

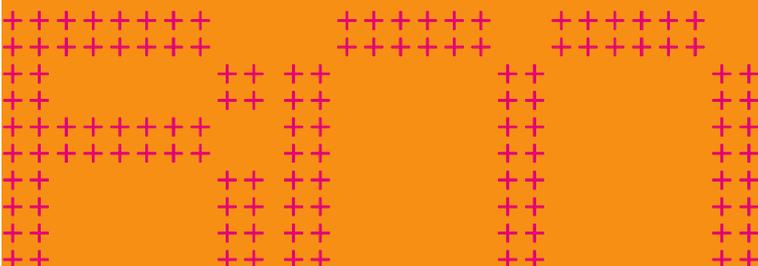
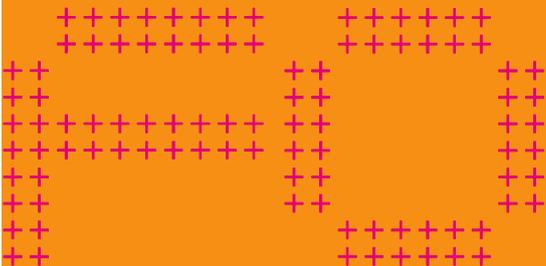
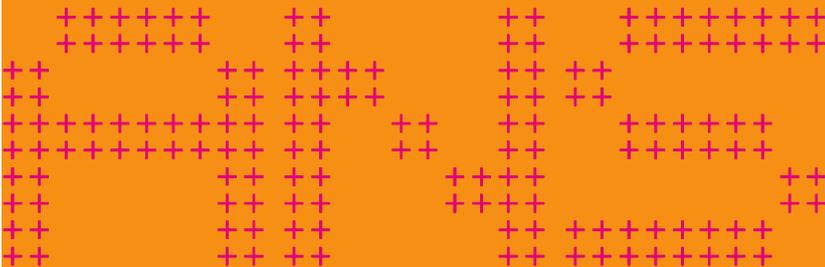
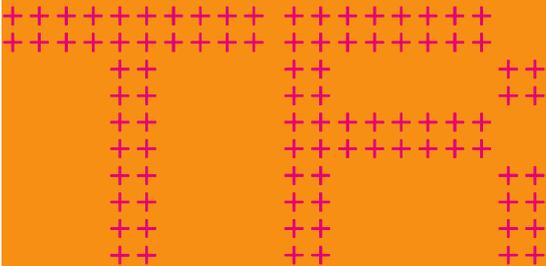
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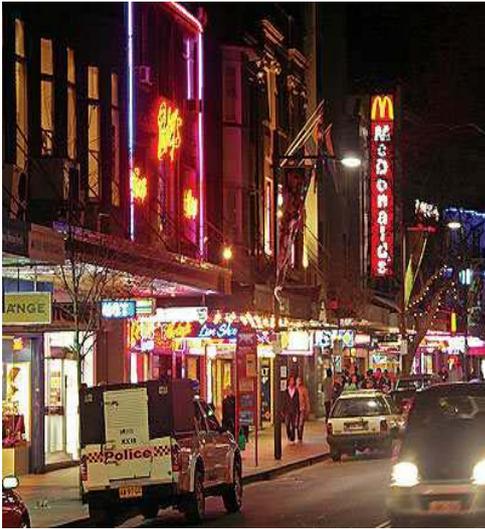
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**LATE NIGHT TRADING: COMMUNITY
PERCEPTIONS**

Late Night Trading: Community Perceptions

30 June 2008





Late Night Trading: Community Perceptions

Prepared for the Council of the City
of Sydney

Town Hall House
Sydney NSW 2000
30 June 2008

ATTACHMENT A

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Executive Summary

Introduction

The City of Sydney Council commissioned Urbis to conduct a social survey to ascertain the impact of late night trading in the areas of Oxford Street and Kings Cross, on the quality of life for people residing within these two areas.

Late night trading potentially can have negative impacts on the amenity of residential and other sensitive land uses. Previous research shows a link to criminal and anti-social behaviour associated with the operation of late night premises, particularly where alcohol is consumed. Equally, night trading premises play an important role in providing for the diverse social, cultural and economic needs of the community.

Recently, Council refused a development application for a liquor outlet on the basis that a 'saturation point' had been reached in the Kings Cross area. However, the Land and Environment Court overturned the refusal stating that Council had not provided substantive evidence of a saturation point being reached.

The overall aim of this study is to canvass the attitudes and opinions of residents of both Oxford St and Kings Cross towards the impact of 'late night premises' towards their quality of life in order to determine whether a saturation point had been reached.

Methodology

A street intercept method was adopted for both recruiting and interviewing. This method comprised interviewers approaching prospective respondents in the streets within the geographic boundaries of the two areas being surveyed. After a brief introduction about the nature of the survey, prospects were invited to participate in the survey upon satisfying qualification criteria i.e. are 18 years of age and above and have been living in the area for at least five months.

To ensure as random as possible a representation, interviews were conducted across different time periods (morning, afternoon, evening), across different days (weekday, weekends) and across different sampling points.

Most importantly, interviewers avoided approaching prospects in cafes, bars or similar venues so as not to interfere with their quiet enjoyment of these.

The survey was undertaken by highly experienced interviewers who specialise in social planning and social research. A total of 382 surveys were completed, 192 in Oxford Street and 190 in Kings Cross.

Key Findings

The findings were highly correlated across Oxford Street and Kings Cross precincts. Our treatment of key findings reflects this, with exceptions by area being highlighted where applicable.

- Survey participants indicated extensive use of late night premises with half visiting a local restaurant, pub, café or small bar at least weekly. These forms of entertainment satisfied not only important functional needs such as providing good food and places to drink but also satisfied certain emotional needs for example, ideal places to catch-up with family and socialise with friends.
- About three out of every five believed that both Oxford St and Kings Cross precincts have changed. This feeling was strongest amongst those who had been living there for more than 3 years.
- There was stronger evidence of changes for the worst than for the better. A worsening in the level of personal safety constituted the highest mentioned change amongst Oxford Street residents, compared to a worsening in alcohol and drug use as the highest mentioned change amongst Kings Cross residents.

- Personal safety appeared to be more of a concern amongst those living in and around the centre of the Oxford Street precinct, than amongst those living more towards the periphery.
- Many changes mentioned by residents were seen as being indirectly linked to the negative impact of pubs and nightclubs and included the increased consumption of alcohol and drugs which contributed to higher levels of noise and disturbance.
- Residents of both precincts mentioned both positive and negative aspects of living in the precinct. They believed that this mix created the unique character of each area and constituted the main reason for their enjoyment of living there.
- Top of the list of aspects most liked was the 'feeling of vibrancy' that living in Oxford St and Kings Cross brought. This comprised the wide diversity of people and culture together with the wide variety of entertainment on tap that included cafes, restaurants, pubs and clubs.
- Aspects most disliked are generally the very same things that residents mentioned gradual declines in. Drunkenness and disorderly behaviour were aspects they most disliked, followed closely by anti-social behaviour. Both of these contributed to feelings of insecurity and personal safety. Interestingly, in The Cross these feelings were more prevalent the more outwards from the core (red zone) you moved. This was not evident in Oxford Street.
- There were mixed feelings evident with regards the impact of pubs and nightclubs on the quality of life. Some participants recognised positive contributions of these in helping create the unique culture and diversity of the area, which appealed to them. But in the same breath, many acknowledged a number of negative by-products like anti-social behaviour associated with drunkenness, excessive noise and often criminal behaviour.
- The negative sentiment surrounding the impact of pubs and nightclubs was reinforced by the fact that these establishments received the only significant level of mention as amenities residents would like to see less.
- Suggestions by survey participants in helping control alcohol related anti-social behaviour, included encouragement of a better mix of businesses operating within the precinct, improvement in the level of security through an increased police presence, restriction in the number of liquor licences granted within the precinct and enforcement of existing RSA laws with regards to opening hours.

Conclusions

- Respondents believed that authorities should determine a ceiling in the maximum number of liquor licenses that can be granted within both the Oxford St and the Kings Cross precincts and should ensure strict enforcement. The findings from this study also indicated that residents of both Oxford Street and Kings Cross believe that the saturation point has been reached and indeed exceeded.
- This fact is supported by the majority who stated that they would prefer less pubs and nightclubs operating within the confines of their precincts.
- Small sample sizes across the different zones makes it difficult to ascertain the impact that proximity to night trading premises had on respondent opinions. There were only a few instances where there were indications of difference and these included a worsening of personal safety amongst Oxford Street's red zone residents, and higher levels of mention of drunkenness and anti-social behaviour amongst Kings Cross residents living in those zones farthest away from the centre.
- Respondents believed there is an increased need to establish more control over disruptive elements frequenting entertainment establishments in both Oxford Street and Kings Cross. More control, they felt, would see a decline in anti-social behaviour without overtly negatively impacting the unique culture and diversity of the precincts.
- Active encouragement of new types of businesses into the precinct whose primary business would not constitute the sale of alcohol. This would result in a dilution in the number of businesses whose primary source of income was from the sale of alcohol.
- More stringent enforcement of the RSA laws by authorities.

- Improved security through a stronger police presence to deal with and discourage anti-social behaviour. This would also serve to help curtail excessive noise levels. Improved lighting of dark areas would also discourage pavements and lanes being used as toilets.
- Overall concern for personal safety and many of the concerns raised in the survey, were consistently higher amongst older residents and amongst those with a longer tenure of residence within the precincts.

1 Introduction

City of Sydney Council (referred to as 'Council') engaged Urbis to conduct a social survey relating to late night trading premises in the areas of Oxford Street and Kings Cross and the impact of these on the quality of life for people residing within these two areas.

Late night trading premises potentially have negative impacts on the amenity of residential and other sensitive land uses. Research shows a link to criminal and anti-social behaviour associated with the operation of late night premises, particularly where alcohol is consumed. Equally, night trading premises play an important role in providing for the diverse social, cultural and economic needs of the community.

Recently, Council refused a development application for a liquor outlet on the basis that a 'saturation point' had been reached in the Kings Cross area. However, the Land and Environment Court overturned the refusal, stating that Council had not provided substantive evidence of a saturation point being reached and that it 'seems that decisions regarding ongoing developments involving late night trading for licensed premises are made on the basis of experience and intuition'. The Land and Environment Court stated that 'cumulative impacts' and a 'saturation point' are quantifiable and should be demonstrated.

As noted in the *Copy of Judgement*, significant residential development in the Kings Cross area in recent years 'has led to increasing tension between the somewhat conflicting objectives of providing reasonable amenity for residents and promoting entertainment uses.' Circumstances are likely to be similar in the Oxford Street area that was to be surveyed as part of this study.

While the City has established a partnership with the National Drug and Alcohol Research Centre at the University of New South Wales in order to quantify the 'cumulative impact' of late night premises on alcohol related crime in the study areas, the Council understands a 'saturation point' to be largely a value judgement and therefore required that the perceptions and opinions of the community, with regard to alcohol related crime and amenity impacts of late night premises, be ascertained.

The definitions of 'late night premises' for the purposes of this survey included premises that trade after 10pm and provide for the consumption of alcohol, including pubs, clubs, small bars, nightclubs, restaurants or cafes.

1.1 Aims of the research

The overall aim was to canvass the attitudes and opinions of residents of both Oxford Street and Kings Cross towards the impact of 'late night premises' towards their quality of life.

Specific objectives of the late night trading social survey were to:

- explore the nature of change, as perceived by residents, with regards to residential amenity over time in the study areas;
- establish residents' appreciation and use of late night premises in the study areas;
- gain an increased understanding of the communities perception of late night premises and their impact on residential amenity;
- obtain suggestions from residents as to how residential amenity and the occurrences of alcohol related crime may be improved within the study areas; and
- provide Council with information to assist in making objective and reasonable decisions when determining development applications for liquor outlets in the study areas.

1.2 Project outcomes sought by Council

Project outcomes included:

- Conducting pilot interviews prior to the study, to determine correct comprehension of the draft questions and to highlight any areas of confusion. These results to be used in refining the questionnaire for use in the study.
- Development of a Survey pro-forma;
- Development of Sample surveys;
- A statistical analysis of the results of the survey;
- A separate report for each study area, discussing the results of the survey with reference to the objectives of this study. The reports comprise text, supported by explanatory tables and graphics in order to facilitate a full understanding of the results.
- Copies of 'Raw data' individual records of interview.

1.3 Methodology

The methodology for the study comprised 5 individual stages each with specific tasks. These stages included:

- Stage 1 – Project inception meeting
- Stage 2 – Undertake the social survey
- Stage 3 – Preliminary analysis
- Stage 4 – Draft Final Survey Report
- Stage 5 – Final Survey Report.

1.3.1 Project Inception Meeting

This stage included:

- An inception meeting with Council officers and stakeholders
- Production of a final work plan for the study
- Development of a survey questionnaire.

Inception meeting

Senior members of the study team attended an inception meeting with the Council officers and stakeholders responsible for managing the project. At this meeting:

- Council advised and confirmed refinements to the project scope and factors influencing the design of the overall project and questionnaire, including confirming the two study regions (in which interviewing was to occur)
- Urbis provided further clarification of its proposal as required by Council
- Urbis made preliminary suggestions as to how to refine some of the open-ended questions into a closed format so as to save on time (and ultimately costs) without sacrificing quality of input
- Details of the final work plan were agreed upon, in particular critical dates and communication protocols between Council and Urbis.

Final work plan

A work plan was produced by Urbis to confirm:

- the finalised project scope and objectives of the project, including study areas
- a final timeline for completion of the project
- the final line-up of the study team and their respective roles
- communication protocols and any additional actions were agreed upon at the inception meeting.

Finalisation of the survey questionnaire

Results from the piloting of the draft questionnaire were used to help refine the final survey instrument in terms of improved comprehension and improved efficiencies based on changing the order in which some of the questions were asked.

The final questionnaire comprised a mix of 3 open-ended questions and a mix of multiple choice and closed-end questions. The average time for completion of the survey was somewhere between 10 to 11 minutes.

The same survey questionnaire was used in both areas.

1.3.2 Undertake the fieldwork of the Social Survey

A street intercept method was adopted for both recruiting and interviewing. This method was preferred over a postal, telephone or an online survey for a number of reasons. These included the lengthy timeline of postal, the difficulty of reaching renters on the telephone and the elderly via online.

The street intercept method adopted comprised interviewers approaching prospective respondents in the streets within the geographic boundaries of the two areas being surveyed. After a brief introduction about the nature of the survey, prospects were invited to participate in the survey upon satisfying qualification criteria i.e. 18 years of age and above and have been living in the area for at least five months.

To ensure as random as possible a representation, interviews were conducted across different time periods (morning, afternoon, evening), across different days (weekday, weekends) and across different sampling points (section 1.4).

Most importantly, interviewers avoided approaching prospects in cafes, bars or similar venues so as not to interfere with their quiet enjoyment of these venues.

The survey was undertaken by highly experienced interviewers who specialise in social planning and social research. Close to 200 surveys were completed in each of the two study regions (Oxford Street and Kings Cross areas).

1.3.3 Preliminary Analysis

Upon completion of the interviews, all surveys were data entered in order to produce frequency counts required to produce a top line report. This report was sent to Council detailing top line frequencies for each question asked.

The three open-ended questions were excluded from this analysis, prior to the finalisation of coding frameworks and the back coding of all responses.

Separate data tables were produced for Oxford Street and Kings Cross.

1.3.4 Development of a Draft Report for review by Council

After a period of more in-depth analysis, a draft final report was produced and submitted to Council for comment. The report structure and format, and any specific stylistic requirements or areas of particular focus, would be agreed with Council prior to producing the final report.

The process of further analysis required to produce this report, involved further manipulation of the quantitative data for example - crosstabs to break down respondents' answers by gender, or age or length of time residing in the area.

As mentioned above, it also involved a detailed analysis of answers to the open-ended questions (i.e. verbatim records of respondents' own words from open ended questions and 'other, specify' responses to multiple choice questions).

This report has been created as an MS Word document and contains graphic representation of results (e.g. charts produced in Excel). The report is also accompanied by data sets as required by Council. The report and any accompanying materials have been submitted via email.

1.3.5 Production of Final Report

After review by Council and key stakeholders, collated feedback received was used to refine and produce a Final report. From this the final report will be issued.

Three bound copies of the final report will be provided to Council. A digital copy will also be provided in MS Word format supported by Excel spreadsheets as required.

1.4 Target Areas

1.4.1 Oxford Street

A map of the study area is shown in Attachment A.

The target area for Oxford Street comprised 7 zones stretching from William St in the north to Cleveland St in the south, and from College and Elizabeth Sts in the west to Barcom Ave in the east.

Multiple sampling points were used to ensure as wide a distribution as possible and these included;

- Taylor Square – north and south
- Oxford St near Whitlam Square (to east of Hyde Park)
- Bourke St between Taylor Square and Albion St
- Crown St between Campbell and Albion Sts

1.4.2 Kings Cross

A map of the study area is shown in Attachment B.

The target area for Kings Cross comprised 5 zones stretching from Wilde Street in the north to Liverpool Street in the south, and from Yurong Street in the west to McLachlan Avenue in the east.

Multiple sampling points were used to ensure as wide a distribution as possible and these included;

- Fitzroy Gardens
- Darlinghurst Road (near junction of Bayswater and Victoria Streets)
- Kings Cross Railway Station
- Victoria Street
- Bayswater Road

1.5 Incidence of residence

Council was particularly interested in ascertaining the incidence of residents from all the people our interviewers approached to participate in the survey.

On average, across both areas (Oxford Street and Kings Cross) and across different times of the day and days of the week, 35 out of every 100 people approached could be defined as bona fide residents in terms of the definition of residence used in the survey.

This incidence was highest on weekday mornings (43) symptomatic of a working day with less visitors to the area, and lowest on Thursday evenings (21) influenced by late night shopping and socialising.

Interview Occasion	Out of every 100 interviews:	
	Reside In Area	Reside Out of Area
	%	%
Total	35	65
Morning (Weekday)	43	57
Afternoon (Weekday)	29	71
Evening (Thursday)	21	79
Weekend	39	61

2 FINDINGS – Oxford Street

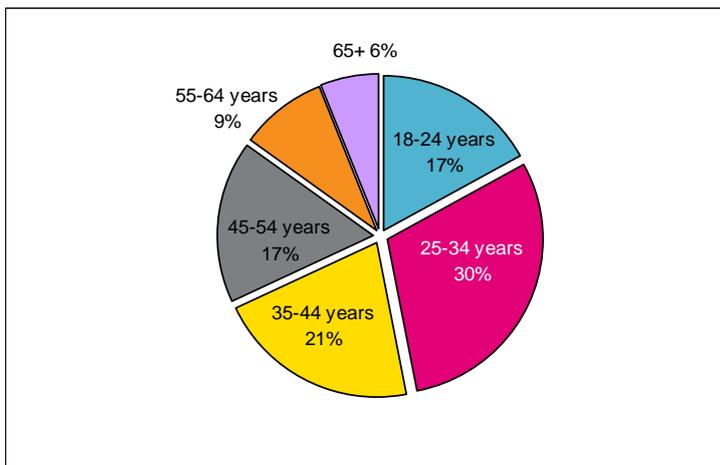
2.1 Profile of residents

By Demography:

Of all participants interviewed, there was a 60:40 male/female gender split.

Just under half participants were aged between 18-34 years, just over one third 35-54 years and less than one fifth aged 55 years and over.

Figure 1 – Age Profile (n=192)

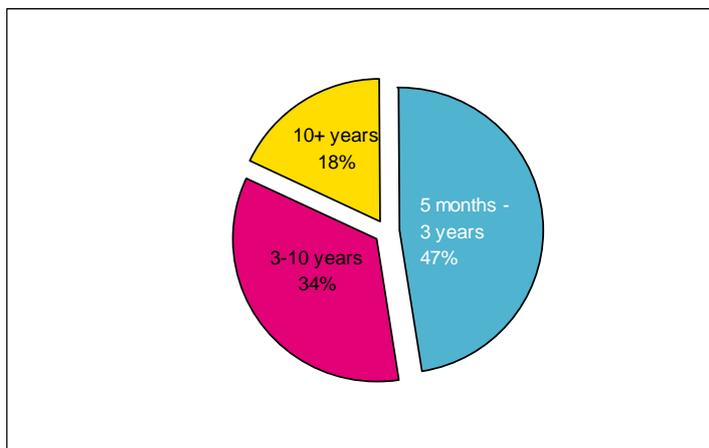


By Residence:

Just under half of the survey participants have resided in the Oxford Street precinct for up to 3 years, one third for between 3-10 years, and just under one fifth for more than 10 years. This, in our view, constitutes a balanced sample of view points across differing lengths of residency.

Residents of 4 months or less were excluded from participating in the survey as it was felt that their stay may be more transient than permanent.

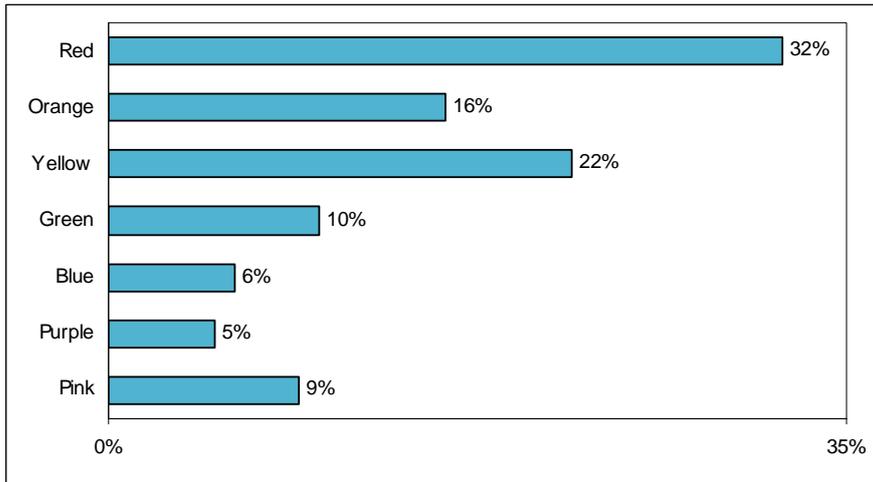
Figure 2 – Length of Residence (n=192)



Almost half of the survey participants currently reside in the red and orange zones, one third in the yellow and green zones and one fifth in the three peripheral zones (blue, purple and pink). Details surrounding the location of these zones are shown on the map contained in Attachment A.

Those living in the red and orange zones were slightly more skewed towards males and those with a shorter length of residence i.e. from 5 months – 3 years.

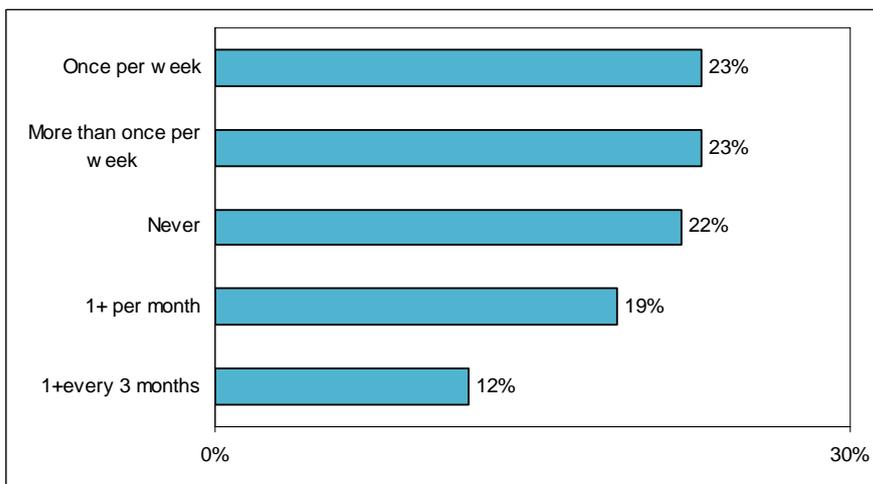
Figure 3 – Area Currently Live (n=192)



2.2 Entertainment use and frequency

Just under half (46%) of the survey participants claim to visit local restaurants, pubs, clubs, bars and cafes after 10pm at least once a week, with just under one quarter (23%) visiting these entertainment establishments more than once a week. In comparison, around one fifth (22%) claim never to visit such establishments skewed more towards those aged 55 years and over.

Figure 4 – Entertainment Frequency of Use After 10pm (n=192)



When asked which entertainment venues they most like visiting, restaurants and pubs received highest mention, followed by cafes, and small bars. Preference for restaurants was skewed more towards older females and pubs towards younger respondents i.e. those aged 18-34 years. Cafes were slightly more skewed towards females and small bars towards those aged 35-54 years. Less than one in ten mentioned nightclubs and RSL clubs as their most preferred form of entertainment.

Total mentions (i.e. 1st, 2nd and 3rd) were highest for restaurants, followed equally by pubs and cafes.

Figure 5 – Entertainment Type (n=184)

Entertainment most like to visit:	First Mention %	Total 1 st , 2 nd , 3 rd Mentions %
Restaurants	26	72
Pubs	25	52
Cafes	16	52
Small bars	24	51
Nigh clubs	6	49
RSL Clubs	5	20

Entertainment venue preferences were based on a mix of functional factors (good place to eat or drink, reasonable prices, etc) as well as emotional factors (good atmosphere, place to catch up with friends, socialise etc).

Main reasons (10% or higher incidence) for visiting by entertainment type include:

Restaurants (n=48):

- Something to eat/good quality food – 36%
- Place to catch-up with friends/socialise – 36%

Pubs (n=46):

- Place to catch-up with friends/socialise – 33%
- Good place to have a drink – 20%
- Enjoy the good atmosphere – 13%
- Good place to relax/chill out – 11%

Cafes (n=34):

- Something to eat/good quality food – 29%
- Place to catch-up with friends/socialise – 29%
- Intimate/quieter atmosphere – 12%
- Less drunk/drug affected people – 12%

Small Bars (n=30):

- Intimate/quieter atmosphere – 40%
- Place to catch-up with friends/socialise – 20%
- Enjoy the good atmosphere – 10%
- Good place to relax/chill out – 10%

Night Clubs (n=20):

- Dancing/good entertainment – 45%
- Place to catch-up with friends/socialise – 30%
- Bands/live music – 10%.

2.3 Changes in the Character of Oxford Street

When survey participants were asked whether they feel the character of the Oxford St precinct has changed since living in the area, three out of five (61%) answered in the affirmative. A closer examination of the demographics shows that this feeling is more prevalent amongst those with a longer tenure i.e. living in the precinct for more than 3 years as well as those aged 55 years and over.

Amongst those who believe there has been change, highest mention referred to changes surrounding personal safety and changes in general amenity.

Second tier mentions include the level of cleanliness, the impact of clubs and pubs, alcohol and drug use within the precinct. Noise pollution was also mentioned, as well as overcrowding of the streets at night.

Third tier levels of mention include the noise created by increased traffic and related parking difficulties, as well as the level of police presence together and the provision of local services e.g. convenience stores, medical services etc.

When asked whether these changes were for the better or for the worse, overall sentiments were skewed, sometimes quite heavily towards the latter. Some level of positive polarity was in evidence and recorded for general amenities, police presence as well as safety and cleanliness.

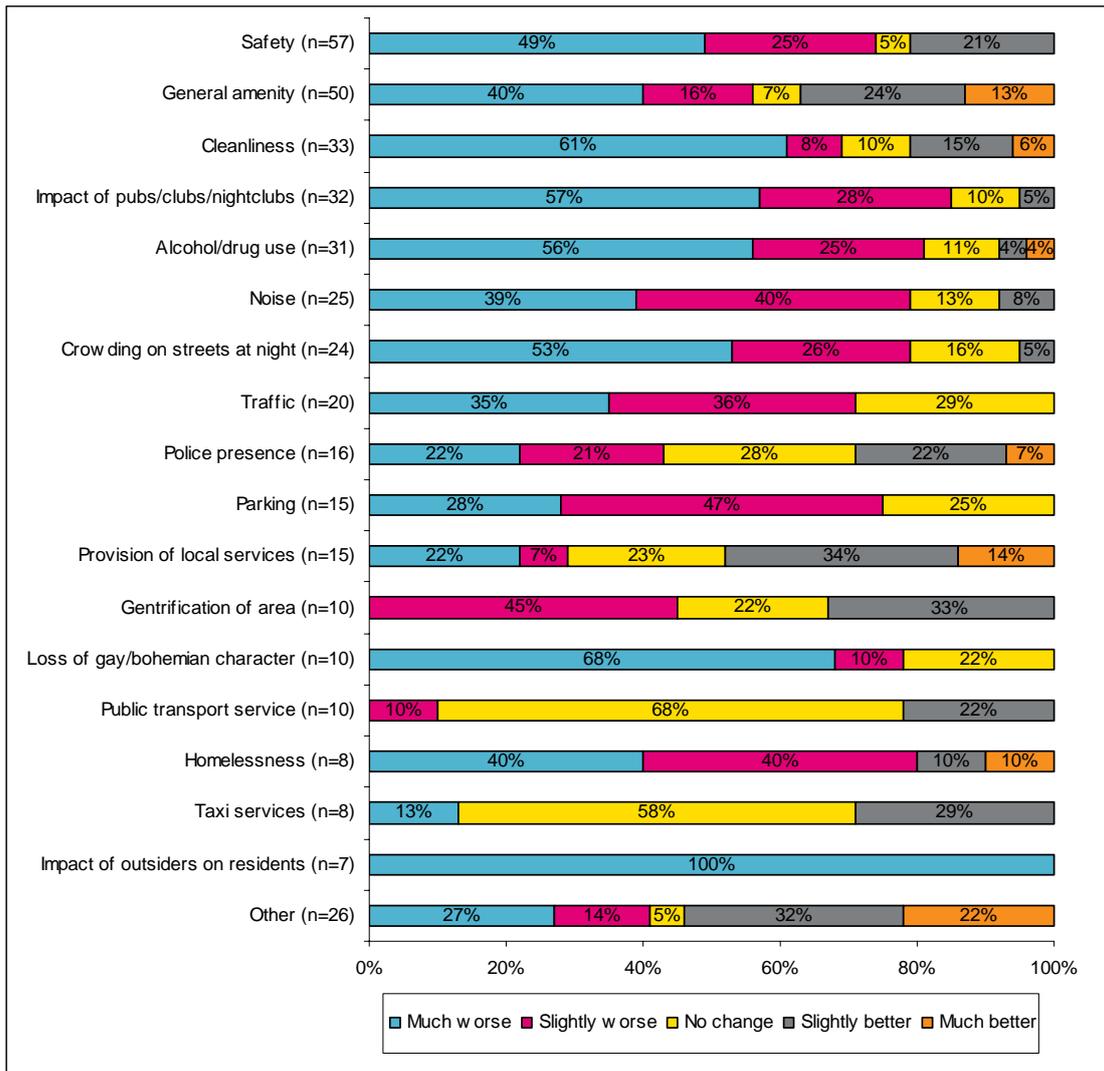
It is interesting to note consistent higher levels of nett worse scores amongst those living in the precinct for less than 3 years across several factors including personal safety, excessive noise, level of cleanliness, alcohol/drug use and the negative impacts of pubs/clubs.

Figure 6 – Changes in Character – Oxford Street (n=115)

Key Changes (N=115)	Total Mentions %	Nett Worse %	Nett Better %
Safety (n=57)	50	74	21
General amenity (n=50)	43	56	37
Cleanliness (n=33)	29	69	21
Impact of pubs, nightclubs (n=32)	28	85	5
Alcohol/drug use (n=31)	27	81	8
Noise (n=25)	22	79	8
Street crowding (n=24)	21	79	5
Traffic (n=20)	17	71	0
Police presence (n=16)	14	43	29
Parking (n=15)	13	75	0
Local services *n=15)	13	29	48

An examination of the distributions of each of these evaluations indicates that cleanliness, the impact from pubs/clubs, alcohol/drug use and crowding on the streets at night received in excess of 50% mention of being much worse. Personal safety was also singled out by just under half for being much worse, this was higher amongst residents living in the middle of the precinct (red zone) than those living on the peripheral (blue, purple and pink zones).

Figure 7 – Changes in Character – Distribution of Ratings



2.4 Aspects Liked Most about Oxford Street

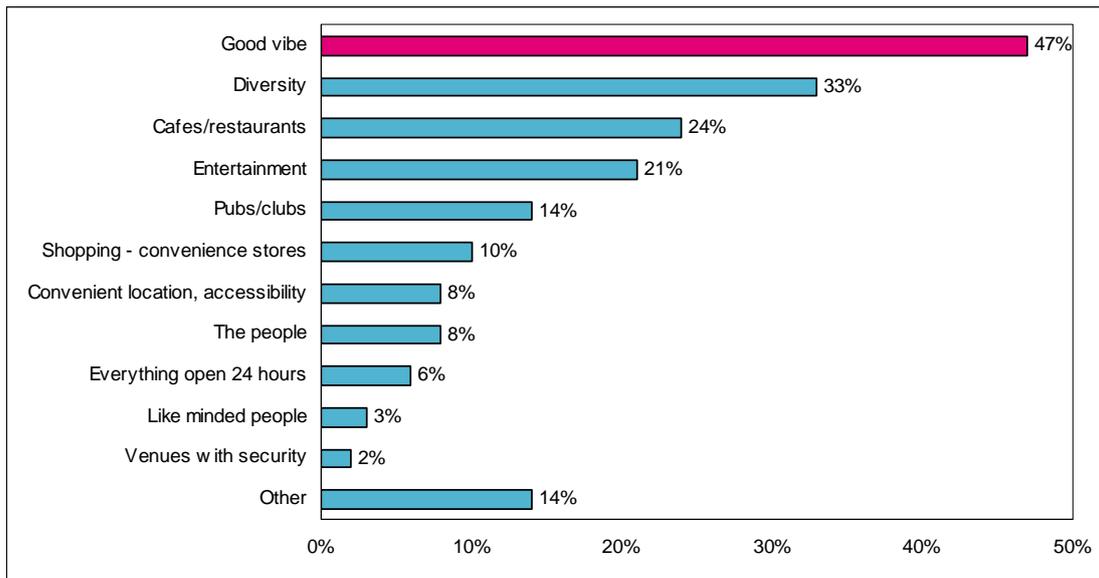
Unprompted responses as to the aspects most liked about the Oxford Street precinct revolve around the vibrancy of living there, its cultural diversity based both on people who live in the precinct as well as those who visit, attracted by a wide variety of entertainment on offer.

A 'good vibe' was way and above the aspect most frequently mentioned by just under half of respondents (47%) and equally represented across gender, age and tenure. This was followed by the great cultural diversity inherent in the precinct mentioned by one third (33%) skewed more towards younger and female respondents. The variety and mix of cafes and restaurants that operate in the area

was mentioned by one quarter (24%) of respondents skewed more towards those 55 years and over. This was followed by the diversity of entertainment on offer by one fifth (21%) of respondents notably amongst those aged 18-34 years.

Other aspects liked about the Oxford Street precinct, but mentioned by less than one in ten respondents included, 24 hour convenience stores, the convenient location and accessibility of the different amenities, as well as an appreciation of the people who live there and visit the area.

Figure 8 – Aspects Liked Most – Oxford Street (n=192)



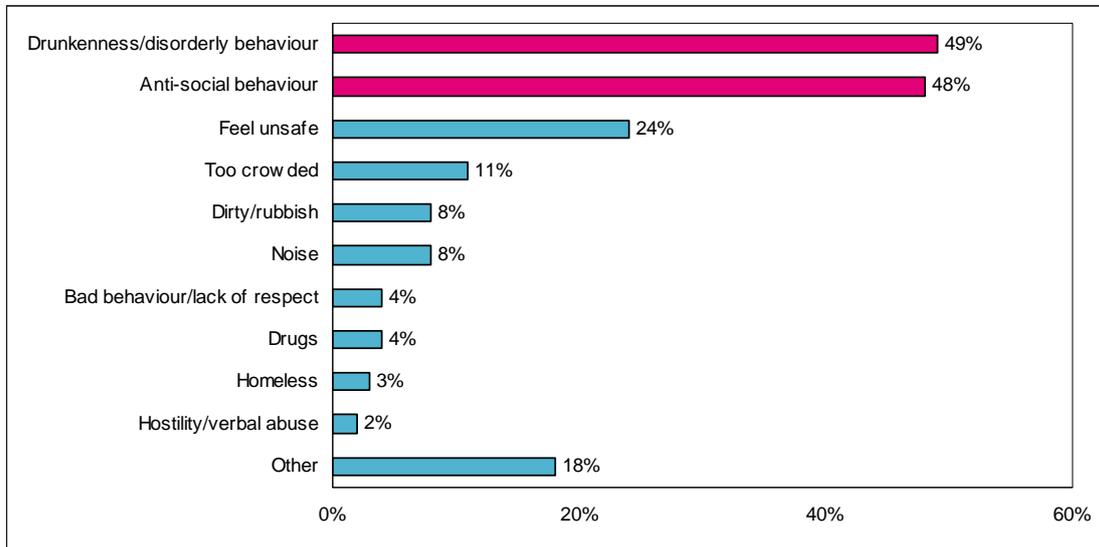
2.5 Aspects Disliked Most about Oxford Street

Unprompted responses as to aspects disliked about the Oxford Street precinct include many of those factors previously mentioned under “negative changes being experienced”, notably drunkenness and the disorderly and anti-social behaviour that arises from excessive drinking. These negative aspects were most frequently mentioned by just under half of the participants interviewed, viz drunkenness and disorderly behaviour (49%) and anti-social behaviour (48%).

The third most frequently mentioned aspect disliked about Oxford Street was a feeling of being unsafe, mentioned spontaneously by just under one quarter (24%) of survey participants but more pronounced amongst those aged 55 years and over. There was also mention of the precinct being too crowded at night time (11%) of respondents - specifically concerning cluttered pathways, people smoking on the streets, as well as café patrons sitting on side walks.

Other aspects disliked, but at much lower levels of incidence, include dirt and noise pollution, the lack of respect afforded residents of Oxford St precinct by those visiting the area, drug use and problems associated with homeless people.

Figure 9 – Aspects Disliked Most – Oxford Street (n=192)



2.6 Amenities

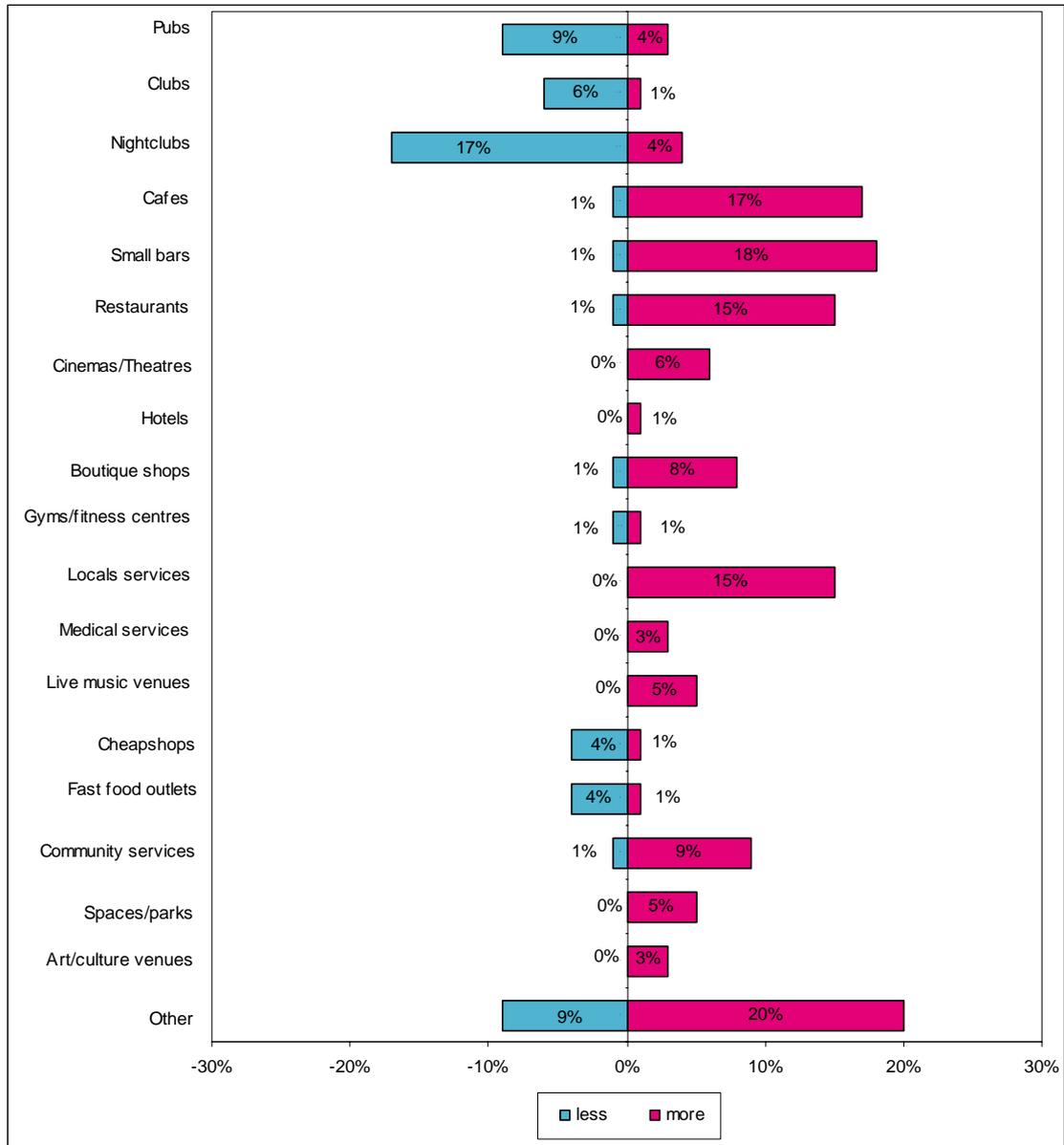
Overall, there were more mentions for the need of additional, rather than for fewer amenities.

Additional amenities generally fall into one of two groups broadly defined as entertainment and provision for services. The entertainment category includes a desire to have more small bars, cafes and restaurants to complement those that already exist in the Oxford Street precinct. Also falling under the entertainment umbrella, were a smaller number of mentions for more boutique shops, cinemas, theatres and live music and cultural venues.

The second group - provision of services, can be classified broadly into the provision of local, community and medical services. Examples of local services mentioned include childcare facilities, internet cafes, late night bookshops, organic food stores and street entertainment. Community services examples were most likely to comprise the provision of libraries, open green spaces, public toilets, rubbish/refuse removal and street cleaning, adequate lighting and car parking as well as cycle tracks. The provision of medical services included general practitioners, dental, pharmacists etc.

Those amenities survey participants would like to see less of include nightclubs, pubs and clubs, and to a lesser extent, fast food outlets. The corollary is that there were very low incidences of survey participants wanting more of these types of services.

Figure 10 – Amenities Would Like to See More/Less Of (n=192)



2.7 Feelings of Safety

Survey participants were asked how safe they felt travelling to and from their place of residence after 6pm at night as well as at 1am in the morning. Concerns for personal safety increased significantly at 1am in the morning as evinced by the tripling of nett unsafe scores and almost a halving of the nett safe scores. This feeling of being unsafe was highest amongst females and those aged 55 years and over.

Figure 11 – Feeling of Personal Safety

Rating	FEELING OF SAFETY	
	After 6pm? (n=191)	At 1 am? (n=186)
Very unsafe	5%	20%
Fairly unsafe	8%	23%
Not sure	14%	13%
Fairly safe	33%	25%
Very safe	39%	16%
Nett unsafe	14%	43%
Nett safe	72%	41%

2.8 Influence of Entertainment Venues on Quality of Life

Mixed feelings were evident amongst many survey participants when asked to articulate the effect that pubs, bars and nightclubs have on their quality of life. On the one hand, positive responses revolve around the contribution of these entertainment forms to creating the culture and vibrancy that has become synonymous with Oxford Street. But in the same breath, there are many who mention the negative by-products such as anti-social behaviour associated with drunkenness, excessive noise as well as criminal behaviour.

This is corroborated in the almost even distribution of general sentiments across negative influence (39%), neutral influence (29%) and positive influence (28%). Interestingly, general positive feelings of influence were highest amongst the younger residents who had lived in the precinct for less than 3 years compared to general negative feelings of influence that were highest amongst older residents who had lived in precinct for longer than 10 years.

Other significant mentions given negative factors include anti-social behaviour associated with drinking (25%), excessive noise (16%), fear over personal safety (8%) and criminal behaviour associated with excessive drinking (6%).

Figure 12 – Influences of Pubs, Nightclubs etc on Quality of Life

Type of influence (n=185)					
Positive		Neutral		Negative	
Generally positive influence	28%	Generally neutral influence	29%	Generally negative influence	39%
Provides entertainment	7%			Antisocial behaviour associated with excessive drinking	25%
Venue for socialising	7%			Excessive noise	16%
Reason for living in the area	5%			Unsafe	8%
Other positive	2%			Criminal behaviour associated with excessive drinking	6%
				Problems associated with Taylor Square hotel	3%
				Traffic/parking problems	2%

2.9 Evaluation of Quality of Life Statements

Survey participants were asked to evaluate a number of statements reflective of different aspects to living in the Oxford Street precinct. Evaluations were made using a 5-point semantic scale representative of their feelings, where 5 represents the highest score (very good) and 1 the lowest (not at all good).

Comparison of nett positive and nett negative scores allows evaluation of a viewpoint on the contribution of each towards participants' quality of life within the precinct. Overall, three statements were skewed more positively compared with two skewed more negatively.

Statement evaluations skewed more *positively* include:

- Provision for public transport (positive 37% versus negative 22%)
- Provision of local services (positive 59% versus negative 20%)
- Rubbish removal/street cleaning (positive 56% versus negative 24%)

Statement evaluations skewed more *negatively* include:

- Traffic and parking at night (positive 11% versus 56% negative)
- Police presence at night (positive 26% versus 42% negative).

Regarding the higher negative sentiment around police presence, this is reflective of two possible interpretations of the statement read out to respondents. The first, is amongst those who believed that having a police presence in the precinct was in itself a negative. The second is amongst those who believed that the police presence was not sufficient to overcome feelings of personal insecurity at night. From responses to other questions around personal safety, we believe the latter to be more representative of opinions than the former.

Figure 13 – Statement Evaluation – Oxford Street (n=192)

Statement	Negative		Neutral	Positive		Don't Know
	1	2	3	4	5	
Acceptable noise levels after 10pm at night	18%	17%	29%	25%	11%	1%
Public transport (trains and buses) available in the area after 10pm	6%	16%	23%	24%	13%	18%
Traffic and parking in the area at night	26%	30%	21%	8%	3%	10%
Mix of local services (such as grocery stores, chemists/medical services and restaurants, pubs, clubs and bars) in the area	7%	13%	20%	32%	27%	0%
Rubbish removal and street cleaning in the area	12%	12%	22%	34%	19%	1%
Police presence at night	20%	21%	27%	22%	4%	5%

2.10 Suggestions on Improving Oxford Street

Just prior to concluding the survey, participants were asked whether they had any suggestions as to how the Oxford Street precinct could be improved.

Two suggestions with the highest incidence relate to improving the overall feeling of safety for residents were improving policing and the level of security on the one hand (mentioned by one third) and, restricting the opening hours/number of licensed premises as well as enforcing existing Responsible Serving of Alcohol (RSA) laws (mentioned by one quarter) on the other. There was a higher incidence of both these suggestions amongst those aged 35 years and over.

Cumulatively, suggested improvements to community services were made by just under half of survey participants (multiple mentions) included aspects such as:

- Improve cleaning/rubbish removal – 13% (notably amongst older participants 55years and over).
- Increase in community services – 11%
- Address homeless/drug addiction – 10%
- Improve traffic/parking management – 9%.

Close to one fifth of respondents made mention of encouraging a better mix of venues and businesses within the precinct.

Figure 14 – Suggestion for Improvement – Oxford Street (n=192)

Suggestion	% response
Improved policing/security	33%
Restrict opening hours/alcohol outlets	20%
Better mix of types of venues/businesses	19%
Improved cleaning/rubbish removal	13%
More community services	11%
Address homelessness/drug addiction issues	10%
Improved traffic/parking management	9%
Happy with it as is	6%
Enforce existing RSA laws	6%
Improve appearance of buildings	5%
Close Taylor Square hotel	1%
Other	29%

Other suggestions included a large variety of smaller mentions such as:

- Care of green spaces (gradual replacement of the toxic plain trees, maintain open spaces/public parks);
- Restricting young binge drinking with education;
- Increased security (greater police presence targeting drugs/nightclubs);
- Minimise crime (more CCTV cameras and improved lighting);
- Encourage recycling; Improve transport and provision for cyclists;
- Provision for higher density housing to decrease prices;
- Concentrate welfare services in the area and more funding for street services e.g. Wesley Mission;
- Restrictions on what owners can do regarding appearance;
- Move government housing to another area;
- More community consultation, residents should have a greater say about what happens in their local area, more participation in decision making processes, strengthens democracy; better housing affordability.

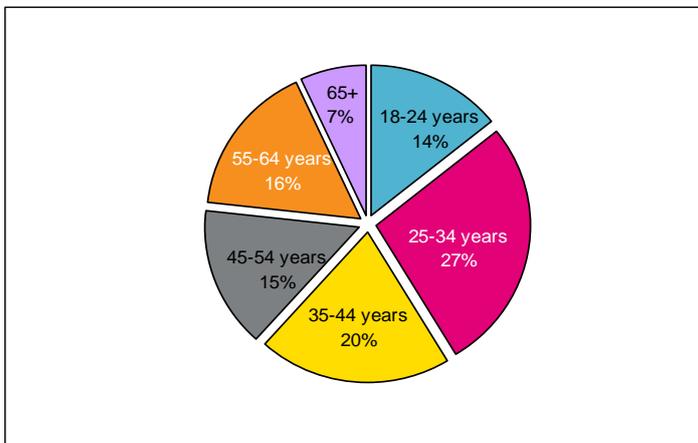
3 FINDINGS – Kings Cross

3.1 Profile of Residents

By demography:

- almost equal weighting of male and female (52:48)
- two fifths were aged between 18-34, just over one third 35-54 and just under one quarter aged 55 years and over.

Figure 15 – Age Profile (n =190)



By residence:

- just over one third had resided in the area for up to 3 years, two fifths for between 3-10 years and just under one quarter for more than 10 years
- just over two thirds currently reside within the red and orange zone, with one third in the yellow, green and blue zones.
- those living in the red zone are slightly more skewed younger i.e. 18 – 34 years of age and also a tendency to have lived in the precinct for less than 3 years.

Figure 16 – Length of Residence (n=190)

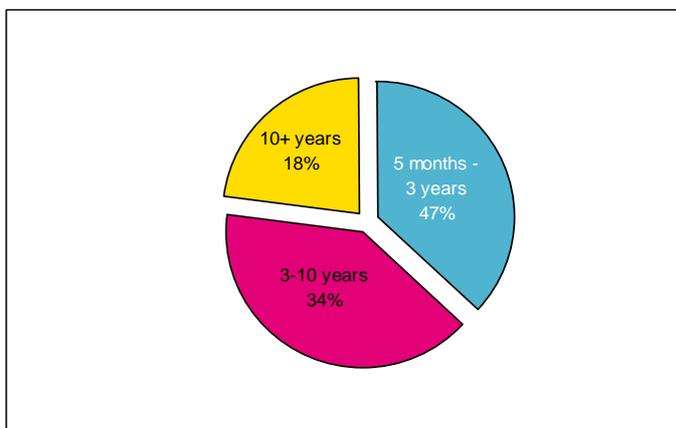
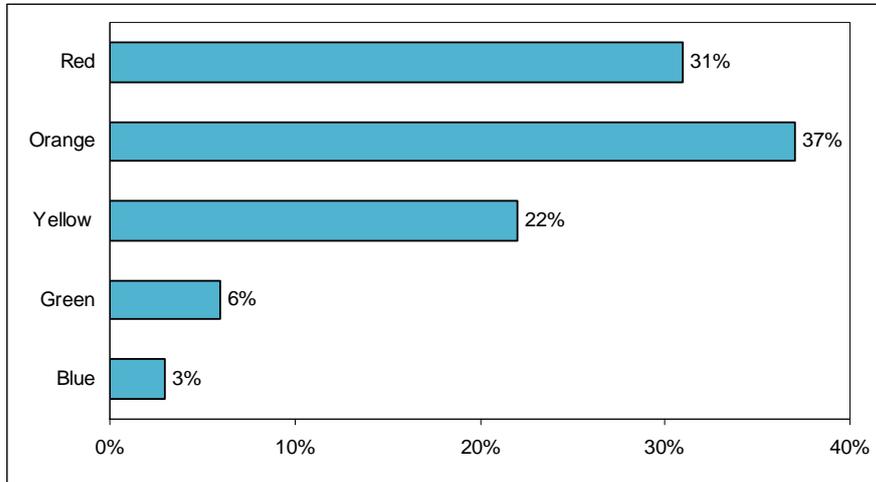


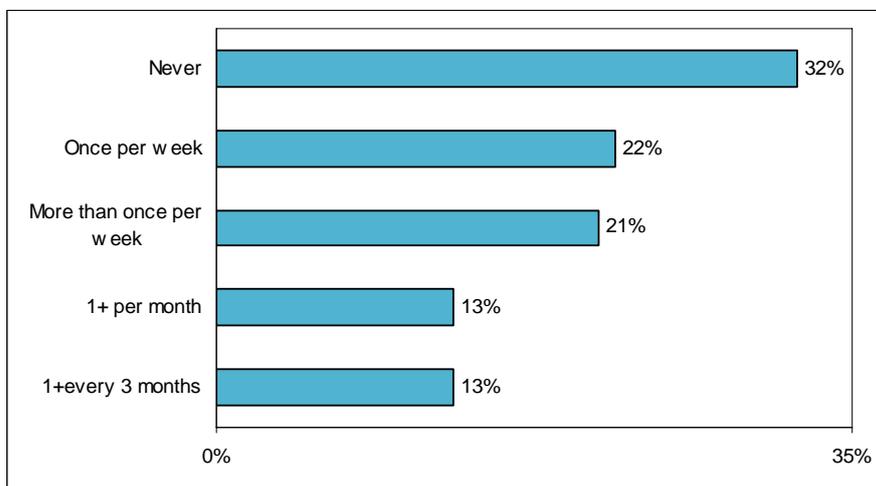
Figure 17 – Area Currently Reside (n=190)



3.2 Entertainment Use and Frequency

Just under half (43%) of the survey participants claim to visit local restaurants, pubs, clubs, bars and cafes at least once a week, with one fifth (22%) visiting these entertainment establishments more than once a week. In comparison, close to one third (32%) claim never to visit such establishments, the incidence of which is higher amongst those aged 55 years and over.

Figure 18 – Entertainment Frequency of Use After 10pm (n=190)



When asked which entertainment venues they most like visiting, one third mentioned restaurants skewed more towards females and those aged 55 years and over. Slightly fewer mentioned small bars and one fifth pubs, skewed more towards younger males. Less than one fifth of survey participants mentioned cafes, nightclubs and RSL clubs. Restaurants did however receive higher overall (total) mentions (i.e. 1st, 2nd and 3rd mentions).

Figure 19 – Entertainment Type

Entertainment most like to visit (n=180):	First Mention %	Total 1st, 2nd, 3rd Mentions %
Restaurants	32	75
Small bars	29	46
Pubs	22	42
Cafes	14	51
Night Clubs	12	54
RSL Clubs	3	13

Entertainment venue preferences were based on a number of factors, both functional factors (good place to eat or drink, convenient location, wide variety to choose from etc) and emotional factors (good atmosphere, place to catch up with friends, socialise etc).

Main reasons (10% or higher incidence) given by entertainment type include:

Restaurants (n=58):

- Something to eat/good quality food – 43%
- Convenient location – 17%
- Place to catch-up with friends/socialise – 10%
- Wide variety – 19%

Pubs (n=39):

- Place to catch-up with friends/socialise – 44%
- Good place to have a drink – 13%
- Dance/good entertainment – 13%
- Convenient location – 10%

Cafes (n=41):

- Something to eat/good quality food – 20%
- Convenient location – 17%
- Place to catch-up with friends/socialise – 15%
- Good/quieter atmosphere – 12%

Small Bars (n=26):

- Intimate/quieter atmosphere – 54%
- Good/quieter atmosphere – 19%
- Place to catch-up with friends/socialise – 12%.

3.3 Changes in Character of Kings Cross

When survey participants were asked whether they feel the character of the Kings Cross precinct has changed since living in the area, close to two thirds (63%) responded in the affirmative. A closer examination of the demographics shows that this feeling is more prevalent amongst those who have lived in the precinct for 3 or more years and those who are older i.e. aged 55 years and over.

Amongst those who believe there has been change, highest mention (around one third) was given changes in alcohol/drug use and safety.

Second tier mentions (between 20%-30%) include changes in general amenity, cleanliness, the impact from pubs and clubs as well as noise pollution.

Third tier mentions (lower than 20%) include changes in the provision of local services, gentrification of the area, police presence, problems with traffic as well as parking.

Of the two highest mentioned changes, alcohol and drug use was seen to have worsened, whilst personal safety was seen to have improved.

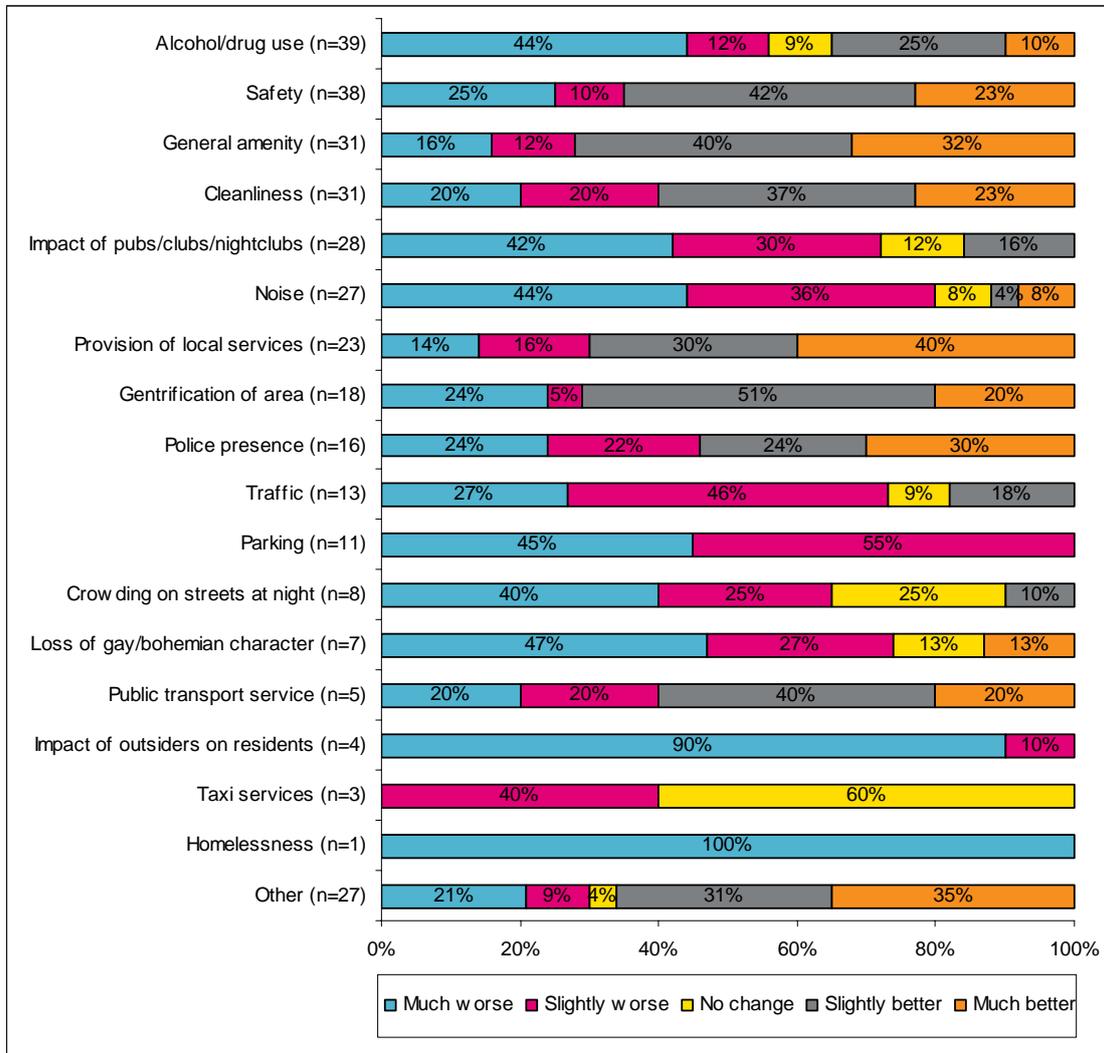
Other changes for the worse include the impact of pubs and clubs as well as noise pollution. Other changes for the better include the provision for general amenity, the level of cleanliness and the provision of local services.

Figure 20 – Changes in Character – Kings Cross (n=120)

Key Changes (N=120)	Total	Nett	Nett
	Incidence	Worse	Better
	%	%	%
Alcohol/drug abuse (n=39)	33	56	35
Safety (n=38)	32	35	65
General amenity (n=31)	29	69	21
Cleanliness (n=31)	28	85	5
Impact of pubs, clubs (n=28)	23	72	16
Noise (n=27)	23	80	12
Provision of local service (n=23)	19	30	70
Gentrification of area (n=18)	15	29	71
Police presence (n=16)	13	46	54
Traffic (n=13)	11	73	18
Parking (n=11)	9	100	0

An examination of the distributions of each of these evaluations indicates that alcohol/drug use, and the impact from pubs and clubs as well as noise pollution received in excess of 40% mention of being much worse. Several other factors were also regarded as being much worse, but because these are smaller incidences of mention they are regarded as being of notional value only.

Figure 21 – Changes in Character – Distribution of Ratings



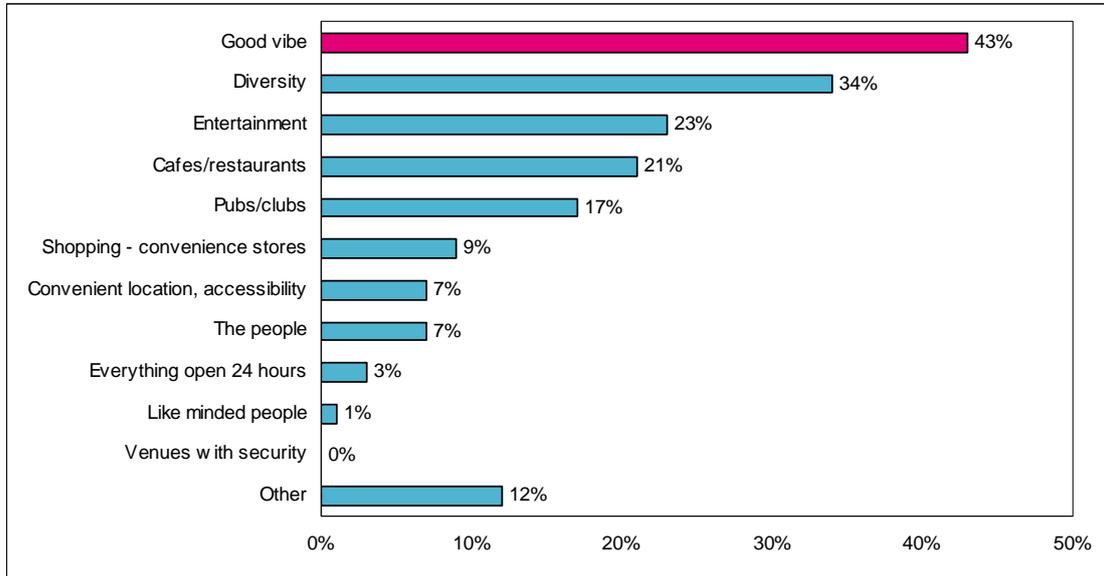
3.4 Aspects Liked Most about Kings Cross

Unprompted responses as to the aspects most liked about the Kings Cross precinct revolve around the vibrancy of living in the area, its cultural diversity created by residents and visitors, and the extensive range of entertainment on offer – a picture that mirrors that of the Oxford Street findings.

A ‘good vibe’ was the aspect most frequently mentioned by around two fifths (43%) of respondents. This was followed by the great diversity inherent in the precinct by one third (34%), then the diversity of entertainment by close to one quarter (23%) followed by specific mentions given cafes and restaurants by one fifth (21%) of respondents. All of these closely resemble the findings from the Oxford Street survey.

Pubs and clubs also received notable mention as places liked about Kings Cross as well as the convenience of living in the area which encompassed the convenience stores their location as well as the fact that these were always open.

Figure 22 – Aspects Liked Most – Kings Cross (n=190)



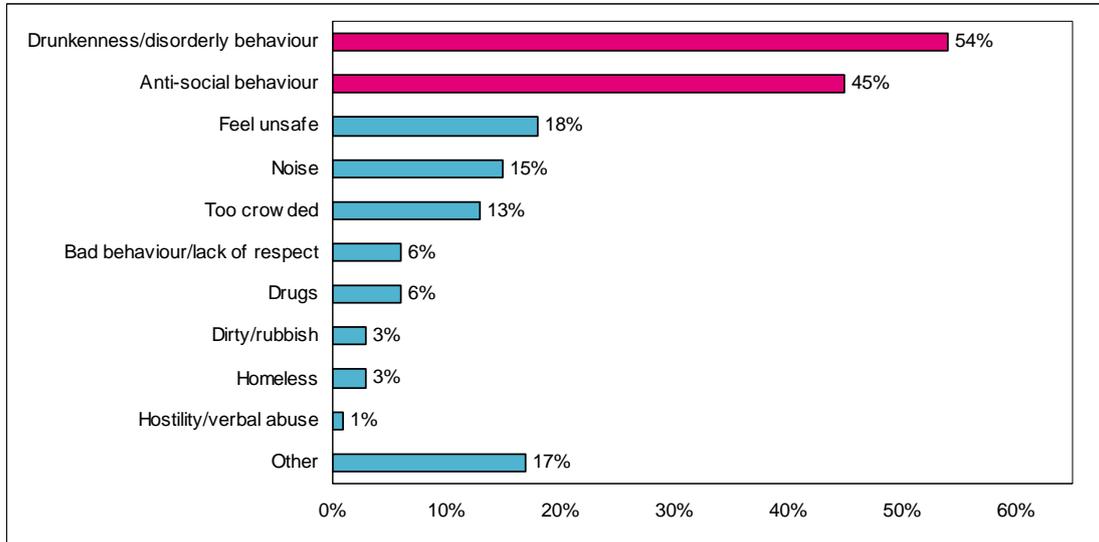
3.5 Aspects Disliked Most about Kings Cross

Unprompted responses as to aspects disliked about the Kings Cross precinct include many of those factors previously mentioned under negative changes being experienced, notably drunkenness and the disorderly and anti-social behaviour that arises from excessive drinking. Drunkenness and disorderly behaviour was mentioned by just over half the participants interviewed (54%), compared to anti-social behaviour at around a 10% less mention (45%).

The third most frequently mentioned aspect disliked was a fear for personal safety, mentioned spontaneously by just under one fifth (18%) of survey participants. Other mentions include noise pollution (15%) as well as the precinct being too crowded at night time seem to result from cluttered pathways, people smoking on the streets and café patrons sitting on side walks.

Other aspects disliked, but at much lower levels of incidence, include bad behaviour emanating from no respect given residents, drug taking, littered and dirty streets and the presence of homeless people.

Figure 23 – Aspects Disliked Most – Kings Cross (n=190)



3.6 Amenities

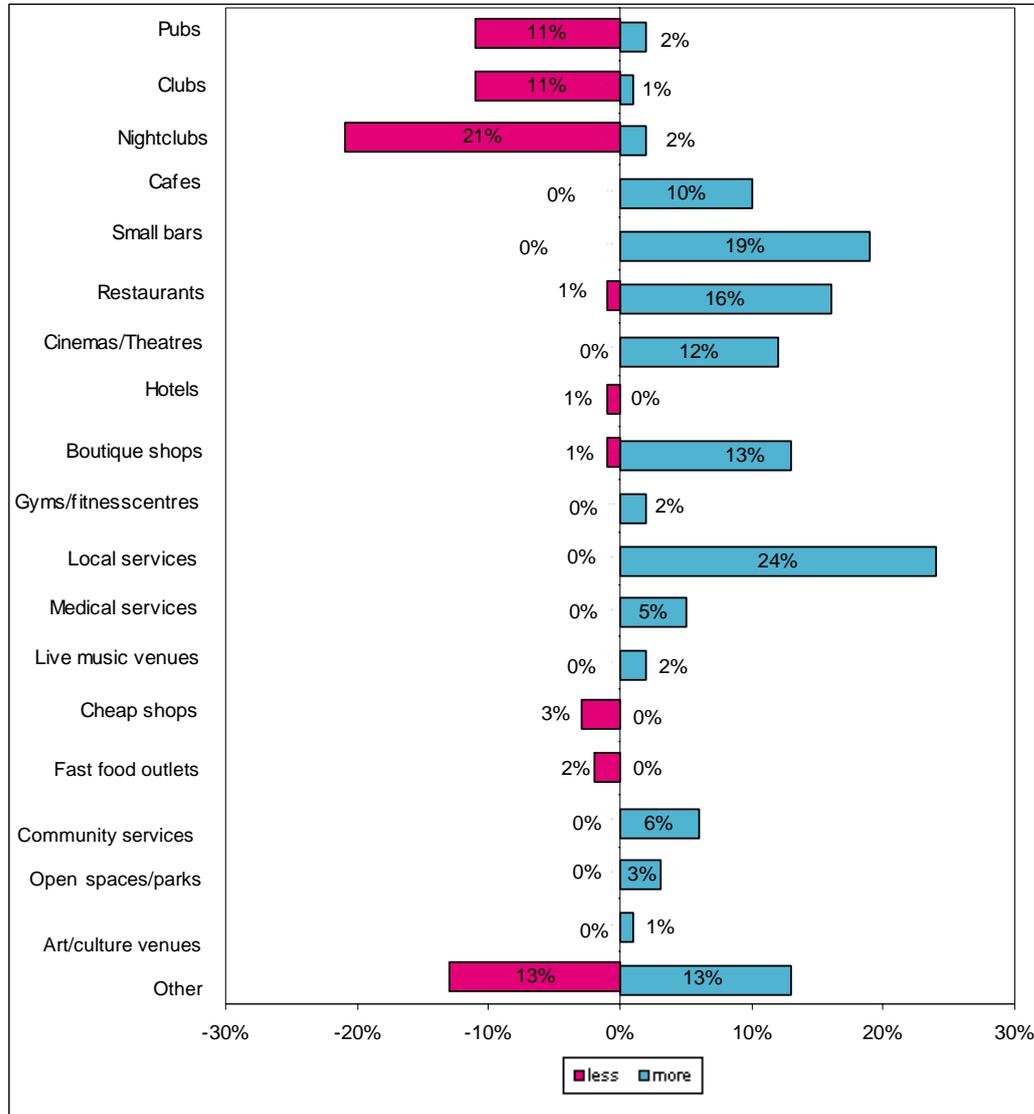
Overall, there were more mentions for additional amenities than for fewer amenities.

Similar to the findings in Oxford Street, additional amenities generally fall into one of two groups, broadly defined as 'entertainment' and 'provision for services'. Entertainment includes a desire to have more small bars (particularly amongst females and those aged 35-54 years old), restaurants and cafes to complement existing establishments. Also falling under the entertainment umbrella, were a smaller number of mentions for more boutique shops together with cinemas, theatres and art/cultural venues.

The second group, 'provision of local services' includes shops such as butchers and green grocers, as well as medical centres with access to GPs, dental and pharmacy. Provision for local services was higher amongst those residents living in the precinct for longer than 10 years as well as those aged 55 years and above. Generally, there was a much lower level of mention for community services, such as the need for parks and open green spaces.

Those amenities survey participants would like to see less of include nightclubs, pubs and clubs, and to a lesser extent, cheap shops and fast food outlets. The corollary is that there were very low incidences of survey participants wanting more of these types of amenities.

Figure 24 – Amenities Would Like To See More/Less Of (n=190)



3.7 Feelings of Safety

Survey participants were asked how safe they felt travelling to and from their place of residence after 6pm at night as well as at 1am in the morning. We discovered that concerns for personal safety increased significantly at 1am in the morning rising from less than 5% (after 6pm) to just over 30% (at 1am). This is corroborated by the halving of nett safe scores at 1am versus after 6pm. This feeling of being unsafe was highest amongst females and those living in the Kings Cross precinct for more than 10 years.

Figure 25 – Feeling of Personal Safety

FEELING OF SAFETY		
Rating	After 6pm? (n=190)	At 1 am? (n=182)
Very unsafe	1%	9%
Fairly unsafe	2%	22%
Not sure	10%	23%
Fairly safe	41%	27%
Very safe	46%	14%
Nett unsafe	3%	31%
Nett safe	87%	42%

3.8 Influence of pubs, nightclubs etc on quality of life

Mixed feelings were also evident amongst many of the Kings Cross survey participants asked to articulate the effect that pubs, bars and nightclubs have on their quality of life. On the one hand, positive responses revolve around the contribution of these entertainment forms to creating the culture and vibrancy that is so closely associated with The Cross. But in the same breath, there are a significant number (a higher percentage than amongst the Oxford Street survey participants) who mention the negative by-products such as anti-social and sometimes criminal behaviour associated with drunkenness, as well as excessive noise levels.

Significantly more survey participants (45%) mentioned a feeling of general negativity than a feeling of general positivity (17%). However close to one third (31%) feel somewhat neutral. Similar concerns to Oxford Street were raised about anti-social behaviour (25%) and criminal behaviour (9%) all associated with excessive drinking, whilst others mentioned the excessive noise (16%) created by patrons of the various pubs and nightclubs.

Aside from general comments of positive influence, other specific positive influences at lower levels of mention mostly revolve around the contribution that pubs and nightclubs make by providing a diversity of entertainment (5%) and an environment and atmosphere conducive to socialising (3%) making The Cross an appealing precinct in which to live (3%).

Figure 26 – Influence of Pubs, Nightclubs etc on Quality of Life

Type of influence (n=189)					
Positive		Neutral		Negative	
Generally positive influence	17%	Generally neutral influence	31%	Generally negative influence	45%
Other positive	7%			Antisocial behaviour associated with excessive drinking	25%
Provides entertainment	5%			Excessive noise	16%
Venue for socialising	3%			Criminal behaviour associated with excessive drinking	9%
Reason for living in the area	3%			Unsafe	8%
				Traffic/parking problems	3%

3.9 Evaluation of Quality of Life Statements

Survey participants were asked to evaluate a number of statements relating to different aspects of living in the Kings Cross precinct. Evaluations were made using a 5-point semantic scale representative of their feelings where 5 represents the highest score (very good) and 1 the lowest (not at all good).

Comparison of nett positive and nett negative scores allows us to obtain a viewpoint on the contribution of each towards participants' quality of life within the precinct. Overall, four statements were skewed more positively compared with one skewed more negatively.

Statement evaluations skewed more *positively* include:

- Provision of local services (positive 66% versus negative 11%)
- Rubbish removal/street cleaning (positive 62% versus negative 13%)
- Provision for public transport (positive 43% versus negative 22%)
- Police presence at night (positive 41% versus negative 26%)

Statement evaluations skewed more *negatively* include:

- Traffic and parking at night (positive 11% versus 56% negative).

Figure 27 – Statement Evaluation – Kings Cross (n=190)

Statement	Negative		Neutral	Positive		Don't Know
	1	2	3	4	5	
Acceptable noise levels after 10pm at night	19%	19%	27%	23%	12%	1%
Public transport (trains and buses) available in the area after 10pm	7%	15%	24%	32%	11%	12%
Traffic and parking in the area at night	46%	23%	17%	5%	1%	8%
Mix of local services (such as grocery stores, chemists/medical services and restaurants, pubs, clubs and bars) in the area	3%	9%	21%	45%	21%	1%
Rubbish removal and street cleaning in the area	4%	9%	24%	38%	24%	1%
Police presence at night	10%	16%	30%	32%	9%	2%

3.10 Suggestions on Improving Kings Cross

Enhancing the level of personal security was the most frequently mentioned factor in helping to improve the Kings Cross precinct. This was seen as a combination of improving policing and the level of security (17%), restricting the opening hours of businesses selling alcohol (16%) as well as enforcing existing RSA laws (6%). These feelings were more prevalent amongst those residents of longer than 10 years tenure as well as amongst older residents i.e. 55 years and over.

Mention was also made of encouraging a better mix of businesses within the precinct (i.e. businesses not necessarily reliant on the sale of alcohol). Again this was more evident amongst those 55 years and over interviewed.

Cumulatively, a number of suggestions were made to community services by close to half of survey participants (multiple mentions) and include aspects such as:

- Improve traffic/parking management – 14%
- Increase community services – 11%
- Address homeless/drug addiction – 8%
- Improve cleaning/refuse removal – 7%
- Improve appearance of buildings – 3%.

Figure 28 – Suggestion for Improvement – Kings Cross (n=190)

Suggestion	% response
Better mix of types of venues/businesses	18%
Improved policing/security	17%
Restrict opening hours/alcohol outlets	16%
Improved traffic/parking management	14%
More community services	11%
Like it as it is	9%
Get rid of drugs	8%
Address homelessness/drug addiction issues	8%
Improved cleaning/rubbish removal	7%
Enforce existing RSA laws	6%
Improve appearance of buildings	3%
Other	27%
No suggestion/response	9%

Other suggestions included a large number of smaller mentions such as:

- Upgrading of back lanes/alleys;.
- Need for more low cost housing, active strategies to encourage diverse demographics.
- Better mix of social housing, better range of demographics.
- More responsible dog owners, pet friendly.
- Smaller, more frequent bus service;
- Less people and therefore less noise, noise curfew over weekends;
- Clean energy; Improve 'village feel'. with more intimate venues, more individual and different places;.
- Less prostitutes;
- No more bars and nightclubs;
- Removal of cheap entertainment;
- More rubbish bins and more parks;
- Junkies are the greatest problem, get rid of injecting room a big contributor to anti-social feelings.
- More considered urban planning without destroying the real character of the area.
- More diverse shops particularly in Darlinghurst Road.

4 Summary and conclusions

4.1 Oxford Street

4.1.1 Key Findings

Use and appreciation of late night premises:

- Survey participants indicated extensive use of late night premises particularly the support of different forms of social entertainment with half visiting a local restaurant, pub, café or small bar on a weekly basis.
- These forms of entertainment satisfy important functional as well as emotional needs. They were seen to provide more than just good food and drink. Their convenience provides an ideal place to catch-up with family and to socialise with friends.
- Cafes and small bars were seen to offer a more intimate experience and are often preferred over the larger more noisy pubs and clubs. For those searching for more active forms of entertainment, nightclubs provide opportunities for dancing with frequent performances from live bands.

Nature of change in residential amenity:

- Three out of every five survey participants believed that the Oxford Street precinct has changed, a feeling that was strongest amongst those who have experienced this first hand having lived in the area for more than 3 years and also those are 55 years and over.
- The majority of these changes were seen to be for the worse and not for the better. Highest mention was a worsening in the level of personal safety as well as in the provision for general amenity by half of the respondents.
- A number of changes can be indirectly linked to the negative impact of pubs and nightclubs and the concomitant increase in the consumption of alcohol and the use of drugs contributing to higher levels of noise, disturbance and anti-social behaviour..

Aspects most liked and disliked:

- Residents were quick to point out both positive and negative aspects of living in the precinct. It is this mix that helps create the unique character that is Oxford Street, and the reason why they so enjoy living there.
- Of aspects most liked, at the top of the list was a feeling of vibrancy that living in the precinct brings, created according to many, by the wide diversity of people and culture in evidence.
- Aspects most disliked are the very same things about which residents have noticed a gradual decline in. These included increasing levels of alcohol consumption, a catalyst for disorderly and anti-social behaviour, which exacerbates feelings of insecurity.

Impact of pubs and nightclubs on the quality of life:

- There were mixed feelings evident, with survey participants recognising some of the positive contributions of these to creating what is a unique culture and diversity that appeals to them.
- But in the same breath, many acknowledged a number of negative by-products such as anti-social behaviour associated with drunkenness, excessive noise and often criminal behaviour. Excessive drinking was closely associated with the free availability of alcohol from the many licensed businesses that operate within the precinct.
- Concern for personal safety also increased significantly in the early hours of the morning as evinced by the tripling of nett unsafe scores. This was of particular concern to females, who felt threatened by the anti-social behaviour of people under the influence of alcohol.

Improving residential amenity and countering alcohol related anti-social behaviour

- The negative sentiment surrounding the impact of pubs and nightclubs was reinforced by the fact that these establishments received the only significant level of mention as amenities residents would like to see less of.
- There were a number of useful suggestions by survey participants, in helping to control alcohol related anti-social behaviour, these included improving the level of security through increasing the police presence, restricting the number of liquor licences within the precinct and enforcing existing RSA laws with regards to opening hours.
- Another suggestion was to encourage a better mix of businesses to operate within the precinct. This would result in a diluting of the number of businesses whose primary revenue is derived from the sale of alcohol.

4.1.2 Conclusions

A number of key conclusions emanate from the survey findings conducted in Oxford Street where respondents suggested that:

- There was a need to establish more control over the disruptive elements identified and resulting anti-social behaviour, without overtly negatively impacting the unique culture and diversity of Oxford Street.
- Active encouragement of new types of businesses into the precinct whose primary business would not constitute the sale of alcohol. This would result in a dilution in the number of businesses whose primary source of income is from the sale of alcohol.
- Identification of the maximum number of liquor licenses that can be accommodated within the Oxford Street precinct and enforce this.
- A more stringent enforcement of the RSA laws by authorities.
- The improvement of security through a stronger police presence to deal with and discourage anti-social behaviour. This would also serve to help curtail excessive noise levels. Improvements in lighting of dark areas would also discourage pavements and lanes being used as toilets.
- The improvement of the frequency of early morning transportation to ensure a faster dissemination of patrons exiting the pubs and nightclubs.

4.2 Kings Cross

4.2.1 Key Findings

Use and appreciation of late night premises:

- Survey participants living in the Kings Cross precinct, indicated fairly extensive use of late night premises, particularly the support of different forms of social entertainment, with just under half visiting a local restaurant, small bar, pub, or café on a weekly basis.
- These forms of entertainment satisfied important functional as well as emotional needs. They were seen to provide more than just conveniently located good food and drink. Their convenience provided an ideal place and environment to catch-up with family and to socialise with friends.
- Restaurants offered good quality food and the convenient location makes it easy to catch-up with family and friends.
- Pubs were seen as a good place to have a drink with friends and to enjoy the live band/music. Cafes and small bars on the other hand are seen to offer a quieter more intimate experience and were often preferred over the larger more noisy pubs and clubs.

Nature of change in residential amenity:

- Just under two thirds of survey participants believed that the Kings Cross precinct has changed, a feeling that was strongest amongst those who have lived in the area for more than 3 years and amongst those who are aged 55 years and over.
- Unlike the Oxford Street survey where safety received the highest mention as a negative change, in Kings Cross the opposite was true, with this factor receiving second highest mention, but as a positive change. Provision for local services was also perceived as being a positive change.
- Highest mention of negative change was given alcohol and drug use. This was not the only negative change, others include a worsening of general amenity, cleanliness, the impact of pubs and clubs and excessive noise.

Aspects most liked and disliked:

- In common with the sentiments of Oxford Street residents, Kings Cross residents mentioned both positive and negative aspects of living in the precinct, believing that this mix is what helps create the unique character of the Cross, and support the many reasons why they enjoy living there.
- Amongst the aspects most liked, at the top of the list is a feeling of vibrancy that living in the Kings Cross precinct brings, a function of the wide diversity of people and culture in evidence. The wide variety of entertainment on tap including cafes, restaurants, pubs and clubs were also specifically mentioned.
- Drunkenness and disorderly behaviour were given highest mention as the aspect most disliked, followed closely by anti-social behaviour. Both of these contributed to feelings of being unsafe, the next highest factor disliked.

Impact of pubs and nightclubs on the quality of life:

- In keeping with the Oxford Street findings, there was also evidence of mixed feelings amongst Kings Cross survey participants, however with some notable differences. In Kings Cross there was a larger gap between a generally positive and a generally negative influence of these institutions on the quality of life. This was due to a higher incidence of negative feelings and a lower incidence of positive feelings. Overall, you might say that in Kings Cross there was a feeling that the impact of pubs and nightclubs was a lot more negative than in Oxford Street.
- Other negative impacts to receive notable mention included anti-social behaviour associated with excessive drinking, excessive noise often accompanied by criminal behaviour and a concern for personal safety. Excessive drinking was closely associated with the free availability of alcohol from the many licensed businesses that operate within the precinct.
- There was little concern for personal safety amongst Kings Cross residents after 6pm at night, but increasing significantly at 1am in the morning. This was of particular concern to females and those who have lived in the precinct for longer than 10 years, who felt threatened by the anti-social behaviour of people under the influence of alcohol at that time in the morning.

Improving residential amenity and countering alcohol related anti-social behaviour

- The negative sentiment surrounding the impact of pubs and nightclubs was reinforced by the fact that these establishments receive the only significant level of mention as amenities residents would like to see less.
- There were a number of useful suggestions by survey participants, in helping to control alcohol related anti-social behaviour, these include encouragement of a better mix of businesses to operate within the precinct, improving the level of security through increasing the police presence, restricting the number of liquor licences within the precinct and enforcing existing RSA laws with regard to opening hours.
- Other suggestions included getting rid of drug dealers and addressing drug addiction issues, as well as exercising noise curfews over weekends.

4.2.2 Conclusions

Key conclusions that emanate from the survey findings conducted amongst Kings Cross residents are almost identical to those detailed under Oxford Street. Respondents suggested that:

- There was an identical need to exert more control over the disruptive elements notably excessive drinking and taking of illicit drugs to address the resulting anti-social behaviour, without overtly negatively impacting upon the unique culture and diversity of Kings Cross.
- Improvements in feelings of personal safety were acknowledged as positive changes, but concerns for personal safety at 1am in the morning were just as high as for Oxford Street residents, particularly amongst women and those living in the precinct for more than 3 years.
- Introduction of measures to effectively combat the excessive consumption of alcohol. This was more likely to be seen as several measures commencing with a stronger police presence to deal with the perpetrators, identification of the maximum number of liquor licenses that could be accommodated within the Kings Cross precinct and enforcement, as well as a more stringent enforcement of the RSA laws by authorities.
- Introduction of measures to effectively combat illegal drug use. Suggestions included the removal of the injecting rooms, arrest of dealers, a stronger police presence and addressing the issue of homelessness.
- Active encouragement of new types of businesses into the precinct whose primary business would not constitute the sale of alcohol. This would result in a dilution in the number of businesses whose primary source of income was from the sale of alcohol.
- Improvement in the frequency of early morning transportation to ensure a faster dissemination of patrons exiting the pubs and nightclubs.

Appendix A Oxford Street Map





Appendix B Kings Cross Map





Appendix C Questionnaire



Final Night Trading Survey – Community Perceptions

Method and Target Areas

- (i) 200 face-to-face interviews in the Oxford Street survey area
Sample Points – Taylor’s Square N & S, Whitlam Square S, St Margaret’s, Other.....
- (ii) 200 face-to-face interviews in the Kings Cross survey area
Sample Points – Railway Station, Fitzroy Gardens, Darlinghurst Rd, Victoria St, Other.....

Introduction

Good morning/Afternoon/Evening, my name is and I work for a company called Urbis. We have been contracted by Sydney City Council to interview people currently residing in Kings Cross and Oxford Street areas in order to gain an increased understanding of the community’s perception of late night trading premises and their impact on residential amenities.

Do you currently reside in either of these two areas? If yes – would you mind participating in this survey – it should only take 10 minutes. If no – CLOSE AND THANK AND RECORD UNDER NON RESIDENT

Survey Questions:

- Q1 Which of these two areas do you currently reside in? CIRCLE RESPONSE
 - a) Kings Cross
 - b) Oxford Street

- Q2a How long have you lived in this area?
 - a) Less than 4 months – CLOSE AND THANK
 - b) 5 months to 3 years - PROCEED
 - c) 3 years to 10 years - PROCEED
 - d) More than 10 years - PROCEED

- Q2b Could you tell me whether you are over 18 years of age?
 - a) Over 18 – PROCEED
 - b) Under 18 – CLOSE AND THANK

- Q3 On this map could you please indicate what coloured area you currently reside in?

Oxford Street

- 1 Red
- 2 Orange
- 3 Yellow
- 4 Green
- 5 Blue
- 6 Purple
- 7 Pink

Kings Cross

- 1 Red
- 2 Orange
- 3 Yellow
- 4 Green
- 5 Blue



APPENDICES

Q4 Do you visit local restaurants/pubs/clubs/cafes after 10pm?

- a) More than once per week
- b) Once per week
- c) 1+ per month
- d) 1+ every 3 months
- e) Never

Q5 Thinking about after-hours/late night entertainment, which of the following do you most like to visit, second, third? READ OUT LIST AND RANK FIRST THREE ONLY IN TABLE BELOW

Entertainment Type	Ranking 1 st , 2 nd , 3 rd
a) Pubs	
b) Clubs such as RSL	
c) Nightclubs	
d) Cafes	
e) Small bars	
f) Restaurants	

Q6 For what particular reason/s do you most like to visit [1st Mention Q5]?

RECORD VERBATIM

.....

.....

Q7 Do you think the character of the area in the evenings has changed since you have lived there?

- a) Yes - GO TO Q8
- b) No – GO TO Q9



Q8 In what way has it changed - Much better, slightly better etc
 RECORD UNPROMPTED RESPONSES IN TABLE BELOW

	Much better	Slightly better	No change	Slightly worse	Much worse
a) General amenity	5	4	3	2	1
b) Safety	5	4	3	2	1
c) Traffic	5	4	3	2	1
d) Noise	5	4	3	2	1
e) Parking	5	4	3	2	1
f) Cleanliness	5	4	3	2	1
g) Alcohol / drug use	5	4	3	2	1
h) Impact of pubs / clubs / nightclubs	5	4	3	2	1
i) Provision of local services e.g. butchers, medical centres	5	4	3	2	1
j) Crowding on the streets at night	5	4	3	2	1
k) Police presence	5	4	3	2	1
l) Public transport service	5	4	3	2	1
m) Taxi services	5	4	3	2	1
n) Other.....	5	4	3	2	1

Q9 What are some of the things you enjoy about the night time character of this area i.e. after 6pm?
 TICK AS MANY AS APPLY

- a) Entertainment
- b) Good vibe
- c) Cafés/Restaurants
- d) Pubs/Clubs
- e) Shopping - convenience stores
- f) Diversity
- g) Other

Q10 What are some of the things you least enjoy about the night time character of this area?
 TICK AS MANY THAT APPLY

- a) Too crowded
- b) Feel unsafe
- c) Drunkenness / disorderly behaviour
- d) Anti-social behaviour
- e) Other



Q11 Not restricting your answers to places open late at night, what types of places or facilities would you like to see more or less of in the area? RECORD UNPROMPTED RESPONSES BELOW

- a) Pubs MORE / LESS
- b) Clubs MORE / LESS
- c) Nightclubs MORE / LESS
- d) Cafes MORE / LESS
- e) Small bars MORE / LESS
- f) Restaurants MORE / LESS
- g) Cinemas/Theatres MORE / LESS
- h) Hotels MORE / LESS
- i) Boutique shops MORE / LESS
- j) Gyms/Fitness centres MORE / LESS
- k) Local service e.g. butchers MORE / LESS
- l) Medical services MORE / LESS
- m) Other MORE / LESS
- n) Other MORE / LESS

Q12 How safe do you feel going to and coming from where you live.....

i) after 6pm at night

ii) at 1 am in the morning

Using a 5 point scale where 1= very unsafe through to 5= very safe

CIRCLE RESPONSE IN TABLE BELOW

		After 6pm at night	At 1am in the morning
1	Very unsafe	1	1
2		2	2
3		3	3
4		4	4
5	Very safe	5	5

Q13 What influence do the pubs, nightclubs etc have upon the quality of life you have in the area?
RECORD VERBATIM



Q14 Thinking about a number of aspects about living in the area, could you please rate these according to how good you feel they are using the following scale where 1 = not at all good and 5 = very good . CIRCLE RESPONSE TO EACH STATEMENT IN TABLE BELOW

	Not At All Good 1	2	3	4	Very Good 5
a) Acceptable noise levels after 10pm at night	1	2	3	4	5
b) Public transport (trains & buses) available in the area after 10pm	1	2	3	4	5
c) Traffic and parking in the area at night	1	2	3	4	5
d) Mix of local services, [such as grocery stores, chemists/medical services and restaurants, pubs, clubs and bars] in the area	1	2	3	4	5
e) Rubbish removal and street cleaning in the area	1	2	3	4	5
f) Police presence at night	1	2	3	4	5

Q15 Thinking about all that we have spoken about, what do you feel could and should be done to improve the area? RECORD VERBATIM

Q16 RECORD GENDER

- a) Male
- b) Female

Q17 Could you please tell me into which of the following age bands you fall?

- a) 18-24
- b) 25-34
- c) 35-44
- d) 45-54
- e) 55-64
- f) 65 years and older

Thank you very much for your time. Your comments have been most informative.

Interviewer:..... Date:..... Time: