

RESULTS OF THE 2008 NEIGHBOURHOOD CONSULTATION

- 1.1 3 major pieces of neighbourhood consultation were undertaken in 2008/09 by Bracknell Forest Council and Thames Valley Police. These were:
 - i) Neighbourhood Forum meetings
 - ii) The pilot of online forums in three neighbourhoods
 - iii) The 2008/09 Neighbourhood Survey
- 1.2 The main objectives of the consultation were to:
 - i) identify and understand residents' priorities for improvement in their neighbourhood.
 - ii) establish locations that residents identified as needing targeted improvement.
 - iii) establish if any of the priorities identified by the 2007 survey had improved over the last 12 months.
 - iv) assist the Neighbourhood Action Groups with setting their priorities for the coming year.
2. Neighbourhood Forum Meetings
- 2.1 During the autumn of 2008, the Borough's 14 Neighbourhood Action Groups (NAGs) held their public forum meetings. These meetings are the consultative arm of the NAGs. Chairs reported back on actions taken to address top three priorities raised by residents in the past year. The priorities had been agreed after consulting with residents through a neighbourhood survey in 2007.
- 2.2 The closing date for the consultation was January 23rd 2009, by which time all the Forums had finished and the initial findings were taken to the Chairs meeting in January 2009.
- 2.3 Attendance at the Forums varied from area to area. (see Attendance Table attached)).
- 2.4 Issues discussed at the 2008 round of forums were wide ranging but predominantly centred around:
 - Inconsiderate parking/lack of parking space
 - Speeding
 - Anti social behaviour.
- 2.5 A report on the results of the forum meetings was discussed at the Neighbourhood Action Group (NAG) Chairs' meeting held in January 2009 and the following recommendations were agreed:
 - i) The format and publicity of Neighbourhood Forums to be reviewed with the Chairmen, Police and Council to explore options for community consultation in 2009.
 - ii) Next year, the advertising of forums (in whatever form they take place) must be more robust, particularly in those areas of lowest participation this year.
 - iii) The use to Community TV to advertise NAG and forum meeting dates in the local communities is to be explored.
 - iv) NAGs will actively encourage youth to attend their meetings and make efforts to encourage a more diverse mix of residents to attend and broaden the representation of the membership of the NAGs to reflect the local community.
 - v) Issues discussed at each NAGs annual Forum must be owned, investigated and resolved as much as possible in order that residents feel they are being taken

seriously. If issues cannot be resolved, then residents must be informed of the reason why this can't be done.

- vi) All available channels must be used to communicate NAG successes to the community, under the banner of "you said.....we did".
- vii) Regular Chairs' meetings to be held to address issues of training and good practice.

2.6 Table of attendees at Forums:

Forum	Resident s	Councill ors	Police	Council staff	Other	Total
Winkfield, Cranbourne and North Ascot	50 (approx)	7			3	60
Crowthorne	30	7	6	3	3	49
Martins Heron and The Warren	30	3	4	1	2	40
Birch Hill and Hanworth	30	2	4	2		38
Harmans Water	26	2	3	1	1	33
Central and Little Sandhurst	20	2	4	2	4	32
Collegetown and Owlsmoor	11	7	3	1	4	26
Bullbrook	11	2	3	3	1	20
Binfield	12	2	2	2		18
Priestwood and Garth	10	2	3	1	2	18
Great Hollands	8	5	5	5		17
Easthampste ad and Wildridings	9	4	2	1		16
Crown Wood and Forest Park	1	5	4	1	3	14
Warfield	1	2	2	1	2	8

3.0 Online Forums pilot project

3.1 A pilot programme of three online forums was launched on 15 September 2008 in Birch Hill, Great Hollands and Sandhurst. These were hosted on the Council's website and originally proposed to run for 3 months with an evaluation in January 2009. The launch was covered in the press and online forums were publicized on the Council website, in Town and Country and parish magazines and the Senior Policy Officer met with the Town and Parish Clerks of the relevant areas to enlist their support. However, the forums got off to a slow start with little resident input.

3.2 In order to ensure that as much opportunity as possible was given to the neighbourhoods to try out these forums, a press release was issued in December, extending the life of the forums for another 6 months. Combined with this, a program of publicity was drawn up and is currently being undertaken

3.3 A formal evaluation of the effectiveness of this pilot will be undertaken in June 2009 and when this evaluation has been completed a decision will be taken as to whether the online forums will be rolled out in other neighbourhoods in the Borough.

3.4 **February – April 2009 – online forum activity comparisons:**

February 6th 2009		April 22nd 2009	
<u>Birch Hill and Hanworth</u>		<u>Birch Hill and Hanworth</u>	
A total of:	7 topics	A total of:	7 topics
	11 posts		29 posts
	882 views		1682 views
Last activity Sunday Feb 1st		Last activity Tuesday April 22nd	
 <u>Great Hollands</u>		 <u>Great Hollands</u>	
A total of:	5 topics	A total of:	5 topics
	10 posts		13 posts
	548 views		1436 views
Last activity Wednesday February 4th		Last activity Wednesday April 21st	
 <u>Sandhurst</u>		 <u>Sandhurst</u>	
A total of:	5 topics	A total of:	5 topics

5 posts

16 posts

380 views

1313 views

Last activity Tuesday February 3rd

Last activity Tuesday March 4th

3.5 Most popular topics by neighbourhood:

Birch Hill

Kebab van on Ringmead
Speeding on Ringmead
Lack of street lighting on pathway for disabled residents
Community Speedwatch in Birch Hill

Sandhurst

Green Recycling boxes
Litter in Borough
Sandhurst Pride

Great Hollands

Does Jennett's Park really exist?
Inconsiderate parking
Litter on streets and garage blocks

4. Neighbourhood Survey

- 4.1 The first Neighbourhood Survey was undertaken in the autumn of 2007 in partnership with Thames Valley Police (TVP) and was managed in-house by the Chief Executive's Department. It was delivered to homes across the Borough (about 51,000) in the autumn issue of *Town and Country*.
- 4.2 The 2008 Neighbourhood Survey was again undertaken in partnership with TVP but managed by QA Research, the consultants who hold the Partnership's framework contract for consultation and engagement. It was again delivered to homes across the Borough in the September 2008 issue of *Town and Country*. Copies of the survey were also delivered into schools by PCSO's, distributed to libraries, placed in Bracknell Forest Council buildings' reception areas and on the Council's website.
- 4.3 A total of 1380 responses were received from across the borough. This represents a response rate of 3.1% of households, an acceptable response rate for a household drop survey is considered to be between 2 - 4%.
- 4.4 The top line results detailing the number of responses per neighbourhood and the top three priorities were taken to the NAG Chairs' meeting on 12 February 2009 to assist with setting NAG priorities for the coming year.
- 4.5 The full report was taken to the NAG Chairs' meeting on 29th April 2009. Chairs were advised that the response to the Neighbourhood Survey 2008, although comparable with the response rate to the survey in 2007 was low and particularly low in some NAG areas. Chairs were further advised that the results of the Neighbourhood Survey therefore need to be treated with great caution in terms of how representative the views are of the whole community and the conclusions that can be drawn from the results.
- 4.6 It was noted that the Neighbourhood Survey results give an indication of possible priorities but will need to be considered as only one element of a wide range of sources of information from which NAG priorities can be drawn for 2009-10. These include, but not exclusively, the discussions that took place at last autumn's neighbourhood forum meetings, issues that have been raised by the community during the year with the NAG, and CADIS data that is available from the Police and the Council's Crime and Disorder Reduction Team.
- 4.7 A short report on the main priorities across each Neighbourhood, what issues are perceived to have improved or got worse, and the main causes of worry is attached.

4.8 Learning points from 2008:

i) Delivery issues:

There were some delivery issues raised by the NAG Chairs in a couple of wards where response to the survey was low (Crowthorne, Central and Little Sandhurst, and the Town Centre) and the Community Engagement and Equalities Team progressed these with the interim Head of Communications and Marketing. If the survey is sent out again in 2009 it is crucial that these issues do not recur.

ii) Involvement of Parish Clerks and NAG Chairs:

It would be useful to involve NAG Chairs and Parish Clerks earlier in the process (e.g. at the questionnaire design stage) so the neighbourhood representatives are able to have more direct input.

iii) Management of perceptions:

Feedback on "You said.....we did" (improvements in the neighbourhoods) could be included with the next Neighbourhood Survey in order to make neighbourhoods aware of how the issues they raised in the previous year have been dealt with.

iv) Survey questions

The 2009/10 consultation could be better balanced if residents were asked for their top three positive views of Bracknell – what they most liked about living in the Borough.

5 Key points from the Neighbourhood Survey

6.1 Borough wide

5.2 1380 responses were received and the Borough wide priorities were identified as:

Level of speeding	531 counts (38%)
Police on the streets	491 counts (36%)
Availability of parking	455 counts (33%)

5.3 Demographic

- i) Gender - more female (789) than male (555) respondents
- ii) Age - fairly even spread of age categories, the 2 highest being over 65 (27%) and 18-44 (31%)
- iii) Ethnicity - mainly white respondents (1306) as opposed to non-white (34)

5.4 Ward spread

The highest responses were from Warfield (13%), Harmans Water (11%) and Ascot (10%)

5.5 Improvements which would affect quality of life:

Residents were presented with a list of factors that could affect their quality of life and asked to choose the three they would most like to see improved. These were identified as:

- i) reducing level of speeding (38%)
- ii) increasing visible policing (36%)
- iii) increasing availability of parking (33%)

5.6 Key points by neighbourhood:

Below are results by neighbourhood. The top three priorities in each neighbourhood are listed as are the things which have improved, and those which have got worse.

5.7 What's improved (I) and what's got worse (W):

The main perceived areas of improvement across the neighbourhoods are:

- i) dog fouling
- ii) maintenance of trees and bushes.

The main perceived areas which have got worse are:

- i) speeding
- ii) parking.

5.8 Causes of concern

The least likely cause of worry (L) was "being a victim of a racist or homophobic attack".

The most likely causes of worry (M) were issues relating to theft/burglary/vandalism or selling/dealing drugs. There was also a concern about "the safety of children in public places".

6.0 **Synopsis of results**

Below is a short synopsis of:

- the number of responses per neighbourhood.
- the 3 identified neighbourhood priorities from the report.
- perceived improvements in each neighbourhood (I).
- what is perceived as getting worse (W).
- what residents are most concerned about (M).
- what they are least concerned about (L).

For the purpose of this report, "police on the streets" is the same as "visible policing."

Binfield (71 responses)

Anti-social behaviour (I)
Speeding (W)
Being a victim of homophobic attack (L)
Break in to house (M)

Priorities are: speeding (48%), vehicle nuisance (39%) and Police on the streets (32%)

Birch Hill and Hanworth (112 responses)

Visible policing (I)
Availability of parking (W)
Being a victim of homophobic attack (L)
People selling/dealing drugs (M)

Priorities are: parking (46%), maintenance of hedges/trees and bushes (33%), Police on the streets (32%)

Bullbrook (74 responses)

Street lighting (I)
Speeding (W)
Being a victim of homophobic attack (L)
People selling/dealing drugs (M)

Priorities are: level of speeding, (42%), Availability of parking (35%), Police on the streets (35%)

Central and Little S'hurst (20 responses)

Quality of footpaths and cycleways (I)
Visible policing /anti social behaviour (W)
Being troubled by neighbours (L)
Break in to house (M)

Priorities are: anti social behaviour (60%), level of speeding (40%), police on the streets (40%)

Crown Wood & Forest Park (123 responses)

Maintenance of trees, hedges, bushes (I)
Availability of parking (W)
Being a victim of homophobic attack (L)
People dealing/ selling drugs(M)

Priorities are: Litter (46%), Police on the streets (37%) Maintenance of trees, hedges, bushes (27%)

Crowthorne (6 responses)

Facilities for young people (I)
Speeding (W)
Being a victim of homophobic attack (L)
People dealing/selling drugs (M)

Priorities are: Level of speeding (67%), Anti social behaviour (50%), Nuisance caused by vehicles (50%)

Easthampstead & Wildridings (108 responses)

Dog fouling (I)
Vehicle nuisance (W)
Being a victim of homophobic attack (L)
Safety of children in public places (M)

Priorities are: Availability of parking (43%), Nuisance caused by vehicles (38%), Anti social behaviour (35%)

Great Hollands (139 responses)

Dog fouling (I)
Availability of parking (W)
Being a victim of homophobic attack (L)
People selling/dealing drugs (M)

Priorities are: Availability of parking (40%), Police on the streets (37%), Litter (34%)

Martins Heron, the Warren and Harmans Water (159 responses)

Quality of roads (I)

Availability of parking (W)
Being a victim of homophobic attack (L)
Safety of children in public places (M)

Priorities are: Availability of parking (53%), Vehicle nuisance (42%), Level of speeding (36%)

Owlsmoor and Collegetown (23 responses)

Visible policing (I)
Speeding (W)
Being a victim of homophobic attack (L)
Break in to house (M)

Priorities are level of speeding (61%), anti-social behaviour (48%), nuisance caused by vehicles (35%)

Priestwood and Garth (113 responses)

Dog fouling (I)
Availability of parking (W)
Being a victim of homophobic attack (L)
People selling/dealing drugs (M)

Priorities are: Availability of parking (42%), Police on the streets (37%), Level of speeding (35%)

Town Centre:

Analysis not possible (only 1 respondent)

Warfield (176 responses)

Maintenance of trees/bushes and dog fouling (I)
Availability of parking (W)
Being a victim of homophobic attack (L)
Safety of children in public places (M)

Priorities are: Level of speeding (45%), Police on the streets (41%), Maintenance of hedges, trees & bushes (30%)

Winkfield, Cranbourne & North Ascot (171 responses)

Quality of roads and maintenance of trees/bushes (I)
Level of speeding (W)
Being a victim of homophobic attack (L)
Break in to house (M)

Priorities are: Level of speeding (58%), Quality of roads (37%), Police on the streets (32%)

7. Conclusions from the report

- 7.1 The opinions, concerns and areas deemed in need of improvement match respondents' stages in life. For example, older residents are more concerned about having being a victim of crime whilst waiting for or using public transport and were keener than younger respondents to want to see the police on the street (visible policing) improved.

- 7.2 Younger respondents were more concerned with being a victim of verbal abuse and improving anti-social behaviour in their neighbourhood.
- 7.3 Respondents in the 35-44 age group and who are likely to be in the family stage of their life were concerned about the safety of children and ensuring there were facilities for young people to use.
- 7.4 Overall, speeding cars and parking were major issues for many respondents across the entire Borough.
- 7.5 There was less of a concern overall about homophobic attacks and racial abuse, issues that are perhaps least likely to directly affect the quality of the majority of respondents' lives.

9. Table of issues raised by the consultation

Neighbourhood	All Issues
Binfield	<ul style="list-style-type: none"> • Lack of visible policing and proactive PCSOs • Parking/road safety issues including Pitts Bridge traffic flow management • Bus bollard out of order • Level of speeding is a problem • Vehicle nuisance is an issue
Birch Hill and Hanworth	<ul style="list-style-type: none"> • Inconsiderate and dangerous parking in several roads in the area • Maintenance of trees, hedges and bushes • A greater police presence is needed • Kebab van blocking the cycle path outside Sainsbury's on Ringmead • Speeding on Ringmead • Lack of street lighting on pathway for disabled residents
Bullbrook	<ul style="list-style-type: none"> • Inconsiderate parking in Larges Lane and availability of parking in general • Level of speeding • SatNavs and Broad Lane railway bridge • Lighting in shopping parade • Lack of visible policing
Central and Little Sandhurst	<ul style="list-style-type: none"> • Level of speeding • Commercial vehicle in Wellbeck Close • Traffic accidents at junction of Crowthorne Road and Longdown Road • Anti-social behaviour at Memorial Park • Lack of visible policing • BFBC budget consultation • Green recycling boxes • Litter in the Borough
Collegetown and Owlsmoor	<ul style="list-style-type: none"> • Anti Social behaviour at Memorial Park and M&S car park (relating to youths in cars) • Jumping red lights at Rackstraws junction (and speeding in general) • Non delivery of Town and Country • Nuisance caused by vehicles
Crown Wood and Forest Park	<ul style="list-style-type: none"> • Litter – specifically in shopping areas and in Forest Park • Lack of visible policing • Maintenance of hedges, trees and bushes

Neighbourhood	Issues
Crowthorne	<ul style="list-style-type: none"> • Anti-social behaviour - issues re youth drugs & drinking • Parking at Greenwood Road • Persistent sales people • Burglary • Level of speeding • Nuisance caused by vehicles parked on pavements.
Easthampstead and Wildridings	<ul style="list-style-type: none"> • Speeding/ inconsiderate parking • Mobile phone use when driving • Requests for graffiti wall and track for minimotos • Need a lollipop lady • Chewing gum spitting out • Nuisance caused by vehicles • Anti-social behaviour
Great Hollands	<ul style="list-style-type: none"> • Speeding/inconsiderate parking

Martin's Herron, The
Warren and
Harmans Water

- Need for footpath at bus stop near Southern Industrial Estate
- Children in allotments – dangerous
- Leaves on footpaths
- Litter on streets and by garage blocks
- Lack of visible policing in the neighbourhood
- Inconsiderate/dangerous parking – specifically in Oareborough, Segsbury Grove and Martin's Heron station.
- Parking bays being used as vehicle repair areas.
- Overgrown bushes in Wallingford Close and Little Ringdale. High Beech overgrown and lighting covered.
- Nightingale Crescent identified as a rat run and speed track, and level of speeding in the neighbourhood in general.
- Dangerous dogs kept for security business.
- Request for pedestrian crossing in Wareham Road to assist walking bus
- Tesco lorries arriving too early and clogging area
- Whitton Road area needs litter pick
- Timetable of works re SE Water pipeline requested
- MOT centre too bright and garish

Neighbourhood

Owlsmoor and
Collegetown

All Issues

- Anti-social behaviour issues at Memorial Park and M&S car park
- Level of speeding
- Jumping red lights at Rackstraws junction
- Non delivery of Town and Country
- Nuisance caused by vehicles - parked on pavements and grass verges.

Priestwood and
Garth

- Anti-social behaviour associated with Admiral Cunningham pub
- Smoking in bus shelters
- Lack of available parking
- Lack of visible policing
- Broken fence/tree rope
- Pollard Row Avenue overdevelopment –private homes affected

Warfield

- Level of speeding
- Level of speeding in the neighbourhood, especially along Harvest Ride.

Winkfield,
Cranbourne and
North Ascot

- Lack of visible policing
- Maintenance of hedges, trees and bushes
- Planners Farm smell
- Level of speeding
- Several road safety /junction issues
- Belief that the issues raised will be responded to by Bracknell Forest Council is an issue