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Supporting  
community  
engagement  
and action

# WELLBEING TROWBRIDGE NEIGHBOURHOODS PROJECT

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## CONSULTATION REPORT

Report by EnAct on behalf of  
Trowbridge Community Area Futures  
and the Neighbourhoods Group

August 2015



## Background to the project

**The Wellbeing Trowbridge Neighbourhoods Project was set up to help create resilient communities in Trowbridge, with an understanding of each other's key concerns, and to work with statutory, voluntary and community groups to improve the area in which they live.**

The project is being led by Trowbridge Community Area Future (TCAF) and the Neighbourhoods Group. The members of this group include representatives from all of the local Residents Associations and other key local stakeholders.

The Wiltshire Uncovered Report 2014 indicated that Trowbridge and three of the communities within it are in the top 5% most deprived in the UK. The Neighbourhoods Group set out to consult local communities to understand where the issues are and how everyone can work together to tackle them. The initial consultation was fairly broad ranging but in particular the Neighbourhoods Group wanted to know:

- the extent to which people know about what facilities and activities are on offer directly in each neighbourhood areas and any gaps in provision;
- the best means to communicate with residents to help inform individuals about what is happening in their neighbourhood;
- issues around crime and people's perception of safety in their neighbourhoods
- residents perception of the local environment and in particular issues like litter, fly tipping and graffiti

Through the consultation, the aim was to find out peoples' views about the above issues but also try to engage them with the project, seeking out and supporting volunteers willing to work together to help to improve each community area.

## The consultation

A questionnaire survey was circulated to residents in eight Trowbridge neighbourhoods:

Bradley Gardens	Newtown
College Estate	Paxcroft Mead
Dursley Road	Seymour
Longfield Estate	Studley Green

The survey was circulated by the local Tenants and Residents Associations (TARAs), sent to local schools to be circulated through their networks and placed online. A total of **317 responses** were received with representation from all eight neighbourhoods (see Appendix A for a full breakdown).

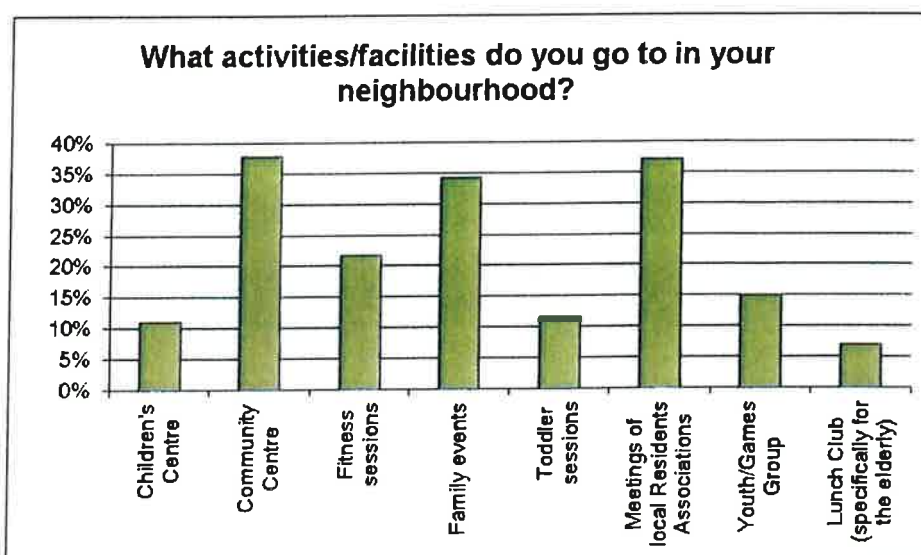
In addition, TCAF commissioned Community First's EnAct Service to carry out a series of "listening" or semi-structured interviews with residents in each area. These were carried out by knocking on doors on a sample of streets in each neighbourhood. The aim of this extra survey was to try to get to harder to reach groups and people who may not have had a chance to fill in the questionnaire survey. **A further 83 responses** were gathered from across all eight neighbourhoods from this second exercise, making an **overall total of 400 responses**.

## What did local people tell us?

The following section is a brief overall survey of key issues and findings. You can find more detailed, individual profiles for each neighbourhood below.

### Local activities/facilities

Use of local facilities and activities in each neighbourhood varies – in one neighbourhood just 22% of questionnaire respondents said they use local facilities and in another 75% (albeit both from small survey samples). In the majority of neighbourhoods, it is around a half of all survey respondents. The most regular local activities are attending local community centres, meetings of the local Residents Association, family events and fitness sessions.



Demand for additional local neighbourhood activities and facilities are relatively high. The most popular suggestions (in rank order):

- **More activities and facilities for young people** (of all ages) including better play areas, youth groups and clubs and organised activities
- **Activities and facilities that bring the community together** – community centres, halls and hubs, cafes and bars, events and celebrations
- **Sporting and fitness facilities** e.g. swimming pools, fitness facilities and classes and football
- **New leisure facilities and activities** – from ten pin bowling to bingo
- **Clubs and classes** – including gardening, dancing and walking
- **Activities and facilities for older people** including lunch clubs and over 60s groups, exercise sessions and IT training

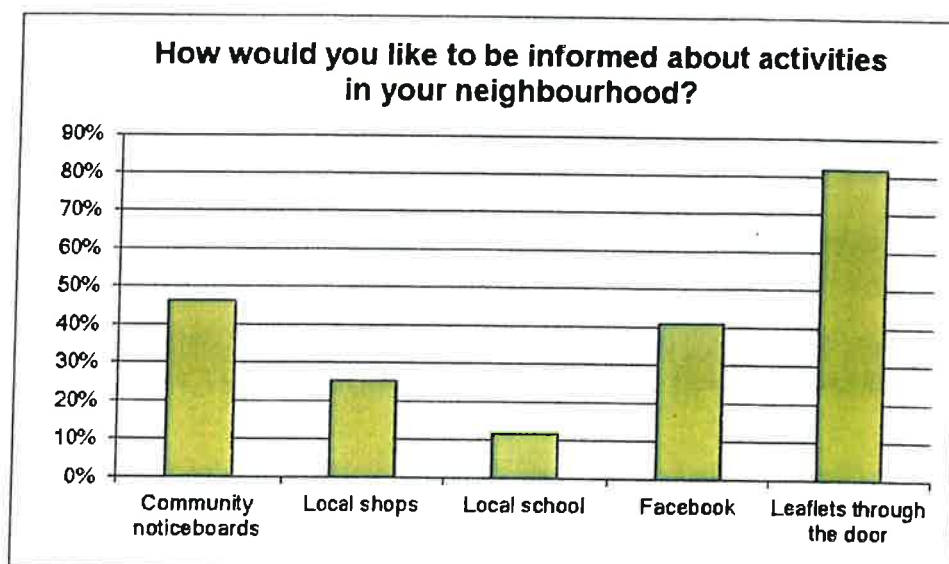
Residents attend a range of activities and facilities outside their area including:

<p><b>Leisure activities (top 6)</b></p> <ul style="list-style-type: none"> <li>• Cinema</li> <li>• Eating out</li> <li>• Shopping</li> <li>• Ten pin bowling</li> <li>• Bingo</li> <li>• Pubs/bars</li> </ul>	<p><b>Sports and fitness (top 4)</b></p> <ul style="list-style-type: none"> <li>• Swimming</li> <li>• Gym/fitness classes</li> <li>• Football</li> <li>• Zumba</li> </ul>
<p><b>Families (top 3)</b></p> <ul style="list-style-type: none"> <li>• Parks and playgrounds (in particular Trowbridge Park)</li> <li>• Soft play centres</li> <li>• Toddler groups and activities</li> </ul>	<p><b>Clubs (top 4)</b></p> <ul style="list-style-type: none"> <li>• U3A</li> <li>• Womens groups – WI, Towns Women’s Guild, Mothers Union</li> <li>• Social clubs</li> <li>• Walking clubs/groups</li> </ul>
<p><b>Community</b></p> <ul style="list-style-type: none"> <li>• Community/family events and fun days</li> <li>• Council and community meetings</li> </ul>	<p><b>Worship</b></p> <ul style="list-style-type: none"> <li>• Local services and events</li> </ul>
<p><b>Hobbies</b></p> <ul style="list-style-type: none"> <li>• Arts and crafts, sewing, music and drama</li> </ul>	

## Finding out what’s on

Most people (80%) find out what is happening in their neighbourhood via leaflets through the door. Just under 40% use community notice boards and 32% social media (Facebook). Other sources of information include (in rank order): local shops, schools, word of mouth, local newspapers, Residents Associations, internet/email.

When asked how they would like to be kept informed the responses were very similar, although there is more of a demand in future for communications via email:





## Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. Just 13.5% security mark their property and 12.5% use burglar alarms. About a fifth of all respondents attend Residents Association meetings and just 8% (25 people) said they were members of a local Neighbourhood Watch. Other measures include security lighting, cameras/CCTV, guard dogs, fencing and garaging.

The majority of residents (94%) feel safe in their neighbourhoods during the day. This figure drops to 62% after dark. The top four things that would make people feel safer are (in rank order):

- Greater police presence
- Better street lighting (lights to be kept on at night)
- Reducing speeding
- Security cameras/CCTV

**8%** of residents have been a victim of crime or anti-social behaviour in their neighbourhoods in the last 12 months

**16%** have been a witness

## Environment

61% of respondents to the questionnaire survey feel their neighbourhood is clean and maintained. However, this varied by neighbourhood and most respondents followed this up by listing a range of maintenance and upkeep issues in their area. In the doorstep interviews, maintenance and upkeep of the area were in the top three issues identified by local people in five of the eight neighbourhoods.

### Top 6 environmental problems:

- Litter
- Untidy gardens
- Lack of street cleaning
- Fly tipping
- Dog mess
- Graffiti

## What would local people change?

Key changes that local people would like to see in their neighbourhood:

### Environment

- **Street cleaning** – tidier streets, litter clearance including local litter picks, regular rubbish collections, more bins, control of fly tipping, regular checks and better (quicker) organisational response when an issue arises.
- **Parks and open spaces** – better maintenance of parks and open spaces, more regular grass cutting, cutting back of vegetation, weeding
- **Dog fouling** – clearance of dog mess, more responsible owners, more bins, fines and notices
- **Roads and pavements** – better maintenance, repair of pot holes, clearance of gullies, weeds and overhanging vegetation, dropped kerbs to facilitate access.
- **Gardens** – residents to maintain their gardens

### Crime and safety

- **Speeding** – tackle speeding, traffic calming, safe crossing points
- **Parking** – more residents parking, better parking controls, stop drivers blocking drives and alleyways
- **Police** – greater/more visible police presence – on foot where possible
- **Anti-social behaviour (ASB)** – tackle ASB, vandalism, noise and nuisance

### Community

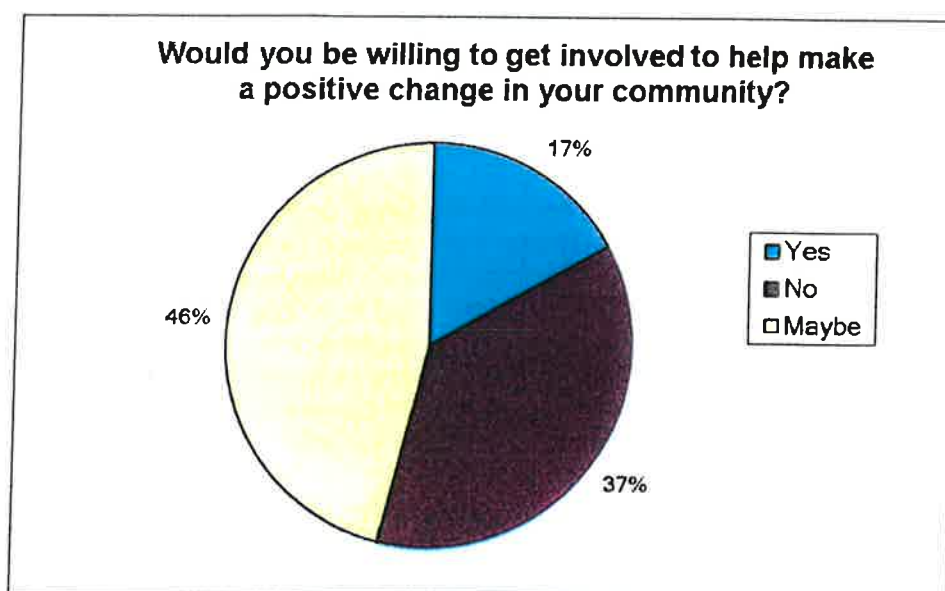
- **Civic pride** – promote pride in community, personal responsibility and better understanding, bring people together at community events and celebrations, encourage communities to work together to tackle some of the above issues

### Young families

- **Young people** – more facilities and activities for young people, better parks, play areas and equipment

### Getting involved

Overall, 48 people (17%) who responded to the questionnaire survey said they would be willing to get involved to help make a positive change in their community. A further 46% (132 people) said maybe. In the case of the doorstep interviews, a total of 46 people (55%) shared their contact details and wanted to be kept up to date with further developments and opportunities to get more involved.



### Overall reflections and recommendations

Interviews on the doorstep indicated support for Resident's Associations and local community groups to take a bigger role in local campaigns and provide a route through which local communities could have a bigger voice on key issues.

In general, those we spoke to knew very little about their local Resident's Associations or community groups. Thirty interviewees were interested in hearing more about their local groups. The majority suggested that the best way that residents groups could publicise their activities and opportunities for people to get involved would be through a regular leaflet or newsletter, with door knocking and local newspapers also cited regularly as good ways of sharing information too.

"If a Residents Association circulation came around more often, I would be more likely to get involved with them"

It was suggested several times that community events such as litter picks could help to build pride in community, build community spirit and open doors for new activities by building better networks of people, keen to get involved. They are tangible and relatively small scale events needing very little preparation – quick wins.

Several people felt that they had had no chance to have a say on issues such as the cuts to lighting and bus services. Ten people were generally quite apathetic and disinterested in getting involved due to poor past experiences or a lack of confidence in their ability to change anything.

People on the whole responded very well to door knocking. It proved to be a great way to meet people and properly engage with the community. It is time intensive. However, it gave us the opportunity to invite people to get involved in local activities and help find solutions to the issues that they raised.

"If politicians took more notice of what people actually wanted, that would be good. Keeping promises would be a good start - making promises you can't deliver is not good."

Another route into the community would be through the network of formal and informal groups that meet regularly across all of the neighbourhoods. One respondent thought it would be good to see more partnership working amongst community groups and local organisations, particularly on campaigns that affect the Trowbridge area as a whole – it was felt that more joined up working between groups with a stake in the issue would provide a bigger voice.

### Recommended next steps

- **Check for gaps** – response rates for each neighbourhood varied and in a couple of neighbourhoods the sample was smaller than originally anticipated. Most of the questionnaire responses were from people who described themselves as white and 70% were female (although the gender balance was far more even in the doorstep interviews). Whilst the consultation drew in responses from residents of all ages, the response rate from the 18-24 age band was also fairly low. These results need to be compared against the overall demographic profile of the local population to see whether more efforts need to be made to engage with sections of the community that may be under-represented in the consultation. Feedback from this exercise could be used to stimulate debate and further discussions locally.
- **Feedback** – having taken the time to give views, one of the next steps for the neighbourhood group should be to feedback the results to each community – to show that those views have been listened to and to let people know how they will be taken forward
- **Further engagement** – one of the very positive outcomes of the survey was the number of people who expressed willingness or possible interest in getting more involved in local activities. This presents a real opportunity for new volunteers, social action and community led projects. All of these people need to be followed up and opportunities identified for them to take part.
- **Prioritising action** – in each neighbourhood profile we have identified key issues and the things that local people would like to change – opportunities for action. A key next step is to agree local priorities and to draw up a plan of action for how each will be addressed. Quick wins – small scale projects that can be delivered relatively promptly – can help to build local interest and confidence in the process.



# NEIGHBOURHOOD PROFILES





# Bradley Gardens

Local people said that Bradley Gardens is generally a quiet community with very mixed age groups. However, it has a lack of meeting space or facilities to bring the community together. Three quarters of the people interviewed on the doorstep cited social factors as the things they love most about the area e.g. people look out for each other and they get on well with their immediate neighbours. More than half cited environmental factors: they like local amenities, proximity to town and lack of traffic.

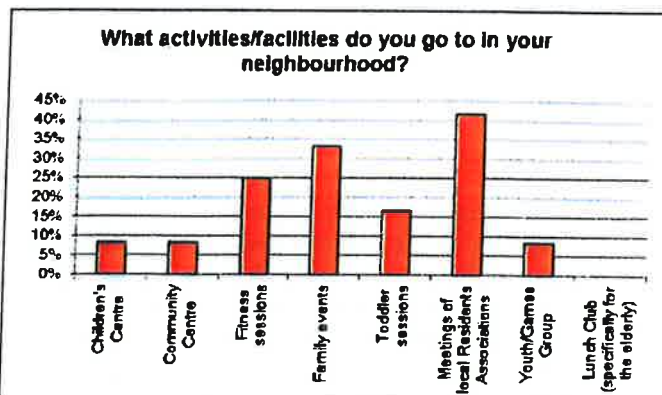
"I have good neighbours. I know everyone in the street by name and we all look out for each other."

## Local activities/facilities

Just over 50% of all those who responded to the questionnaire survey told us about activities or facilities that they go to in the Bradley Gardens area. Just over 40% of those said that they attend meetings of their local Residents Association. Family events and fitness sessions are also popular. 10 people said that family or friends also attend local activities in the area.

community events e.g. family events, a lunch club, street parties to mark special occasions, a fete or community fun day, more events at weekends so adults can get involved when they are not working.

"I'm a bit worried some of the local events may stop. The local bonfire night had to be cancelled last year due to a lack of volunteers."



Residents suggested a range of sports and leisure activities/facilities including a fitness club, outside 'boot camp', ten pin bowling alley, ice skating rink and a swimming pool not attached to the school (the respondent wanted a pool with longer public opening hours). Other individual suggestions included a neighbourhood watch scheme, special dog parks and the retention of the T1 bus service. The cut to the T1 bus was the second most common concern in the doorstep interviews.

Respondents want more things for children to do. Ideas include a children's park/playground, a children's centre, toddler sessions and youth/game groups.

"We have a lack of community spirit as people aren't given the opportunity to get to know each other. No central meeting place so very few people know their neighbours."

"The T1 bus should be retained or another one provided as there are many pensioners worried about not being about to get into town."

They want somewhere to bring people together or to hold meetings – a community centre and

Residents told us about the activities/facilities they go to outside the Bradley Gardens area. One of the most popular activities is going to local parks and park events. Trowbridge Park is

very popular but residents also use Southwick Park, local dog parks and Longleat.

Local people attend a wide range of sporting activities including use of Trowbridge sports centre, sporting clubs, running club, fitness/gym sessions, swimming, playing football, tai chi, yoga and Zumba. Young families attend toddler groups, the school fete and visit local play facilities.

The cinema is a fairly popular leisure activity, as well as ice skating and bowling. Five respondents like visiting gardens and/or wildlife sites. Three people like visiting markets or antiques fairs. One resident said they attend church and prayer meetings.

### Finding out what's on

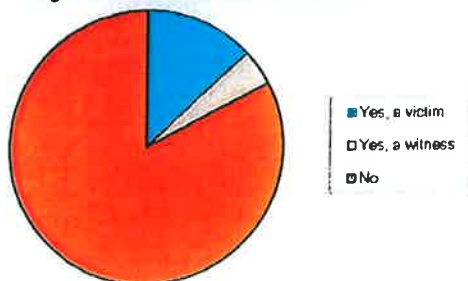
The majority of people who responded to the questionnaire survey find out about what is happening locally via community noticeboards or local shops, although 40% use social media or leaflets through the door. Other sources of information include the local school (6 respondents), the local paper (3), via word of mouth (3) and the internet (2).

When asked how they would like to be informed about what's on locally, the response was very similar, although five respondents would prefer to hear via email.

### Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. 35% attend local Resident's Association meetings. Just two residents are members of a local Neighbourhood Watch. Alarms, security marking, lights and dogs were also individually mentioned.

Have you been a victim of - or witnessed - anti-social behaviour (ASB) or crime in your neighbourhood in the last 12 months?



Everyone who responded to the survey feels safe or very safe in the neighbourhood during the day. After dark, this reduces slightly but not significantly. Perhaps unsurprisingly therefore over 80% of respondents said they have neither been a victim nor have they witnessed anti-social behaviour in the neighbourhood in the last 12 months.

The four individuals who have experienced crime or anti-social behaviour reported a range of issues including dogs barking, loud music, disruptive behaviour after a night out, speeding/dangerous driving by young people, a back yard broken into and a scooter stolen.

The single things that would make residents feel safer in their neighbourhood include (in rank order):

- Greater police presence
- Improved street lighting

Other individual ideas include improving community spirit, having a safe place for children to play and a safe crossing point for children to get to school. A suggestion from the doorstep interviews was for a crossing point at the top of Bradley Road, opposite the fast food outlet.

### Environment

The majority of people in the questionnaire survey (73%) felt that the Bradley Gardens area is clean and maintained, although the upkeep and maintenance of the area came top of the issues cited in the doorstep interviews. Common problems identified in the survey include (in rank order):

- Litter (80% respondents)
- Untidy gardens
- Dog fouling
- Lack of street cleaning

Parking problems were the third most popular issue raised in the doorstep interviews.

"Lots of greens and pathways which residents and service agencies drive and park on....in places estate walls have fallen down and the Council has never replaced them."

## What would local people change?

Key changes that local people would like to see:

Clear up of dog mess

- more dog bins and fines for owners that don't clear up after their pets.

Better street cleaning

- Litter clearance, more bins, maintenance of verges, gulleys weeded and brushed, footpaths and access roads repaired

Better garden maintenance

Other individual suggestions include somewhere for children to go and play, more advertising of council and community events on the community board - especially things for young people to do, traffic calming and signs to restrict vehicular access onto Summerdown Walk . Another suggestion made in the doorstep interviews was for more cycle paths.

### Top 3 issues on the doorstep

The top 3 issues for those we spoke to on the doorstep are:

- Upkeep and maintenance of the area
- Cuts to the T1 bus service
- Parking issues
- 

## Getting involved

Seven out of a total of 22 survey respondents said they were willing to get involved to help make a positive change in their community. A further ten said "maybe". Of the sixteen people

interviewed on the doorstep, a further seven shared their contact details and wanted to be kept up to date with further developments and opportunities to get more involved.

"I would like to get involved with the local community group if they can use my skills."

"I would like to talk to others about setting up a local rambling group (but I don't really know where to go to have a say on this.)"

One respondent suggested that the Residents Association had struggled to continue. They felt that this was due to lack of interest, although perhaps people were not aware of their existence.

### Who did we speak to?

This profile is based on responses from 39 local residents from the Bradley Gardens area. Twenty three filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 36 doors in selected streets in the neighbourhood and interviewed a further 16 people.





# College

Residents describe the College estate as a good neighbourhood, a pleasant area to live, a very safe environment and a desirable area, close to town and lots of local facilities. People love its green spaces and parks. The parks in Hawthorn Grove and Cavel Court were mentioned as particularly nice, well used spaces.

80% of the residents that we spoke to on the doorstep cited social factors as the things they love most about their neighbourhood - social groups and good relationships with immediate neighbours. One survey respondent described the College estate as an estate where "people are still neighbours rather than strangers, people still pull together".

"This is a good community; people look out for each other here. There is a nice community of mothers that meet in the park every weekday for a coffee and a chat."

## Local activities/facilities

55% of all those responding to the questionnaire survey told us about the activities and facilities they attend in the College area. Over 70% of them said they attended meetings of the local Residents Association. 25% went to family events locally. Just 5 people said that they attended the nearby children's centre and 4 attended fitness sessions or toddler sessions. 54% said that family or friends also attended local activities and facilities.

Residents would like to see a wide range of other activities or facilities in the College estate area, including more facilities for young people. Youth groups or clubs – both for older youths and the under 13s were a popular idea, as well as soft play facilities. Several respondents wanted improvements to play areas and playing fields, with better equipment for both younger and older children (e.g. basket ball hoops and football posts), youth games and summertime activities for young people in the community centre. Two residents wanted a local toddler group.

"Nothing much for children to do. Needs somewhere for them to go."

"It would be good to have more facilities for teenagers locally; the parks are for little kids. A basketball hoop would be good."

Twelve respondents wanted a community centre or hall. One person wanted to be able to use the centre for dances. At least five residents wanted more use to be made of the field by Trowbridge Town Council. Requests were made for more family or social events e.g. a community barbeque or car boot sale.

"More activities in Chapmans Field."

Residents would like to be able to attend a range of sports and leisure activities locally. Swimming was the most popular fitness activity but individuals also suggested tae kwon do, football, cricket and a cycling club. Popular leisure activities/facilities include (in rank order): ten pin bowling, concerts, cinema and a library.

Residents go out of the College estate area to attend the following activities/facilities:

Leisure (top 4)

- Cinema
- Eating out

- Pubs/bars
- Ten pin bowling

#### Sport and fitness (top 3)

- Swimming
- Football
- Fishing

#### Local clubs and organisations

- A wide range including U3A, Bowyers and Southwick social clubs, the Bustard club, military clubs/associations; dance/ballet, slimming clubs etc.

#### Young families

- Soft play centres
- Youth club

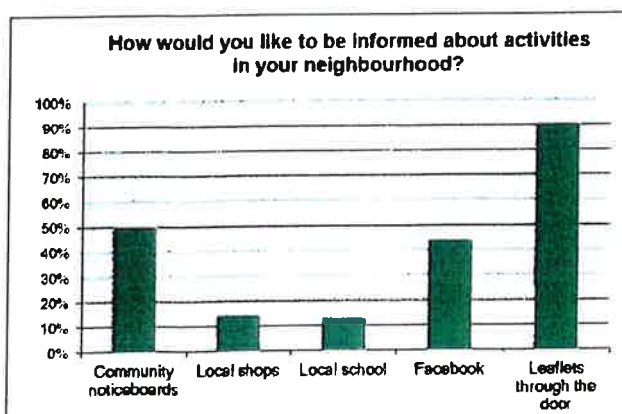
#### Open spaces

- Trowbridge and other parks and playgrounds

Three residents attend local events such as Armed Forces Day and the Emergency Services show. One felt that local events had become less regular as newer, younger incomers were reluctant to mix with older residents.

### Finding out what's on

At present, the majority of respondents (87%) find out what is happening in the neighbourhood via leaflets through the door, although half also make use of community noticeboards. Other lesser used sources of local information include social media, local shops and schools, via word of mouth, local newspapers and community meetings.

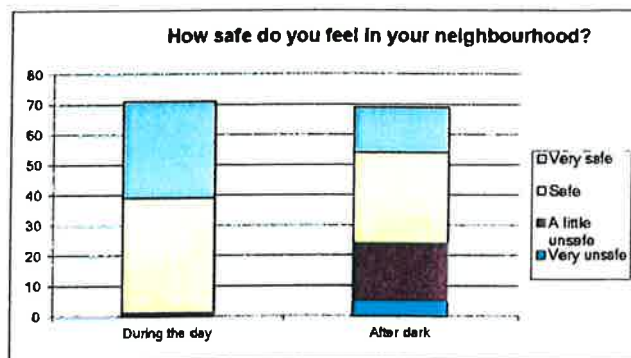


When asked how they would like to be kept informed, 90% still chose leaflets through the door and 50% community notice boards. A

greater number of respondents (44%) would also like to be able to use social media.

### Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. 40% said that they attend their local Residents Association meetings. Just 8 were members of a local Neighbourhood Watch scheme. Other less used forms of protection include security marking, burglar alarms, security cameras/CCTV and lighting, locking vehicles in a garage and neighbours looking out for each other.



99% of respondents feel safe in the neighbourhood during the daytime. This figure falls to 65% at night. Just 5 out of 70 respondents (7%) said that they have been a victim of anti-social behaviour or crime in the neighbourhood in the last 12 months and another 5 say they have been a witness. Activities reported include:

- Assault/intimidation
- Verbal abuse
- Break ins to gardens
- Damage to parks and play equipment
- Speeding and illegal parking
- Littering
- Drinkers in the park

Key things that would make residents feel safer:

- Greater police presence
- Lights to be kept on
- Better response from police when a report is made
- Security cameras/CCTV

"The lighting at the end of the park is really poor, I wouldn't feel comfortable with my children there at night or in winter."

*Cavel Court*

Other individual suggestions include: speed checks, parking controls e.g. traffic wardens and double yellow lines on narrow streets, corners and dropped kerbs, a safe crossing point on Silver Street at school times and a neighbourhood watch scheme.

## Environment

74% of respondents feel that the College estate is clean and maintained. Common problems are (in rank order):

- Litter
- Lack of street cleaning
- Untidy gardens
- Fly tipping
- Dog fouling

Other issues raised by one or two people include: lack of maintenance of parks and communal areas, lack of weeding on paths and pavements, pot holes and damage caused by poor parking.

"Can someone please come and fix this wall, it has been busted for months!" (*Cavel Court*)

## What would local people change?

Local people had a range of ideas for change:

### Litter

- More bins, litter picks, more regular rubbish collections, an anti-litter campaign, notices, fines and a litter check near the college

### Dog fouling

- More dog bins, notices asking owners to clear dog mess, clearance of dog mess from parks and play areas, temporary camera sites in dog mess prone areas and enforcement against those who don't clear up after their pets.

### Street cleaning

- More regular street cleaning, removal of fly tipping, roads and pavements repaired and maintained

### Parks and open spaces

- Better maintenance of parks and open spaces, more regular grass cutting and weeding

### Parking and traffic

- Traffic and speeding was the top issue amongst those we spoke to on the doorstep. Suggestions included more parking for local residents, action on speeding, improved traffic calming and stopping drivers using local roads at a 'rat run' (resident from Hawthorn Grove).

"Parking is a nightmare!!!"

"Something has to be done about car parking"

Other ideas included more police patrols (see crime and safety above), more community events, neater gardens – one resident suggested that people with gardening skills could show others how it is done - more pride in the local area and consideration of others.

Coming in third of all of the issues cited by those we spoke to on the doorstep was the cuts to the T1 bus service.

### Top 3 issues on the doorstep

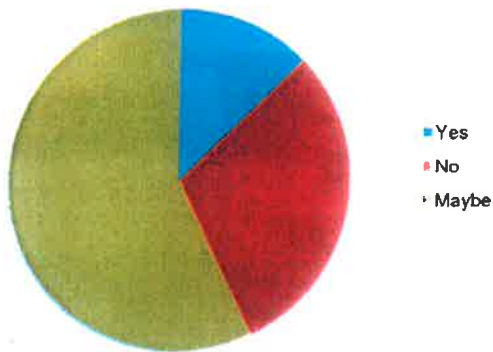
The top 3 issues for those we spoke to on the doorstep are:

- Traffic and speeding
- Lighting
- Cuts to the T1 bus service

## Getting involved

Eight out of a total of 63 respondents to the questionnaire survey said they would be willing to get involved to help make a positive change in the community and a further 36 said maybe.

**Would you be willing to get involved to help make a positive change in your community?**



Of the ten people we spoke with on the doorstep, a further five shared contact details and wanted to be kept up to date with future developments and opportunities to get more involved locally.

A couple of residents praised the local Resident's Association for being hard working and for 'getting things done'. One respondent mentioned that they might be interested in getting involved more with the residents group in the future.

#### **Who did we speak to?**

This profile is based on responses from 82 local residents from the College estate. Seventy two filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 21 doors in selected streets in the neighbourhood and interviewed a further 10 people.



# Dursley Road

The majority of the Dursley Road residents (90%) that we spoke to on the doorstep feel that they have good neighbours and get on well with others in the community.

"We have parties with the neighbours in the street every now and again. We had a street party for the Jubilee a couple of years back; it was really nice to get everyone together."

## Local activities/facilities

Just two residents who responded to the questionnaire survey told us about activities/facilities that they go to in the Dursley Road area. Both attend family events locally and one attended Residents Association meetings. One person indicated that family or friends also attend such activities locally.

Five residents told us what other activities/facilities they would like to see in the neighbourhood. These include play facilities, social events for 20-30 year olds, education courses, a knitting group and a walking group.

Residents told us about the activities/facilities they go to outside the neighbourhood. These include:

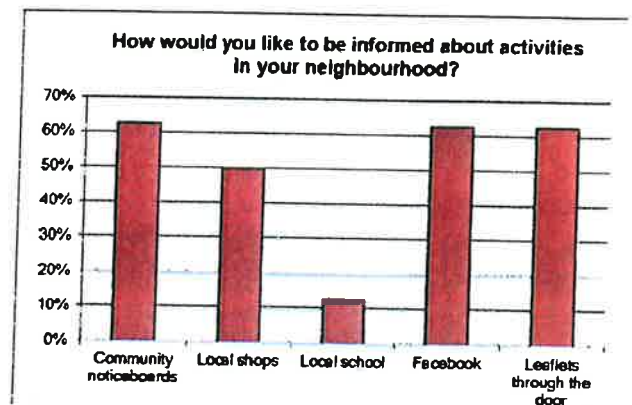
- The library
- Events in Trowbridge Park
- Farmers Market
- Cinema
- Restaurants
- Theatre
- Sports matches
- Walking groups
- Knitting group
- Church events
- Town Council meetings
- Educational courses
- Play facilities

## Finding out what's on

The majority of questionnaire survey respondents find out what is happening in the neighbourhood via leaflets through their door. Just over 40% find information in local shops and around 30% via community noticeboards.

Other information sources include social media and the local papers.

Just over 60% would prefer to be informed about local activities via leaflets, social media and noticeboards with local shops not far behind.



## Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. Just three respondents said that they use a burglar alarm and three security mark their property. Two attend meetings of their local Residents Association. One reported they had a guard dog and barbed wire/razor wire.

"I have lived here for 31 years and have never felt safe after dark. However, the footbridge over the railway now also feels risky in daylight at times when people are hanging around there."



# Longfield estate

Residents feel in general they have good relationships with their neighbours and they are kept up to date with local activities. The community centre was specifically mentioned as a good local amenity.

## Local activities/facilities

Just 46% of respondents to the questionnaire survey told us they attend activities or facilities in the Longfield estate area. The community centre and family events are the most popular, although 40% of all respondents said they attend a local youth/games group and 37% said they attend their local Resident's Association meetings. 45% said that friends or family also attended activities and facilities in the area.

A number of people praised the work of the local Resident's Association e.g.

"The local TARA carried out a range of activities and events at the local community centre. For the work they do they should receive more funding...."

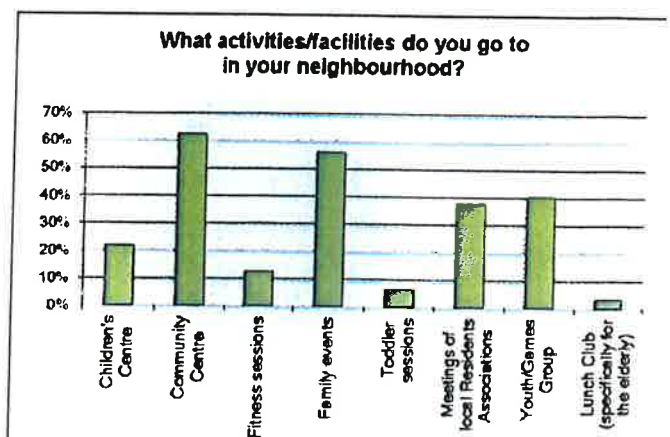
"I fully support the work of the Longfield community centre run by the TARA and believe these are the best people to move us all forward."

Local people would like to see a wide range of other local activities or facilities. A number of suggestions would bring the community together more often – by opening the community centre more regularly, having an open day for all ages to meet, talk, swap skills, gardening, decorating etc., a yearly fete and Christmas fayre, family events, community parties and jumble sales. Other ideas include a bar in the community centre/club (perhaps run by local volunteers), ten pin bowling, skittles, pool and bingo.

Twelve respondents want more local activities and facilities for young people including more play areas/parks, somewhere for young people to play football, a sports day for children, more organised activities and things for 'bored

teenagers' to do. Suggestions for older people include more facilities for active pensioners, fitness sessions, computer skills training and lunch clubs.

Individuals want local places to go to the gym, do Zumba or dance, or attend slimming classes.



Residents go outside the neighbourhood for:

### Sport/fitness (top 4 activities)

- Swimming
- Golf
- Gym
- Martial arts

### Leisure

- Cinema
- Ten pin bowling
- Car boot sales
- Pubs and restaurants
- Local parks
- Fetes and fun days

### Local groups

- Everything from walking and wildlife groups, crafts and computer groups to lunch clubs, the Mothers Union and Towns Women's Guild

### Days out

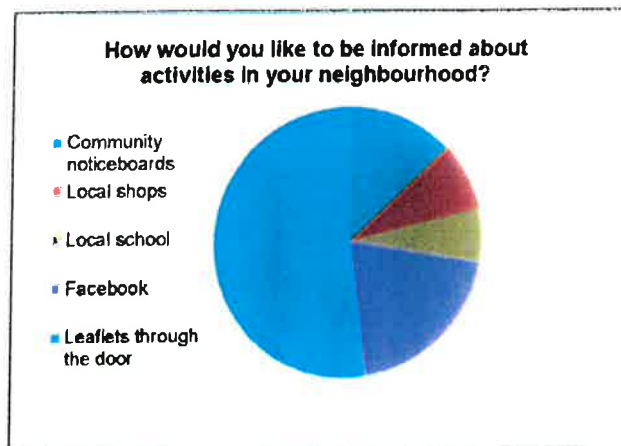
- Visiting friends and relatives
- Bus trips

### Worship

- church services

### Finding out what's on

At present, 96% of respondents find out what's on in the neighbourhood from leaflets through the door, although 35% use social media and 26% community noticeboards. Other local sources of information include local schools, shops, word of mouth, the local Residents Association, newspapers and newsletters.



In the future residents would like to continue to receive information in the same way – primarily via leaflets through the door, social media or local noticeboards, although there were several suggestions for using email to pass the word around.

### Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. Just 7% were members of a local Neighbourhood Watch scheme.

"I am very lucky as on my part of the street everyone is friendly and looks out for each other."

90% of respondents feel safe in the neighbourhood during the day. This figure reduces after dark to 56%, with 32% feeling a little unsafe and 12% feeling very unsafe at night time. However, just 7% have been a victim of

anti-social behaviour or crime in the neighbourhood in the last 12 months, whilst just under a quarter have been a witness. Activities reported include (in rank order):

- anti-social behaviour – drunken behaviour, shouting, swearing etc.
- theft/break ins
- assault/fighting
- noise nuisance
- damage to vehicles

"We need more policing on the streets at weekends due to noise nuisance and drunken behaviour."

Other activities individually reported included damage to property, drug dealing, dangerous driving/speeding e.g. "boy racers" in the supermarket car park and cruelty to an animal.

The key things that would make people feel safer in the neighbourhood are:

- greater police presence (25 respondents or 55%)
- street lighting (staying on a night)
- tackling traffic and speeding
- adequate/considerate parking
- CCTV

"I don't know why they turned off the lights; no-one explained why, they just did it."  
*Longfield Road resident*

Individual suggestions include no longer housing people with ASB or drug problems in the area, fewer gangs of teenagers/young people and someone for older people to call if something happens to them, they are ill and on their own.

### Environment

56% of respondents feel that the Longfield area is clean and well maintained. The top four issues of concern are (in rank order):

- Litter (81%)
- Untidy gardens (61%)
- Lack of street cleaning
- Fly tipping



"There is too much broken glass and litter. Weeds growing along wall lines are a real eyesore.....there are still too many inconsiderate dog walkers who do not clean up after their dogs."

Other concerns include dog fouling, lack of general upkeep of the area, maintenance of communal areas and play areas, lack of hedge cutting/clearance of overhanging vegetation, damage to verges by parked vehicles and abandoned shopping trolleys.

One resident suggested that someone should go around the estate on a mobility scooter or with a walking stick to find out what repairs are needed to pavements and potholes.

### What would local people change?

Key things that local people would change in the neighbourhood:

#### Litter/mess

- More bins, regular rubbish collections, more regular street cleaning/tidy ups, regular checks or inspections, and dog owners to be more responsible for clearing up after their dogs.

#### Gardens

- Residents to maintain their gardens

#### Open spaces

- Regular grass cutting and maintenance of trees and hedges
- Better use of open space e.g. the land at the end of Longfield Road as community spaces, parks or picnic areas – or even to create more space for parking

#### Parking and traffic

- More parking facilities for local residents, parking controls
- Tackle speeding

#### Crime and safety

- Tackle noise nuisance/ASB
- Improvements to street lighting

One suggestion was that one or two lights in each street could be left on each night to make people feel a bit safer.

"People are parking their cars on the estate all day when they off to work at County Hall and other places of work."

One respondent felt that people should take pride in where they live, another felt that parents should take responsibility for children who create a mess locally. Another felt that people with limited finances may find it more difficult to maintain their property or the area in general.

"Traffic calming measures by the school would make me feel better as a parent with children there."

### Top 3 issues on the doorstep

The top 3 issues for those we spoke to on the doorstep are:

- Boy racers in Tesco's car park
- Traffic and speeding by school
- Lights go off at night

### Getting involved

10 out of 67 survey respondents indicated their willingness to get involved to help make a positive change in the neighbourhood and a further 24 said maybe.

Of the seven people we interviewed on the doorstep, a further three shared contact details and wanted to be kept up to date with future developments and opportunities to get more involved locally.

### Who did we speak to?

This profile is based on responses from 77 local residents from the Longfield area. Seventy filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 25 doors in selected streets in the neighbourhood and interviewed a further 7 people.



1



# Newtown

Local people told us that Newtown is a friendly community where people generally look out for each other. 64% of the residents that we interviewed on the doorstep cited social reasons for why they loved the area – they had opportunities to get together with their neighbours and to meet each other. They liked the social centre and the area's proximity to town.

"We have a BBQ here every year. There are lots of opportunities for us to meet others in the street and there's some good community spirit." *Avenue Road resident*

## Local activities/facilities

Three quarters of those who responded to the questionnaire survey attend at least one activity/facility in their neighbourhood and two thirds have family or friends that go along too. Two thirds go to local fitness sessions and more than half attend family events. 44% of respondents attend meetings of the local Residents Association.

Local people would like to see more community events and opportunities for people to get together as well as a wide range of other activities/facilities in their neighbourhood:

**Parking**  
Neighbourhood Watch  
Neighbours visiting elderly  
Physical activities Thai chi  
Skating Bowling  
Gym Exercise classes  
Climbing centre  
Lunch clubs  
Music events Yoga  
Sunday assembly  
Group tidy ups  
Activities in sports centre

Residents go out of the neighbourhood to take part in family gatherings and fun days, fitness classes, swimming, dancing, music and crafts. They enjoy going out to eat and shop. They go to church. They take part in community focussed events. They go to local group meetings.

## Finding out what's on

80% of those responding now use social media (Facebook etc.) to find out what is going on

locally, although half still like to be able to read leaflets dropped through their doors.

44% of respondents would like to be able to find information on community noticeboards and in local shops.

## Crime and safety

Most residents lock windows and doors to protect themselves and their property from crime and will use a car alarm if they have one. More than 70% use padlocks on external buildings. Just over 27% security mark their property.

4 people attend their local Residents Association and just a couple are a member of their local Neighbourhood Watch.

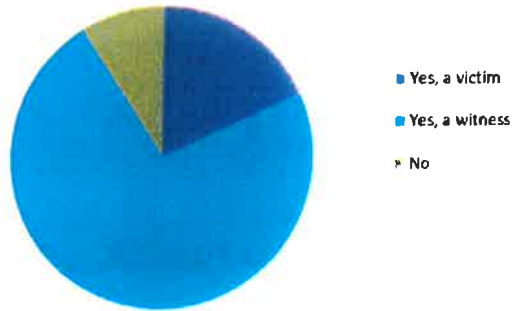
Whilst most feel very safe, or safe in their neighbourhood during the day; after dark 82% feel a little unsafe.

Ten out of the 11 respondents have either been a victim or witness to crime or anti-social behaviour in the last 12 months in their neighbourhood. The main types of activity include (in order of regularity):

- Damage to cars
- Drunken and offensive behaviour
- Violence
- Burglary
- Mugging
- Domestic arguments

Speeding was also a local issue that was mentioned.

Have you been a victim of - or witnessed - anti-social behaviour (ASB) or crime in your neighbourhood in the last 12 months?



The key things that would make residents feel safer in their neighbourhood are (in order of popularity):

- Security cameras/CCTV
- Greater police presence
- More street lighting

"The council turn off the lights at 12pm every night. This means the visibility isn't great and along with the terrible pavements it can be quite difficult if I am coming home

"The alleyway ...feels like a threatening and unsafe space to me.... Heavily littered with rubbish, condoms, dog litter. It is a disgrace."

## Environment

63% of respondents feel the neighbourhood is not clean or maintained. Common problems include (in rank order):

- Litter
- Lack of street cleaning
- Untidy gardens
- Fly tipping
- Dog fouling

## What would local people change?

Amongst those that we spoke to on the doorstep, lack of residents parking, traffic and better upkeep and maintenance of the area were the top three issues. Key changes that local people survey would like to see:

- Cleaner, tidier streets
- Free local parking/residents parking
- Greater police presence
- Security cameras

Suggestions also include changes to the one-way system on Avenue Road in order to improve the traffic flow and to the yellow lines at the end of Wesley Road.

"We are fed up with the road being used as a rat run...The road is being used by non-residents to park so they can catch the train or walk into town and not pay for parking."

## Top 3 issues on the doorstep

The top 3 issues for those we spoke to on the doorstep are:

- Parking
- Traffic hold ups
- Upkeep and maintenance of the area

## Getting involved

More than half of the questionnaire survey respondents said that they would be willing to get involved to help make a positive change in their community and a further 18% said "maybe".

"I work for the council and asked someone about the traffic problem in our area. They told me if we got enough people together we may be able to do something about it."

Of the eleven people we interviewed on the doorstep, six shared contact details with us and wanted to be kept up to date with future developments and opportunities to get more involved locally. A couple of residents expressed an interest in getting directly involved with some of the Resident's Association's activities.

### Who did we speak to?

This profile is based on responses from 23 local residents from the Newtown area. Twelve filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 39 doors in selected streets in the neighbourhood and interviewed a further 11 people.



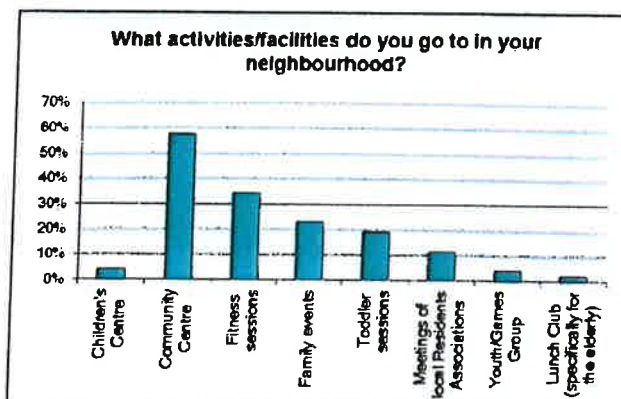


# Paxcroft Mead

"I love the area. There are lots of open spaces and good parks, it's really friendly."

## Local activities/facilities

Fifty two local residents responded to the questionnaire survey to tell us about the activities or facilities that they go to in the Paxcroft Mead area. 58% of respondents use the community centre, with fitness sessions and family events next in popularity. 35 said that friends or family also attend local activities or facilities.



When asked what other facilities/facilities they would like to see locally, 18 comments called for more activities and facilities for young people and families. There were requests for more and better play areas, play facilities for older kids, skate-boarding, an off road cycle track, children's sports on the green and children's clubs.

Several respondents also want more toddler groups. Other individual suggestions include parenting workshops, cooking classes for parents of toddlers and help for parents to return to employment.

Suggestions for activities/facilities for older people include Goldies or sing and smile sessions.

"Lack of facilities especially near Castlemead"

A number of general sports and fitness facilities were proposed, including an outdoor gym, facilities for men's fitness, tennis courts and curling sessions. As for other leisure pursuits, suggestions included a local choir, old time dancing and walks. Three respondents want a local café or coffee shop. One suggested a community garden.

Cuts to the local bus service (the 234) were one of the top three issues identified by residents that we spoke to via the doorstep interviews.

Local people go out of the neighbourhood to take part in a wide range of other activities including:

### Sport (top 2 activities)

- Swimming
- Gym

### Leisure (top 4)

- Cinema
- Theatre
- Concerts
- Tea dances

### Retail

- Restaurants
- Pubs
- Shopping

### Clubs and classes (top 3 of a long list)

- U3A
- WI
- Civic Society

Young families

- Soft play areas
- Local park
- Baby/toddler groups

Three respondents go outside the neighbourhood to go to church. Three visit local support groups.

### Finding out what's on

The majority of respondents (77%) find out what is happening in the local area via leaflets or fliers through the door. 37% use social media or community noticeboards. Other sources of local information include (in rank order) local shops and schools, email/internet, local papers, word of mouth, play group, church and posters in the street.

Residents would prefer to be kept informed via leaflets through the door or community noticeboards, although just over 30% would like to receive information via social media.

### Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. Just over 30% of the 59 respondents said that they use a burglar alarm. Just 14% security marked their property. Four people said they attended local Resident's Association meetings and five were members of their local Neighbourhood Watch.

"Nice and quiet neighbourhood with support from neighbourhood police".

Almost everyone said they felt safe in Paxcroft Mead during the day, although less so at night with 37% feeling a little unsafe after dark and 2% very unsafe. Just 3 respondents said they had been a victim of anti-social behaviour or crime in the neighbourhood in the last 12 months whilst a further 7 had witnessed such behaviour. Activities included:

- Attempted burglary/break-ins
- Burglary
- Fighting and arguments
- Dangerous driving

- Noise nuisance
- Animal cruelty

The key things that would make local people feel safer are in rank order:

- Greater police presence
- Maintain and improve street lighting
- Neighbourhood watch
- Speed limits

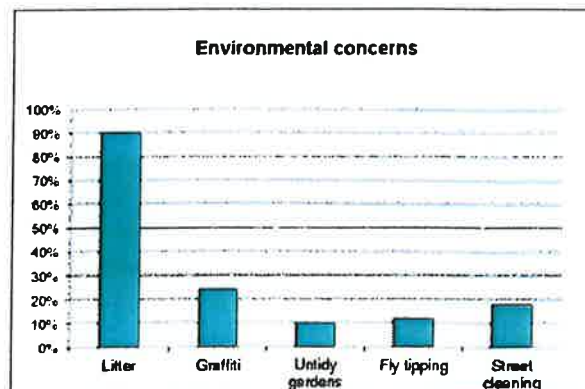
"traffic in road a nightmare - would be good to have traffic calming".

"It would be good to see a path on the main road (Leap Gate). I have to walk the kids to school along that way, with the new speed limit it's going to get dangerous."

Other individual ideas included CCTV, installation of pavements along Leap Gate and having a better understanding of the people in the neighbourhood area – building a sense of community.

### Environment

63% of respondents feel that Paxcroft Mead is clean and well maintained. However, 90% of respondents identified litter as a local problem. 24% said that graffiti was a concern, 20% dog fouling and 18% a lack of street cleaning.



Other issues identified include a general lack of upkeep and maintenance - overhanging vegetation, lack of grass cutting and weeds,

lack of maintenance of playgrounds and communal areas and pavement parking.

"The lane out the back of my house is an absolute disgrace. I have complained about it to the local councillor. He keeps saying he will sort out the issue but never does anything about it."

*Hulbert Close resident*

Public transport

- Regular buses that are on time

"I am reliant on public transport and they are changing the route again, cutting the service back. It is quite frustrating for me, there has been no chance to have a say."

### What would local people change?

The key things that local people told us that they would change about their neighbourhood are (in rank order):

Street cleaning/litter

- Regular litter collection or litter picking, more litter bins, checks for fly tipping, clean up of bus shelters, maintenance of lanes/alleyways, signs to deter people from dropping litter and leaving mess, more responsible dog owners

Grounds maintenance

- Hedge cutting and clearance of overhanging vegetation, better maintained parks and streets, garden fences maintained

Speeding/inconsiderate parking

- Tackling speeding and dangerous driving (particularly on Leap Gate), speed limits, traffic calming, bad drivers to be warned, policing of parking within the estate

Community

- More community involvement and civic pride, more opportunities for local events e.g. a community fayre, joint working between community and church

Young people

- More for young people, neighbourhood play area, pub/café with kids area

### Top 3 issues on the doorstep

The top 3 issues for those we spoke to on the doorstep are:

- Leap Gate becoming a through road
- Cuts to the 234 bus service
- Lack of sense of community

### Getting involved

Eight out of 49 questionnaire survey respondents said they would be willing to get involved to help make a positive change in their community and a further 18 (37%) said maybe.

Of the ten people we interviewed on the doorstep, a further five shared contact details with us and wanted to be kept up to date with future developments and opportunities to get more involved locally.

### Who did we speak to?

This profile is based on responses from 70 local residents from the Paxcroft Mead area. Sixty filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 27 doors in selected streets in the neighbourhood and interviewed a further 10 people.





# Seymour

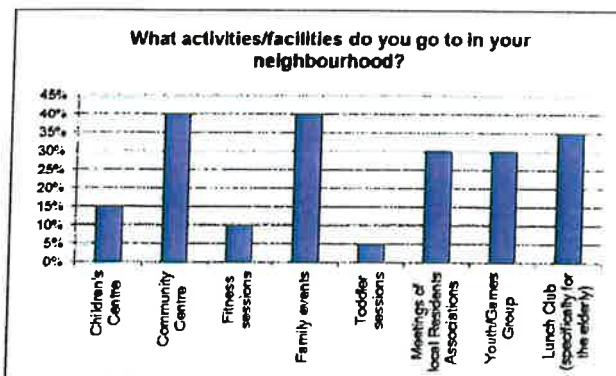
Just over two thirds of the people that we spoke to on the doorstep loved the Seymour area's local amenities, including its green spaces, the hub, access to town and quietness of the neighbourhood.

"Over the past 20 to 30 years we have built up a nice little community here. The Hub is a good place to find out what is going on locally and meet with others."

## Local activities/facilities

20 residents (60% of those who took part in the questionnaire survey) told us about activities or facilities that they go to in the Seymour area. 15 residents said that family or friends attend local activities and facilities too.

The most commonly used facility is the community centre, whilst an equal number (40%) go to family events locally. 35% attend a local lunch club (for older people). 30% attend meetings of the local residents association. 30% of respondents also said they attend a youth/games group.



Residents want better local provision for young people. Their ideas include: improvements to the playing field to cater for children of all ages, larger facilities for teenagers/a youth club or hub, a kids club, supervised holiday activities, toddler sessions, a paddling pool and resurfacing of the basketball court. One respondent suggested that it might be good to have lessons on 'growing up' e.g. paying bills, keeping yourself safe, and drug awareness sessions.

"more activities for younger people....they need to be more involved within the community".

For older residents, suggestions include a 60 plus club, lunch club, regular visits from a chiropodist and keep fit for the over 60s.

Several people wanted to be able to go to fitness classes or a gym. Another respondent suggested football clubs, another wanted sports in the park. A range of other leisure activities were proposed including a local gardening club, bingo, dancing, films, ballroom and other dance groups or lessons.

Four respondents suggested facilities and activities to bring the community together. Two suggested a larger community building or hall. A summer fete and regular coffee mornings were also proposed.

Residents go out of the neighbourhood to attend a range of other activities/facilities including:

### Fitness/sport (top 6 in popularity)

- Swimming
- Zumba
- Badminton
- Gym
- Fishing
- Dance

### Leisure (top 3)

- Cinema
- Darts



- Walking

Young people (top 4)

- Local parks
- Childrens centres
- Youth clubs
- Toddler group

A number of individuals attend day centres, local support groups, lunch clubs, 60 plus club, coffee mornings, gardening or arts and crafts groups etc. Church meetings, council and other governance meetings were also listed.

### Finding out what's on

Most people (80%) find out what's on in their neighbourhood via leaflets through the door. Community noticeboards, social media, local shops and schools are less utilised sources of information. Others include (in rank order): word of mouth/friends and neighbours, local papers or via the community hub.

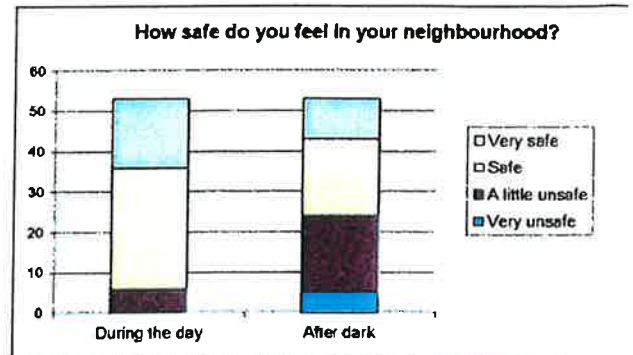
When asked how people would like to be kept informed, the response was relatively similar, with an overall preference for fliers or leaflets through the door.

### Crime and safety

Most residents protect themselves and their property from crime by locking windows, doors and cars and padlocking external buildings. Just 5 respondents use a burglar alarm and 6 security mark their property. Eight residents said they attend their local Residents Association meetings and just 2 said they were a member of a Neighbourhood Watch group. Other security measures used included lights, CCTV and dogs.

"Most neighbours are friendly and our road is mostly quiet".

89% of residents felt very safe or safe in the neighbourhood during the day. This reduced to 55% after dark. Just 5 respondents (out of 53) said they had been a victim of anti-social behaviour or crime in the local area in the last 12 months and a further 9 had been a witness.



The types of activity reported included (in rank order):

- Domestic arguments
- Neighbour disputes/verbal abuse
- Dangerous driving
- Theft
- Drunken behaviour

The most commonly identified issue amongst those that we interviewed on the doorstep was noisy neighbours. Racism was also a concern. One victim reported that the police did not follow up a report of crime in their area.

The single things that would make people feel safer include (in rank order):

- Greater police presence (on foot)
- Improved street lighting/on for longer
- Reducing traffic speed

Other individual suggestions included CCTV, safer pedestrian crossings, stopping local drug dealer and for neighbours to look out for each other.

### Environment

49% of respondents to the survey felt that the neighbourhood was clean and well maintained although lack of upkeep and maintenance of the area were within the top three issues mentioned by those we interviewed on the doorstep. Key concerns included (in rank order):

- Litter
- Untidy gardens
- Lack of street cleaning
- Dog fouling
- Fly tipping

"In the last 56 years of living here there has been a general decline in its (the area's) appearance".

"privately owned houses are left to deteriorate whilst some of the housing association homes need a facelift".

"The council and housing association don't pay any attention to this area at all. They will look after the posher areas but not the poorer ones. I haven't seen any street cleaners this year."

### What would local people change?

Key changes that local people would like to see:

- Street cleaning – a general tidy up of the area.
- Dog mess to be cleaned up
- More activities and facilities for young people
- Control of speeding traffic
- Prevent parked cars from blocking roads and drives. A couple of people mentioned that the area was used for parking by people coming into the town for work or for the local hospital.

One individual wanted more dropped kerbs and level pavements to enable easier access by wheel chairs and mobility scooters. A pedestrian crossing on Seymour Road by the entrance to canal road (by the roundabout) was also proposed.

"If there was a pedestrian crossing on Seymour Road by the roundabout it would make it easier to cross when we are taking the children to school. Sometimes we have to wait 2 or 3 minutes for a break in the traffic."

Two survey respondents wanted to see more involvement by the community – people working together. This was reflected in the doorstep interviews with lack of community spirit/engagement one of the top 3 issues of concern locally. It was suggested that events like litter picks might help people to build some pride in their community, build community spirit and open doors for new activities. Another interviewee wanted more social events or activities.

#### Top 3 issues on the doorstep

The top 3 issues for those we spoke to on the doorstep are:

- Noisy neighbours
- Upkeep and maintenance of the area
- Lack of community spirit

### Getting involved

Seven people (out of 50) questionnaire survey respondents said that they would be willing to get involved in helping to make a positive change in the community. A further 25 said maybe.

Of the nine people we interviewed on the doorstep, six shared contact details and wanted to be kept up to date with future developments and opportunities to get more involved locally. One mentioned that they would like to get more involved with local activities.

#### Who did we speak to?

This profile is based on responses from 62 local residents from the Seymour area. Fifty-three filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 21 doors in selected streets in the neighbourhood and interviewed a further 9 people.

"I don't often see a policeman up here. Haven't seen one for years."

Most people (87%) feel very safe or safe in their neighbourhood during the day, although that figure reduces after dark to (a still very respectable) 75%.

Just 4 out of a total of 16 respondents record being either a victim or witness of crime and anti-social behaviour (ASB) in their neighbourhood in the last 12 months. The crimes/ASB included:

- Theft
- Assault
- Hate crimes against one respondent and their children
- Young people using offensive language.

The things that would make people feel safer in their neighbourhood are (in rank order):

- Greater police presence
- Better street lighting

"The younger kids are intimidated by older kids smoking pot in the parks and parents don't want to let their children out of their eyesight."

## Environment

Just over half of all respondents to the survey would describe the neighbourhood as clean and maintained. However, upkeep and maintenance of the area came top of the issues raised by those we spoke to on the doorstep.

Common problems included (in rank order):

- Lack of street cleaning
- Litter
- Untidy gardens
- Pavements in poor condition
- Cars parking on pavements and verges

Other individual concerns included graffiti, fly tipping, lack of maintenance of roads, footpaths and street trees.

"Encourage children to have litter patrols and clean up the area. Schools could help. Perhaps a small reward for the most collected would motivate them."

## What would local people change?

Key changes that local people would like to see:

- Cleaner streets/less litter
- Maintenance of roads, paths and verges
- No parking on pavements
- Clear up gardens
- Reduce anti-social behaviour

"It would be nice to see the park fixed. I don't feel comfortable letting my kids play there at the moment; it's full of broken glass and the equipment is broken too."  
*St. John's Crescent resident*

Other individual concerns included vandalism at the park, traffic and speeding, the threat of loss of bus services (cuts to the T1 bus service were within the top three issues identified through the doorstep interviews) and a perceived lack of community spirit.

Positive suggestions from the doorstep interviews included re-opening the community centre, local skills initiatives such as woodwork and crafts to provide training to local residents whilst tackling issues such as upkeep and maintenance of the area.

"I want to see more organisations working in partnership in neighbourhoods, and not just the big ones, the little ones too."

### Top 3 issues on the doorstep

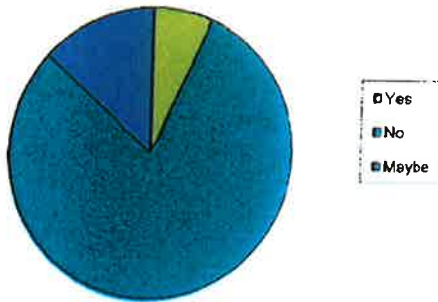
The top 3 issues for those we spoke to on the doorstep are:

- Upkeep and maintenance of the area
- Cuts to the T1 bus service
- Lack of community spirit

"I would love to play a part in helping young mums feel valuable and recognise their own skills locally. I would love to get involved with the local community group."

### Getting involved

Would you be willing to get involved to help make a positive change in your community?



Just one individual said that they would be willing to get involved to help make a positive change in their neighbourhood, although two more said that they may be willing to do so.

Of the ten people we spoke with on the doorstep, seven shared contact details with us and wanted to be kept up to date with future developments and opportunities to get more involved locally. Three were keen to get involved with the Resident's Association and their activities.

### Who did we speak to?

This profile is based on responses from 26 local residents from the Studley Green area. Sixteen filled in the questionnaire survey, published by TCAF and circulated by the local Residents Association. One of EnAct's Community Organisers also knocked on 17 doors in selected streets in the neighbourhood and interviewed a further 10 people.





## APPENDIX A: MONITORING INFORMATION

### Who took part in the consultation?

<b>315</b>	Number of people who filled out the questionnaire survey
<b>83</b>	Number of people who took part in 'listenings' (semi-structured interviews)
<b>400</b>	Total number of people who took part

The spread of responses was as follows:

Neighbourhood area	Questionnaire respondents	Doorstep interviews	Total
Bradley Gardens	23	16	39
College Estate	72	10	82
Dursley Road	9	10	19
Longfield Estate	70	7	77
Newtown	12	11	23
Paxcroft Mead	60	10	70
Seymour	53	9	62
Studley Green	16	10	26
No neighbourhood given	2		2
<b>Total no responses</b>	<b>317</b>	<b>83</b>	<b>400</b>

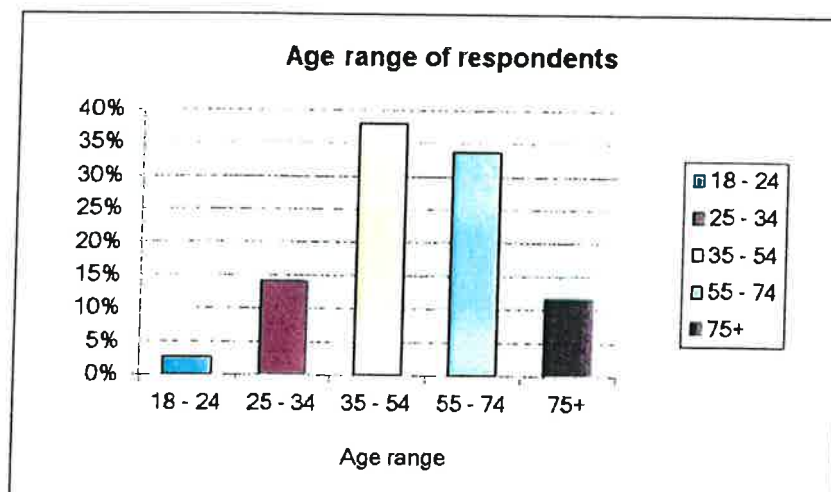
Detailed monitoring information was gathered from all those who undertook the questionnaire survey:

### Gender

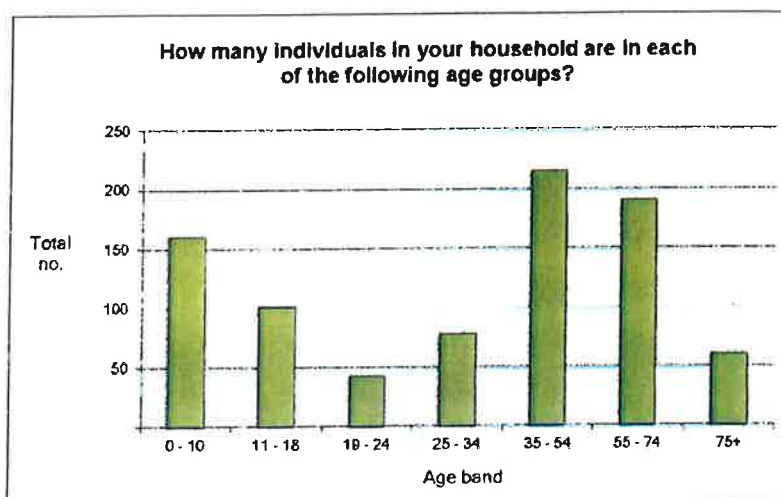
70% of all respondents were female (although 74 people did not respond to this question). In the listenings the results were quite different, with 56% of interviews being conducted with males

### Age

38% of questionnaire respondents were aged 35-54 and 34% were aged between 55 and 74.



Respondents to the survey were asked to record the number of individuals in each household in different age brackets. The assumption is that the respondent will reply on behalf of the household as a whole (although this assumption must be treated with care). On this basis, the households who responded to the questionnaire survey contained a total of 848 individuals (see breakdown below).



### **Ethnicity**

99% of all respondents to the questionnaire survey described themselves as white.

### **Disabilities**

21% of all questionnaire survey respondents considered themselves to have a disability.

EnAct is a service provided by:



# Neighbourhood Profiles Summary: Top issues and suggestions for the future

N/H	Top 3 issues on the doorstep	Key changes and suggestions from residents
Bradley Gardens	<ul style="list-style-type: none"> <li>Upkeep and maintenance of the area</li> <li>Cuts to the T1 bus service</li> <li>Parking issues</li> </ul>	<ul style="list-style-type: none"> <li><b>Clear up dog mess:</b> more bins and fines for owners that don't clean up after their pets</li> <li><b>Better street cleaning:</b> litter clearance, more bins, maintenance of verges, gulleys weeded and brushed, footpaths and access roads repaired</li> <li><b>Better garden maintenance:</b> people taking more pride in their own gardens</li> </ul>
College Estate	<ul style="list-style-type: none"> <li>Traffic and speeding</li> <li>Lighting</li> <li>Cuts to the T1 bus service</li> </ul>	<ul style="list-style-type: none"> <li><b>Litter:</b> more bins, litter picks, more regular rubbish collections, an anti-litter campaign, notices, fines and a litter check near the college</li> <li><b>Dog fouling:</b> more dog bins, notices asking owners to clear dog mess, clearance of dog mess from parks and play areas, temporary camera sites in dog mess prone areas and enforcement against those who don't clear up after their pets</li> <li><b>Street cleaning:</b> more regular street cleaning, removal of fly tipping, roads and pavements repaired and maintained</li> <li><b>Parks and open spaces:</b> better maintenance of parks and open spaces, more regular grass cutting and weeding</li> <li><b>Parking and traffic:</b> more parking for local residents, action on speeding, improved traffic calming and stopping drivers using local roads at a 'rat run' (resident from Hawthorn Grove)</li> </ul>
Dursley Road	<ul style="list-style-type: none"> <li>Speeding</li> <li>Vandalism</li> <li>Dog fouling and litter</li> </ul>	<ul style="list-style-type: none"> <li><b>Litter and upkeep:</b> replacement of open litter bins outside shops, more bins, a volunteer to clear litter, regular cleaning of pavements, removal of overhanging vegetation, gardens maintained</li> <li><b>Traffic:</b> better speed limit enforcement, people parking more sensibly</li> <li><b>Misc:</b> greater enforcement by local agencies of existing legislation</li> </ul>
Longfield estate	<ul style="list-style-type: none"> <li>Boy racers in Tesco's car park</li> <li>Traffic and speeding by school</li> <li>Lights go off at night</li> </ul>	<ul style="list-style-type: none"> <li><b>Litter/mess:</b> more bins, regular rubbish collections, more regular street cleaning/ tidy ups, regular checks or inspections, dog owners to be more responsible for clearing up after their dogs</li> <li><b>Open spaces:</b> regular grass cutting and maintenance of trees and hedges, better use of open space e.g. the land at the end of Longfield Road as community spaces, parks or picnic areas – or even to create more space for parking, residents to maintain their gardens</li> <li><b>Parking and traffic:</b> more parking facilities for local residents, parking controls, tackle speeding</li> <li><b>Crime and safety:</b> tackle noise nuisance/ASB, improvements to street lighting</li> </ul>



<p><b>Newtown</b></p>	<ul style="list-style-type: none"> <li>• Parking</li> <li>• Traffic hold ups</li> <li>• Upkeep and maintenance of the area</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Upkeep:</b> cleaner, tidier streets</li> <li>• <b>Crime and safety:</b> greater police presence, security cameras</li> <li>• <b>Traffic and parking:</b> changes to the one-way system on Avenue Road in order to improve the traffic flow and to the yellow lines at the end of Wesley Road, free local parking/residents parking</li> </ul>
<p><b>Paxcroft Mead</b></p>	<ul style="list-style-type: none"> <li>• Leap Gate becoming a through road</li> <li>• Cuts to the 234 bus service</li> <li>• Lacks a sense of community</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Street cleaning/litter:</b> regular litter collection or litter picking, more litter bins, checks for fly tipping, clean up of bus shelters, maintenance of lanes/alleyways, signs to deter people from dropping litter and leaving mess, more responsible dog owners</li> <li>• <b>Grounds maintenance:</b> hedge cutting and clearance of overhanging vegetation, better maintained parks and streets, garden fences maintained</li> <li>• <b>Speeding/inconsiderate parking:</b> tackling speeding and dangerous driving (particularly on Leap Gate), speed limits, traffic calming, bad drivers to be warned, policing of parking within the estate</li> <li>• <b>Community:</b> more community involvement and civic pride, more opportunities for local events e.g. a community fayre, joint working between community and church</li> <li>• <b>Young people:</b> more for young people, neighbourhood play area, pub/café with kids area</li> <li>• <b>Public transport:</b> regular buses that are on time</li> </ul>
<p><b>Seymour</b></p>	<ul style="list-style-type: none"> <li>• Noisy neighbours</li> <li>• Upkeep and maintenance of the area</li> <li>• Lack of community spirit</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Street cleaning:</b> a general tidy up of the area, dog mess to be cleaned up</li> <li>• <b>Young people:</b> more activities and facilities for young people</li> <li>• <b>Traffic:</b> control of speeding traffic, prevent parked cars from blocking roads and drives. A couple of people mentioned that the area was used for parking by people coming into the town for work or for the local hospital</li> </ul>
<p><b>Studley Green</b></p>	<ul style="list-style-type: none"> <li>• Upkeep and maintenance of the area</li> <li>• Cuts to the T1 bus service</li> <li>• Lack of community spirit</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Upkeep and maintenance:</b> cleaner streets/less litter, better maintenance of roads, paths and verges, clear up gardens</li> <li>• <b>Misc:</b> no parking on pavements, reduce anti-social behaviour</li> </ul>

For the full neighbourhood profiles, see the **Wellbeing Trowbridge Neighbourhoods Project Consultation Report**, produced by EnAct on behalf of Trowbridge Community Area Futures.