



Safer Surrey Heath Partnership

2009/10 Community safety survey report (V1)

March 2009

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**SAFER SURREY HEATH PARTNERSHIP
2009/10 COMMUNITY SAFETY SURVEY REPORT (V1)**







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1. INTRODUCTION





Surrey Heath is one of the safest boroughs in England, with overall crime levels staying well below the national average. Generally, residents' satisfaction with the local area has risen in the last two years - from 79 to 87 per cent - according to the Surrey Heath Borough Council 2008 Place Survey. Surrey Heath ranks third safest for overall levels of crime out of 11 boroughs in Surrey, which is the safest county in England. In the year to January 2009, Surrey Heath saw an overall crime reduction of 8.9 per cent to 3,498 recorded crimes, compared to the previous year.

The Safer Surrey Heath Partnership (SSHP) is committed to making Surrey Heath even safer - a safer place to live in, work and go to school. The Partners are:

-  Surrey Heath Borough Council
-  Surrey County Council
-  Surrey Fire and Rescue Service
-  Surrey Police
-  Surrey Police Authority
-  Surrey Primary Care Trust (PCT)

The purpose of this report is to provide a snapshot of the community safety priorities of those living and working in Surrey Heath. The consultation was carried out by Partnership officers during February/March 2009 using existing resources and channels of communication. The project ensured a wide range of groups were included, e.g. young and old, ethnic minority and faith groups and residents with disabilities. The project was co-ordinated by the SSHP Communications Officer.

The aims of the consultation were as follows:

-  To gather views about community safety priorities by neighbourhood
-  To gauge the opinions of young people
-  To gather views about community safety from the business community
-  To provide reassurance and encourage co-solutions to community issues

The results of the surveys are intended to inform the identification of community safety priorities as part of the Partnership's annual strategic assessment process for 2009/10. The surveys will remain on the SSHP website so that residents can share their views with the Partnership at any time. Feedback will be gauged on an ongoing basis.

2. EXECUTIVE SUMMARY

Residents' survey

We received 182 responses to our residents' community safety survey. They told us that the most important community safety concern to them at this time (March 2009) is: **household burglaries**. The neighbourhoods where this is most relevant are: Bagshot & Windlesham; Chobham, Bisley & West End; and Heatherside & Parkside.

Residents' (joint) second most important community safety concerns are: **fear of crime; and criminal damage**. The neighbourhoods where fear of crime is most relevant are: Frimley & Frimley Green; Old Dean; Lightwater; St Michael's & Watchetts. The neighbourhood where criminal damage is most relevant is: Mytchett & Deepcut - however, many respondents did not give their neighbourhood.

Hard to reach groups

We received 20 completed surveys from residents with disabilities. Results were recorded within the residents' survey, but also separately. The most important community safety priorities for residents with disabilities at this time (March 2009) are: **fear of crime; and household burglaries**.

We received one response from a member of the Surrey Heath Muslim Association, but this was not recorded as the respondent did not live in Surrey Heath. It is not possible to record how many surveys were emailed back as a result of the notice on the Gay Surrey website.

Young people's survey

We received 41 responses to our survey for young people. They told us that the most important community safety priority for them at this time (March 2009) is **fear of crime**. The neighbourhoods where this is most relevant are: Camberley Town Centre; Frimley & Frimley Green; and Mytchett & Deepcut.

Businesses' survey

We received 12 responses to our survey for businesses. They told us that the most important community safety priority for them at this time (March 2009) is **alcohol-related violent disorder and damage**. The neighbourhoods where this is most relevant are: Camberley Town Centre; Frimley & Frimley Green; and St Paul's.

During a separate survey of delegates at Surrey Heath Borough Council's Business Breakfast in January, businesses told us that the most important community safety priorities for them at that time were: **environmental issues; and speeding cars and dangerous parking**.

Summary

In summary, the findings from the surveys confirm a strong focus for 2009/10 on:

- ✚ Reducing household burglaries
- ✚ Reducing fear of crime, particularly with regards to young people
- ✚ Tackling criminal damage

The results also suggest that surveys are not the best method for gauging the community safety concerns of residents from ethnic minority groups. However, the response rate from residents with disabilities was encouraging.

3. METHODOLOGY

Data for this report was drawn from three surveys – for residents (aged 18 and over), young people (aged up to 17) and businesses.

Neighbourhoods were broken down as follows:

- ✚ Bagshot & Windlesham
- ✚ Camberley Town Centre
- ✚ Chobham, Bisley & West End
- ✚ Frimley & Frimley Green
- ✚ Heatherside & Parkside
- ✚ Lightwater
- ✚ Mytchett & Deepcut
- ✚ Old Dean
- ✚ St Michael's & Watchetts
- ✚ St Paul's

Results were also recorded under 'Neighbourhood not given', 'Age not given' and 'Gender not given'.

3.1 Residents' survey

The residents' survey was carried out by the following means:

- ✚ Online via the SSHP website, and the Gay Surrey website during February/March
- ✚ Via the Surrey Police neighbourhood panels that took place in Frimley and Frimley Green on 17 and 19 March
- ✚ At the Surrey County Council Local Committee meeting on 26 February
- ✚ At the Surrey Heath Neighbourhood Watch Co-ordinators' meeting on 24 February
- ✚ Via 20 surveys left at the Age Concern Tea Room and Ian Goodchild Centre in Camberley Town Centre for three weeks during February/March
- ✚ Via email to the following ethnic groups for distribution to members: Surrey Heath Muslim Association, Bengali Welfare Association, Sikh Community contact, Tamudhee Association for the Nepalese community
- ✚ Via email to Churches Together for distribution to members
- ✚ Via email to Disability Initiative for circulation to Surrey Heath clients
- ✚ Via large-font (size 16) surveys sent to the 38 members of the Surrey Coalition of Disabled People who reside in Surrey Heath, with pre-paid envelopes

Surveys were returned by email or in person to the relevant Partnership officer. Some surveys were also returned by post and Freepost.

3.2 Young people's survey

The young people's survey was carried out by the following means:

- ✚ During the SNAP club night on 20 March
- ✚ During the Camberley youth café and other youth meetings during February/March
- ✚ Online via the SSHP website

3.3 Businesses' survey

The survey for businesses was carried out by the following means:

- ✚ Via email to all members of the Surrey Heath Chamber of Commerce
- ✚ Online via the SSHP website

A separate survey of businesses was undertaken during the Surrey Heath Borough Council Business Breakfast on 27 January 2009. The results of this survey appear in section 6.5.

Copies of all the surveys can be found in the appendices to this report.

4. RESIDENTS' SURVEY FINDINGS

4.1 Age and gender profile of respondents

We received 182 responses to our residents' survey.

There were 87 male respondents, 75 female respondents and 20 respondents who did not give their gender.

The biggest age group response was from the 60s and over (54.9%), though 22 respondents did not give their age group. Table 4.1 shows the age profile of respondents to the residents' survey.

Table 4.1: Age profile of respondents to the residents' survey

Age group	Number in group	% in group
18-25	7	3.87
26-39	11	6.1
40-59	42	23.2
60 and over	100	54.9
Not given	22	12.2

4.2 Survey responses by neighbourhood

The neighbourhood that elicited the most responses from residents was Frimley/Frimley Green, though 48 respondents did not give their neighbourhood. Table 4.2 shows the number of responses by residents by neighbourhood.

Table 4.2: Number of responses from residents by neighbourhood

Neighbourhood	Number of responses	% responding
Bagshot & Windlesham	9	5
Camberley Town Centre	24	13.3
Chobham, Bisley & West End	9	5
Frimley & Frimley Green	30	16.6
Heatherside & Parkside	10	5.5
Lightwater	6	3.3
Mytchett & Deepcut	14	7.7
Old Dean	23	12.7
St Michael's & Watchetts	6	3.3
St Paul's	3	1.7
Not given	48	26.5

4.3 Top priorities by neighbourhood

For residents, the community safety priority that received the most ticks overall (26 in total) was 'To reduce household burglaries' – which came from residents who did not give their neighbourhood. The second joint highest rated priorities (with 18 ticks each) were 'To reduce fear of crime' from residents in Frimley/Frimley Green, and 'To reduce criminal damage' from residents who did not give their neighbourhood.

Table 4.3 shows the top community safety priorities of residents by neighbourhood.

Table 4.3: Community safety priorities of residents by neighbourhood

Neighbourhood	Top community safety priorities
Bagshot & Windlesham	Reduce household burglaries
Camberley Town Centre	Reduce alcohol-related violent disorder and damage
Chobham, Bisley & West End	Reduce household burglaries

Frimley & Frimley Green	Reduce fear of crime
Heatherside & Parkside	Reduce household burglaries
Lightwater	Reduce fear of crime; reduce household burglaries
Mytchett & Deepcut	Reduce criminal damage
Old Dean	Reduce fear of crime
St Michael's & Watchetts	Reduce fear of crime; reduce alcohol-related violent disorder and damage; reduce household burglaries
St Paul's	Reduce alcohol-related violent disorder and damage
Not given	Reduce household burglaries

4.4 Residents with disabilities

We received 20 completed surveys from residents with disabilities. The results of these surveys are included within the findings of the residents' survey. However, the top two priorities for residents with disabilities were:

- ✚ To reduce fear of crime
- ✚ To reduce household burglaries

Comments made on the surveys by residents with disabilities were as follows:

- ✚ *If a crime has been committed in an area (i.e. burglary by breaking in) please do pamphlet drops to houses nearby so making people more aware of a crime that has happened. It would be nice if a local bobby could call and inform people but as this seems to be a thing of the past, a leaflet would have to do.*
- ✚ *To be vigilant on sexual abuse.*
- ✚ *Loud music from passing cars in residential areas, vandalism and disposal of litter and rubbish are blights on the community. Residents need to ensure that bushes and trees do not grow onto public footpaths to impede pedestrians and people who are not so mobile. More affordable rental housing for the vulnerable and the workforce. People on community service to be seen to be carrying out a court penalty clearing litter and cleaning drains, ditches etc, wearing the relevant high profile safety equipment and not waiting around drinking tea.*
- ✚ *To clear household rubbish from common land, i.e. Old Dean fuel allotments, and Barossa Common, particularly to the rear of Esher Road flats and Wimbledon Road flats.*
- ✚ *The parking of vehicles on pavements, in some cases completely stopping their use by pedestrians outside shops in central Windlesham - a particular hassle for me as I am [partially sighted].*

4.5 Other priorities

Respondents to the residents' surveys made a number of comments about other community safety priorities. These have been broken down by the respondent's neighbourhood and are shown below.

Bagshot & Windlesham

- ✚ *SpeedWatch around school – start/finish.*
- ✚ *Inconsiderate parking of vehicles on pavements forcing pedestrians to step into the road, especially frequent abuse on A30 opposite Notcutts, Bagshot, and below Kwikfit, Bagshot.*
- ✚ *To have a safe household with safe front door and also to keep the warmth in.*
- ✚ *The parking of vehicles on pavements, in some cases completely stopping their use by pedestrians outside shops in central Windlesham - a particular hassle for me as I am [partially sighted].*

Camberley Town Centre

- ✚ *My daughter is a teacher at Ravenscote School and is concerned about criminal damage and drug taking in the school grounds (not pupils but in the evenings).*
- ✚ *Thank you for your persistent hard work in tackling crime and anti-social behaviour – keep it going!*

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Chobham, Bisley & West End

- ✚ Constant vandalism in the phone box at the end of Shaftsbury Road in Bisley. This has happened at least six times in the last two months.

Frimley and Frimley Green

- ✚ *Traffic coming onto Paddock Hill estate via Balmoral Drive and Pevensey Way appear to generally speed on both of these roads, and nothing appears to be done to catch the offenders. This also seems to be the case on St Catherine's Road when I walk there. Children are nearly always along these roads.*
- ✚ *A recent bout of burglaries in the area has caused fear to some of my neighbours as two of these happened in my road. The main concern is that when caught the lad who committed the crimes is still in the community on Paddock Hill. Although I have not seen him myself his family live on Paddock Hill and many people know who he is. There can sometimes be problems around the area where Tesco is at Beaumaris Parade. This involves young people in cars with very loud heavy bass music at weekends and evenings, and having lived in the area for over 18 years Paddock Hill is much noisier than it used to be.*
- ✚ *No issues in our area.*
- ✚ *As the parent of young children, the two things I notice most frequently that I'd like to see addressed are the volume and speed of traffic on the roads in residential/school areas, and the damage caused by teenagers drinking, smoking etc in play parks designed for children under 10. Happy to provide detailed examples if required.*
- ✚ *Pavement parking*

Heatherside & Parkside

- ✚ *Speeding - any day you choose on Inglewood Ave, Cumberland Road.*
- ✚ *To increase neighbourly friendship.*

Lightwater

- ✚ *I think that drinking out long hours is the cause of it all.*

Mytchett & Deepcut

- ✚ *Youth disorder in the Deepcut area. These problems tend to occur during Friday and Saturday evenings around the community centre.*

Old Dean

- ✚ *Litter at Collingwood School, by bus stop in Kingston Road and school bungalow. Been like it a long time.*
- ✚ *Please can we have a dog warden about with a policeman or woman about dangerous dogs? Dogs who attack people – not your ordinary pet.*
- ✚ *Why only two of the above – each one is very important?*
- ✚ *More policemen on the beat night and day in the town centre (Camberley) and in housing estates (less paperwork for policemen to do would give them time to be on the beat).*
- ✚ *To clear household rubbish from common land, i.e. Old Dean fuel allotments, and Barossa Common, particularly to the rear of Esher Road flats and Wimbledon Road flats.*

St Michael's & Watchetts

- ✚ *Control, and speedy removal, of litter in all areas.*
- ✚ *Litter deliberately dropped in public places. Cold callers/salesmen/phishing (gardening/free surgery) services and junk mail hand delivered. Teenagers and others congregating at night in recreation ground.*

St Paul's

- ✚ *Speeding concern relates to Crawley Ridge and Crawley Hill. Also, the junction for vehicles and pedestrians crossing can be hazardous. The alcohol related concern relates mainly to the town centre late on Fridays and Saturdays. The situation can be very disturbing.*

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Neighbourhood not given

- ✚ *To reduce rubbish and litter. An untidy neighbourhood encourages an uncaring attitude to civic pride and the protection of property.*
- ✚ *Anti-social behaviour in Camberley Park area in the evenings on Friday and Saturday nights.*
- ✚ *Intimidation by gangs of youths during early evening at Lightwater Village Centre and in Grasmere Road when schools are on holiday – late morning/early afternoon.*
- ✚ *Vandalism on increase in Frimley High Street; two instances of broken shop windows and one pub window in three weeks.*
- ✚ *Hospital parking, staff, contractors, visitors on Parkside Estate with no consideration of residents or emergency vehicles being able to gain access. Pavements used for parking.*
- ✚ *Three serious head-on collisions in six months; one woman sustaining severe injuries due to vehicles speeding through Warbury Lane/Church Lane, Bisley.*
- ✚ *Doorstop selling.*
- ✚ *If a crime has been committed in an area (i.e. burglary by breaking in) please do pamphlet drops to houses nearby so making people more aware of a crime that has happened. It would be nice if a local bobby could call and inform people but as this seems to be a thing of the past, a leaflet would have to do.*
- ✚ *To be vigilant on sexual abuse.*
- ✚ *Loud music from passing cars in residential areas, vandalism and disposal of litter and rubbish are blights on the community. Residents need to ensure that bushes and trees do not grow onto public footpaths to impede pedestrians and people who are not so mobile. More affordable rental housing for the vulnerable and the workforce. People on community service to be seen to be carrying out a court penalty clearing litter and cleaning drains, ditches etc, wearing the relevant high profile safety equipment and not waiting around drinking tea.*

5. YOUNG PEOPLE'S SURVEY FINDINGS

5.1 Age and gender profile of respondents

We received 41 responses to our young people's survey.

There were 32 female respondents, and 9 male respondents. The majority of respondents were aged between 13 and 15 years. Table 5.1 shows the age profile of respondents to the young people's survey.

Table 5.1: Age profile of respondents to the young people's survey

Age group	Number in group	% in group
Up to 12 years	9	22
Aged 13-15	22	53.6
Aged 16-17	10	24.4

5.2 Survey responses by neighbourhood

The neighbourhood that elicited the most responses from young people was Old Dean. No responses were received from young people living in Bagshot & Windlesham, Lightwater and St Paul's. However, 15 surveys were returned with 'No neighbourhood given'. Table 5.2 shows the number of responses from young people by neighbourhood.

Table 5.2: Number of responses from young people by neighbourhood

Neighbourhood	Number of responses	% responding
Bagshot & Windlesham	0	0
Camberley Town Centre	3	7.3
Chobham, Bisley & West End	4	9.8
Frimley & Frimley Green	7	17
Heatherside & Parkside	1	2.4
Lightwater	0	0
Mytchett & Deepcut	2	4.9
Old Dean	8	19.5
St Michael's & Watchetts	1	2.4
St Paul's	0	0
Not given	15	36.6

5.3 Top priorities by neighbourhood

For young people, the community safety priority that received the most ticks overall (eight in total) was 'To reduce fear of crime' – which came from young people who did not give their neighbourhood. Table 5.3 shows the top community safety priorities of young people by neighbourhood.

Table 5.3: Community safety priorities of young people by neighbourhood



Neighbourhood	Top community safety priorities
Bagshot & Windlesham	<i>No responses</i>
Camberley Town Centre	Reduce fear of crime
Chobham, Bisley & West End	Reduce domestic abuse
Frimley & Frimley Green	Reduce fear of crime; reduce criminal damage; reduce alcohol-related violent disorder and damage
Heatherside & Parkside	Reduce criminal damage; reduce supply of Class A drugs
Lightwater	<i>No responses</i>

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Mytchett & Deepcut	Reduce fear of crime; reduce criminal damage; reduce household burglaries; reduce theft of vehicles
Old Dean	Reduce criminal damage
St Michael's & Watchetts	Reduce domestic abuse; reduce supply of Class A drugs
St Paul's	<i>No responses</i>
Not given	Reduce fear of crime

5.4 Other priorities

Other priorities that were mentioned by young people included:

-  *Dark alleyways (Camberley Town Centre, and Frimley & Frimley Green)*
-  *Bullying and fighting, drugs and drink (Old Dean)*

6. BUSINESSES' SURVEY FINDINGS

6.1 Nature of respondents' businesses

We received 12 responses to our survey for businesses.

The types of businesses that responded were:

- ✚ Medical practice
- ✚ Recruitment consultant
- ✚ Local website
- ✚ Interior design consultancy
- ✚ Education charity
- ✚ Leisure complex
- ✚ Security provider
- ✚ Training solutions provider

6.2 Survey responses by neighbourhood

The majority of respondents (eight) had businesses in Camberley Town Centre. Table 6.2 shows the number of responses from businesses by neighbourhood.

Table 6.2: Number of responses from businesses by neighbourhood

Neighbourhood	Number of responses	% responding
Bagshot & Windlesham	0	0
Camberley Town Centre	8	66.6
Chobham, Bisley & West End	0	0
Frimley & Frimley Green	2	16.6
Heatherside & Parkside	0	0
Lightwater	1	8.3
Mytchett & Deepcut	0	0
Old Dean	0	0
St Michael's & Watchetts	0	0
St Paul's	1	8.3
Not given	0	0

6.3 Top priorities by neighbourhood

For businesses, the community safety priority that received the most ticks overall (six in total) was 'To reduce alcohol-related violent disorder and damage' – which came from businesses in Camberley Town Centre. Table 6.3 shows the top community safety priorities of businesses by neighbourhood.

Table 6.3: Community safety priorities of businesses by neighbourhood

Neighbourhood	Top community safety priorities
Bagshot & Windlesham	<i>No responses</i>
Camberley Town Centre	Reduce alcohol-related violent disorder and damage
Chobham, Bisley & West End	<i>No responses</i>
Frimley & Frimley Green	Reduce fear of crime; reduce alcohol-related violent disorder and damage; reduce household burglaries; reduce supply of Class A drugs
Heatherside & Parkside	<i>No responses</i>
Lightwater	Reduce criminal damage; reduce fires that are started in open spaces
Mytchett & Deepcut	<i>No responses</i>
Old Dean	<i>No responses</i>

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St Michael's & Watchetts	<i>No responses</i>
St Paul's	Reduce criminal damage; reduce alcohol-related violent disorder and damage
Not given	<i>No responses</i>

6.4 Other priorities

No other priorities were mentioned by business respondents.

6.5 Business Breakfast survey results

In January 2009, SSHP conducted a separate survey of delegates at Surrey Heath Borough Council's Business Breakfast event. We received 20 completed forms.

From a list of Partnership Plan priorities (2008/09) business owners were asked to indicate whether the priority was 'relevant', 'not relevant' or if they were 'not sure' if it was relevant.

The top two relevant priorities to respondents were:

- ✚ Environmental issues such as litter, fly-tipping and dog fouling (relevant to 80% of respondents)
- ✚ Speeding cars and dangerous parking (relevant to 75% of respondents)

The full results can be found in Annex D.

ANNEX A

Safer Surrey Heath Partnership



Residents community safety survey 2009/10

Surrey Heath is still one of the safest places in the UK to live but by working together local communities and local agencies can make it even safer.

Every year the Safer Surrey Heath Partnership looks at how it can work with local communities to further improve the area, and this year we have come up with several priorities. We want to know what you think are the most important ones for local residents, communities and agencies to work together to address.

Neighbourhood (Frimley Green, Heatherside etc):

Age:

Gender:

Please mark the TWO priorities that you would most want to work with local agencies to address:

Community safety priority	Tick two
To reduce fear of crime (e.g. concerns about speeding or excessive drinking)	
To reduce criminal damage (e.g. vandalism in parks, graffiti)	
To reduce alcohol-related violent disorder and damage	
To reduce secondary (non-dwelling) fires, e.g. on countryside or at waste sites	
To reduce domestic abuse	
To reduce household burglaries	
To reduce theft of vehicles	
To reduce the supply of Class A drugs	

If we have not mentioned something that you feel is important for us to work together on because it is affecting you/your neighbourhood, please tell us about it below. Please be specific with places, times, days, dates etc.

Please hand this survey back to the Partnership officer in charge. Thank you.

ANNEX B



Young people community safety survey 2009/10

Surrey Heath is still one of the safest places in the UK to live but by working together local communities and local agencies can make it even safer.

Every year the Safer Surrey Heath Partnership looks at how it can work with local communities to further improve the area, and this year we have come up with several priorities. We want to know what you think are the most important ones for local residents, communities and agencies to work together to address.

Neighbourhood (Frimley Green, Heatherside etc):

Age:

Gender:

Please mark the TWO priorities that you would most want to work with local agencies to address

Community safety priority	Tick two
To reduce fear of crime (e.g. concerns about rowdy behaviour, assault, mugging)	
To reduce criminal damage (e.g. vandalism in parks, damage to parked cars, graffiti)	
To reduce alcohol-related violent disorder and damage	
To reduce fires that are started in open spaces, e.g. fields or in rubbish bins (not in the home)	
To reduce domestic abuse	
To reduce household burglaries	
To reduce theft of vehicles	
To reduce the supply of Class A drugs	
If we have not mentioned something that you feel is a problem in your area or that you are worried about (e.g. mobile phone or bicycle theft), that you think it's important we work together on please tell us about it below. Please be specific with places, times, days, dates etc.	

Please give this survey back to the person who handed it to you. Thank you.

ANNEX C



Business community safety survey 2009/10

Surrey Heath is still one of the safest places in the UK to live but by working together local businesses, communities and agencies can make it even safer.

Every year the Safer Surrey Heath Partnership looks at how it can work with local businesses and communities to further improve the area, and this year we have come up with several priorities. We want to know what you think are the most important ones for local residents, businesses and agencies to work together to address.

Business location (Frimley Green, Heatherside etc):

Nature of business:

Please mark the TWO priorities that you would most want to work with local agencies to address:

Community safety priority	Tick two
To reduce fear of crime (e.g. concerns about speeding or excessive drinking)	
To reduce criminal damage (e.g. vandalism in parks, graffiti)	
To reduce alcohol-related violent disorder and damage	
To reduce secondary (non-dwelling) fires, e.g. on heathland or at waste sites	
To reduce domestic abuse	
To reduce household burglaries	
To reduce theft of vehicles	
To reduce the supply of Class A drugs	
If we have not mentioned something that you feel is important for us to work together on because it is affecting your business, please tell us about it below. Please be specific with places, times, days, dates etc.	

Please hand this survey back to the Partnership officer in charge. Thank you.

ANNEX D

