A vulnerable adult engagement report published in association with Castle Point Association of Voluntary Services.

A report into ESAB’s 2012 survey of vulnerable people in Essex. The report reveals a number of key findings relating to travel anxieties, perceptions of young people, hate related incidents and reporting abuse.
A high proportion of vulnerable people experience anxieties whilst travelling. However it appears those with mental health problems are most likely to experience anxieties whilst travelling.

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Note – Any organisation wishing to receive more detailed information on any aspect of the report for the purposes of bidding for an ESAB funded project should contact ESAB@essex.gov.uk.
Key Findings Overview

- A high proportion of vulnerable people experience anxieties whilst travelling. However it appears those with mental health problems are most likely to experience anxieties whilst travelling.

- Bus travel causes a disproportionately high number of anxieties for people living in South Essex and in particular Basildon. The following towns also returned a high volume of bus travel anxieties: Braintree, Canvey, Chelmsford, Clacton, Colchester, Harlow and Harwich.

- Vulnerable people require increased support and confidence when going out across the county.

- Perceptions held by vulnerable groups of school and college age children/young people need to be improved and links between the groups strengthened.

- Awareness of hate motivated incidents against vulnerable groups across Essex needs to be improved including recognizing a hate motivated incident and acting upon it appropriately. This is a particular issue in Mid Essex.

- Projects designed to raise awareness of hate incidents require some focus upon sexuality based hate crime.

- Improvements need to be made to allow vulnerable people to know what to do should they suffer a form of abuse, in order to ensure that adequate support is available to enable improvements to be made.
Introduction & Overview

Methodology
The Essex Safeguarding Adults Board and Castle Point Association of Voluntary services work together closely to develop a survey to be distributed to vulnerable people across Essex. The final report was agreed by Essex County Council's Research Governance team prior to distribution.

A total of three thousand surveys were distributed across Essex with the vast majority provided to professionals working with vulnerable people in some capacity. Of all those distributed, 769 fully or partially completed surveys (25.6%) were returned with the charts below demonstrating the age, gender distribution.

In total, 237 respondents had a carer present during completion of the survey. If a carer was present the facilitator was asked to skip certain ages of the survey in line with a request received from Essex County Council's Research Governance team.

![Age Range and Gender of Respondents](chart)

The chart above outlines the age distribution of all respondents to the survey. Whilst there was a spread of respondents from all age groups, the group with the highest number of responses was 75-84 year olds (149 respondents). The remaining age groups had a fairly even spread though there were many more female than male respondents in the 85+ age group.
Vulnerability

Of all respondents 34% had a learning disability, 25% had a physical disability, 20% had a sensory impairment, 16% suffered from mental ill health and 5% had an acquired brain injury.

Ethnicity
Of the seven hundred and sixty nine respondents, thirty four (4.4%) had not specified their ethnicity. Of those who did specify their ethnicity seven hundred and seven (96.2%) were white British, eight (1%) were white Irish, two (0.26%) were Indian, three (0.4%) were mixed white and Caribbean, five (0.65%) were mixed white and Asian, and one (0.13%) was mixed white and black African.

Sexual Orientation
Of the 357 male respondents, 42 preferred not to disclose their sexual orientation. 15 (5.3%) were homosexual, 14 (5.0%) were bisexual and the remaining 286 (90.8%) were heterosexual.

Of the 422 female respondents 78 (18.5%) preferred not to disclose their sexual orientation. Of the remaining 344 respondents 19 (5.5%) were homosexual, 13 (3.8%) were bisexual, and 312 (90.7%) were heterosexual. The representation of respondent of varying sexualities means that comparisons can be made later in the survey e.g. whether sexuality has an effect of the volume of respondents experiencing hate related incidents/crimes.
Areas of the County

Sexuality: Male Respondents

- Heterosexual: 80%
- Unspecified: 12%
- Homosexual: 4%
- Bisexual: 4%

Sexuality: Female Respondents

- Heterosexual: 74%
- Unspecified: 18%
- Homosexual: 5%
- Bisexual: 3%

Sexuality: All Respondents

- Heterosexual: 77%
- Unspecified: 15%
- Homosexual: 4%
- Bisexual: 4%

Distribution of returned surveys County-Wide

- South
- West
- Mid
- North
- Unknown
In order to measure opinions and experiences of vulnerable people in Essex as accurately as possible it was important to reach respondents all areas of the county. The chart above demonstrates the distribution of responses. Whilst the majority of responses came from North Essex, there was a strong number of returns from all areas of the county.

It is worth noting from the distribution of responses that the vast majority of respondents lived in supported housing.
**Travel**

Of a total 769 responses, 666 people (86.6%) across the whole of Essex said that they didn’t feel anxious or scared when travelling. A further 103 (13.4%) people said that they did feel anxious or scared.

**Question asked of all respondents:**

We need to know where you feel anxious or scared when you are travelling *(followed by a number of options)*.

*The chart shows all of those selecting one or more forms of transport which caused them anxieties.*

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Of the 336 people over the age of 65 who completed the travel section of the survey, 30 (9%) had experienced something whilst travelling to make them feel anxious or scared. A number of these comments however related to falls whilst travelling. One older female (between 65-74 yrs) reported experiencing public displays of nudity from men whilst travelling in Laindon.

**Question asked of respondents over the age of 65:**

Has anything happened to you in the last 5 years when you have been travelling to make you feel anxious or scared? *(yes or no).*

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280 people with a learning disability completed the travel section of the survey. Of these respondents 46 (16.4%) had experienced something to make them feel anxious whilst travelling in the last 5 years.
Question asked of respondents with a learning disability:

Has anything happened to you in the last 5 years when you have been travelling to make you feel anxious or scared? (yes or no).

198 respondents who declared a physical disability completed the travel section of the survey. Of these respondents 31 (15.7%) had experienced something to make them feel anxious whilst travelling in the last 5 years.

Question asked of respondents with a physical disability:

Has anything happened to you in the last 5 years when you have been travelling to make you feel anxious or scared? (yes or no).

166 respondents declared a sensory impairment and completed the travel section of the survey. Of these respondents 24 (14.5%) had experienced something to make them feel anxious whilst travelling in the last 5 years.
**Question asked of respondents with a sensory impairment:**

Has anything happened to you in the last 5 years when you have been travelling to make you feel anxious or scared? *(yes or no).*

![Pie chart showing 14% yes and 86% no.]

129 respondents declared a mental health problem and completed the travel section of the survey. Of these respondents 41 (31.8%) had experienced something to make them feel anxious whilst travelling in the last 5 years. Of these responses 24.4% were from mid Essex, 41.5% were from North Essex, 9.8% were from South Essex and 7.3% were from West Essex (the remainder did not disclose their location).

**Question asked of respondents with mental ill health:**

Has anything happened to you in the last 5 years when you have been travelling to make you feel anxious or scared? *(yes or no).*

![Pie chart showing 32% yes and 68% no.]

**Key Finding** – a high proportion of vulnerable people experience anxieties whilst travelling. However it appears those with mental health problems are most likely to experience anxieties whilst travelling.
Bus travel appeared to cause the most anxiety across the county with a total of 130 respondents stating that it caused them anxiety. The next chart explores each anxiety by location (broken down to Mid, North, West and South Essex).

The highest volume of anxieties whilst travelling by bus came from respondents in South Essex. The weighting of anxieties from this area is key as only 19.5% of respondents came from South Essex. When weighted against the number of responses from each area, and in order to measure the scale of any bus travel concerns, South Essex does raise the most concerns:
The chart above takes into account the number of respondents from each area of the county and weights the number of anxieties reported when using buses as a form of transport. Clearly in South Essex the scale of the problem reported by respondents is greater than problems reported in other areas of the county. The weighting of anxieties reported in Mid Essex was also narrowly above average.

The chart above focuses closer on bus travel anxieties reported in South Essex. 31.25% of all anxieties reported for bus travel came from those living in the Basildon area. Canvey Island and Pitsea had the next highest number of bus travel anxieties reported with 12.5% each.
By removing the weighting it is possible to look at those areas which returned the highest volume of anxieties for bus travel. The chart below demonstrates that whilst Basildon has already been highlighted as a key problem area for bus travel, other areas also generated a high return of anxieties:

**Bus travel anxieties in Essex: Common responses**

- Rochford
- Pitsea
- Laindon
- Harwich
- Harlow
- Colchester
- Clacton
- Chelmsford
- Canvey
- Brentwood
- Braintree
- Benfleet
- Basildon

**Key Finding** – Bus travel causes a disproportionately high number of anxieties for people living in South Essex and in particular Basildon. The following towns also returned a high volume of bus travel anxieties: Braintree, Canvey, Chelmsford, Clacton, Colchester, Harlow and Harwich.

**Additional Comments**

Very few people provided meaningful additional comments about feeling anxious or scared whilst travelling although one male (18-24 years of age with a learning disability) reported that he had been mugged eight times whilst out at Pitsea market.
One female (65-74 years of age from South Essex with poor mobility) feels anxious or scared in an alleyway between Cromer Avenue and Mellow Mead in Laindon.

Another female (74-85 years of age from Billericay with mobility problems) feels anxious or scared at Basildon Hospital and Stock Road Health Centre.

**When Do You Go Out Most Often?**

752 people responded to this question. A significant proportion of respondents go out most often during the day. In West Essex this result is exaggerated and only 5% of respondents went out most during the evening. It is impossible to ascertain from the existing results whether people in West Essex are unable to go out during the evenings due to a lack of opportunity, or whether it is through choice.

<table>
<thead>
<tr>
<th>Both Genders</th>
<th>Across County</th>
<th>Of all people in Mid Essex</th>
<th>Of all people in North Essex</th>
<th>Of all people in South Essex</th>
<th>Of all people in West Essex</th>
<th>Unknown Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day</td>
<td>686 (91%)</td>
<td>95 (86%)</td>
<td>208 (92%)</td>
<td>141 (92%)</td>
<td>106 (95%)</td>
<td>136 (91%)</td>
</tr>
<tr>
<td>Evening</td>
<td>66 (9%)</td>
<td>16 (14%)</td>
<td>19 (8%)</td>
<td>12 (8%)</td>
<td>5 (5%)</td>
<td>14 (9%)</td>
</tr>
</tbody>
</table>

120
100
80
60
40
20
0
Mid
North
South
West
Unknown

**Females Cross-County - When They Go Out Most Frequently**  
- Evenings
- Day
The two charts above break down these responses by gender. Generally the theme is that a marginally higher proportion of males went out more often in the evening.

Has anything happened to you in the last five years to make you anxious or scared?
Of the 769 respondents 108 (14%) people said that they had experienced something in the last five years which made them feel anxious or scared. The chart below shows the number of people in each area of Essex who said that they had experienced something in the last five years which made them feel anxious or scared:
Somewhat surprisingly no males in West Essex reported having had experienced something in the last five years which made them feel anxious or scared. The chart below takes into account the data above and weights the number of incidents against the proportion of responses from each area of the county.

### Incidents whilst travelling weighted by response rate

Immediately the weighted responses unveils a high proportion of incidents occurring whilst travelling in Mid Essex than was initially evident. The proportion of incidents reported in West Essex however is significantly lower than all other areas.

### Did you do anything?

These are the comments which were made by the respondents who said they did something:
<table>
<thead>
<tr>
<th>Comment</th>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>I told other people and they dealt with it.</td>
<td>Mid</td>
</tr>
<tr>
<td>Tried to forget about it</td>
<td>Mid</td>
</tr>
<tr>
<td>Went to police, with my support worker.</td>
<td>Mid</td>
</tr>
<tr>
<td>Complained to transport desk in national hospital for neurology.</td>
<td>North</td>
</tr>
<tr>
<td>Gave the man money</td>
<td>North</td>
</tr>
<tr>
<td>I went into a local pub and told bar staff - they told the police.</td>
<td>North</td>
</tr>
<tr>
<td>Only once did I have to get off the bus. Usually I just stay on the bus until the end of my journey.</td>
<td>North</td>
</tr>
<tr>
<td>Two people reported it to the police</td>
<td>North</td>
</tr>
<tr>
<td>Told police, they said they would keep a record of any problems.</td>
<td>North</td>
</tr>
<tr>
<td>Reported to scheme coordinator</td>
<td>South</td>
</tr>
<tr>
<td>Told my neighbours and my warden.</td>
<td>South</td>
</tr>
<tr>
<td>Walked to the police station when walking home</td>
<td>South</td>
</tr>
</tbody>
</table>

117 people said that their anxiety or fear prevented them from going out on occasions. Responses of this nature came from across Essex: 18 were from Mid Essex, 39 were from North Essex, 26 were from South Essex, 13 were from West Essex, 17 did not specify their area.

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**People whose anxiety prevents them from going out – across the county**

![Bar chart showing the number of people by area](chart.png)
The weighted chart above suggests that on the whole vulnerable people’s anxieties in West Essex do not prevent them from going out. In all other areas of the county the problem is of an equally higher proportion.

**Key Finding:** Vulnerable people require increased support and confidence when going out across the county.

### Anxieties related to children

**Weighted proportions of those anxious of school age children**

Fear of young people amongst vulnerable people was a theme which also came out of the survey. 45 respondents were scared of school children. Of those 45 people, 2 had an acquired brain injury, 27 had a learning disability, 11 had a physical disability, 13 had
a sensory impairment, 14 had mental ill health.

The chart above shows the proportions of where those with anxieties of school children were from. Again this information has been weighted against the number of respondents from each area. Clearly from the data the highest proportion of these responses came from North Essex. Again the least and lowest proportion of anxieties were reported in West Essex.

Similarly to the above, 40 respondents were scared of college students. 3 had an acquired brain injury, 22 had a learning disability, 13 had a physical disability, 7 had a sensory impairment, 15 had mental ill health.

The weighted distribution of these responses was slightly different though. The chart below shows the highest weighting of anxieties related to college students in Mid Essex closely followed by West Essex.

<table>
<thead>
<tr>
<th>Weighted proportions of those anxious of college students</th>
</tr>
</thead>
<tbody>
<tr>
<td>North 23%</td>
</tr>
<tr>
<td>Mid 34%</td>
</tr>
<tr>
<td>South 19%</td>
</tr>
<tr>
<td>West 24%</td>
</tr>
</tbody>
</table>

In contrast to the findings above, only 13 respondents were fearful of older people. 8 of those respondents had a learning disability, 3 had a physical impairment, 4 had a sensory impairment and 4 had mental ill health.

**Key Finding:** Perceptions held by vulnerable groups of school and college age children/young people need to be improved and links between the groups strengthened.

106 (19%) of all responses said that the respondent had been a victim of hate motivated incident the last 5 years. 449 (81%) respondents said that they hadn't experienced hate motivated incident in that period; however there are a number of those who have experienced problems which may have occurred due to their vulnerability and therefore may be considered hate motivated incidents. 82 had been shouted at, 74 had been sworn at, 51 had been bullied, 47 had been threatened, 40 had experienced having things thrown at them, 39 had been pointed/laughed at, 36 had been pushed or shoved,
31 had been hit, 14 said they had been touched sexually against their will, 37 had been stolen from, 28 had received unwanted nasty messages, and 12 had experienced something else to make them feel anxious or scared. Those reporting instances above came from a range of vulnerable groups.

Of the 106 who declared that they had been a victim of hate motivated incident: 42 had mental ill health, 24 had a sensory impairment, 38 had a physical disability, 10 had an acquired brain injury,

50% of those respondents from ethnic minority backgrounds had been victims of hate motivated incident. One particular respondent from a mixed white and Caribbean had experienced multiple forms of hate motivated incident.

Across all respondents 137 had been shouted at, 139 had been sworn at, 104 had been bullied, 91 had been threatened, 70 had experienced having things thrown at them, 83 had been pointed/laughed at, 64 had been pushed or shoved, 55 had been hit, 32 said they had been touched sexually against their will, 65 had been stolen from, 48 had received unwanted nasty messages, and 23 had experienced something else to make them feel anxious or scared. Those reporting instances above came from a range of vulnerable groups.
The numbers of respondents reporting incidents which may have been fuelled by hate have been broken down in the chart below to each area of the county. Again this information has been weighted against the number of respondents from each area. In Mid Essex the proportionate number of incidents is much higher than other areas of the county.

Again the least and lowest proportion of incidents were reported in West Essex.
From a total of 769 survey respondents there were a total of 882 different identified negative experiences (from those outlined above). Many of these may have occurred on more than one occasion highlighting the difficulties faced by vulnerable people. The bar chart above outlines the home towns of those who disclosed the highest number of hate incidents.

4 individual respondents suggested that they had experienced every type of hate motivated incident listed in the outline above – including inappropriate unwanted sexual touching. Only 1 of the 4 respondents felt that they had been a victim of hate motivated incident.

Each of the 4 respondents came from different areas of the county: One from South
Essex, one from West Essex, one from North Essex and one did not disclose their location. 3 or the 4 had a learning disability (however the respondent from West Essex also had a physical disability and mental health problems) and the fourth had mental ill health and a physical disability.

1 of 4 reported the problems to the police and things improved. Another reported the issue to a social worker and support worker and again things improved. 2 of the 4 have not taken any action and things have not improved

**Key Finding:** Awareness of hate motivated incidents against vulnerable groups across Essex needs to be improved including recognising a hate motivated incident and acting upon it appropriately.
The table above outlines the prevalence of hate motivated incident among respondents in Essex. The results suggest that one in four respondents had been shouted at and made to feel anxious as a result. The results are then broken down to identify trends of hate motivated incidents among different sexualities and genders. Whilst the number of gay, lesbian and bi-sexual respondents were low the results do suggest that respondents from these groups were more likely to have experienced hate motivated incident than other groups.

**Key Finding:** Projects designed to raise awareness of hate incidents require some focus upon sexuality based hate crime.

**Knowledge and understanding of the AskSAL helpline**

In situations like many detailed within responses given to survey questions the perpetrator of alleged abuse may be somebody who provides care to the vulnerable person. In cases like these it is important that vulnerable people know where to go for help – though often this isn’t the case.
In Essex one source of help could be the AskSAL helpline; an independent helpline for anybody who wants to discuss possible abuse or simply seek advice. The helpline also acts as a reporting hub where concerns are communicated and subsequently investigated by the local authority.

298 respondents checked a box to declare that they had experienced some form of abuse. Whilst that abuse may or may not have been at the hands of somebody with a caring role, the safeguarding board would hope that people reach out to relevant support services. When asked what was done as a result of the abuse, however, only 4 respondents declared that a call to the AskSAL helpline had been made. Some details of those who made calls to AskSAL are below:

<table>
<thead>
<tr>
<th>Age group</th>
<th>Gender</th>
<th>Location</th>
<th>Vulnerability</th>
</tr>
</thead>
<tbody>
<tr>
<td>85+</td>
<td>Male</td>
<td>North Essex</td>
<td>Physical &amp; Sensory</td>
</tr>
<tr>
<td>25-34</td>
<td>Male</td>
<td>Mid Essex</td>
<td>Learning Disability</td>
</tr>
<tr>
<td>Unknown</td>
<td>Unknown</td>
<td>South Essex</td>
<td>Learning Disability</td>
</tr>
<tr>
<td>75-84</td>
<td>Female</td>
<td>West Essex</td>
<td>Physical Disability</td>
</tr>
</tbody>
</table>

A further question asked whether things improved for the vulnerable person. Of the 298 respondents who had declared at least one problem, only 146 (49%) confirmed that things did improve for them.

**Key finding** – improvements need to be made to allow vulnerable people to know what to do should they suffer a form of abuse, in order to ensure that adequate support is available to enable improvements to be made.

**Places causing anxiety**

The survey looked at places which caused vulnerable people anxieties. A number of options were provided and respondents were asked to tick if the corresponding place made them feel anxious or scared.

<table>
<thead>
<tr>
<th>Place</th>
<th>Older people (242)</th>
<th>Mental health (115)</th>
<th>Learning disability (250)</th>
<th>Physical impairment (152)</th>
<th>Sensory impairment (136)</th>
<th>Brain injury (36)</th>
<th>Male (258)</th>
<th>Female (334)</th>
<th>Stop you going?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shops</td>
<td>7%</td>
<td>39%</td>
<td>19%</td>
<td>17%</td>
<td>17%</td>
<td>25%</td>
<td>21%</td>
<td>15%</td>
<td>6%</td>
</tr>
<tr>
<td>Clubs</td>
<td>7%</td>
<td>33%</td>
<td>22%</td>
<td>13%</td>
<td>13%</td>
<td>22%</td>
<td>18%</td>
<td>14%</td>
<td>7%</td>
</tr>
<tr>
<td>Resource or day centre</td>
<td>2%</td>
<td>12%</td>
<td>7%</td>
<td>1%</td>
<td>4%</td>
<td>3%</td>
<td>6%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>Location</td>
<td>14%</td>
<td>28%</td>
<td>24%</td>
<td>19%</td>
<td>16%</td>
<td>22%</td>
<td>17%</td>
<td>20%</td>
<td>6%</td>
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<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>----</td>
</tr>
<tr>
<td>Parks / open space</td>
<td>14%</td>
<td>28%</td>
<td>24%</td>
<td>19%</td>
<td>16%</td>
<td>22%</td>
<td>17%</td>
<td>20%</td>
<td>6%</td>
</tr>
<tr>
<td>Town centre</td>
<td>11%</td>
<td>37%</td>
<td>22%</td>
<td>20%</td>
<td>22%</td>
<td>25%</td>
<td>21%</td>
<td>16%</td>
<td>6%</td>
</tr>
<tr>
<td>Where you live</td>
<td>4%</td>
<td>17%</td>
<td>10%</td>
<td>7%</td>
<td>6%</td>
<td>11%</td>
<td>8%</td>
<td>8%</td>
<td>3%</td>
</tr>
<tr>
<td>Hospital</td>
<td>14%</td>
<td>42%</td>
<td>38%</td>
<td>19%</td>
<td>26%</td>
<td>25%</td>
<td>30%</td>
<td>25%</td>
<td>7%</td>
</tr>
<tr>
<td>Dentist</td>
<td>16%</td>
<td>42%</td>
<td>35%</td>
<td>22%</td>
<td>24%</td>
<td>36%</td>
<td>28%</td>
<td>30%</td>
<td>8%</td>
</tr>
<tr>
<td>Doctors</td>
<td>8%</td>
<td>37%</td>
<td>24%</td>
<td>13%</td>
<td>12%</td>
<td>19%</td>
<td>19%</td>
<td>18%</td>
<td>5%</td>
</tr>
<tr>
<td>Pubs</td>
<td>6%</td>
<td>34%</td>
<td>15%</td>
<td>14%</td>
<td>11%</td>
<td>19%</td>
<td>14%</td>
<td>13%</td>
<td>6%</td>
</tr>
<tr>
<td>Restaurants</td>
<td>2%</td>
<td>18%</td>
<td>8%</td>
<td>4%</td>
<td>7%</td>
<td>11%</td>
<td>8%</td>
<td>7%</td>
<td>4%</td>
</tr>
<tr>
<td>Dark roads</td>
<td>39%</td>
<td>50%</td>
<td>43%</td>
<td>44%</td>
<td>43%</td>
<td>28%</td>
<td>36%</td>
<td>46%</td>
<td>14%</td>
</tr>
<tr>
<td>Schools</td>
<td>2%</td>
<td>16%</td>
<td>11%</td>
<td>4%</td>
<td>4%</td>
<td>11%</td>
<td>7%</td>
<td>7%</td>
<td>3%</td>
</tr>
<tr>
<td>Neighbourhood</td>
<td>5%</td>
<td>18%</td>
<td>13%</td>
<td>11%</td>
<td>8%</td>
<td>17%</td>
<td>11%</td>
<td>10%</td>
<td>4%</td>
</tr>
<tr>
<td>Somewhere else</td>
<td>3%</td>
<td>10%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
<td>14%</td>
<td>7%</td>
<td>4%</td>
<td>2%</td>
</tr>
</tbody>
</table>

The table above outlines the percentage of each group which were caused anxiety by a variety of different places. Generally speaking those suffering from mental ill health returned disproportionately high anxieties for a variety of places including dark roads and health settings (hospital, dentists and doctors).

Males reported marginally more anxieties than females overall, however females were notably more anxious of dark roads.

**Note** – Any organisation wishing to receive more detailed information on any aspect of the report for the purposes of bidding for an ESAB funded project should contact ESAB@essex.gov.uk.