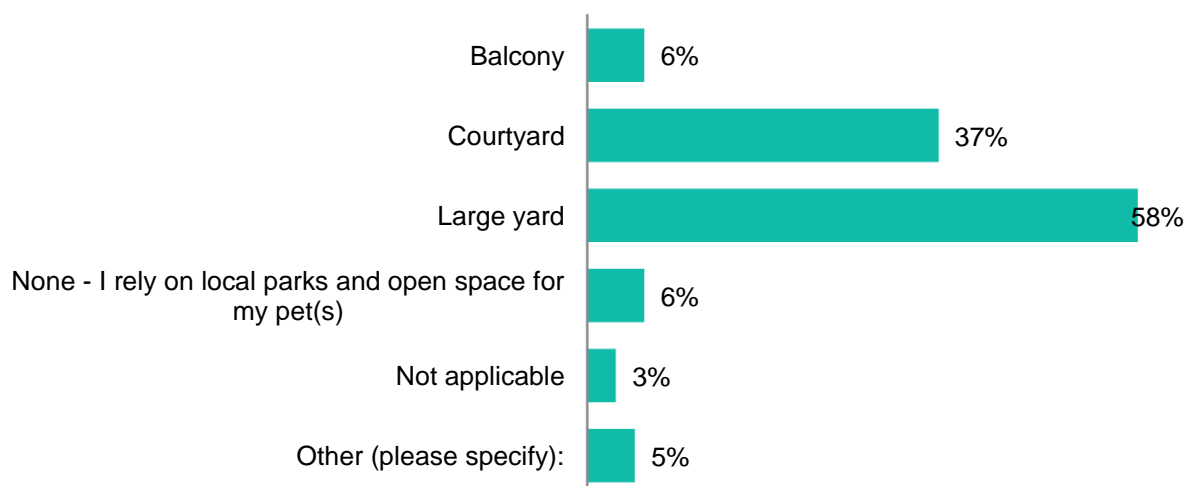
(If no) Why not?

Responses included:

<i>Registered with another Council</i>
<i>My cat was stolen and re-surfaced at a local vet after being scanned for its microchip years later</i>
<i>Our puppy is only two weeks old and due to Victoria's COVID-19 restrictions we're quite distrustful</i>

What type of open space do you have at home for your pet(s)?

65 responses were received for this question. Percentages are against the total responders for this question.

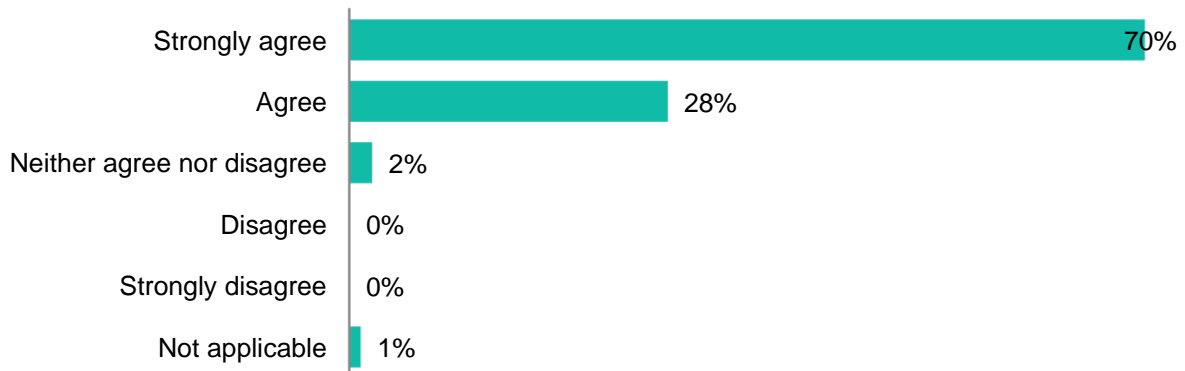


‘Other’ responses included: *I have an indoor only cat; My cat lives indoors to protect the birds, lizards and other creatures in my backyard; and Small yard.*

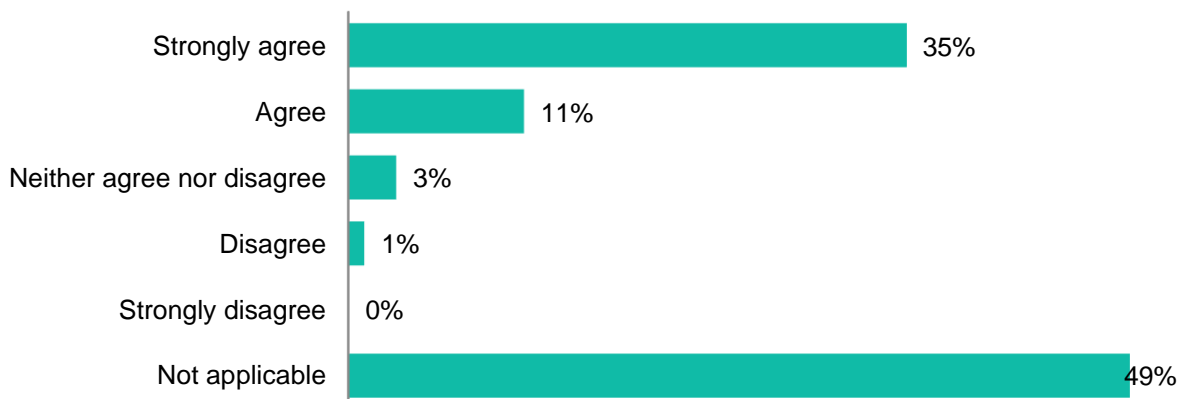
To what extent do you agree or disagree with the following statements?

For this multi-part question, participants could choose one of five options for each part.

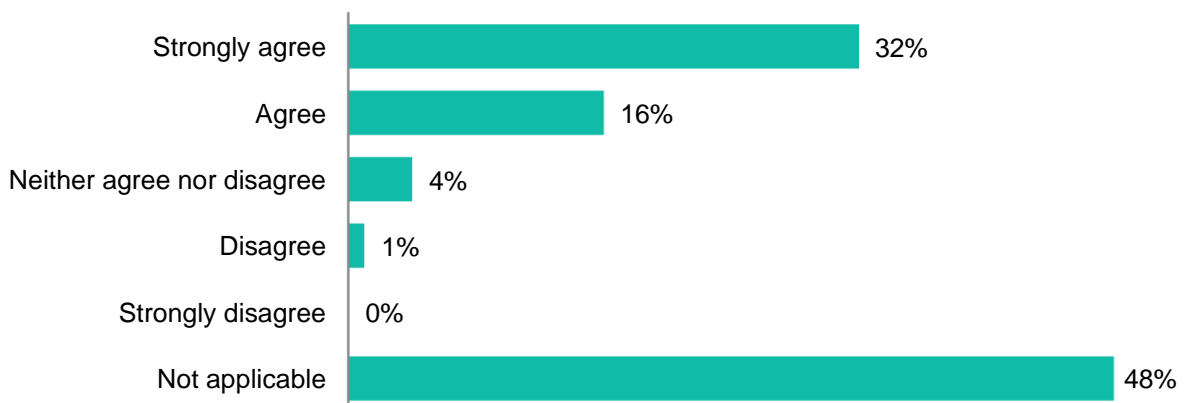
Pets give great comfort and support to many people in the community



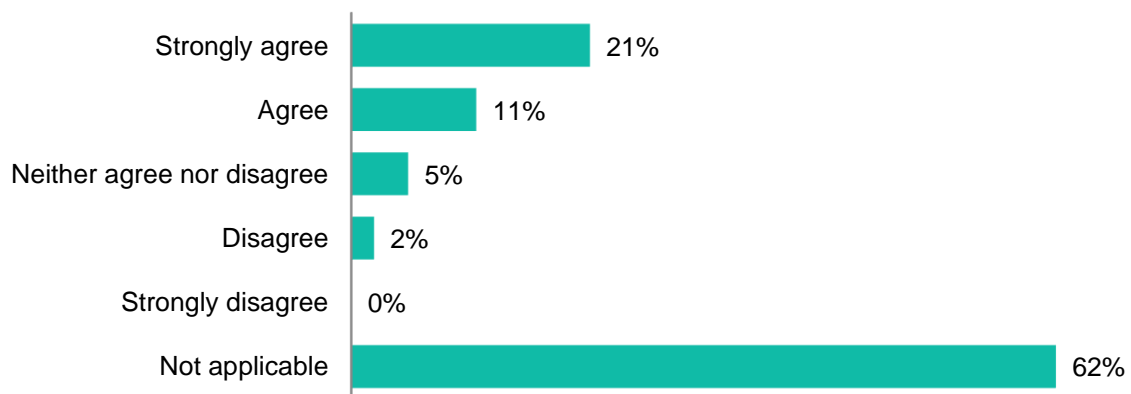
My/our pet/s are an important part of my/our family



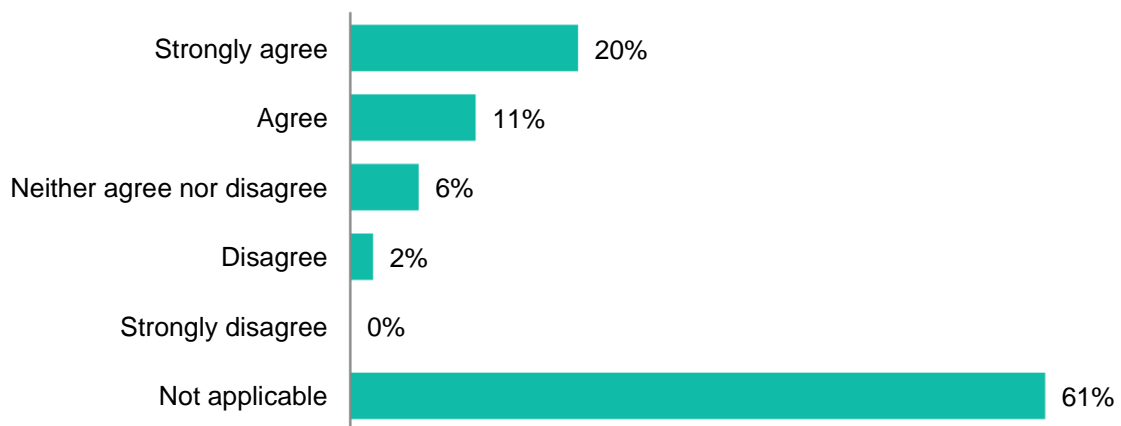
My/our pet gives me/us great comfort and support



I/we exercise more because I/we have a dog



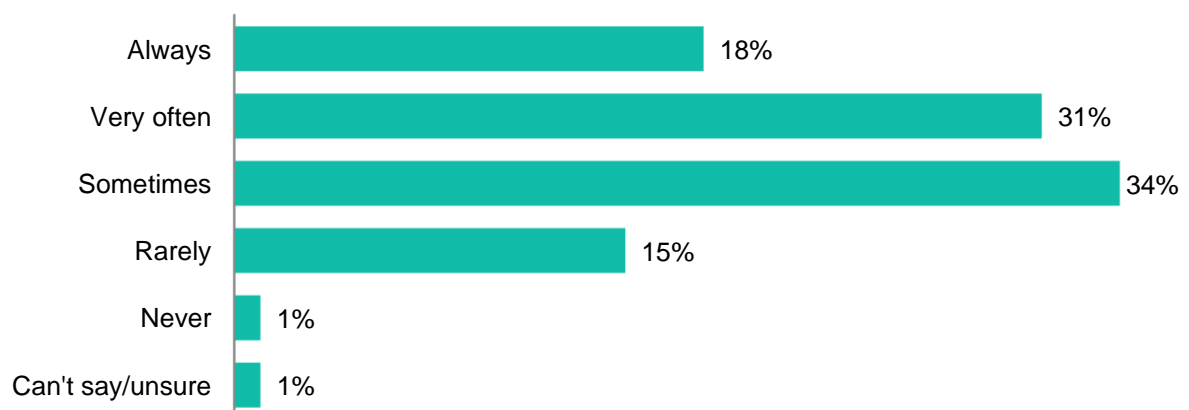
I/we talk to more people in our neighbourhood because I/we have a dog



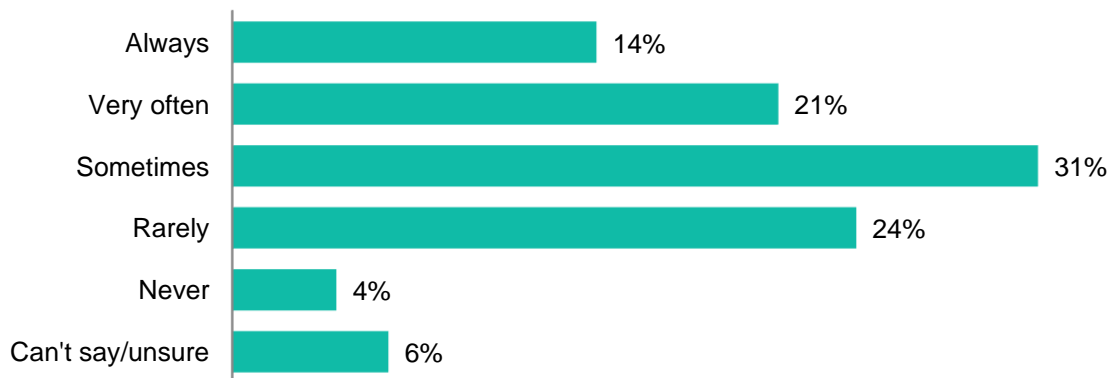
In the past year, have you noticed any of the following things about dogs when out and about in your local area?

For this multi-part question, participants could choose one of six options for each part.

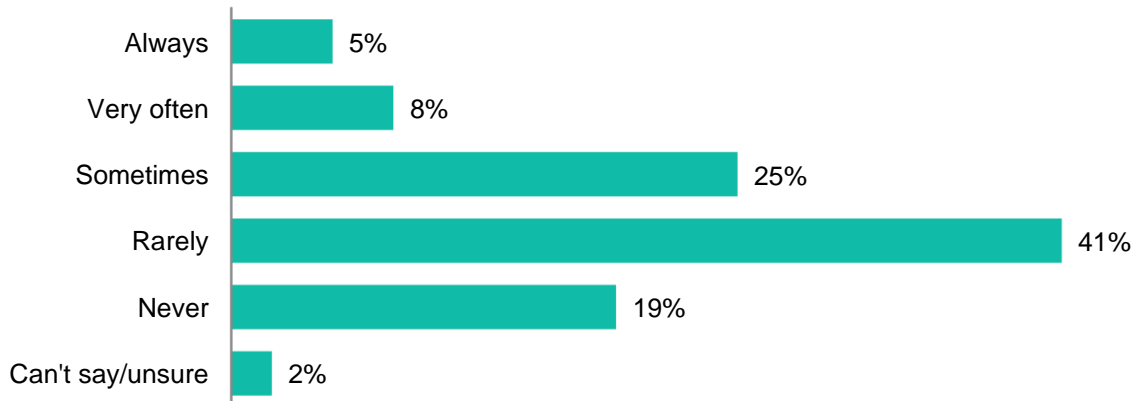
Dog poo left on the ground



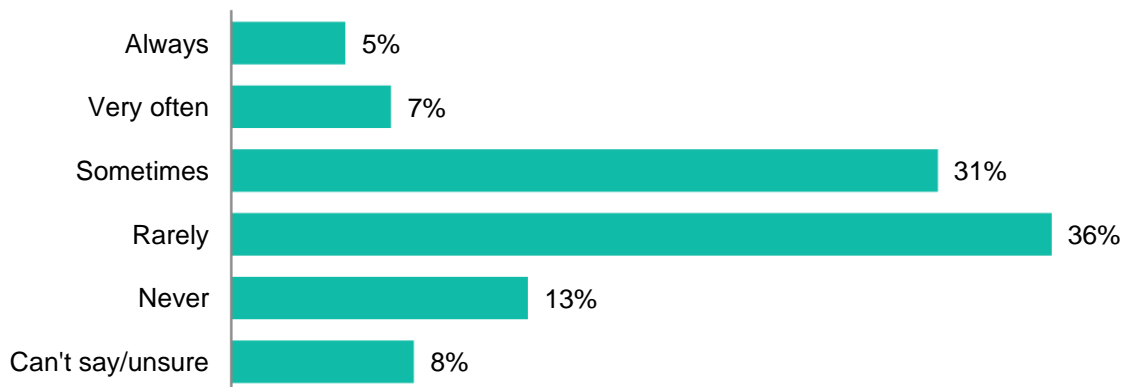
Dogs off-leash when they shouldn't be



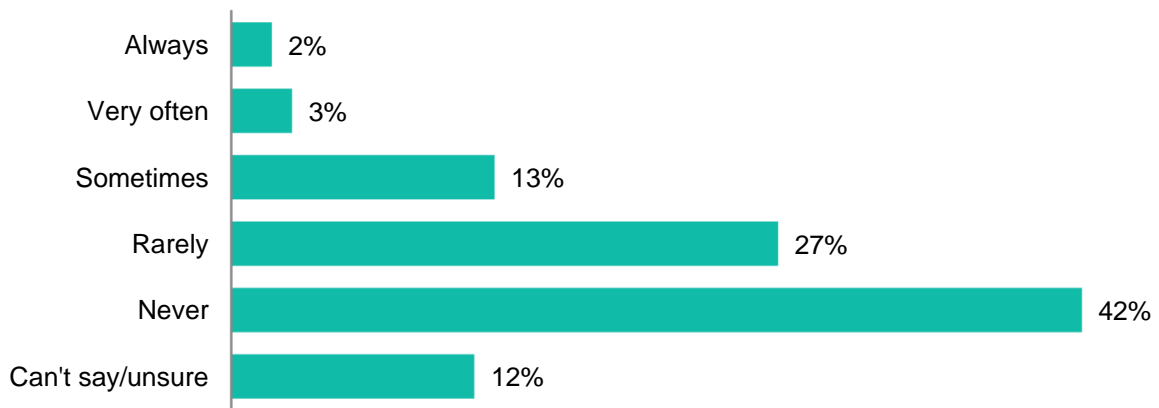
Dogs annoying or intimidating other people



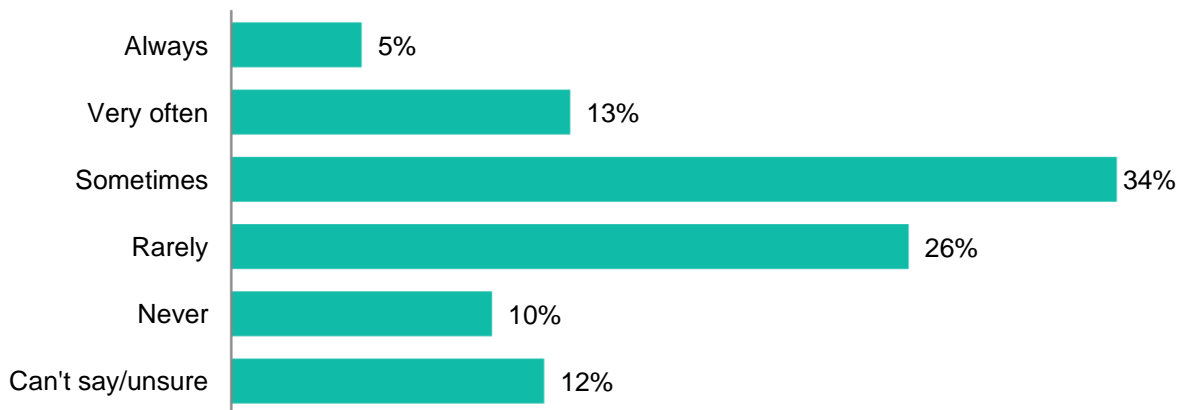
Dogs annoying or intimidating other dogs



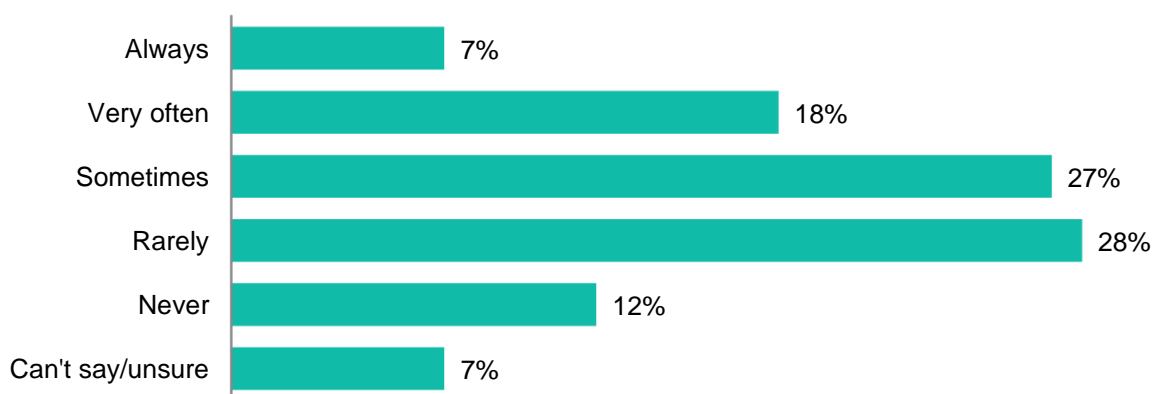
Dogs chasing/attacking wildlife



Dogs not returning to their owners when called



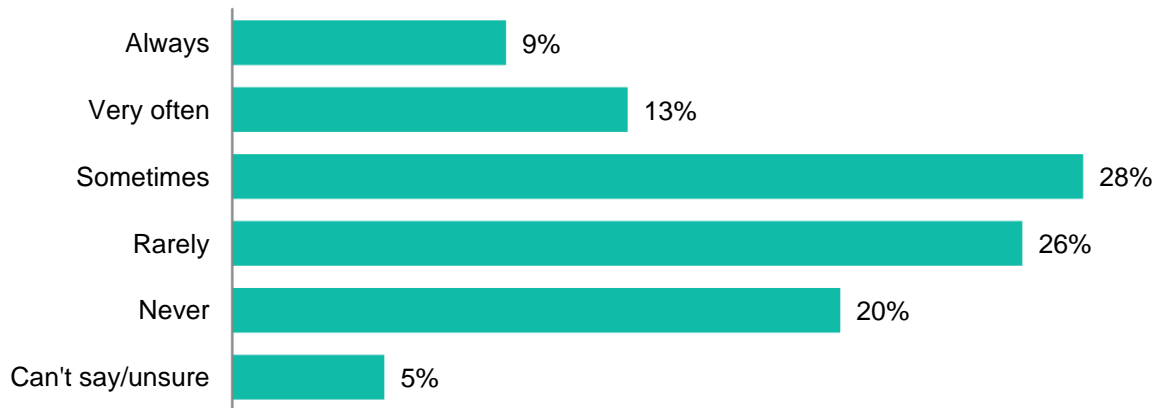
Dogs in playgrounds



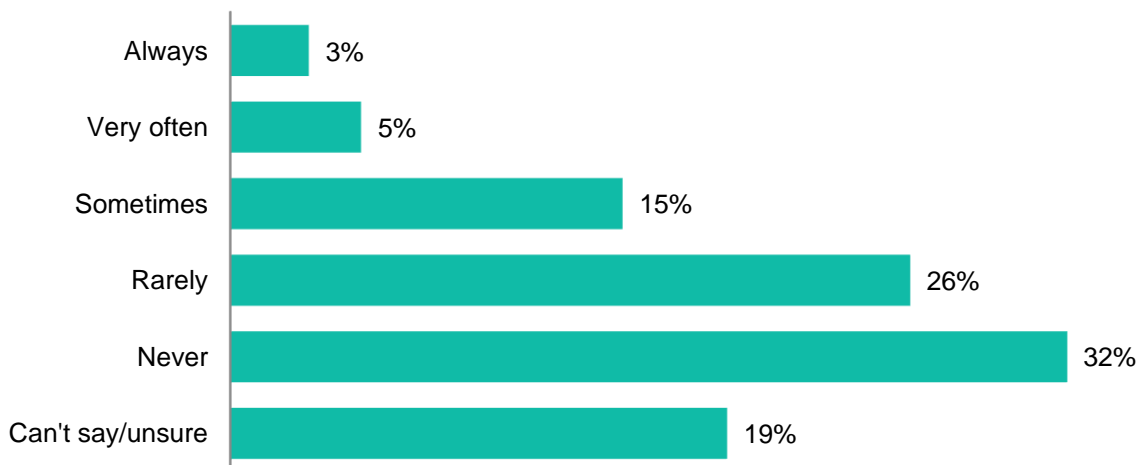
In the past year, have you noticed any of the following things about cats when out and about in your local area?

For this multi-part question, participants could choose one of six options for each part.

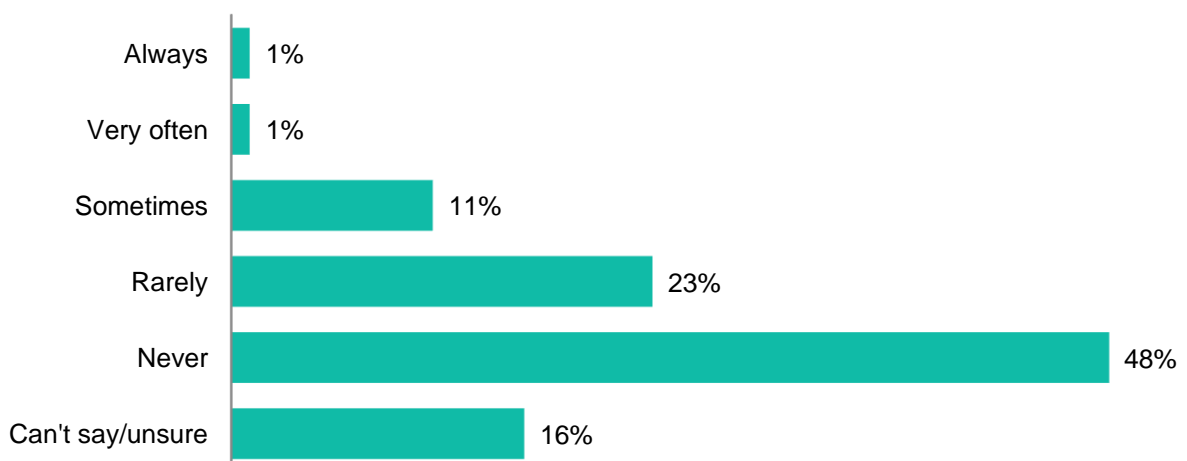
Cats trespassing on your property



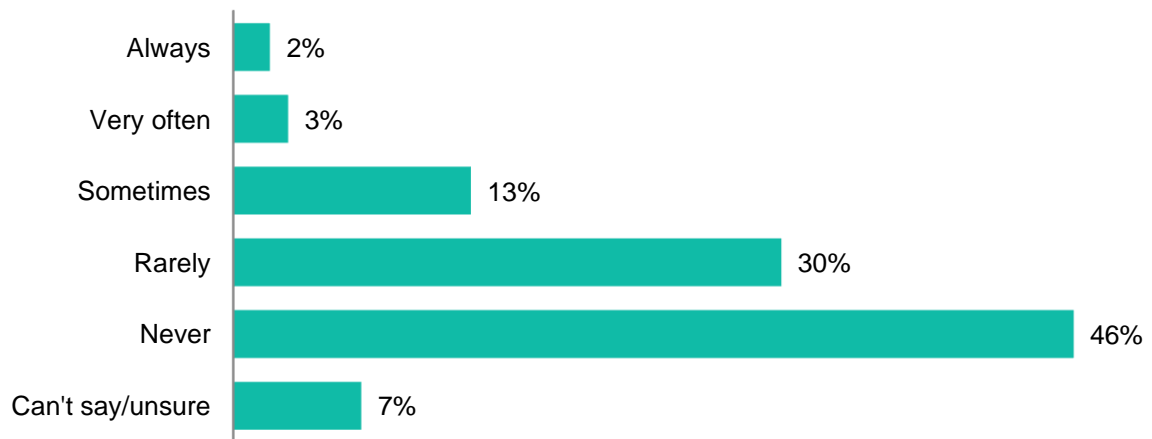
Cats preying on wildlife



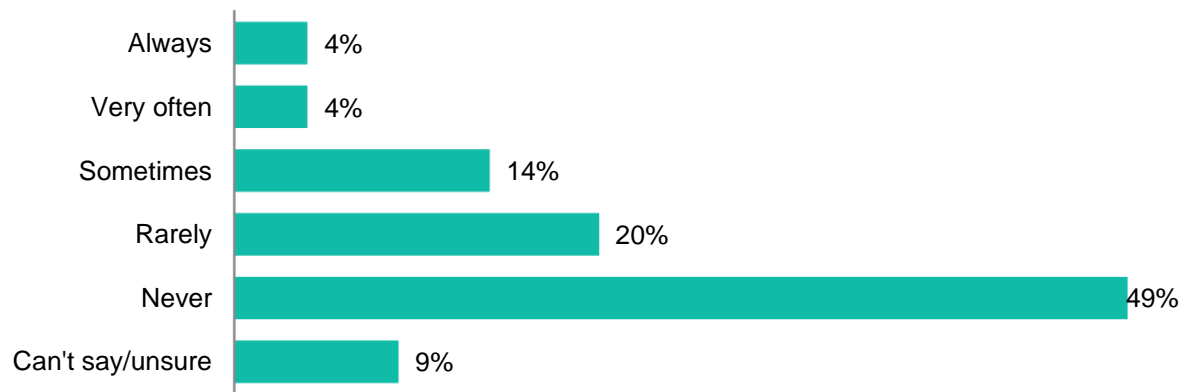
Cats appearing to be unowned or wild.



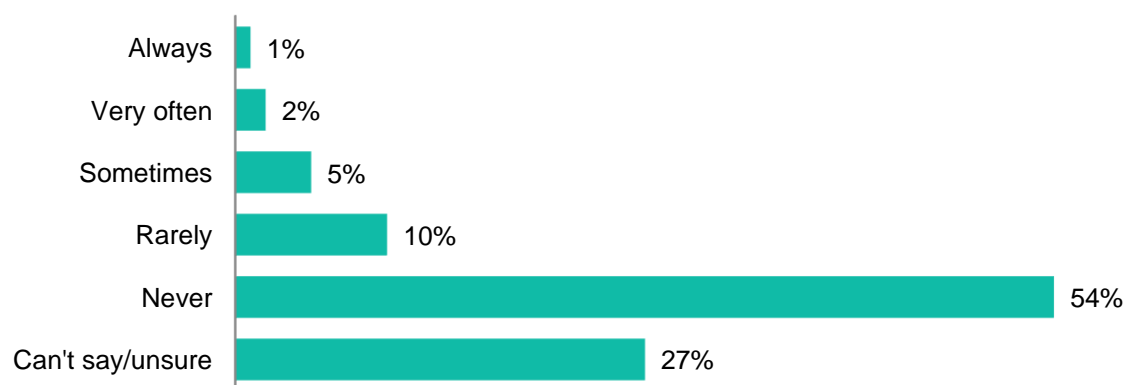
Cats fighting other cats



Cats disturbing garden beds or sandpits



Cats living in sensitive environmental areas or reserves



Is there anything else you would like to add on this topic?

Topics or themes of feedback	No. of responses
Better pet owner behaviours	30
Cats play up after dark	18
Reporting of pets and/or their owners	14
Dogs and/or cats well behaved	6
Dog off-lead area fencing	5
Dog ownership during COVID	5
Question wording problematic	4
Animals other than cats and dogs	2
Other	11

Illustrative quotes:

“We used to have a cat. The most important thing would be to have a cat curfew so they are kept inside at night” (Male, 18-24, Glen Huntly)

“Love seeing dogs around the neighborhood. Would love more dog parks and secure/fenced spaces for them, then I might be more inclined to get one” (Female, 25-34, Bentleigh East)

“You ask if people talk to me more because I have a dog. But the question should be the other way! I talk to people less when they have a dog!” (Male, 50-59, Elsternwick)

“There needs to a blitz type operation to reinforce on-lead areas in parks as well as the rules around playgrounds. Once word gets out that council is checking it should discourage dogs being off lead where they shouldn’t be” (Male, 50-59, Ormond)

SECTION THREE: OUR HOUSING, OUR FUTURE: A NEW HOUSING STRATEGY FOR GLEN EIRA

Council is developing a new Housing Strategy to help plan for housing in Glen Eira now and into the future.

We sought feedback from Community Voice members to gain insights on the topic and test what we have heard from the community so far.

The strategy will seek to promote:

- Housing affordability
- Homes for everyone
- Accessibility to transport
- The quality of buildings.

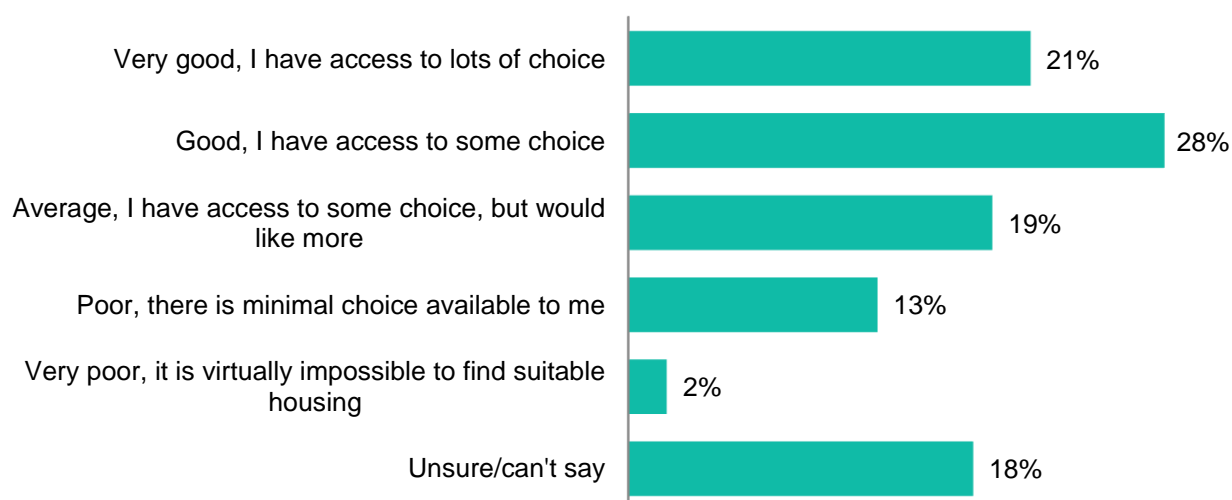
It will also aim to identify locations in Glen Eira where new or more housing should go to meet the needs of our growing community.

To help develop the Strategy we've engaged with the wider community on key housing themes, and through an online community-wide survey.

KEY FINDINGS

- 49 per cent of respondents rated the supply of housing in Glen Eira for them either 'very good, I have access to lots of choice' (21 per cent, 40) or 'good, I have access to some choice' (28 per cent, 52).
- 67 per cent of respondents (115) indicated that 'housing that is more environmentally friendly' would make Glen Eira overall a better place for housing choice in the future.
- When providing feedback and ideas for what would make an area suitable for less development, more than 40 pieces of feedback touched on consideration of:
 - Open space (45)
 - Single dwelling areas (43)

Thinking about your own circumstances and needs, how would you rate the supply of housing in Glen Eira for you?



Could you explain why you rated housing supply for you in this way?

Topics or themes of feedback	No. of responses
Value too high	55
Not looking / Already own	52
Supply of smaller dwellings exceeds demand	25
Affordable and available	24
Green design elements essential	4
Other	10

Illustrative quotes:

“There’s not enough houses of an appropriate size at a reasonable price. All the houses on a single block are being bought by developers and turned into town houses or apartments. It would be nice for the houses to remain houses” (Female, 18-24, Bentleigh)

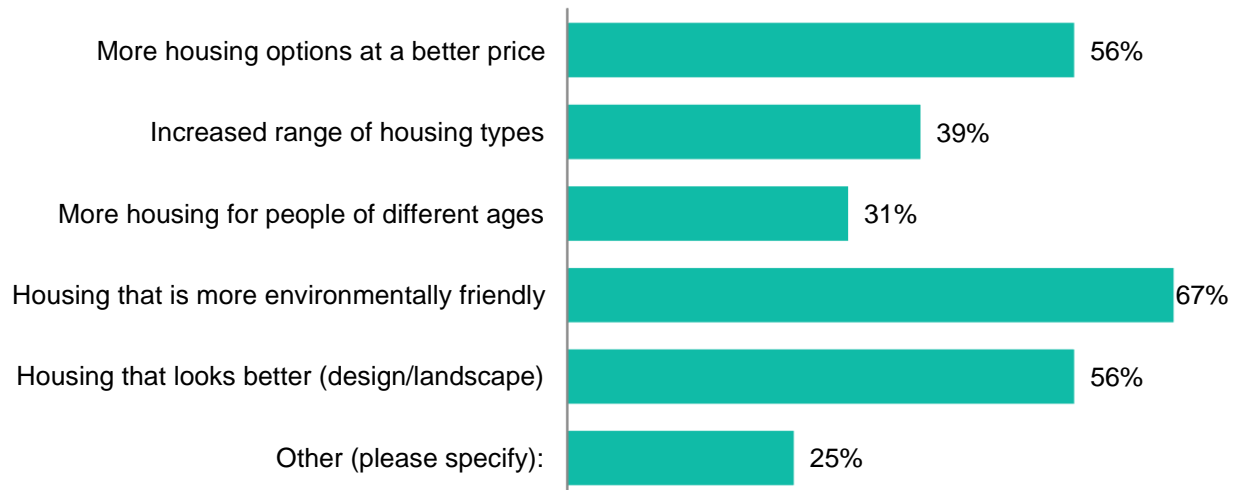
“Plenty of new housing , apartments and units in the area” (Male, 70+, Caulfield South)

“We have been renting for 15 years the same house. I haven’t looked into the market” (Female, 35-49, Caulfield North)

“City of Glen Eira is offering more high density housing, less options to families, household groups when there is an abundance of apartments, townhouses, inappropriate developments. The proportion of independent dwellers has reduced throughout this Pandemic.” (Female, 50-59, Elsternwick)

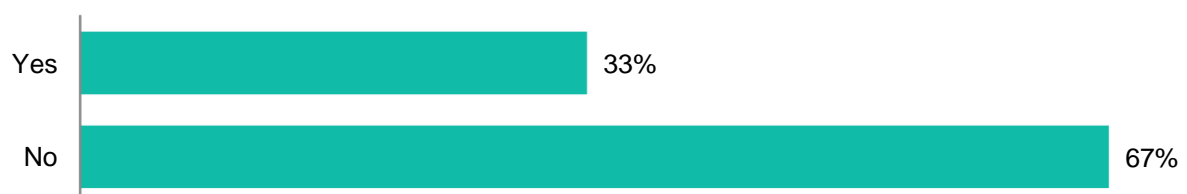
In your view, what would make Glen Eira overall a better place for housing choice in the future? Please choose any/all options that you think are relevant.

Participants could as many options as they liked. **Percentages indicate the number of participants that selected each option against all participants.**



‘Other’ responses included: *Housing for vulnerable, including elderly and single parents; Fewer high developments built to the edges of properties; Implementing measures to reduce risk of overpopulation; Environmental considerations factored into housing designs; Preservation of local character; Design elements that help the community feel safer; Accessibility with open green spaces; Less interference from Council with property developments; Nothing; Retirement complexes; Beautifying commercial and retail areas; and Large communal spaces for apartment block neighbourhoods, like in Barcelona.*

Through the community-wide survey, we have heard that the look/design of new flats and apartments is a key issue for some. Can you identify any examples in your neighbourhood, where you think new flats and apartments have been done well?



Illustrative quotes:

“Redevelopments either side of Centre / East Boundary Road is theoretically quite well located, even if local transit options are sub-par; frequency improvements (at least triple services on existing routes) would help.” (Male, 25-34, Bentleigh East)

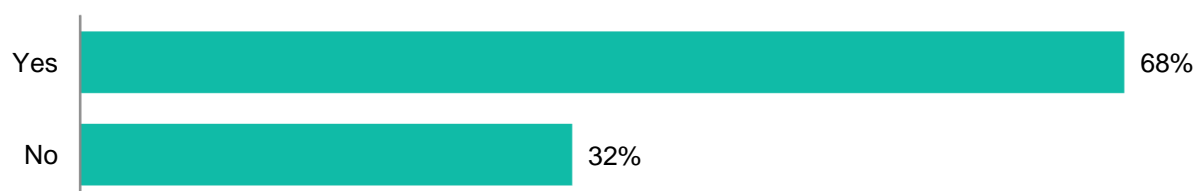
“New apartments on Centre rd through Bentleigh are generally good.” (Male, 50-59, Bentleigh)

*“All over, Carnegie, Murrumbeena, Bentleigh East etc” (Male, 60-69, Bentleigh East)
Pace apartments opposite Carnegie central is a superb design.*

“By contrast the rust/orange block of apartments on Dandenong Rd near Officeworks (Carnegie) look like just a modern twist on housing commission. This is an eyesore in the area. We actually need bigger (nicer) buildings around it to block the view of it.” (Female, 35-49, Carnegie)

One role of a Housing Strategy is to identify areas where more new housing should go and areas where less housing should go. This challenge is a key issue discussed in the community-wide survey results to date.

Do you have any ideas for what would make an area suitable for less development?



Those who responded with 'yes' specified with:

Topics or themes of feedback	No. of responses
Open space	45
Single dwelling areas	43
Parking	36
Accessibility	27
Character	24
Overdeveloped areas	21
No new developments	11
Heritage	9
Infrastructure	4
Overcrowded areas	3
Privacy	3

Illustrative quotes:

“I think heritage properties should be protected, and the classification of heritage should be more inclusive. Blocks should not be subdivided to protect heritage homes” (Female, 35-49, Caulfield South)

“Clearly the closer to high density, the more density it attracts and v/v. So heritage streets are less suitable. The closer to Public transport etc the better. But then you risk getting high rise ghettos” (Male, 50-59, Elsternwick)

“Places that are far away from services and not well serviced by public transport” (Female,

25-34, Carnegie)

“Open space is a problem in Glen Eira. Lockdowns will continue so any development which reduces open space is bad. Also developments should dictate a minimal amount of open space.” (Male, 70+, Caulfield North)

Do you have any ideas for what would make an area suitable for more development?



Those who responded with 'yes' specified with:

Topics or themes of feedback	No. of responses
Accessible areas	51
Commercial areas	27
Open space	19
Establish areas (e.g. residential streets/heritage buildings)	13
Location	11
Main roads	10
Unused areas	9

Illustrative quotes:

“Generally, run down areas. The old factory area in Balaclava Rd on the corner of Kambrook Street is an example. To disturb heritage areas is very undesirable” (Male, 70+, Caulfield North)

“Near train stations and shops to allow residents to access services” (Female, 35-49, Carnegie)

“Development should be kept within walking distance of public transport, i think train stations are the optimum of this but trams are a close second. I want to say walking distance is around 5km. I would like to see development focused to with 5km of train/ tram stations” (Male, 18-24, Glen Huntly)

The context is key. There should be access to public transport and other amenities. It should be a location that encourages sustainable forms of transport over car use” (Female, 25-34, Murrumbeena)

YOUR FEEDBACK ON THIS SURVEY

Overall, how would you describe your experience of this survey?



Overall, did you think the time taken to complete the survey was:



Do you have any comments about your experience to date and your expectations for Community Voice?

A summary of key themes and topics from comments provided are outlined below.

Theme	No. of responses
Positive experience	21
Survey questions problematic	18
Await how Council acts upon feedback	16
Various topics	12
Planning grievances	3

Illustrative quotes:

“A good variety of topics keep coming that make me think” (Male, 50-59, Ormond)

“Some of the survey questions where formatted strangely, they didn’t go from very strong negative to very strong positive the answers where all mixed through randomly and that made it hard to answer. I’d also just like to add, i strongly believe we need better bike lanes, maybe some bike parking at shops” (Male, 18-24, Glen Huntly)

“Not sure why you would ask a question which requires a comment about language communication. Surely, If I had a problem with understanding the English news, I would also have a problem answering these questions” (Female, 60-69, Ormond)

“This survey was easy to understand and about the right length” (Female, 35-49, Carnegie)

"It's good to be asked to contribute my thoughts, experiences and ideas. As far as expectations, I would love to know what eventually transpires (in terms of new or changed regulations, etc.) as a result of residents' input. Thanks!" (Female, 50-59, Ormond)

"Community voice appears to focus on matters put up by council. it would be good if there was a means where community members were able to put forward matters or suggestions for study." (Male, 70+, Glen Huntly)



Community Voice Survey August 2021: Community confidence and feelings of safety, Domestic Animal Management Plan 2022-2026, Our Housing, Our Future: A new housing strategy for Glen Eira

Welcome to the latest Glen Eira Community Voice survey for 2021.

We want to ask you about the following topics:

1. Community confidence and feelings of safety
2. Domestic Animal Management Plan 2022-2026
3. Our Housing, Our Future: A new housing strategy for Glen Eira

This survey will take about 25 minutes to complete. Your input will be kept confidential, you will not be identified in any reports and your privacy will be respected.

The survey will close at 5pm on Friday 3 September 2021.

Questions or feedback?

Contact Community Voice Administrator, Chris Soderstrom communityvoice@gleneira.vic.gov.au

[Click here to find out more about Council's Privacy Statement/policy.](#)

Section One: Community Confidence and Feelings of Safety

In developing the 2017-2021 Council and Community Plan, community safety was identified by Glen Eira residents as a need of our growing community identified by the Community Vision 2040. As a result, the Community Safety Plan 2018-2022 was developed .

The purpose of the Community Confidence and Feelings of Safety Survey is to gain an understanding of the community's attitude of their environment and how it shapes their experience of living safely. The intention is to understand how the community feels about safety, identify safety priorities and use this information to inform and shape policies, services, and facilities. This survey was facilitated in 2019 and will be used again at a later date to measure changes in feelings towards safety based on implemented measures.

There are four sections to complete relating to:

- Information sources
- Safety in your local community
- Worry about crime in your home, and in public
- Policing

Your sources of information about safety and crime

1. What are your three most significant sources of information about safety and crime?

- ☐ Personal experience
- ☐ Word of mouth/information from other people
- ☐ Glen Eira News
- ☐ Metro/national newspapers
- ☐ Local newspapers
- ☐ News programs on TV
- ☐ News programs on radio
- ☐ Talkback radio
- ☐ Social media
- ☐ Other internet news sources
- ☐ Police
- ☐ Other (please specify)

Feelings of safety in your local community

2. To what extent do you agree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
This is a close-knit neighbourhood					
People in this neighbourhood can be trusted					
People around here are willing to help their neighbours					
The people who live here can be relied on to approach people who are acting suspiciously					
If I sensed trouble while in this area, I could raise the attention from people who live here for help					
The people who live here can be relied on to call the police if someone is acting suspiciously					

3. Would you rate each of the following issues in your local community?

	No problem	Minor problem	Major problem
Graffiti			
Drug use or dealing			
Noisy and/or nuisance neighbours			
Vandalism, for instance of community buildings, playgrounds or bus shelters			
People being harassed because of their skin colour, ethnic origin, religion, sexual orientation or disability			
People hanging around in the street			
Noisy/rowdy/inconsiderate behaviour in the street			
People in speeding cars			
People drinking in public			

4. What makes you feel safe in your local neighbourhood and parks? (Select all that apply)

- ☐ Lighting
- ☐ Other people being around
- ☐ Landscaping
- ☐ Fencing in parks to define boundaries

- ☐ Park Ranger presence
- ☐ Information and directional signage
- ☐ Surrounding residential properties
- ☐ Surrounding commercial properties
- ☐ Other (please specify)

Worry about home burglary

5. In the last year, have you ever felt worried about your home being burgled (i.e. broken into when you are home or not home)?

- ☐ Yes
- ☐ No

6. How often have you felt like this in the past year?

- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Very frequently
- ☐ Can't say/unsure

7. On the last occasion you worried about having your home broken into, how worried did you feel? If you can't remember, please say so.

- ☐ Not very worried
- ☐ A little worried
- ☐ Quite worried
- ☐ Very worried
- ☐ Can't remember

8. In the last year, how often have you avoided the following because of worry about burglary?

	Never	Sometimes	Mostly	Always	Can't say/unsure
Avoided leaving the house during the day					
Avoided leaving the house at night					

9. Has your worry about burglary prompted you to take any of the following precautions?

- ☐ Installed bars, security doors, gates and fences
- ☐ Installed an alarm system or CCTV
- ☐ Trimmed hedges
- ☐ Installed sensor lights
- ☐ I haven't taken any precautions

- ☐ Ordered the Prime Prevention Kit from Glen Eira City Council
- ☐ Other (please specify)

10. Has your worry about burglary prompted you to take any of the following precautionary actions?

(Select all that apply)

- ☐ Discussed or problem solved with neighbours
- ☐ Sought advice from the local council
- ☐ Volunteered with a charity or not-for-profit
- ☐ Got involved with an online support group or campaign
- ☐ Joined a local sporting or social group or attended a local Place of Worship
- ☐ Sought help or advice from police
- ☐ Joined or attended a Neighbourhood Watch group
- ☐ I haven't taken any action
- ☐ Ordered the Crime Prevention Kit from Glen Eira City Council
- ☐ Other (please specify)

11. Did you feel safer as a result of taking these actions?

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say/not applicable

12. Did taking these actions negatively impact your quality of life?

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say/not applicable

Worry about being a victim of robbery or being harmed in public

13. In the last year, have you felt worried about being robbed in your neighbourhood or being harmed in public?

- ☐ Yes
- ☐ No

14. How often have you felt like this in the last year?

- ☐ Very rarely
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Very frequently
- ☐ Not sure/cant say

15. On the last occasion you worried about being robbed in your neighbourhood or being harmed in public, how worried did you feel? If you can't remember, please say so.

- ☐ Not very worried
- ☐ A little worried
- ☐ Quite worried
- ☐ Very worried
- ☐ Can't remember

16. In the last year, which of the following precautions have you taken because of worry about being robbed in your neighbourhood or being harmed in public?

- ☐ Avoided using public transport during the day
- ☐ Avoided using public transport at night
- ☐ Avoided using certain streets or areas during the day
- ☐ Avoided using certain streets or areas at night
- ☐ Avoided using certain parks or sporting grounds during the day
- ☐ Avoided using certain parks or sporting grounds at night
- ☐ Avoided certain shopping strips during the day
- ☐ Avoided certain shopping strips at night
- ☐ I haven't taken any precautions
- ☐ Carried some means of self-defence
- ☐ Walked with a companion
- ☐ Walked with a dog
- ☐ Other (please specify)

17. Has your worry about being a victim of robbery or being harmed in public prompted you to take any of the following actions?

- ☐ Discussed or problem solved with neighbours
- ☐ Sought advice from the local council
- ☐ Volunteered with a charity or not-for-profit
- ☐ Got involved with an online support group, or attended a Place of Worship
- ☐ Joined a local sporting or social group
- ☐ Sought help or advice from police
- ☐ Joined or attended a neighbourhood watch
- ☐ I haven't taken any action
- ☐ Other (please specify)

18. Did you feel safer as a result of taking these actions?

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say

19. Did taking these actions negatively affect your quality of life?

- ☐ Not at all
- ☐ A little
- ☐ A lot
- ☐ Not sure/can't say

20. If these precautions did negatively impact your quality of life, how so?

21. If you are worried about being robbed in public in Glen Eira, please select up to three suburbs you most worried?

- ☐ Bentleigh
- ☐ Bentleigh East
- ☐ Carnegie
- ☐ Caulfield
- ☐ Caulfield North & East
- ☐ Caulfield South
- ☐ Elsternwick & Gardenvale
- ☐ Glen Huntly
- ☐ McKinnon
- ☐ Murrumbeena
- ☐ Ormond
- ☐ St Kilda East
- ☐ I'm not worried about being robbed in public in Glen Eira

Worry about online abuse and fraud

22. In the last year, have you felt worried about being a victim of online or phone fraud, scams, abuse or harassment?

- ☐ Yes
- ☐ No

23. How often have you felt like this in the last year?

- ☐ Very rarely
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Very frequently
- ☐ Not sure/cant say

24. On the last occasion you worried about being a victim of online or phone fraud, scams, abuse or harassment, how worried did you feel? If you can't remember, please say so.

- ☐ Not very worried
- ☐ A little worried

- ☐ Quite worried
- ☐ Very worried
- ☐ Can't remember/can't say/not applicable

25. How much do you feel you can prevent being a victim of crime?

26. Thinking about ways Council could improve access to services and activities for people from culturally and linguistically diverse backgrounds over the next four years, how would you rate the importance of the following actions?

	Not at all	Somewhat able	Reasonably able	Very able	To a very great extent	Can't say/unsure
Having your home burgled						
Being robbed in public						
Being harmed in public						
Being the victim of online or phone fraud, a scam, online abuse or harassment						

27. Are any of these statements true for you?

- ☐ I have been burgled (broken into) in the past year
- ☐ I have been robbed, harassed, or physically assaulted by another person in public in the last year
- ☐ Someone I know has been burgled (broken into) in the past year
- ☐ Someone I know has been robbed, harassed, or physically assaulted by another person in public in the last year
- ☐ I have been the victim of online fraud, scams, abuse or harassment
- ☐ Someone I know has been the victim of online fraud, scams, abuse or harassment

Policing

A sense of safety can be affected by how we perceive and feel about a place as well as what we witness in that place. As a Council we work with partners across different sectors to address issues which impact on our safety, one of our key partners is Victoria Police.

28. How quickly or slowly do you believe Police would arrive at the scene of a violent crime if it were to occur near your house:

- ☐ Quickly
- ☐ Slowly
- ☐ Not sure

29. How much do you agree or disagree with the following statements about the police?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I feel a moral obligation to obey the police in my neighbourhood					
I feel a moral obligation to support the decisions of police officers in my neighbourhood, even when I don't understand the reasons behind them					
The police in my neighbourhood have the same sense of right and wrong as me					
The police in my neighbourhood stand up for values that are important to people like me					
I support the way the police in my neighbourhood usually act					

30. Would you like to participate in a focus group to work together to develop our new Glen Eira Community Safety Plan 2022-2026? (one to two workshop sessions)

- ☐ Yes
- ☐ No

Section Two: Domestic Animal Management Plan 2022-2026

We need your help to shape our next Domestic Animal Management Plan and ensure the cats and dogs of Glen Eira are looked after.

Every Victorian council must develop a Domestic Animal Management Plan that outlines Council's approach to the management of domestic animals including:

- encouraging the registration of dogs and cats
- promoting responsible pet ownership
- minimising the potential for domestic animals to create a nuisance
- minimising the risk of dog attacks on people and animals
- managing dangerous, menacing and restricted breed dogs
- monitoring and tackling overpopulation and euthanasia rates.

Do you have any ideas for how we can encourage pawsome pet practices in Glen Eira for the next four year plan? We need your feedback to help facilitate the co-existence of pets, pet and non-pet owners.

31. Do you own a cat, dog or both?

- ☐ Yes
- ☐ No
- ☐ Both

Have you had an opportunity to register them?

- i. Yes
- ii. No

Why not?

What type of open space do you have at home for your pet(s)?

- ☐ Balcony
- ☐ Courtyard
- ☐ Large yard
- ☐ None - I rely on local parks and open space for my pet(s)
- ☐ Can't say/unsure
- ☐ Not applicable
- ☐ Other (please specify):

32. To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Pets give great comfort and support to many people in the community					
My/our pet/s are an important part of my/our family					
My/our pet gives me/us great comfort and support					
I/we exercise more because I/we have a dog					
I/we talk to more people in our neighbourhood because I/we have a dog					

33. In the past year, have you noticed any of the following things about dogs when out and about in your local area?

	Always	Very often	Sometimes	Rarely	Never	Can't say/unsure
Dog poo left on the ground						
Dogs off-leash when they shouldn't be						
Dogs annoying or intimidating other people						
Dogs annoying or intimidating other dogs						
Dogs chasing/attacking wildlife						
Dogs not returning to their owners when called						
Dogs in playgrounds						

34. In the past year, have you noticed any of the following things about cats when out and about in your local area?

	Always	Very often	Sometimes	Rarely	Never	Can't say/unsure
Cats trespassing on your property						
Cats preying on wildlife						
Cats appearing to be unowned or wild						
Cats fighting other cats						
Cats disturbing garden beds or sandpits						

Cats living in sensitive environmental areas or reserves						
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35. Is there anything else you would like to add on this topic?

Section Three: Our Housing, Our Future: A new housing strategy for Glen Eira

We're planning for housing in the City of Glen Eira with a new Housing Strategy. The Strategy will consider affordability, homes for everyone, access to transport and the quality of buildings. It will also aim to identify locations in Glen Eira where new/more housing should go to meet the needs of our growing community.

To help develop the Strategy we're consulting the wider community on key housing themes, and through an online community-wide survey. We're also asking Community Voice members some questions to gain insights from a representative group of residents and test some of what we have heard from the community so far.

36. Thinking about your own circumstances and needs, how would you rate the supply of housing in Glen Eira for you?

- ☐ Very good, I have access to lots of choice
- ☐ Good, I have access to some choice
- ☐ Average, I have access to some choice, but would like more
- ☐ Poor, there is minimal choice available to me
- ☐ Very poor, it is virtually impossible to find suitable housing
- ☐ Unsure/can't say

37. Could you explain why you rated housing provision for you in this way?

38. In your view, what would make Glen Eira overall a better place for housing choice in the future?

Please choose options you think are relevant.

- ☐ More housing options at a better price
- ☐ Increased range of housing types
- ☐ More housing for people of different ages
- ☐ Housing that is more environmentally friendly
- ☐ Housing that looks better (design/landscape)
- ☐ Other (please specify):

39. Through the community-wide survey, we have heard that the look or design of new flats and apartments is a key issue for some. Can you identify any examples in your neighbourhood where you think new flats and apartments have been done well?

- ☐ Yes
- ☐ No

One role of a Housing Strategy is to identify areas where more new housing should go and areas where less housing should go. This challenge is a key issue discussed in the community-wide survey results to date.

40. Do you have any ideas for what would make an area suitable for less development?

- ☐ Yes (Please share)
- ☐ No

41. Do you have any ideas for what would make an area suitable for more development?

- ☐ Yes (Please share)
- ☐ No

Thank you for sharing your thoughts. If you would like to take part in our community-wide survey for the Housing Strategy, you can find it on the public Have Your Say page.

Your feedback on this survey

The following questions ask for your feedback to help us to continually improve the survey experience for Community Voice members.

1. Overall, how would you describe your experience of this survey?

- ☐ Satisfying
- ☐ Neutral
- ☐ Dissatisfying

2. Overall, did you think the time taken to complete the survey was:

- ☐ Too short
- ☐ Could be a bit longer
- ☐ About right
- ☐ Too long

3. Do you have any comments about your experience to date and your expectations for Community Voice?