



Evaluation Report for HELM CLOSE, BOWNESS-ON-WINDERMERE Tuesday 18th October 2011

Please find details below of the result of the StreetSafe Operation conducted on Helm Close, Bowness-on-Windermere on Tuesday 18th October 2011.

Agencies involved included Police, Fire and Rescue, Cumbria County Council's Community Involvement and Trading Standards Officers, SLDC's Streetclean and Environmental Protection Teams, South Lakes Housing, District and Town Councillors, Windermere Food Group and the United Reformed Church. We visited 56 properties during the event.

The main focus of this operation was to gauge the level and concerns in relation to Anti-Social Behaviour including residents drinking in public areas, drug use/supply, criminal damage to South Lakes Housing property and unruly dogs.

The questionnaire is divided up into sections mirroring the aims and objectives. For the purpose of this report the categories will be *Stronger*, *Greener*, *Cleaner* and *Safer*.

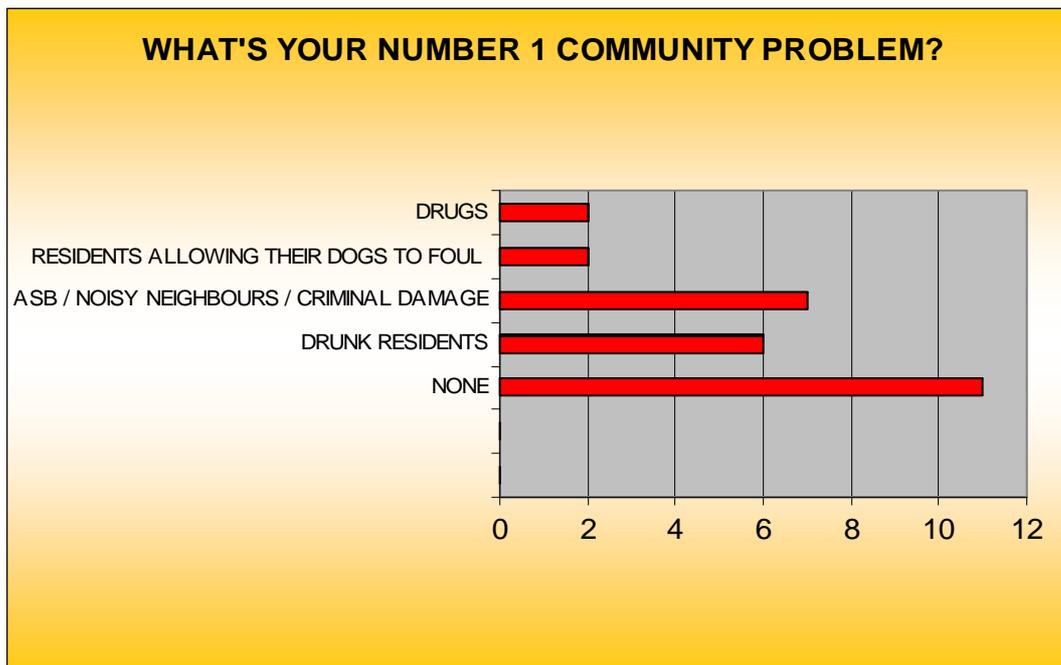


Ulverston & Lakes NPT
StreetSafe Team for Helm Close, Bowness-on-Windermere

On the day we visited 56 residents. Those who were not at home were left a questionnaire and a pre paid envelope to tell us their views. To date we have 28 completed questionnaires. The results are as follows: -

STRONGER

We asked the local residents *"what do you consider to be your main community problem?"*



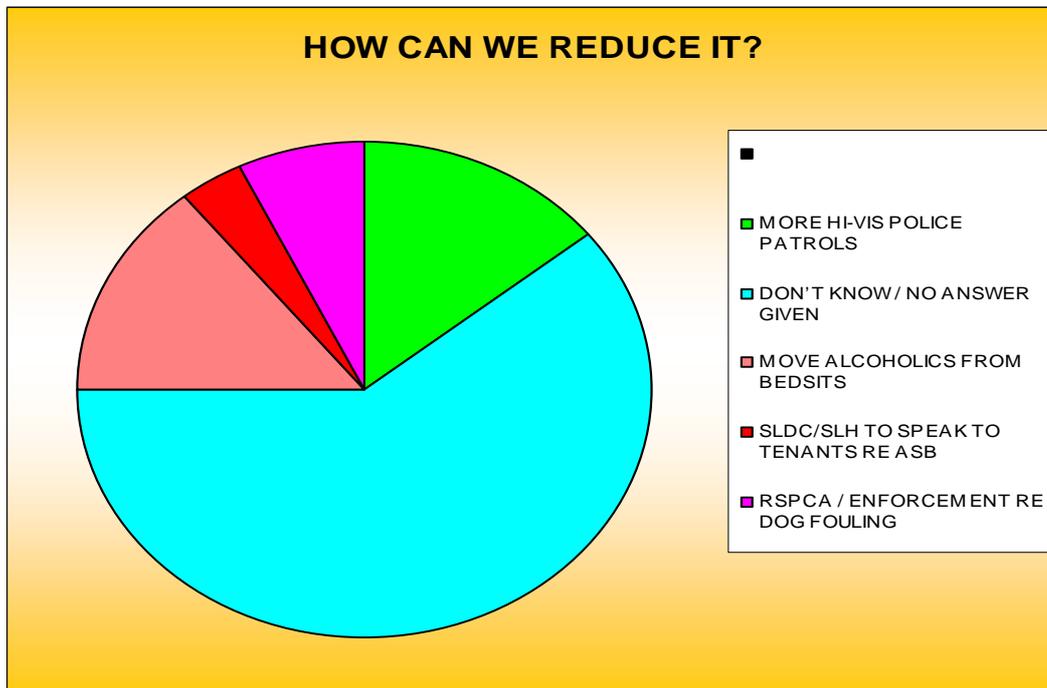
13 of the 28 residents said their number one community problem was drunk residents who cause anti-social behaviour by being noisy and damaging property

11 residents told us that either they did not have a problem or did not state what it was on the survey form.

2 people said that drugs were their number one problem.

2 people said there was a problem with some residents allowing their dogs to foul the area and they are worried about their children playing out

We then asked *"How can we reduce the problem?"*
(Please see pie chart below)



We also asked specific questions in relation to making the community stronger.

There is no **Neighbourhood Watch Scheme** in operation on Helm Close, however over half the residents spoken to said they would like to be involved or help to set up such a scheme on the estate.

13 residents said they knew people from their local Neighbourhood Policing Team.

There appeared to be a good community feel on the estate and **17** people told us they would like to be involved in **community events** with **10** of those residents saying they would like to help organise such events.

Debbie Binch from the **Windermere Food Group** joined the Streetsafe Team to inform residents that they would like to increase the amount of food grown in Windermere and Bowness and to ask them whether they objected to fruit bushes (like blackcurrants, gooseberries and apples) being planted around Helm Close. They were also asked if they would like to meet up with other residents to decide where these would be planed. None of the people spoken to had any objections and **20** people said that they would be willing to meet up.

We then asked *“What improvements would you like to see in your community?”*

Nine people out of 28 either said they did not want any improvements in the area or did not answer the question.

Four people said they would like a play area for the children on the estate.

Four residents said they would like a cleaner neighbourhood.

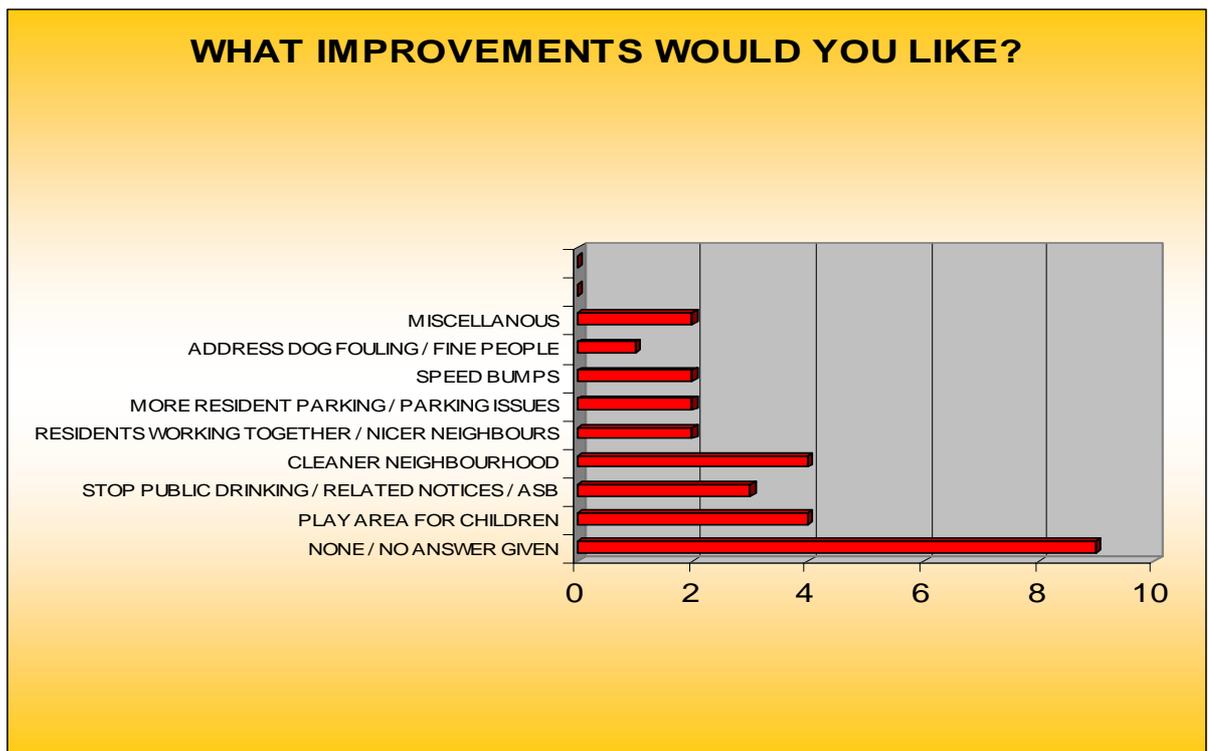
Three people told us that in their opinion some residents were alcoholics and had been housed in the bedsits near where young families were. These people drink in the public areas and they would like this to stop. They feel that notices should be displayed to this effect as their behaviour causes a lot of noise nuisance and anti-social behaviour.

Two residents said that they would like residents to work together more for a nicer neighbourhood.

Two people felt there were problems with parking and there should be more resident parking

Two people said there was a problem with speeding vehicles and that speed bumps should be installed for the safety of residents’ children

One person felt we should address the dog fouling problem by issuing fines to residents who allow their dogs to foul on the estate.



GREENER

StreetSafe community bags are now made from 100% re-cycled cotton and we are developing a partnership to encourage more re-cycling.

When asked only 13 of the respondents stated they did re-cycle. 15 residents told us they did not as they had no blue boxes or they had been stolen. 10 people said they would like more information about local re-cycling issues and 7 said they would like to be contacted by SLDC's Recycling Team.

CLEANER

17 residents stated there was a problem with litter and fly tipping with lots of sweet wrappers and many items of residents' furniture just being dumped. Some people who do not live on the estate also left rubbish frequently.

Only 1 person said there was a problem with graffiti on the external and internal doors to the flats.

11 residents said that dog fouling was a problem stating that some residents allow their dogs out alone to foul the area. One resident has three dogs living in their bedsit. They also said that people who did not live on the estate brought their dogs there and did not clean up after them.

13 people said they would be willing to be involved in a "community tidy up".

11 residents said that they had reported incidents of noise, smoke, smells, drainage, flooding, contaminated land or pests to the Council although it is unclear whether these were reported to SLDC's Environmental Protection Team or South Lakes Housing. Enquiries and comments about what kind of response they received have been passed to both agencies for further investigation and to contact residents directly should they require this.

SAFER

25 people said they have a working smoke alarm.

3 people did not have a working smoke alarm fitted which Cumbria Fire and Rescue Service will deal with.

12 homes requested a full home safety survey from the Fire and Rescue Service.

12 people felt there was a problem with drugs on the estate and the information has been passed to the Neighbourhood Policing Team

4 people said that there was a problem in general with street lighting.
27 people stated they felt safe while walking around the neighbourhood during the day.

4 people said they do not feel safe in the evening, and only 1 person stated they did not feel safe in their own home.

27 people said that if they witnessed a crime they would report it.

7 people asked for more information about the organ donor scheme.

7 people asked for more information from Age UK's 50+ Contact Scheme

4 people had experience of cold calling from Jehovah's Witness, Mormons and someone to read the meter.

1 person said they knew about counterfeit goods but were not willing to give any details.

Specific information relating to the operation has been forwarded onto the relevant authority for their attention. A number of the issues were or have been addressed on the day of the event or shortly after it. Further specific medium / long term problem solving tasks have been issued for specific actioning.

By using the "Street-Safe" brand this will increase the quality and consistency of marketing of CDRP activities and providing a consistent "consultation" tool for the CDRP and other LSP partnerships. All tasks resulting from this event have been forwarded to the appropriate agency for action