

Alleyne Close Crime and Safety Survey Resident Involvement Report

30 November 2020

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Report Purpose

The Housing Services Manager (HSM) wrote to residents regarding issues around the growing concerns about the increasing number of complaints being received in relation to criminal damage to the bicycle store door and reports of damage to vehicles in the car park. Working with the Customer Involvement Team a crime and safety survey was created and sent to residents.

Consultation Themes

The consultation theme was to ensure that residents were given a voice to understand further some of the crime and safety issues that were happening on the estate.

Consultation Methodology.

This report sets out the findings of the survey responses sent via a postal survey to the general need's properties on the estate.

Please note: the original letter sent on 15 October 2020 did not go to residents due to an admin error. Follow up letters were sent including the original letter with the survey when the admin error came to light.

The Customer Involvement Team was responsible for the design, co-ordination and delivery of the survey and share the report findings to the HSM.

In line with standard research practice, and due to the numbers of residents involved, the findings of this review group cannot be viewed as providing representative feedback on the views of all the Group's residents. These results do provide an insight into the views and opinions of residents.

Respondent profile

The survey was sent to 16 properties with 5 residents responding. 3 from the 16 properties, 1 unknown and 1 from Alleyne Close outside the original 16 properties.

Consultation findings

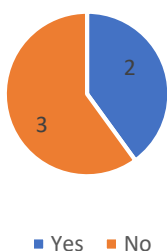
Question 1 - On a scale of 1 to 10 how safe do you feel in Alleyne Close (with 10 feeling very safe and 1 feeling very unsafe)?

- Daytime the average score was 9
- Evening the average score was 7.2

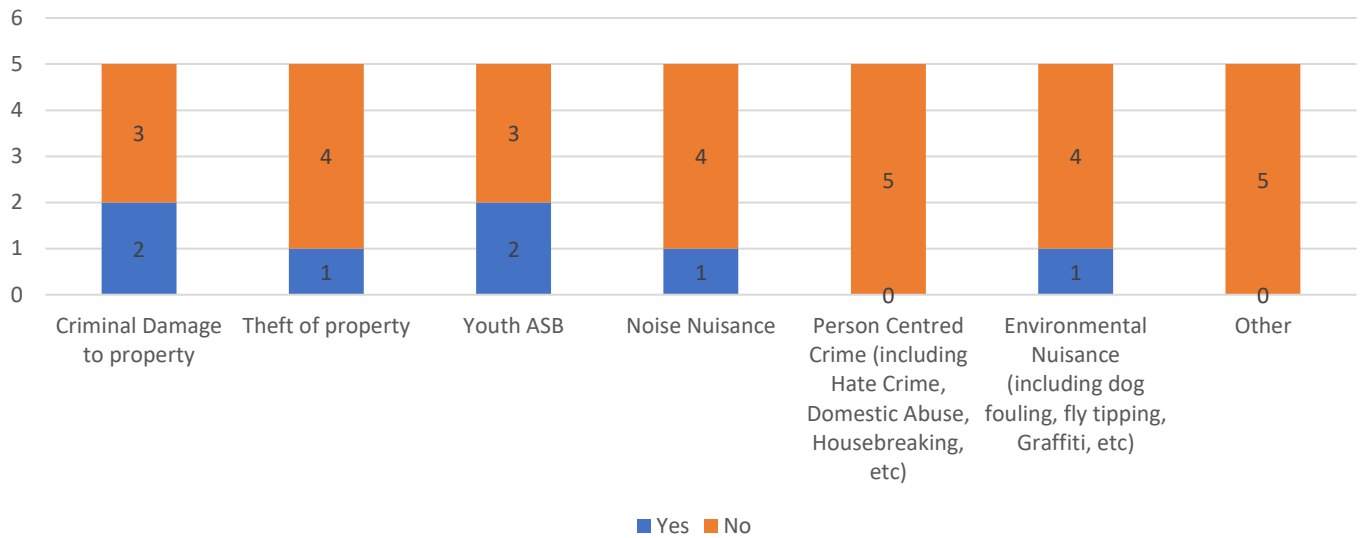
Question 2 – Have you been a victim of Crime?

Further details as follows:

- Had 2 of my car tyres slashed while my car was outside in my space last year, meaning I bought a security camera and also have been renting a garage nearby even since
- A break-in attempt to bike store in broad daylight (date and time give). The incident was reported to the Police. The image of the thief was recorded by CCTV. Car break-ins attempts (date and times given)

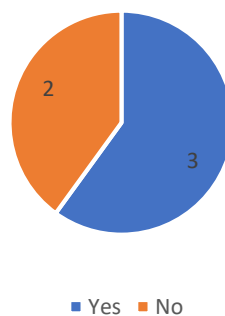


Question 3 – Are any of the following an issue at Alleyne close?



Criminal Damage to Property:	Bike shed Tyres slashed
Theft of property:	Bike
Youth ASB:	Kids breaking bike shed Drug addicts
Noise Nuisance:	People shouting outside and last summer a load of drunks who don't live on Alleyne Close sat in the communal garden shouting and drinking one Saturday Evening till late.
Environmental Nuisance:	No details provided

Question 4 – Do you use the bike store?



Question 5 – How can we improve security of the bike store?

- Possibly by having a metal door or CCTV in that area
- Better door and locks
- Heavy duty doors and high-quality locks in every bike store/shed



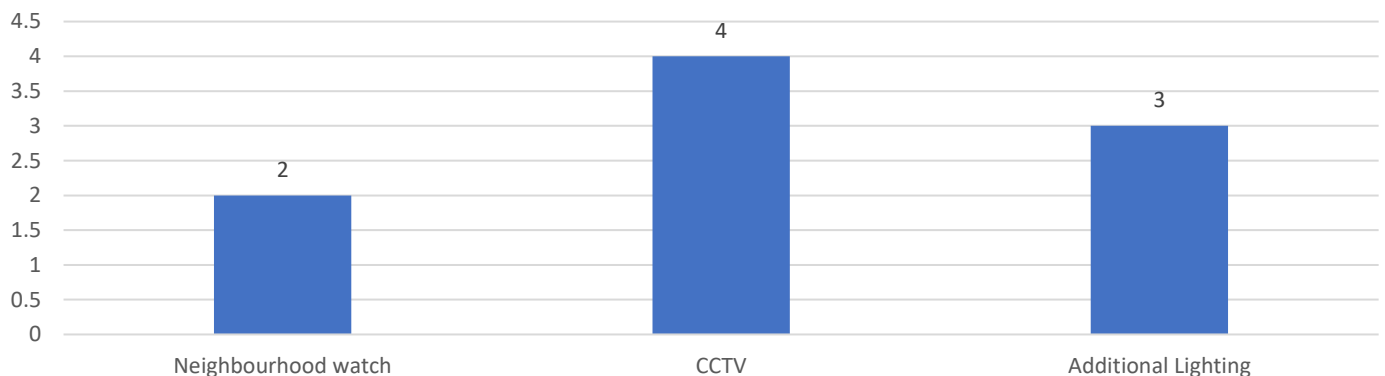
Question 6 – What do you most like living at Alleyne Close?

- It is a quiet place which I like and is very conducive
- Close to be able to walk to town where I work
- Quiet family area
- Lovely neighbours and home
- Separate parking spaces. Close to the town centre

Question 7 – What do you least like about living at Alleyne Close?

- Visitors block the entrance when they park. Parking could be improved. We need CCTV to monitor movement of cars. We need visitors parking- so that we can have deliveries etc.
- The parking, residents leaving cars all over the place that are not parking spaces, the noise from Tilehurst Road in the summer with traffic when windows are open and kids all playing and screaming in the carpark when you just want a bit of peace and quiet.
- Bike shed being broke into
- The area brings trouble
- Cheaply made bike stores

Question 8 – Would you be interested in exploring the following further?



Question 9 – Do you have any other comments?

- If gutters and roofs could be cleaned that would be good. Water is blocking them.
- Unprofessional and slow actions for the needs and voices of the residents. Creating questionnaires for distraction when you do not want to spend any penny on improvements.
- No response to CAS-1330573-T5H1P3 when HSM said "install heavy duty door for bike store in Block 1" and when asked about other bike stores improvements you sent letters on 15/10/2020 but nobody received it.
- Reported street lamp failure on 7/9/2020 to today remains broken after two months. Empty words and promises to repair threefold. Last repair promised by 13/11/2020. The lamp would help improve CCTV recordings.
- Comment regarding HSM role which infers misunderstanding of HSM role and misconception that they manage staff.

Question 10 – If you would like to find out more about how you can become an involved resident, please tick here, give your contact details and a Customer Involvement Officer will contact you

2 residents have indicated they would be interested in finding out more about being involved in resident involvement.

Recommendations

These recommendations have been summarised and reflect majority opinion from the qualitative and quantitative data:

Recommendation 1 – Review findings from survey responses and explore further improvements to bike store with residents.

Recommendation 2 – Explore with residents how parking can be improved

Recommendation 3 – Explore additional lighting and CCTV with residents.

Recommendation 4 – Explore follow up actions from any other comments:

- Cleaning of gutters and roofs
- Repairs to bike store in line with recommendation 1 and street light repair
- Follow up on residents understanding of what the HSM is responsible for clarifying there is no 'management' of staff

Feedback from Project Lead

Following on from the recommendations listed above your Housing Services Manager has responded as follows:

Recommendation 1 – Review findings from survey responses and explore further improvements to bike store with residents.

Following reports by residents regarding the security of the bike shed door (including comments within this survey), a more secure door has been sourced by Southern Housing Group (SHG) and has been ordered. The installation of the door is with our Maintenance Department and the Housing Services Manager (HSM) is currently awaiting a date for installation.

Recommendation 2 – Explore with residents how parking can be improved.

There is no capacity on the estate to be able to provide more parking spaces for visitors. If residents are interested in exploring a car parking control company to facilitate appropriate parking, please let your HSM know. A consultation will then take place with residents and if enough residents wanted a car parking control company to monitor parking this would be followed up by HSM.

Recommendation 3 – Explore additional lighting and CCTV with residents.

SHG are not currently considering installing CCTV. A number of PIR lighting (lights that turn on when detecting movement) has been installed. If more lights are required, please contact the HSM giving details of the problem areas for this to be investigated further.

Recommendation 4 – Explore follow up actions from any other comments:

- Cleaning of gutters and roofs
 - The HSM has reported to the Maintenance Department and requested the guttering is cleaned.
- Repairs to bike store in line with recommendation 1 and street light repair
 - The street light repair and bike store door are currently with the Maintenance Department for action.
- Follow up on residents understanding of what the HSM is responsible for clarifying there is no 'management' of staff
 - HSMs have no line management responsibility for other staff within the organisation

Customer Involvement Team are able to support residents and HSM with consultations if required.