

Oadby *Community Safety*
Wigston *Partnership*



Oadby & Wigston Community Safety Partnership

Community Safety Survey Findings Report

2018-19



Oadby & Wigston
BOROUGH COUNCIL

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ABOUT THE COMMUNITY SAFETY SURVEY

The Oadby & Wigston Community Safety Partnership (“The Partnership”) undertakes its Community Safety Survey (“The Survey”) annually (by financial year) over a two month period from the start of December; this is the end of Quarter 3 for the Partnership’s annual delivery plan.

The survey demonstrates the Partnership’s commitment to listening to the public’s views on crime, disorder, anti-social behaviour, and community safety within the Borough (Oadby, Wigston, and South Wigston) in order to improve the services it offers, and tackle the concerns that are most important to the community it serves.

The survey is open to any individual, regardless of age, who meets one of the following criteria;

- Lives in Oadby, Wigston, or South Wigston,
- Works in Oadby, Wigston, or South Wigston,
- Schools in Oadby, Wigston, or South Wigston, or
- Regularly visits Oadby, Wigston, or South Wigston for any purpose.

Beyond collecting data concerning which Council Ward the individual feels the greatest connection to, no other identifiable or monitoring data (in respect of protected characteristics as defined in *The Equality Act* [2010]) is collected through the survey. It is intentional that the survey allows for a completely anonymous response from its participants enabling them additional freedom to share their honest opinions of the Partnership, or its individual component organisations, through their responses.

The findings of the survey are used to provide guidance to the Partnership on where its resources, and focus, would be best placed for the coming financial year, as well as allowing its component organisations an opportunity to understand and assess the impact their current work has had on crime, disorder, anti-social behaviour, and safety within the Borough.

The survey consisted of nine questions which are laid out in the following report by settlement area. The questions remain unchanged from the 2017-18 survey, the last time questions were added to the survey or amended to enable greater localisation of data, to allow for the direct comparison of both collected datasets. A copy of the 2018-19 survey questions can be found at *Appendix A*.

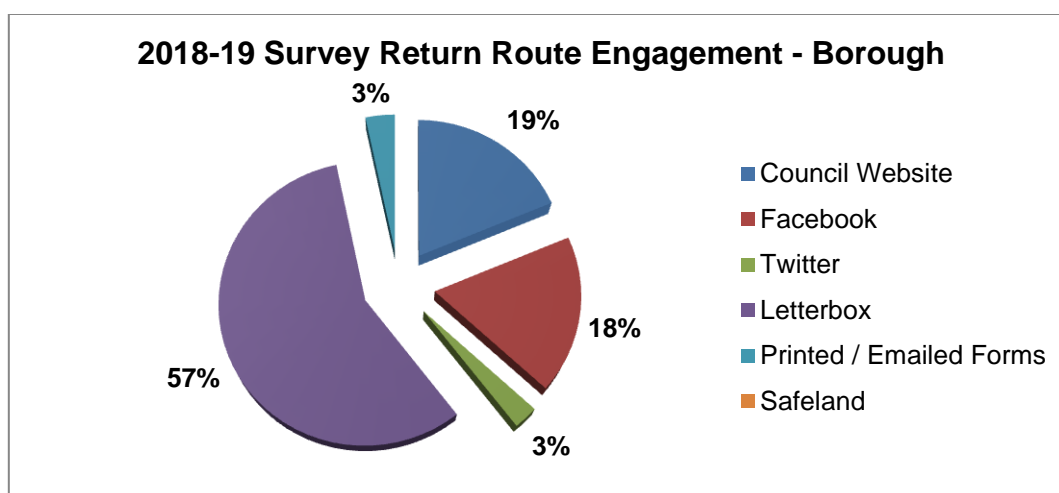
Both quantitative and qualitative data was collected through the undertaking of the survey, with participants able to expand upon the quantitative data they provided through the use of comment boxes. Due to the freedom for participants to provide qualitative data, all participants were reminded that the survey is not intended to be a reporting mechanism for crime or anti-social behaviour in the Borough, and that established, formal routes for making such reports already exist.

It is recognised that the majority of requests for qualitative data made through the survey were directly in relation to a negative multiple choice option being selected by the respondent. This has skewed the qualitative data collected toward a negative angle and does not provided sufficient context to positive quantitative responses received. In future versions of the survey respondents will be invited to provide qualitative feedback to each of their quantitative answers, regardless of it being a positive or negative response, to provide a broader, more rounded understanding of public opinion.

PROMOTION AND RETURN ROUTES

A number of promotion and return routes were utilised in support of the survey as detailed below. Each route saw an increase in the number of responses captured through it, resulting in a 70% increase in the number of survey responses received in comparison to the 2017-18 survey. An average of 1.4% of all occupied households in the Borough (approx. 21,356 properties¹) responded to the 2018-19 survey.

For the online routes (Council Website, Facebook, Twitter, and Safeland) an individual 'collector' link was set up for each on Survey Monkey, the platform on which the survey was hosted. The collectors allowed for engagement and statistic data to be collected for each promotional and return route, enabling evaluation of their effectiveness as a means for community engagement.



Number of Survey Responses by Return Route							Total Responses
Council Website	Facebook	Twitter	Letterbox	Printed / Emailed Forms	Safeland		
2017-18	42	42	6	79	7	N/A	176
2018-19	56	54	8	172	10	0	300
+ / -	+33%	+29%	+33%	+118%	+43%	N/A	+70%

Letterbox

The survey's primary promotion and distribution route was via Oadby & Wigston Borough Council's 'Letterbox' newsletter. Letterbox is delivered to every residence in the Borough as well as being freely distributed via the Council's Customer Service Centre, libraries, and various public waiting rooms or locations across the Borough.

Responses via Letterbox saw an increase of 118% compared to the previous year, the largest increase for any of the available return route, and equated to 57% of the total responses received. The three distinct settlement areas in the

¹ Information sourced from <https://ukcrimestats.com/Subdivisions/DIS/2378/>.

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Borough all saw the majority of their individual returns made via Letterbox, equating to more than half of each settlement's returns in all cases.

Council Website

The Council's website provided a direct link to the survey, as hosted on Survey Monkey, alongside a downloadable / printable version of the survey in Word format. It is recognised that the level of computer literacy across the Borough is varied, and that by providing an alternative means of accessing the survey more people will have an opportunity to participate.

Paper copies of the survey were also available upon request with the contact details of the Council's Community Safety & Youth Officer provided for support, or as a return route.

19% of all responses (56 responses) came via the Council's website, and a further 3% (10 responses) were made via downloadable / printable forms.

Facebook

Promotion of the survey on Facebook has previously taken the form of a post shared to, and by, various public groups covering the Borough. This approach is indirect in the sense that the post is only visible to Facebook users who are actively following the particular group or page hosting it, and does not present it to a wider Facebook audience.

Facebook offers a 'paid promotion' service where posts will appear in the 'timeline' of all users who meet audience criteria set by the promoter. For the Community Safety Survey the criteria would have been a geographic boundary, enabling a survey post to appear in the timeline of anyone using Facebook within Oadby, Wigston, or South Wigston.

Unfortunately paid promotion was unable to be pursued this year, but will be revisited for the 2019-20 survey and any other survey work undertaken by the Partnership. Posts regarding the survey were shared on Facebook as per previous years which, despite their lower visibility, did result in a 29% increase in the number of survey responses received via Facebook.

18% of all responses (54 responses) came via Facebook, and saw the greatest engagement in South Wigston.

Twitter

A number of tweets were made via the Partnership's Twitter account (*@OWCommSafety*) regarding the launch of the survey, and regular reminder tweets were posted across its duration. These were routinely retweeted by the Council's Twitter account (*@Oadby_Wigston*) as well as accounts operated by key partner agencies or community organisations operating within the Borough.

Tweets regarding the survey were seen on Twitter by 3,819 people, 59 (1.5%) of whom went on to interact with the tweets in some way. Combined, all survey tweets received 23 retweets, mostly from partner agencies, and 12 likes.

Safeland

It was also intended to see this year's survey promoted via the Safeland website and app. A post was placed on to both by partners at Leicestershire Police, who presently are the only 'organisation' users of the service in the Borough,

upon the launch of the survey, but engagement was limited. The Partnership has applied to join the service as a local organisation but the process could not be completed before the end of the survey period.

Whilst the number of Safeland users in the Borough is low, public engagement is expected to increase this year with both local Police and the Partnership utilising the service as a routine engagement route.

SURVEY RESPONSES

300 forms were received as responses to the 2018-19 survey, an increase of 70% over the number of responses from the 2017-18 survey. Responses were collated by settlement area, pulling together several Wards for Oadby and Wigston (whereas South Wigston is its own Ward) to give an overview of their individual priorities as per public opinion; these datasets can then be drilled down into to localise community safety initiatives accordingly.

A number of responses did not provide details as to which Ward they were completing the survey in respect of, resulting in the 'Not Stated' row on the table below. A small number of the forms received were also incomplete with one or more questions remaining unanswered. Any information contained in these forms is recorded within the collated datasets presented in this report but will show as a deviation from the 'Total Responses' figure of 300 on a question by question basis. These responses are recorded as 'Incomplete Surveys'.

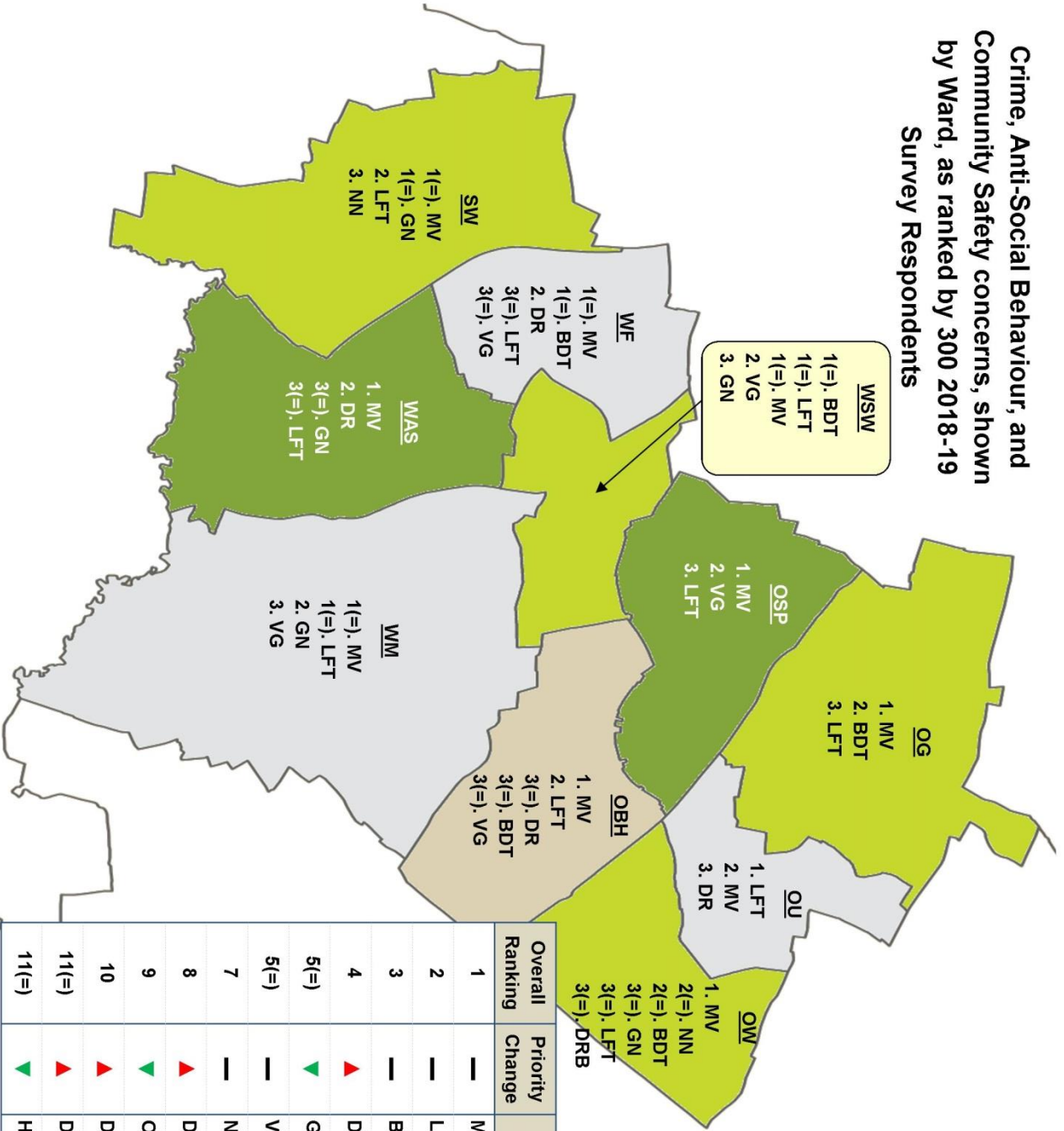
It is important to note that no incomplete survey, where one or more questions had been answered, was discounted from the final figures collated for this report. Where multiple choice questions were answered with a 'write in' answer, resulting in the required quantitative data requested being unavailable, these were also recorded as 'incomplete surveys' with the write in answer being noted as part of the qualitative data collected.

A small number of forms received stated two or more Wards as being the subject of the response. Again, these forms were recorded as incomplete, with their data collated into the total figures for the Borough.

Settlement Area	Complete Surveys		Incomplete Surveys	
	#	%	#	%
Oadby	76	93%	6	7%
Wigston	137	88%	18	12%
South Wigston	46	90%	5	10%
Not Stated	0	0%	12	100%
Total	259	86%	41	14%

2018-19 CRIME AND ANTI-SOCIAL BEHAVIOUR PRIORITIES AT A GLANCE

Crime, Anti-Social Behaviour, and Community Safety concerns, shown by Ward, as ranked by 300 2018-19 Survey Respondents



Ward	Code
South Wigston	SW
Wigston All Saints	WAS
Wigston Fields	WF
Wigston St Wolstans	WSW
Wigston Meadowcourt	WMM
Oadby St Peters	OSP
Oadby Grange	OG
Oadby Uplands	OU
Oadby Woodlands	OW
Oadby Brocks Hill	OBH

Overall Ranking	Priority Change	Area of Concern	Code
1	—	Motor Vehicle and Traffic Concerns	MV
2	—	Littering or Fly-Tipping	LFT
3	—	Burglaries and Distraction Thefts	BDT
4	▲	Drugs or Drug Related Issues	DR
5(=)	▲	Groups causing Nuisance	GN
5(=)	—	Vandalism or Graffiti	VG
7	—	Noise Nuisance	NN
8	▲	Drunk or Rowdy Behaviour	DRB
9	▲	Other	O
10	▲	Deliberate Fires	DF
11(=)	▲	Domestic Abuse	DA
11(=)	▲	Hate Crime	HC



OADBY

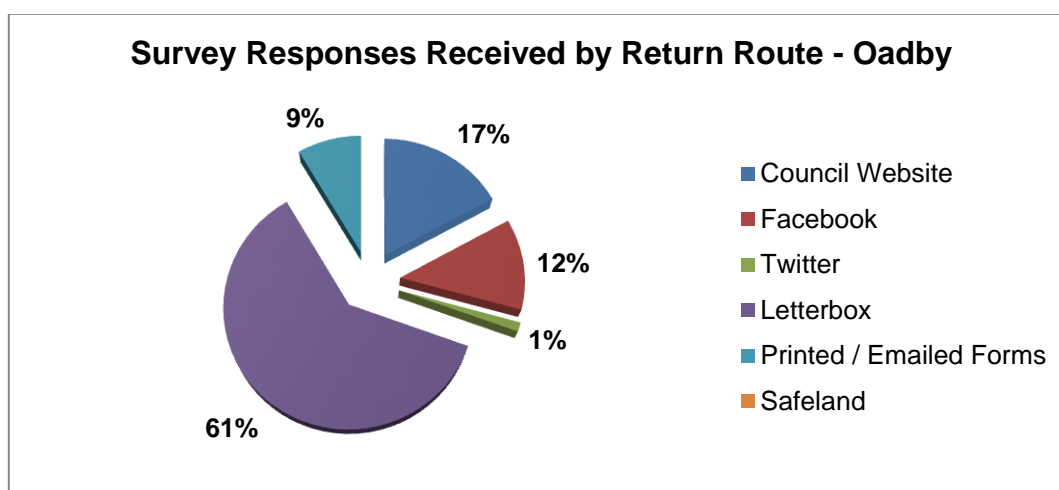


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RESPONSES OVERVIEW

A total of 82 responses to this year’s survey were received from the five Oadby Wards, accounting for 27% of the total responses received for 2018-19, and showing a 20% (+15) increase in responses from Oadby compared to 2017-18’s survey. These were broken down by Ward as follows;

Ward	Complete Surveys		Incomplete Surveys	
	#	%	#	%
Oadby Brocks Hill	27	90%	3	10%
Oadby Grange	11	92%	1	8%
Oadby St Peters	20	91%	2	9%
Oadby Uplands	13	100%	0	0%
Oadby Woodlands	5	100%	0	0%
Total	76	93%	6	7%

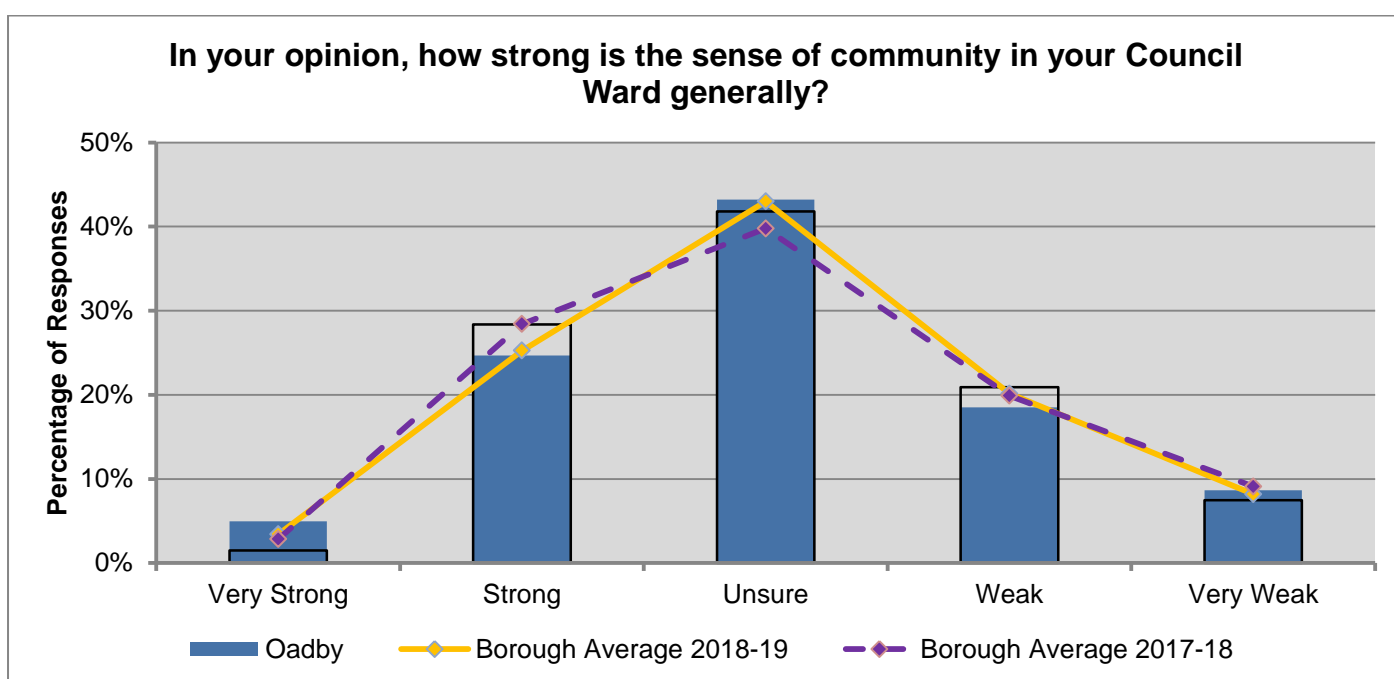


Letterbox remains as the primary source of survey responses for Oadby, accounting for 61% of all responses, with only 30% of responses arriving via digital routes. The Council’s website was the main digital return route, generating 17% of all Oadby based responses. Oadby also accounted for 70% of all responses received across the Borough on either printed or emailed surveys.

SENSE OF COMMUNITY

For the second year in a row, respondents were asked “In your opinion, how strong is the sense of community in your Council Ward generally?” The results for Oadby are laid out below and overleaf.

	Very Strong	Strong	Unsure	Weak	Very Weak
Oadby Brocks Hill	7% (2)	23% (7)	43% (13)	17% (5)	10% (3)
Oadby Grange	0%	18% (2)	45% (5)	9% (1)	27% (3)
Oadby St Peters	9% (2)	35% (8)	39% (9)	17% (4)	0%
Oadby Uplands	0%	17% (2)	50% (6)	25% (3)	8% (1)
Oadby Woodlands	0%	20% (1)	40% (2)	40% (2)	0%
Oadby	5% (4)	25% (20)	43% (35)	19% (15)	9% (7)



Oadby’s sense of community generally tracks to the Borough average (based on 300 survey responses) and has little deviation from the findings of 2017-18’s survey. Last year’s findings are displayed on the above graph as the black bordered column overlays for comparison. Overlays will be used on each graph in this section, as above, to compare the findings of 2017-18’s and 2018-19’s surveys.

The most noticeable shift between 2017-18 and 2018-19 are the number of respondents stating that their sense of community is ‘Very Strong’, rather than ‘Strong’. Minor changes are seen between respondents stating ‘Weak’ or ‘Very Weak’, although the majority of respondents are still ‘Unsure’ about the sense of community in their Ward.

Oadby St Peters typically has the strongest sense of community, based on the feedback received, and Oadby Grange Ward the weakest, although the number of responses received for the individual Wards are not fully representative of the areas total population given how low in numbers they are.

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Examples of qualitative data collected in relation to the above are given below (presented verbatim).

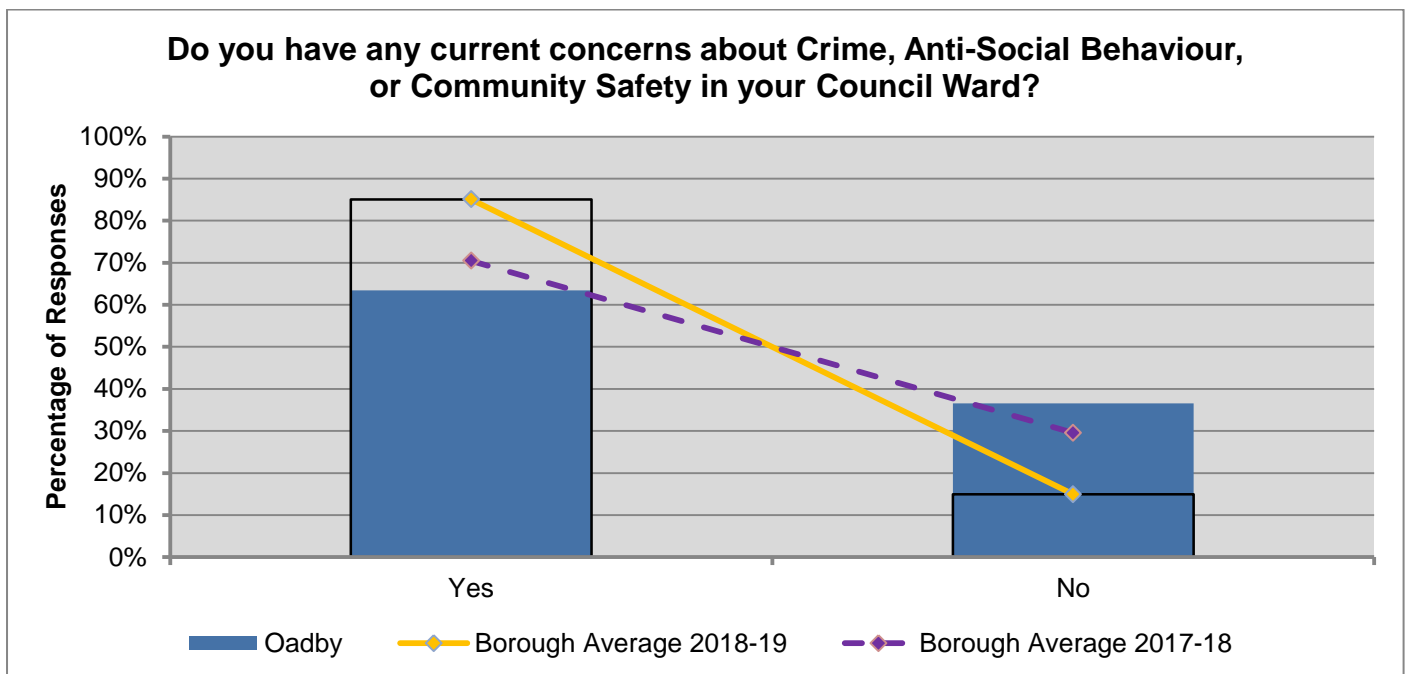
It should be noted that respondents who answered 'Weak' or 'Very Weak' were specifically requested to give qualitative feedback on their answers; this was in order to capture why they felt this way, and to identify points of action for the Partnership, and other agencies, to address. This approach has skewed the below qualitative feedback toward a negative focus, and will be modified in future surveys.

- *"When first came to live in Oadby was lovely area with family run businesses in the Parade, clean streets without litter (had litterbins then), regular road sweeping and grass cutting, less traffic, Uplands Park was pretty & safe place to be. Not anymore."*
- *"The Ward contains a lot of university property and student accommodation - the students will have their own sense of community. Much of the Ward comprises very large houses of self-contained families who aren't necessarily seeking a sense of community within the Ward. Events such as the Christmas lights switch on or vintage car day on Oadby Parade can offer a focus for the wider Oadby community."*
- *"Our local Councillors are very active and generally do a good job."*
- *"Because of the multi-cultural nature, attempts to organise community activities tend to be attractive to a limited section of the population."*
- *"Lots of youth groups have been shut down."*
- *"I don't even know who lives next door."*
- *"No one cares about anyone else anymore. Close friends with nearby neighbours (cutting across age + cultural differences), others don't care."*
- *"It is a 'them and us' society. Top heavy with the 'thems'."*
- *"It would be good if all the different religions and cultures were to mix more freely in the area I live in. Unfortunately this does not happen. For example my wonderful Sikh neighbour refuses to speak to a Muslim family, also a good neighbour."*
- *"Fragmentation."*
- *"Little contact beyond immediate neighbours, but this is how it appears that people want."*
- *"People don't mix and keep to themselves."*

CRIME, ANTI-SOCIAL BEHAVIOUR, AND COMMUNITY SAFETY CONCERNS

The majority of Oadby based respondents stated that they had “current concerns about crime, anti-social behaviour, or community safety” in their Council Ward as shown in the table below. Only Oadby Brocks Hill had more respondents stating that they had no concerns in their Ward than those that did.

	Yes	No
Oadby Brocks Hill	47% (14)	53% (16)
Oadby Grange	75% (9)	25% (3)
Oadby St Peters	57% (13)	43% (10)
Oadby Uplands	92% (11)	8% (1)
Oadby Woodlands	100% (5)	0%
Oadby	63% (52)	37% (30)



When compared with data collected through the 2017-18 survey the number of Oadby respondents stating that they do have crime, anti-social behaviour or community safety concerns in their Council Ward has decreased by 30%. This is not reflective of the Borough average for 2018-19 where the number of respondents stating that they do have concerns has risen by 36% from the previous year.

Continuing from the above survey question, those that stated they did have current concerns around crime, anti-social behaviour, or community safety in their Council Ward were asked to highlight what they were from a list of 11 common concerns in the Borough, as well as affording them an ‘Other’ option for any concerns not listed. Respondents were able to select multiple answers in response to this question, as well as provide additional details via the question’s accompanying comments section.

Respondents were also afforded the opportunity to provide additional detail as to what their specific concern was, if it was one of the common answers, in order to provide the Partnership with specific information on the history of the concern and where it was geographically occurring.

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The top crime, anti-social behaviour, or community safety concerns held by members of the public in Oadby, as per the findings of this survey, are;

Priority	Percentage of Respondents	Priority Change from 2017-18 Survey	Concern
1	77% (40)	—	Motor Vehicle and Traffic Concerns
2	56% (29)	▲	Littering or Fly-Tipping
3	29% (15)	▼	Burglaries or Distraction Thefts
4	27% (14)	▲	Drugs or Drug Related Issues
5(=)	27% (14)	▲	Vandalism or Graffiti
5(=)	15% (8)	▲	Noise Nuisance
7	13% (7)	▼	Groups causing Nuisance
8	8% (4)	▲	Drunk or Rowdy Behaviour
9	6% (3)	▼	Other (See Below)
10	4% (2)	—	Hate Crime
11	2% (1)	▲	Domestic Abuse
12	0%	▼	Deliberate Fires

Responses given to the 'Other' option specifically mention both air quality concerns, particularly around pollution caused by stationary vehicles, and dog fouling which, for the purposes of the survey, is considered under the 'Littering or Fly-Tipping' option and will be clarified in future surveys.

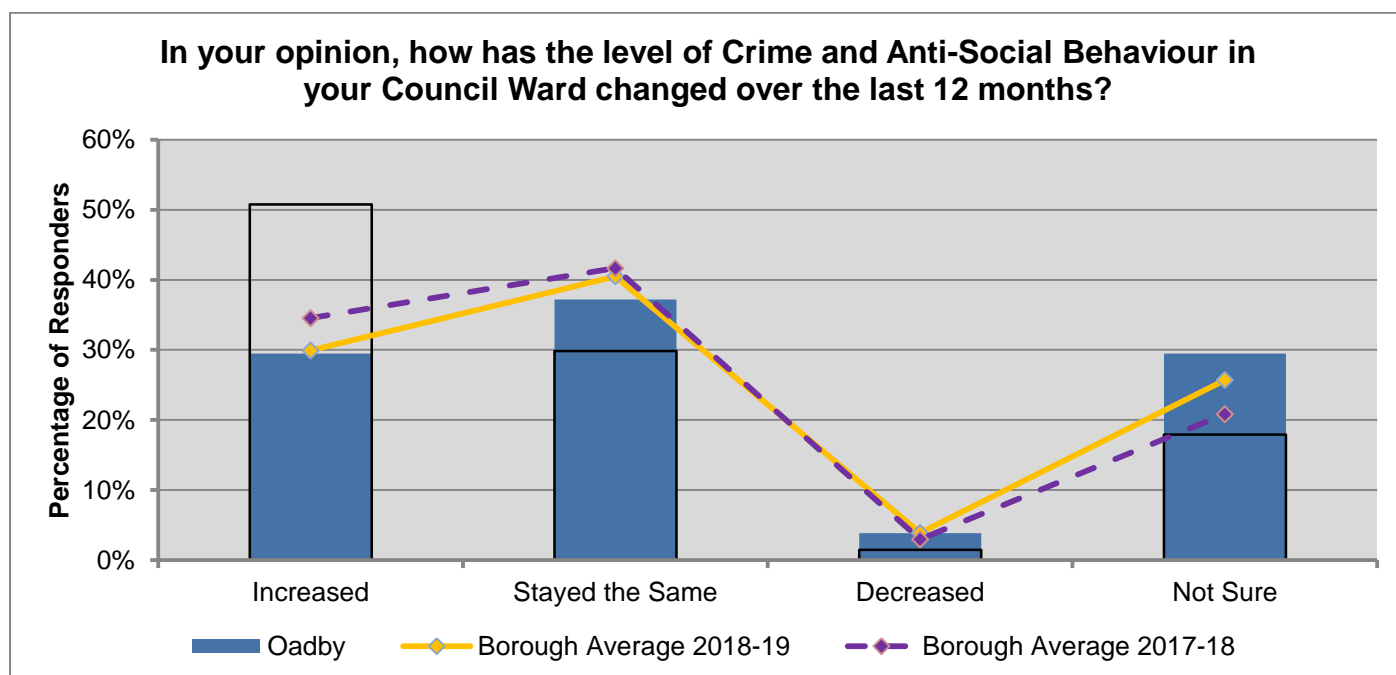
Examples of qualitative data collected in relation to crime, anti-social behaviour, and community safety concerns in Oadby are given below (presented verbatim);

- *"Parking and traffic from school."*
- *"Cars parked on pavement at school time 8:00-8:30am - 3:00-3:30pm (Vandyke Road, Oadby)."*
- *"Litter in places in the area is awful. People appear to be able to drive at high speed with noisy exhausts through residential areas with immunity, particularly along "rat runs" - Briar Walk / High Leys Drive. This will continue until there is a serious accident."*
- *"Total disregard of double yellow lines, car parked completely on the pavement (not just 2 wheel that has to be) speeding along London Road (needs 20mph up to church)."*
- *"Young people congregating in gang type groups. Saw a car being keyed across from house, our van was attempted break in. Rubbish chucked in front garden by passing school kids. Rubbish thrown out of car by youths. Car broken into, lock vandalised."*
- *"Someone has gone around Oadby writing "FORM GM" and "YAK" and other tags on street signs and other places. Litter is thrown in our garden."*
- *"Graffiti on garages in Foxhunter Drive, Oadby."*
- *"Graffiti appears all over this Borough. Parking on double yellow lines continues on Chestnut Avenue."*
- *"Anti-social behaviour by pupils from Beauchamp College at their break time - throwing rubbish in gardens and pavements after eating their snacks etc."*

CRIME AND ANTI-SOCIAL BEHAVIOUR OVER THE LAST 12 MONTHS

66% of Oadby based respondents believe that the level of crime and anti-social behaviour in their Council Wards has either 'Increased' or 'Stayed the Same' during 2018-19. This is a 20% reduction in the number of respondents who felt this way during 2017-18.

Of significant note however is the decrease in the number of respondents who feel that crime and anti-social behaviour in Oadby has increased, falling from 51% of respondents in 2017-18, to 29% of respondents in 2018-19. On average, more Oadby respondents believe that crime and anti-social behaviour has stayed the same in their Council Wards than increased, a reversal of 2017-18's findings.



Against a backdrop of a national rise in crime in the United Kingdom, against which the Borough is tracking, seeing the majority of respondents across the Borough stating that they feel crime and anti-social behaviour in their Council Ward has either 'Increased' or 'Stayed the Same' was anticipated. It is pleasing to see however that the majority of respondents felt that crime and anti-social behaviour has 'Stayed the Same' both in the Borough and in Oadby, rather than 'Increased'.

29% of Oadby based respondents stated they were 'Not Sure' about how the level of crime and anti-social behaviour in their Council Ward has changed over the last 12 months, an 11% increase from 2017-18's figure of 18% of respondents being unsure.

	Increased	Stayed the Same	Decreased	Not Sure
Oadby Brocks Hill	22% (6)	48% (13)	0%	30% (8)
Oadby Grange	25% (3)	33% (4)	8% (1)	33% (4)
Oadby St Peters	27% (6)	36% (8)	9% (2)	27% (6)
Oadby Uplands	42% (5)	17% (2)	0%	42% (5)
Oadby Woodlands	60% (3)	40% (2)	0%	0%
Oadby	29% (23)	37% (29)	4% (3)	29% (23)

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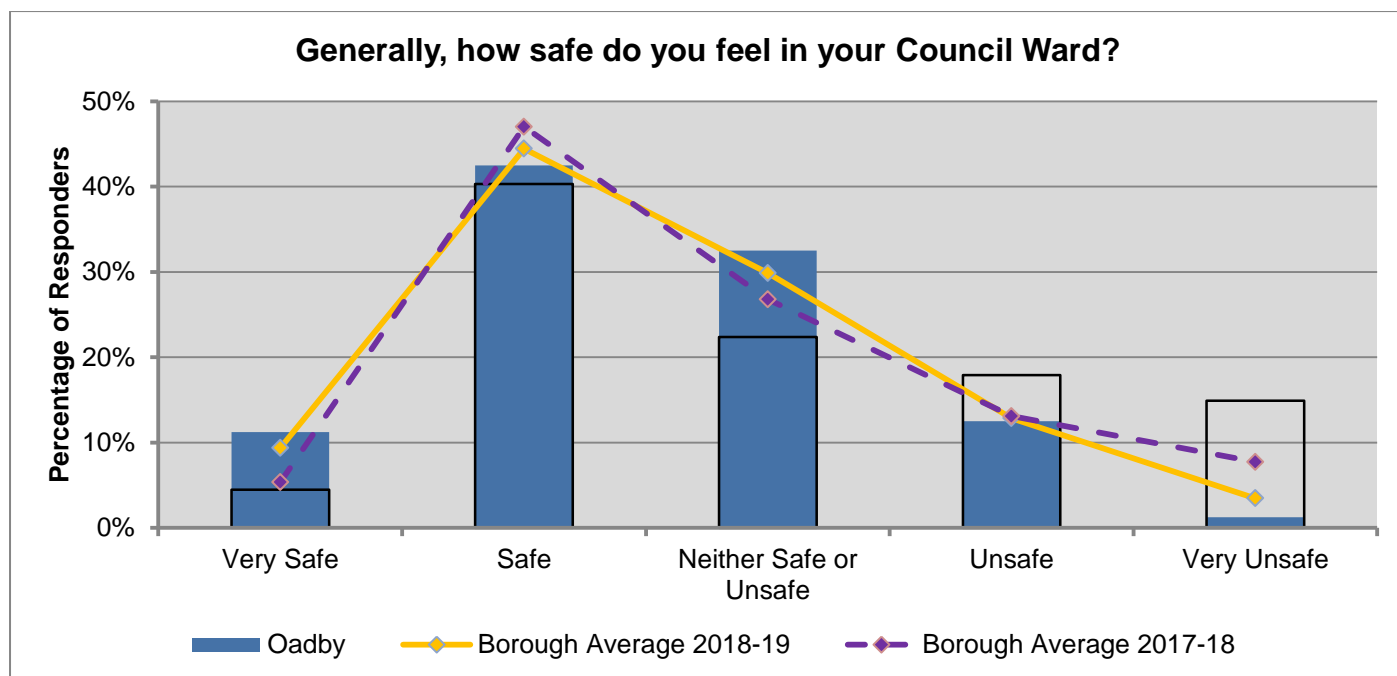
The table overleaf shows that the pattern seen in Oadby is repeated at a Council Ward level, with only Oadby Grange and Oadby St Peters having any respondents state that they feel crime and anti-social behaviour has 'Decreased'.

Oadby Uplands and Oadby Woodlands are the only Council Wards where the majority of respondents state that they feel crime and anti-social behaviour has 'Increased' rather than 'Stayed the Same', with the public perception of crime and anti-social behaviour matching the upwards trend seen nationally. Oadby Woodlands is the only Council Ward in Oadby to show a unanimous opinion that crime and anti-social behaviour within it has either 'Increased' or 'Stayed the Same'.

Whilst the Partnership has looked at, and utilised, additional methods for keeping members of the public updated it is clear there is still work to be explored around keeping knowledge of schemes designed to tackle crime, disorder, and anti-social behaviour in the Borough. New approaches, such as the implementation of Safeland as a means for communication, to be implemented in 2019-20 are expected to result in the number of 'Not Sure' respondents significantly decreasing during next year's Community Safety Survey.

SENSE OF SAFETY

Oadby has, in 2018-19's survey results, seen an overall increase in the number of respondents who state that they feel 'Very Safe' or 'Safe' in their Council Ward, moving from 44% of respondents in 2017-18 to 54% of respondents this year. The majority of respondents, 43%, stated that they feel 'Safe' within Oadby, whilst 'Very Safe' responses increased by 7%.



Respondents stating that they feel 'Unsafe' or 'Very Unsafe' in Oadby saw the biggest change with 19% fewer respondents feeling that way than in 2017-18. Respondents stating that they felt 'Very Unsafe' in Oadby fell by 14%, to just one individual response.

	Very Safe	Safe	Neither Safe or Unsafe	Unsafe	Very Unsafe
Oadby Brocks Hill	11% (3)	50% (14)	29% (8)	11% (3)	0%
Oadby Grange	8% (1)	42% (5)	25% (3)	25% (3)	0%
Oadby St Peters	17% (4)	39% (9)	35% (8)	9% (2)	0%
Oadby Uplands	8% (1)	33% (4)	42% (5)	8% (1)	8% (1)
Oadby Woodlands	0%	40% (2)	40% (2)	20% (1)	0%
Oadby	11% (9)	43% (34)	33% (26)	13% (10)	1% (1)

Individually respondents from Oadby Brocks Hill perceive their Council Ward as being the safest in Oadby with a combined 61% of respondents stating that they feel either 'Very Safe' (11%) or 'Safe' (50%) within it.

Oadby Grange had the highest number of respondents stating that they feel 'Unsafe' within it at 25% (3 respondents), although this is offset by 50% of respondents stating again that they feel 'Very Safe' (8%) or 'Safe' (42%) within it. Oadby Grange did, however, have the second lowest number of survey respondents in Oadby (and the Borough as a whole) which means a truly accurate understanding of the public's perception of safety within it cannot be developed at this time.

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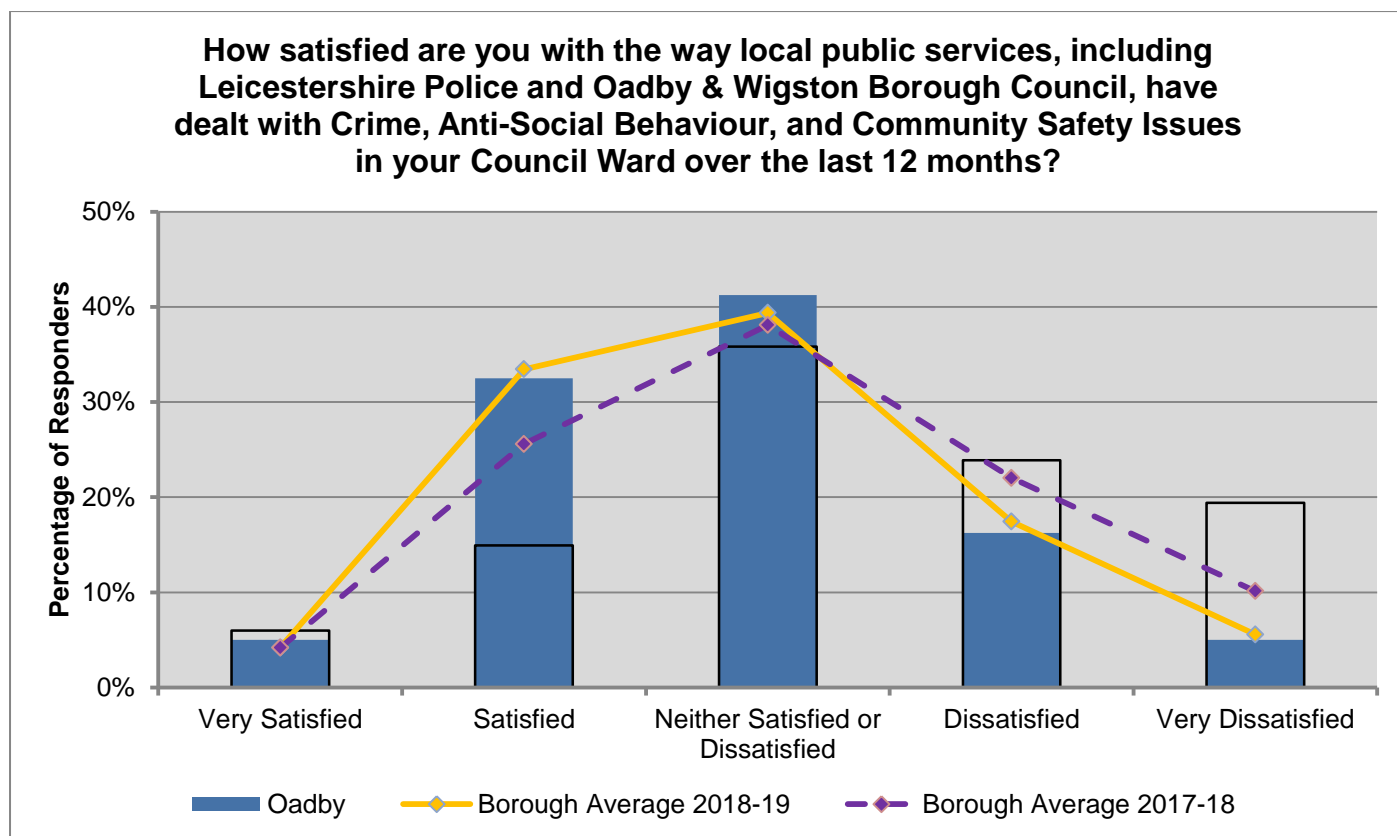
Examples of qualitative data collected in relation to respondent's sense of safety in Oadby are given below (presented verbatim).

As with the majority of qualitative feedback requested through this survey, only respondents providing a negative response to this question were specifically asked for further comment, skewing the qualitative feedback received toward a negative focus.

- *"Unsafe when it is dark and I am walking alone."*
- *"As female don't feel particularly safe walking in streets, when it's dark particularly."*
- *"Concerned about the almost total absence of a Police presence."*
- *"So much so we are moving out of the area. Expected to have intruder lighting / CCTV / burglar alarms installed now. Neighbourhood Watch no longer exists. Street lamps not bright enough. Not safe to be out late walking for women / elderly - to post a letter!"*
- *"With the proviso that we are now more careful how we do things - e.g. use ATMs, more vigilant after dark etc."*
- *"After being burgled we feel unsafe."*
- *"Insecure working at night / evening."*
- *"Night-time thefts from motor vehicles."*
- *"Earlier this year on the way back from shopping at ASDA I was confronted with 3 youths riding bikes at speed with no lights on the foot path. One whose brakes couldn't have worked ran into me, it's time it was stopped."*
- *"No Police. No Enforcement of Rules or Laws. No Respect for Anyone or Anything."*
- *"Some streets with the drugs are no longer safe."*
- *"Very unsafe due to gangs of youths."*
- *"LARGE GROUPS of students who walk together and are SO loud and do not part to allow people to walk passed them, making it necessary to get on to busy roads to pass AND ageist comments made - all from Beauchamp College students."*

SATISFACTION WITH LOCAL PUBLIC SERVICES

2018-19 saw a marked increase in the number of Oadby based respondents stating they are either 'Very Satisfied' or 'Satisfied' with local public services, rising from 21% in 2017-18 to 38% following this year's survey. This is despite the majority of respondents (41%) stating that they are 'Neither Satisfied or Dissatisfied' with local public services, increasing from 36% in the previous year.



The most substantial changes seen following the completion of 2018-19 survey are the number of respondents stating that they are 'Satisfied' with local public services, rising from 15% to 33%, and the number of 'Very Dissatisfied' respondents, falling from 19% to 5%. Oadby is the only area of the Borough to see a decrease in the number of 'Very Dissatisfied' respondents in the 2018-19 survey.

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Oadby Brocks Hill	0%	30% (8)	44% (12)	22% (6)	4% (1)
Oadby Grange	0%	31% (4)	38% (5)	15% (2)	15% (2)
Oadby St Peters	13% (3)	43% (10)	30% (7)	13% (3)	0%
Oadby Uplands	8% (1)	25% (3)	50% (6)	8% (1)	8% (1)
Oadby Woodlands	0%	20% (1)	60% (3)	20% (1)	0%
Oadby	5% (4)	33% (26)	41% (33)	16% (13)	5% (4)

Oadby | Community Safety Survey 2018-19

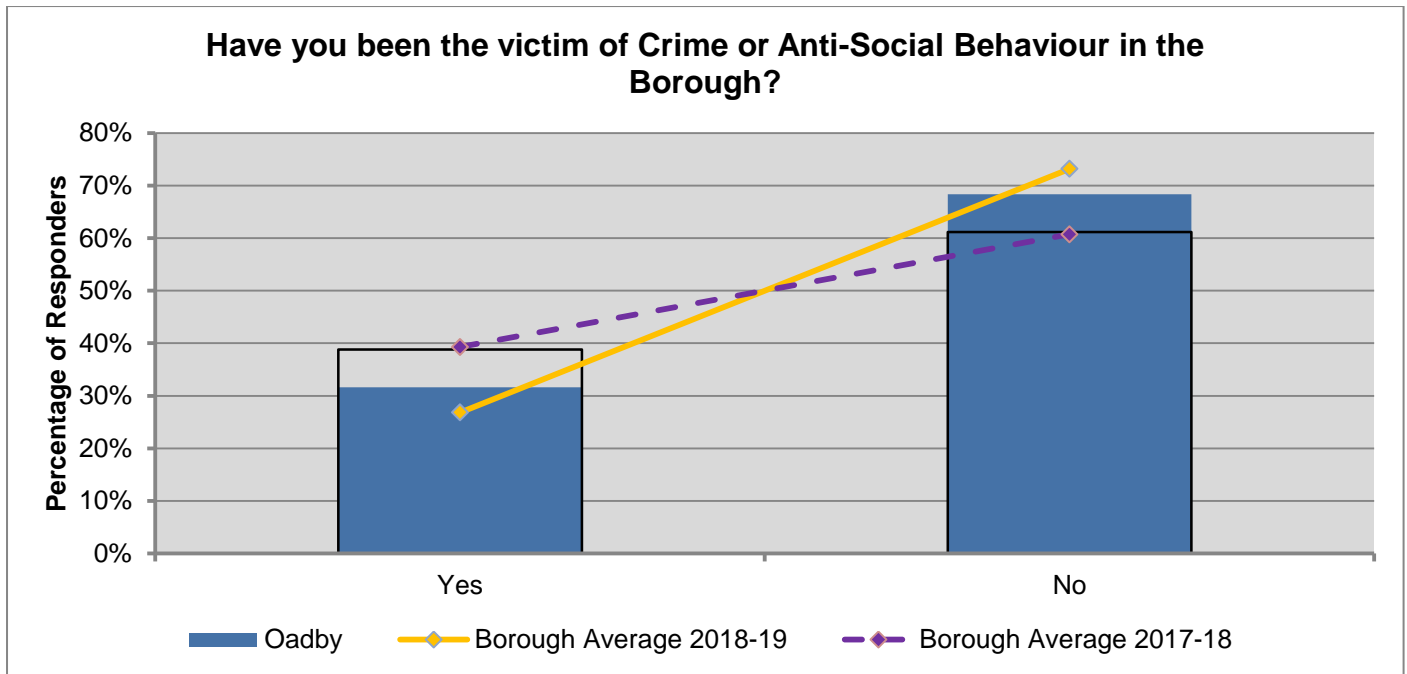
Examples of qualitative data collected in relation to respondent's satisfaction with local public services in Oadby are given below (presented verbatim).

As per the previous section, this qualitative data has also been skewed toward a negative focus by the wording of the question, and will be amended for future surveys.

- *"Never see the Police around our area and response times to incidents are dreadful or non-existent!!"*
- *"Youth from Beauchamp College hang around the area a lot. Too much."*
- *"Speeding as big an issue as ever. More & more parking on pavements & verges. Noisy (excessively) car exhausts."*
- *"I am grateful that I have not experienced crime or anti-social behaviour recently, so perhaps I should have filled in the box saying very satisfied. As I have no experience at present, I cannot really answer the questions. However, I would like to see many more Police or Community Support Officers around."*
- *"Authorities are aware of the problems but lack of resources make it impossible to address."*
- *"Police no longer attend burglaries and / or minor car accidents, and if they do the incident is quickly closed due to lack of Police - we need more Police who in turn need more government funding & support to do their jobs."*
- *"We are aware of the fact that Government has seriously cut Council funding but reductions in all services is obviously a concern."*
- *"They try hard, but it is an uphill battle."*
- *"Never even seen a Policeman in my street for 25 years."*
- *"Only recently, for first time am aware of residents being asked to attend a local Ward crime / safety meeting due concerns raised. Not impressed with media review of event. Don't believe incidents less than 2017. Suspect recording processes."*
- *"There's not a lot of awareness / promotion of what is being done / has been done."*
- *"Not aware of any measures being taken to reduce speeding on local roads, apart from the A6 in Oadby. However this doesn't mean measures aren't being taken, just that we aren't aware."*
- *"The on footpath parking and cyclist on footpaths is rife in Oadby and ought to be brought under control."*
- *"Fly tipping on the A6 just past the Glen Gorse Golf Club is a common practice. The Council need to stop charging for tipping at the official tips, which will stop this."*
- *"Putting street lights back on has helped reduce crime. Who is accountable for turning them off in the first place?"*
- *"Abused due to appearance in town centre. Advised by friends that Police would not be interested. Asked Police Officer to deal with parking on pavement. Told that they did not have time."*
- *"The Police have so little authority thanks to successive Governments over the past 50 or so years."*
- *"No Police to be seen. Illegal parking - Police nowhere to be seen to minimise this. Police seem to have wrong priorities. Paid scant attention when we were burgled."*

VICTIMS OF CRIME OR ANTI-SOCIAL BEHAVIOUR

As shown on the graph below, the majority of Oadby based respondent's state that they have not been a victim of crime or anti-social behaviour in the Borough, with only a 7% difference from the responses given in last year's survey.



	Yes	No
Oadby Brocks Hill	18% (5)	82% (23)
Oadby Grange	33% (4)	67% (8)
Oadby St Peters	45% (10)	55% (12)
Oadby Uplands	42% (5)	58% (7)
Oadby Woodlands	20% (1)	80% (4)
Oadby	32% (25)	68% (54)

It is positive to note the increase in the number of Oadby based respondents stating that they have not been a victim of crime or anti-social behaviour in the Borough, a trend seen across all three settlement areas covered by this report.

FURTHER COMMENTS

Respondents to the survey were invited to make any further comments they may have on crime, anti-social behaviour, and community safety issues in their Council Ward, including any suggestions that they may have to address them. A selection of these comments are presented verbatim below;

- *"Naming & shaming MIGHT help???"*
- *"The Police and PCSOs are very good and do their best but they are undermanned, and cannot be everywhere at once."*
- *"A visible increase in Police presence especially in the Fludes Lane area might discourage the gathering of groups of young people."*
- *"Bad parking in the Oadby Town centre and on the Borough's roads needs to be addressed by visible policing and a regular traffic warden on duty."*
- *"No. A waste of time."*
- *"There is an increasing amount of dog fouling in space around the carpark off Bluebell Close - an additional dog refuse bin in the car park could address this."*
- *"Regular police visits and community copper advice to youths that this is a residential area. A lot of these gangs are not from around area and moved on from other parks I would imagine."*
- *"I think attention requires to be paid to central Wigston as I have observed significant issues with anti-social behaviour there."*
- *"Again please take note on issues I have with parking on the pavements. I have recently joined the local Neighbour Watch Scheme to help in general but also if I feel to report to local Police the above issues and any other."*
- *"Keep Wigston tidy; clean up litter + graffiti + create a sense of pride. Neglected areas encourage neglectful disrespectful behaviour."*
- *"I am very happy the way things are in Wigston. Well done."*
- *"Frequent speeding in dangerous spots with "slow" signs e.g. and of Horsewell Lane by bus stops + Long Street. Excessive noise from motorcycles and cars."*
- *"Please more Police on the beat i.e. walking."*
- *"Traffic offences: Stop having a quiet word and start handing out fines, first time, every time. Deterrence is better than cure. A deterrent stops someone committing a crime; a cure means they already have."*
- *"Fortunately there is much for young people to be involved in, in the Borough - scouts, guides, youth clubs etc. and 3 churches and a number of chapels who all do sterling work and need supporting and more recognition of what they achieve - perhaps restore the Oadby and Wigston Mail? Brocks Hill is a great asset!!"*
- *"Anti-social behaviour nearby at Waitrose car park - sharing of party drugs. This was dealt with by Police in exceptionally effective way. Very impressed."*
- *"Random presence and law enforcement including issue of FPT for parking & litter, or prosecution for other offences."*
- *"Public meeting to air our views."*
- *"I am not in favour of single authority and the conservative motto is always do nothing and that is value for money."*
- *"We believe that O+W Council are a very efficient operation in most respects but lack of proper/adequate policing is a problem."*



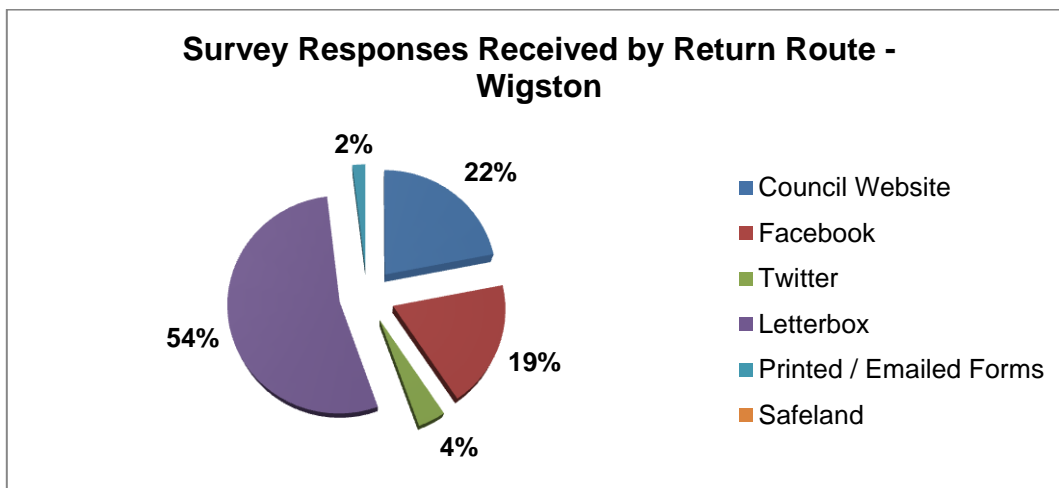
WIGSTON



RESPONSES OVERVIEW

A total of 155 responses to this year’s survey were received from the four Wigston Wards, accounting for 52% of the total responses received for 2018-19, and showing a 66% (+77) increase in responses from Wigston compared to 2017-18’s survey. These were broken down by Ward as follows;

Ward	Complete Surveys		Incomplete Surveys	
	#	%	#	%
Wigston All Saints	53	90%	5	10%
Wigston Fields	30	75%	10	25%
Wigston Meadowcourt	25	100%	0	0%
Wigston St Wolstans	29	94%	2	6%
Total	137	88%	18	12%

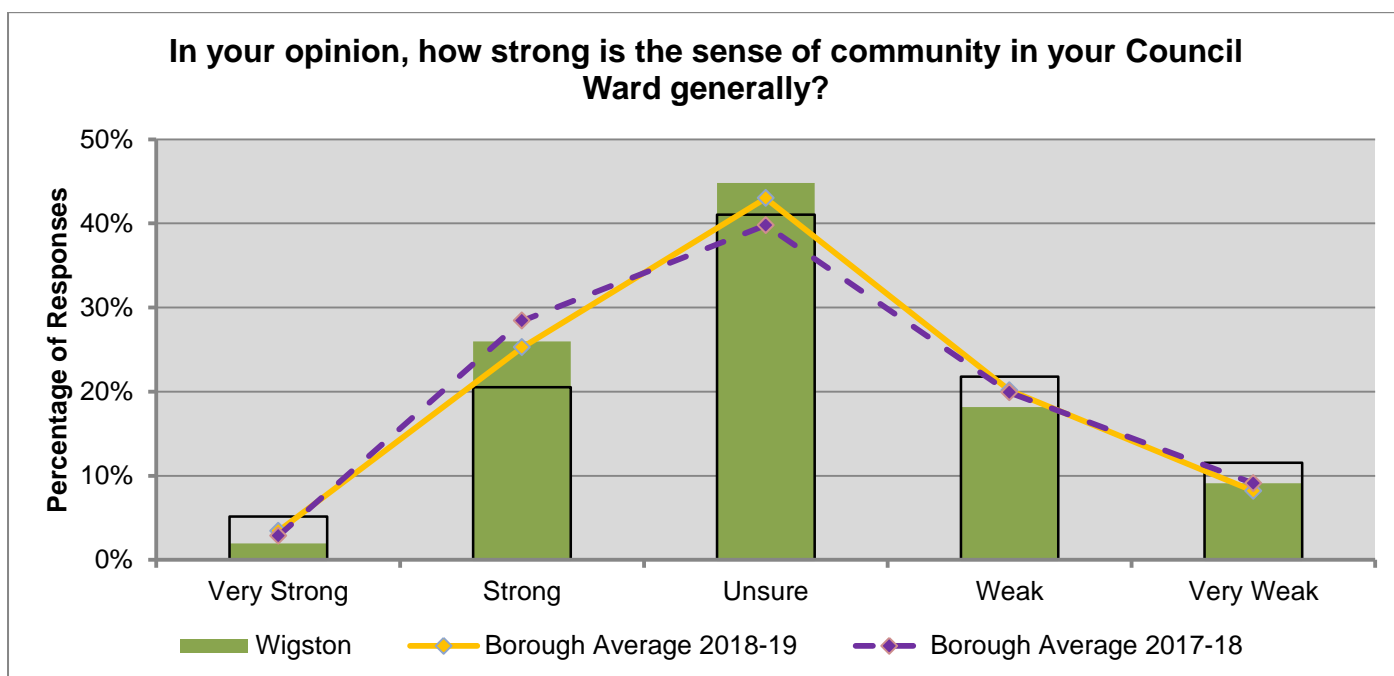


Letterbox, as per the overall trend in the Borough, is the primary source of survey responses for Wigston, accounting for 54% of all responses, with 45% of responses being made by digital routes. The Council’s website was the main digital return route, accounting for 22% of all of the Wigston based responses received, with Facebook in a close second as the most popular digital return route, accounting for 19% of Wigston based responses.

SENSE OF COMMUNITY

For the second year in a row, respondents were asked “In your opinion, how strong is the sense of community in your Council Ward generally?” The results for Wigston are laid out below and overleaf.

	Very Strong	Strong	Unsure	Weak	Very Weak
Wigston All Saints	2% (1)	25% (15)	41% (24)	20% (12)	12% (7)
Wigston Fields	3% (1)	23% (9)	54% (21)	18% (7)	3% (1)
Wigston Meadowcourt	0%	20% (5)	44% (11)	16% (4)	20% (5)
Wigston St Wolstans	3% (1)	35% (11)	42% (13)	16% (5)	3% (1)
Wigston	2% (3)	26% (40)	45% (69)	18% (28)	9% (14)



Wigston’s sense of community is broadly comparable to the Borough average (based on 300 survey responses) and has only minor changes from the findings of 2017-18’s survey. Last year’s findings are displayed on the above graph as the black bordered column overlays for comparison. Overlays will be used on each graph in this section, as above, to compare the findings of 2017-18’s and 2018-19’s surveys.

Wigston is the only settlement in the Borough to see a decrease in the number of respondents stating that their sense of community is ‘Very Strong’. ‘Weak’ and ‘Very Weak’ responses have both declined from those received in 2017-18 however, with an increased majority of respondents stating that they are ‘Unsure’ about the sense of community in their Ward.

Wigston St Wolstans’ responses demonstrate the strongest sense of community in Wigston, with Wigston Meadowcourt’s response highlighting the weakest sense of community in the area. It is accepted that the small dataset acquired through the undertaking of this survey only offers a snapshot of each Ward’s perceptions however.

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Examples of qualitative data collected in relation to the above are given below (presented verbatim).

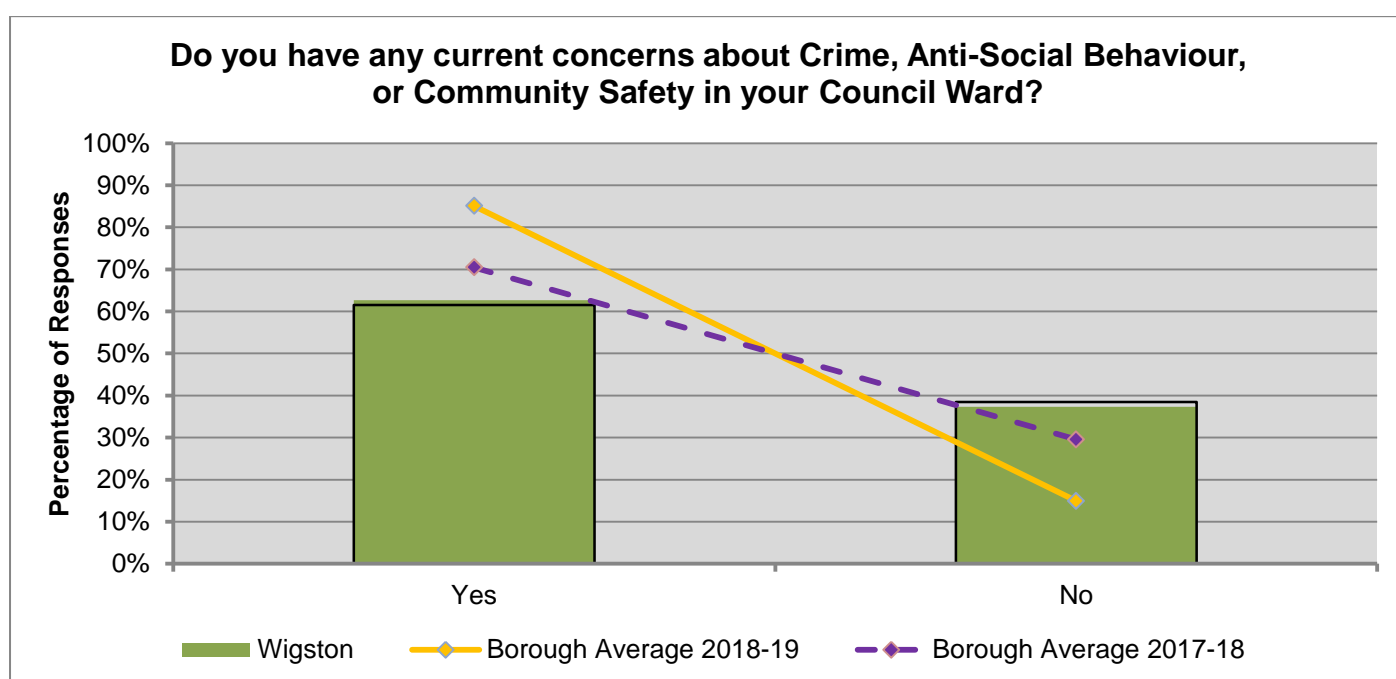
It should be noted that respondents who answered 'Weak' or 'Very Weak' were specifically requested to give qualitative feedback on their answers; this was in order to capture why they felt this way, and to identify points of action for the Partnership, and other agencies, to address. This approach has skewed the below qualitative feedback toward a negative focus, and will be modified in future surveys.

- *"Never seem to get consulted or told of what's happening."*
- *"They never sweep the streets. They won't leave street lamps on just the odd extra one to make it feel safer."*
- *"I live on the main road, so do not really see sight nor sound of the community."*
- *"There are no community groups within the area. There are no local meeting places. It is not easy to get into Wigston Town Centre from the Shackerdale Road end of Wigston Fields using public transport."*
- *"There is a strong community feel amongst a group of houses on my street, however outside of that I don't feel that there is a strong sense of community in my Ward."*
- *"Apart from people on my street and I'm saying only a few people on the street I don't know many people. There isn't a Neighbourhood Watch scheme either which could help build a sense of community."*
- *"Nobody seems to care. Dog poo gets left on the streets. People park wherever they want with no consideration to others."*
- *"Community facilities within Meadowcourt are almost solely connected with the Meadows County Primary school, and without children attending the school, ordinary residents feel left out. No groups organise within the Ward."*
- *"Everyone seems to be at odds and have no respect for each other. They give no regard to the parking - parking on the pavement and across people's drives and putting their rubbish outside others houses if they have gone over their allowance of bags. These are just some of the examples that are happening."*
- *"I have lived here 10 years - there isn't anything that really brings the community together."*
- *"The community in general doesn't socialise or mix anymore."*
- *"Wigston has no heart or reason to exist. It lacks any character, as does Leicester. They are empty shells as are the people."*
- *"Very few local events to bring people together. Too many "affordable" houses being injected into non "affordable" areas, too many people who do not know how to behave with respect to themselves or others."*
- *"No one can be bothered about anything. You never see a Councillor or a Police Officer on foot or in a car for that matter."*
- *"I suspect that community information is available if you seek it out but generally news is received via the 'Letter Box' newsletter or when things go wrong."*
- *"We have very good Councillor on my Ward who works hard to keep our areas good, but without them it would not be like this as all Wards are not the same."*
- *"The fact I am unsure suggests that there is probably a lack / weakness."*
- *"Compared to when we were young, there is no real sense of community. Partly due to 7 days a week shopping."*
- *"I have very good relationship with people in my road some of them are involved in the Civic Society."*
- *"Difficult to get a full picture now as no local newspaper."*
- *"Very strong in the close I reside."*
- *"Very few local activities that I want to participate in."*
- *"I feel safe so that's a good thing."*

CRIME, ANTI-SOCIAL BEHAVIOUR, AND COMMUNITY SAFETY CONCERNS

The majority of Wigston based respondents stated that they had “current concerns about crime, anti-social behaviour, or community safety” in the Council Ward as shown in the table below. Across all Wigston Wards only Wigston Meadowcourt saw the majority of respondents to the survey state that they do not have any current concerns.

	Yes	No
Wigston All Saints	70% (40)	30% (17)
Wigston Fields	68% (25)	32% (12)
Wigston Meadowcourt	44% (11)	56% (14)
Wigston St Wolstans	58% (18)	42% (13)
Wigston	63% (94)	37% (56)



The data collected for the Wigston Wards for 2018-19 seldom differs from 2017-18’s dataset, with only a 1% difference in responders stating that they do have concerns in their respective Wards.

Continuing from the above survey question, those that stated they did have current concerns around crime, anti-social behaviour, or community safety in their Council Ward were asked to highlight what they were from a list of 11 common concerns in the Borough, as well as affording them an ‘Other’ option for any concerns not listed. Respondents were able to select multiple answers in response to this question, as well as provide additional details via the question’s accompanying comments section.

Respondents were also afforded the opportunity to provide additional detail as to what their specific concern was, if it was one of the common answers, in order to provide the Partnership with specific information on the history of the concern and where it was geographically occurring.

Wigston | Community Safety Survey 2018-19

The top crime, anti-social behaviour, or community safety concerns held by members of the public in Wigston, as per the findings of this survey, are;

Priority	Percentage of Respondents	Priority Change from 2017-18 Survey	Concern
1	57% (54)	—	Motor Vehicle and Traffic Concerns
2	43% (40)	—	Littering or Fly-Tipping
3	41% (39)	▲	Burglaries or Distraction Thefts
4	35% (33)	▲	Drugs or Drug Related Issues
5(=)	31% (29)	▼	Groups causing Nuisance
5(=)	31% (29)	▼	Vandalism or Graffiti
7	21% (20)	▼	Noise Nuisance
8	14% (13)	▲	Drunk or Rowdy Behaviour
9	12% (11)	▼	Other (See Below)
10	7% (7)	▲	Deliberate Fires
11	4% (4)	▲	Domestic Abuse
12	3% (3)	▼	Hate Crime

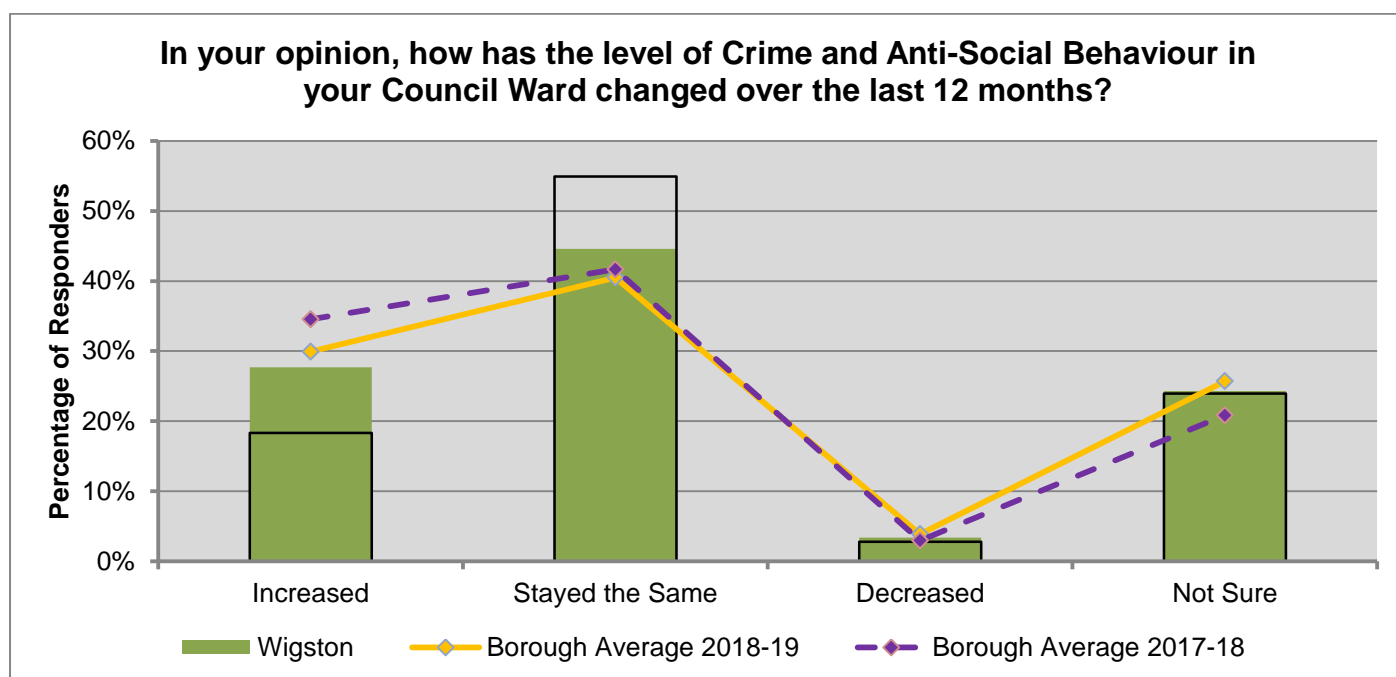
Examples of qualitative data collected in relation to crime, anti-social behaviour, and community safety concerns in Wigston are given below (presented verbatim);

- *“Cars parking in the street at school times; parking across drive ways making it difficult to get on or off drives.”*
- *“The Oadby and Wigston Road, is becoming increasingly used by speeding drivers. It is becoming unsafe for children due to the constant speeding of drivers cutting through. This needs addressing by the local Police.”*
- *“Local burglary, having milk stolen off door step, seeing people around in the street at night walking back and forth, having seen car door handles tried at night. Some of these were seen on CCTV.”*
- *“Lack of street lighting.”*
- *“With regards to theft from cars and house burglaries I consider all street lighting should be on at night. For obvious reasons.”*
- *“Amount of thefts from cars and houses in our street in the early hours! No lights in the street and brazen burglars.”*
- *“I’ve had my car broken into on my drive in the Little Hill area. I feel that turning the street lights off encourages this behaviour.”*
- *“Since street lights have been turned off at night there are more groups of youths hanging around within 1st month of the lights going out my house was targeted by would be thieves, luckily they got disturbed bit caused damage to locks reported to Police. Cars are being broken into a lot. I no longer feel safe in my home TBH.”*
- *“Drugs can be smelt coming from properties on the Little Hill estate. Summer more but gangs of youth members walking the streets lack of youth clubs or the Council forging links with local youth groups and clubs.”*

CRIME AND ANTI-SOCIAL BEHAVIOUR OVER THE LAST 12 MONTHS

73% of Wigston based respondents believe that the level of crime and anti-social behaviour in their Council Wards has either 'Increased' or 'Stayed the Same' during 2018-19. This is the same figure found following the 2017-18 Community Safety Survey, and is higher than the 2018-19 Borough average of 70%.

2018-19 saw a 10% increase however in the number of respondents who felt that crime and anti-social behaviour in Wigston has increased over the last 12 months. This change is mirrored by a 10% decrease in the number of respondents who felt that crime and anti-social behaviour levels had stayed the same over the last 12 months.



Against a backdrop of a national rise in crime in the United Kingdom, against which the Borough is tracking, seeing the majority of respondents across the Borough stating that they feel crime and anti-social behaviour in their Council Ward has either 'Increased' or 'Stayed the Same' was anticipated. In Wigston the public perception of crime and anti-social behaviour is seen to be more closely following the national trend than other settlement areas in the Borough.

In both 2017-18's and 2018-19's datasets 24% of Wigston based respondents stated they were 'Not Sure' about how the level of crime and anti-social behaviour in their Council Ward has changed over the last 12 months. Only 3% of respondents in both years felt that crime and anti-social behaviour had 'Decreased' in the same period.

	Increased	Stayed the Same	Decreased	Not Sure
Wigston All Saints	38% (21)	39% (22)	0%	23% (13)
Wigston Fields	22% (8)	42% (15)	8% (3)	28% (10)
Wigston Meadowcourt	24% (6)	56% (14)	0%	20% (5)
Wigston St Wolstans	19% (6)	48% (15)	6% (2)	26% (8)
Wigston	28% (41)	45% (66)	3% (5)	24% (36)

The table above shows that across all Wigston Wards the majority of respondents feel that crime and anti-social behaviour levels had 'Stayed the Same' over the last 12 months. In most Wards this is a significantly higher

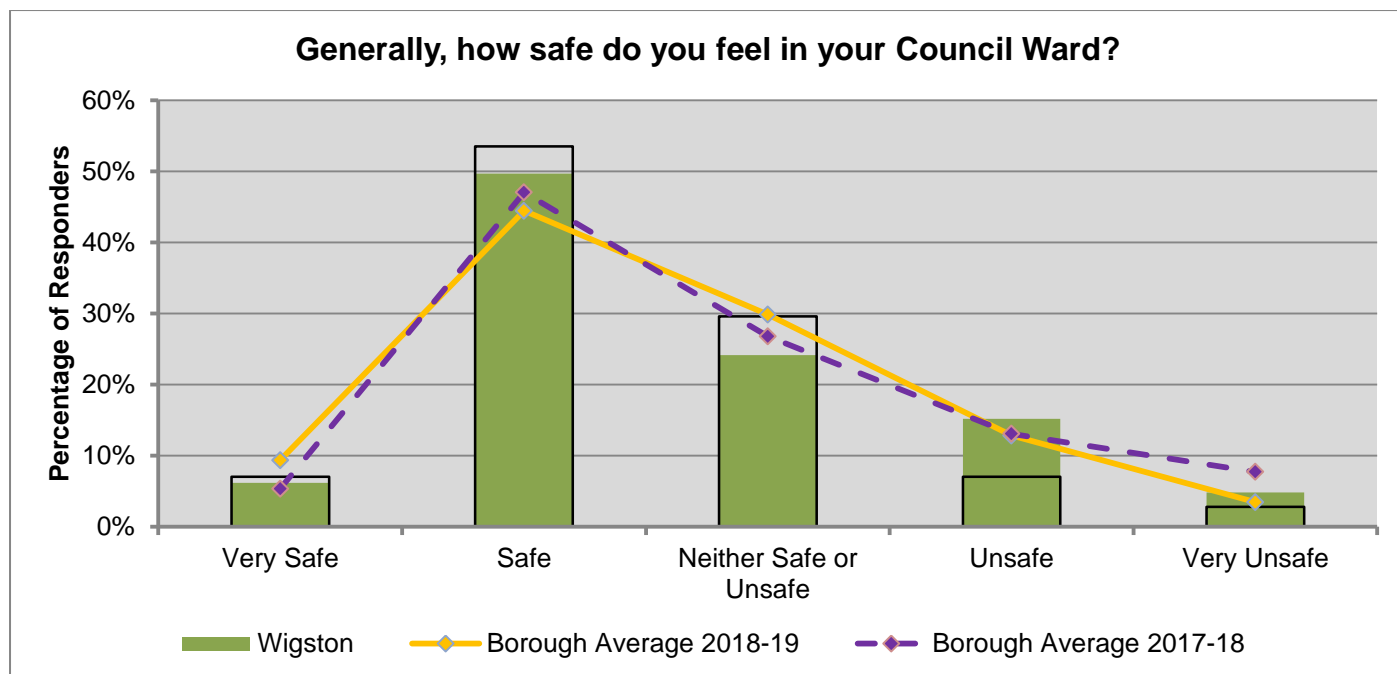
Wigston | Community Safety Survey 2018-19

percentage than those who felt that crime and anti-social behaviour had 'Increased' over the last 12 months, although the figures for Wigston All Saints only differ by 1%. This is a major change to 2017-18's data for this Ward where only 15% of respondents felt levels of crime and anti-social behaviour had 'Increased', and 56% felt that they had 'Stayed the Same'.

Whilst the Partnership has looked at, and utilised, additional methods for keeping members of the public updated it is clear there is still work to be explored around keeping knowledge of schemes designed to tackle crime, disorder, and anti-social behaviour in the Borough. New approaches, such as the implementation of Safeland as a means for communication, to be implemented in 2019-20 are expected to result in the number of 'Not Sure' respondents significantly decreasing during next year's Community Safety Survey.

SENSE OF SAFETY

Wigston has seen a net decrease in the number of respondents to stating that they feel 'Very Safe' or 'Safe' in their Council Ward, falling from 61% in 2017-18 to 56% in 2018-19. Overall the majority of respondents (54%) still state that they feel 'Safe' in the Wigston settlement area.



Respondents stating that they feel 'Unsafe' or 'Very Unsafe' doubled from 10% in 2017-18 to 20% in 2018-19. This was coupled with a 6% decrease in the number of respondents who stated that they felt 'Neither Safe or Unsafe' in their Council Ward.

	Very Safe	Safe	Neither Safe or Unsafe	Unsafe	Very Unsafe
Wigston All Saints	5% (3)	44% (24)	24% (13)	18% (10)	9% (5)
Wigston Fields	6% (2)	54% (19)	20% (7)	17% (6)	3% (1)
Wigston Meadowcourt	4% (1)	48% (12)	40% (10)	4% (1)	4% (1)
Wigston St Wolstans	10% (3)	57% (17)	17% (5)	17% (5)	0%
Wigston	6% (9)	50% (72)	24% (35)	15% (22)	5% (7)

Wigston St Wolstans is seen by its residents as the safest Ward in the Wigston settlement area with a combined total of 67% of respondents stating that they feel either 'Very Safe' (10%) or 'Safe' (57%) within it.

Wigston All Saints has the highest number of respondents stating that they feel 'Unsafe' (18%) or 'Very Unsafe' (9%) at a combined total of 27%. This is a concerning given that in 2017-18 no respondents stated that they felt 'Unsafe' or 'Very Unsafe' within this Ward. This result potentially correlates to the perceived increase in crime and anti-social behaviour respondents highlighted in the Wigston settlement area.

Wigston | Community Safety Survey 2018-19

Examples of qualitative data collected in relation to respondent's sense of safety in Wigston are given below (presented verbatim).

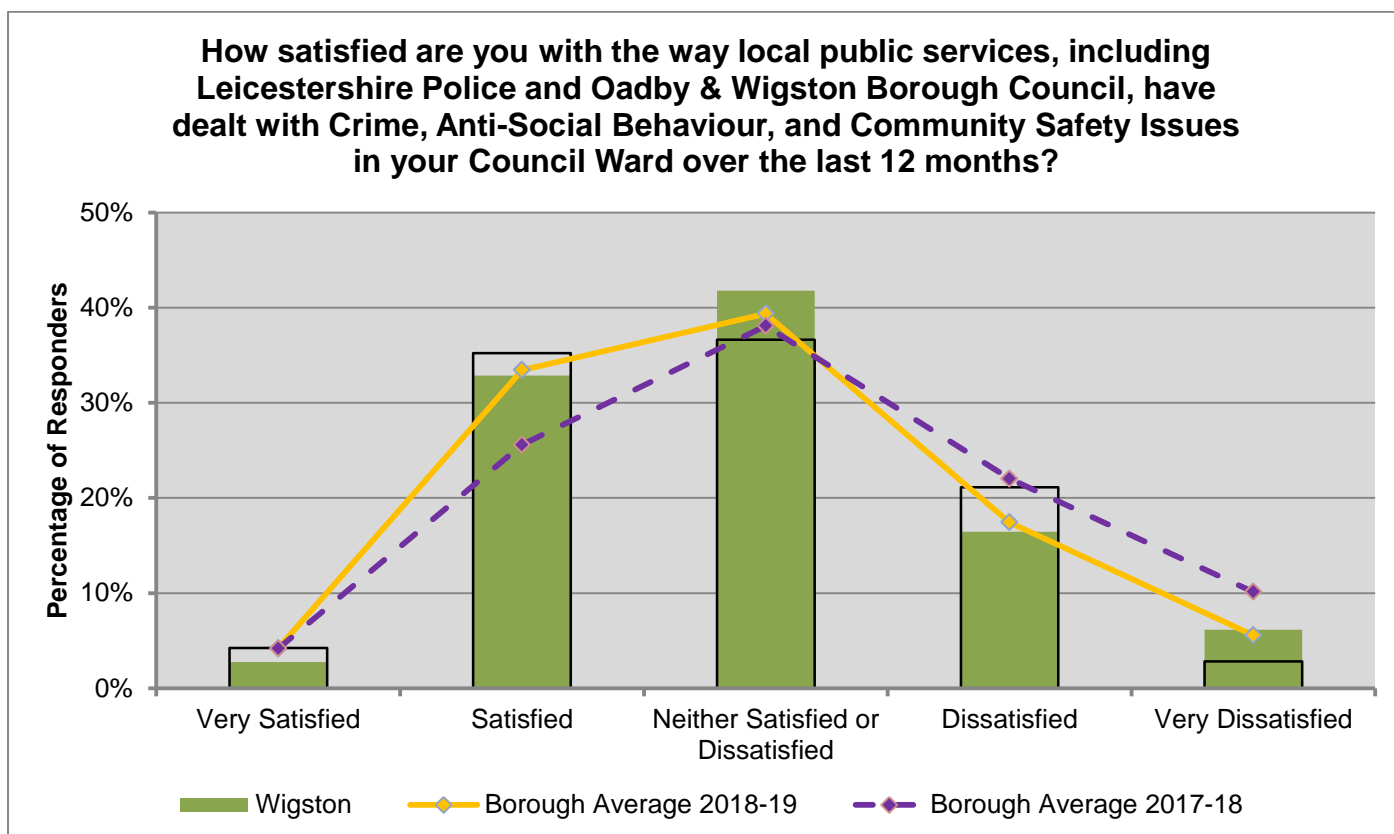
As with the majority of qualitative feedback requested through this survey, only respondents providing a negative response to this question were specifically asked for further comment, skewing the qualitative feedback received toward a negative focus.

- *"It does not fill you with confidence having groups of youngsters running around with scarves over their faces. Or when children thrown things out of top floor flat windows at passer bus or when they are openly taking drugs in doorways."*
- *"There are a lot of strange non-residents hanging around our streets. Also I feel very unsafe with the low level street lighting and even worse no lights after 11pm. It puts me off being out in the dark."*
- *"I have lived here for over 30 years and have always owned dogs. I no longer use the local park (Willow Park) as I feel vulnerable to the many drug and drink users frequenting it during the day time. Similarly just walking around Wigston town centre there are often groups of young people riding bikes directly at people on their own or hanging around shop doorways making comments as people try to access the shop. In addition since the changes to the street lights and the policy of switching them off at certain times now makes walking the dog after dark quite unpleasant."*
- *"Due to burglary and theft."*
- *"Until there's a clear presence handling these issues I will not be happy around here. Kids and adults alike need dealing with."*
- *"There has been an increase in scrap metal collectors driving round, so much so I've installed CCTV to put them off my property."*
- *"Crime. Under the cover of darkness my street is pitch black."*
- *"Knife crime, groups of kids, vandalising, if incidents happen and you call the Police it can take hours for them to show up if they show up at all (lack of Officers) the youths today are out of control the Police and parents have no control."*
- *"We have had a few 'opportunist' thefts."*
- *"Like anywhere we all feel that we could feel safer if the Police had more to say in the punishment on the people cause the unsafe feeling that people have. Our Council are trying to combat crime."*
- *"Cycles on pavement - cars fully on pavements also driving onto pavements in front of pedestrians - reversing without care."*
- *"Because of outsiders into the area where I live the residence would be very happy to see a Councillor (just try it.) (Show ID) earn their money."*
- *"During the day safe. During the evening hours – very wary."*
- *"We live in a modern house, with up to date window, door locks, and an alarm system, and we look out & check our neighbours each side, as they do for us, especially when we are on holiday."*
- *"I wouldn't feel safe walking the estate during darkness."*
- *"As it is a health hazard due to dog fouling it is extremely unsafe, particularly for the young, the older, the disabled and children / adults who use green spaces to keep fit. The Borough needs to have designated dog walking green spaces - not general areas!"*

SATISFACTION WITH LOCAL PUBLIC SERVICES

Satisfaction with local public services in the Wigston settlement area fell slightly from a combined 39% in 2017-18 to a combined 36% in 2018-19. The number of respondents stating they were ‘Dissatisfied’ with local public services also decreased from 21% in 2017-18 to 16% in 2018-19.

Wigston respondents stating that they were ‘Very Dissatisfied’ doubled from 3% in 2017-18 to 6% in 2018-19, although the majority (42%) state that they are ‘Neither Satisfied or Dissatisfied’ with local public services in their Council Ward. This is an increase of 5% from 2017-18.



Wigston saw the most significant change in satisfaction data in the Borough, being the only settlement area to not see a net gain in the number of respondents stating that they feel either ‘Very Satisfied’ or ‘Satisfied’ with local public services in their Council Ward.

	Very Satisfied	Satisfied	Neither Safe or Unsafe	Dissatisfied	Very Dissatisfied
Wigston All Saints	4% (2)	30% (17)	36% (20)	20% (11)	11% (6)
Wigston Fields	3% (1)	40% (14)	37% (13)	17% (6)	3% (1)
Wigston Meadowcourt	0%	32% (8)	52% (13)	12% (3)	4% (1)
Wigston St Wolstans	3% (1)	30% (9)	50% (15)	13% (4)	3% (1)
Wigston	3% (4)	33% (48)	42% (61)	16% (24)	6% (9)

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Satisfaction in local public services is highest in Wigston Fields, at a combined (and sustained) 43%, and lowest in Wigston All Saints at 31%, up from 26% in 2017-18. This information again trends to the public perception of crime and anti-social behaviour in Wigston All Saints increasing over the last 12 months, and is demonstrated by an 11% increase in the number of 'Very Dissatisfied' respondents from this Ward compared to the 2017-18 dataset.

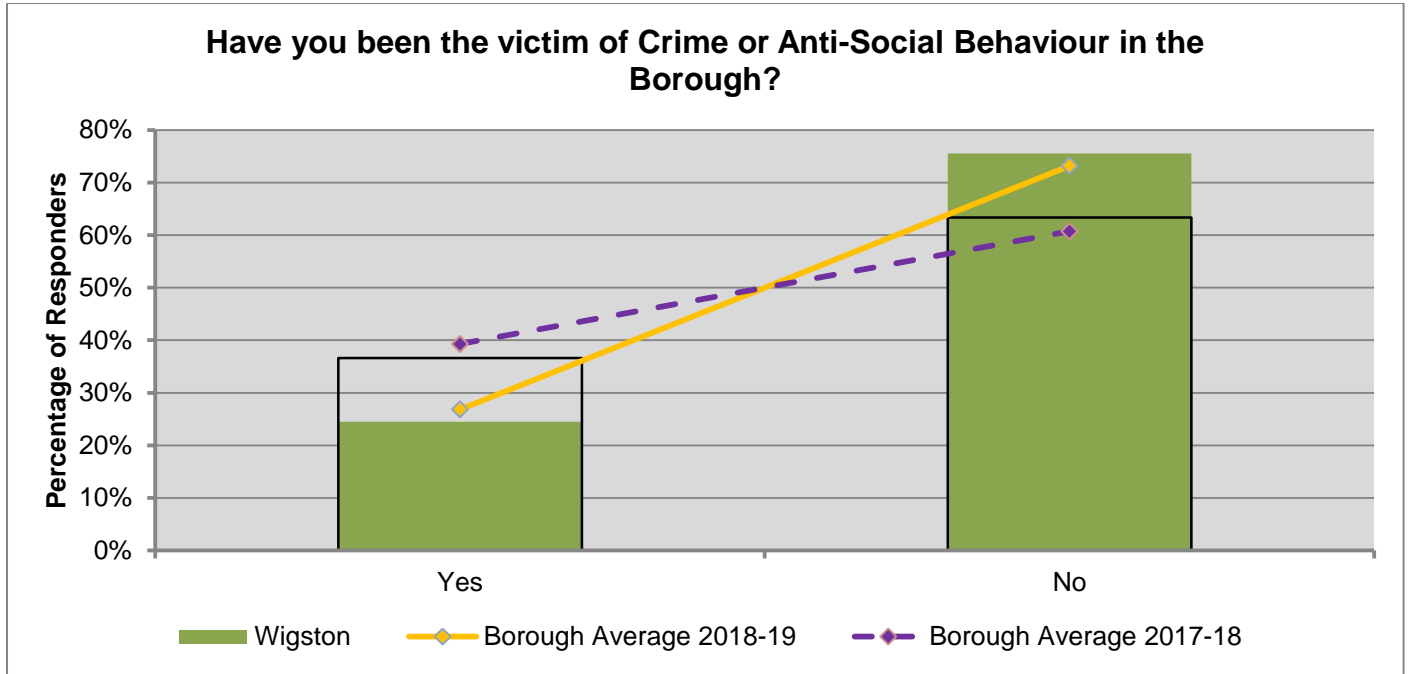
Examples of qualitative data collected in relation to respondent's satisfaction with local public services in Wigston are given below (presented verbatim).

As per the previous section, that qualitative data has also been skewed toward a negative focus by the wording of the question, and will be amended for future surveys.

- *"I have given this answer because I feel that a lot more could be done but I know that the public services are severely limited by the lack of funding and therefore inadequate resources. They are extremely stretched and trying to do the best they can but can only do so much."*
- *"Issues are worsening and although the Police are doing all they can, they are underfunded and not being supported by relevant services. Such as turning point, youth services / centre etc."*
- *"The Council doesn't do anything to help the community."*
- *"Numerous complaints re traffic parking in around the vicinity of local school appear to have no action fingers crossed we don't lose a child's life - this needs constant monitoring due to inconsiderate Parking - yellow liners - corner parking as long as I'm on front row!"*
- *"Lack of funding has led to the failure in keeping people on the right side of the law."*
- *"Not enough Police on the streets. Need more regular patrols. Police Station shut at around 6 at night. In my opinion ridiculous."*
- *"Treated patronisingly by the Police who said that the people dealing in drugs which has been so obvious might be spending several hours in cars to pass on bags of sugar or salt!"*
- *"We have Police Officers patrolling many years ago now not to be seen..."*
- *"There is not enough Police on the streets, there is never any about when you need them and if you call the reply is we will give you a crime number what good is that."*
- *"Lack of local policing."*
- *"We never see a Policeman in the area at school time - the parking is atrocious."*
- *"You are just looked on as being a nuisance if you complain and as above."*
- *"The Police seem disinterested in dealing with "minor" anti-social behaviour, I assume to lack of resources or the target clear up rates. Too many "anti-social" people being brought into Wigston via "affordable housing", I've lived in Wigston for 53 years but it is going to the dogs - seriously considering leaving the area."*
- *"I don't feel that they are making any inroads."*
- *"It is the Borough Council that is not pulling its weight - it needs to get a grip of dog fouling - but first it needs to accept it is an anti-social behaviour."*
- *"Unsafe parking outside the school opposite where I live. Not enough Police seen in Borough."*
- *"No problems at all with bins & recycling collections. Communal & public open areas, grass cutting & cleaning up could be improved. We believe there is some underage drinking nearby in Cleveland Rd area, due to thrown away beer cans etc. Reopen Wigston Police Station at night."*

VICTIMS OF CRIME OR ANTI-SOCIAL BEHAVIOUR

As shown on the graph below, the majority of Wigston based respondents state that they have not been a victim of crime or anti-social behaviour in the Borough, with a 13% decrease in the number of respondents stating that they have been, mirrored by a 13% increase in those stating they have not.



	Yes	No
Wigston All Saints	21% (12)	79% (44)
Wigston Fields	34% (12)	66% (23)
Wigston Meadowcourt	16% (4)	84% (21)
Wigston St Wolstans	26% (8)	74% (23)
Wigston	24% (36)	76% (111)

FURTHER COMMENTS

Respondents to the survey were invited to make any further comments they may have on crime, anti-social behaviour, and community safety issues in their Council Ward, including any suggestions that they may have to address them. A selection of these comments are presented verbatim below;

- *"I have concerns regarding the volume of traffic entering McDonalds, and the impact that this often has on the highway. This regularly gets clogged up due to the close vicinity of the roundabout, which now being signalised causes congestion when the McDonalds entrance gets blocked. Primarily a Highway Authority concern, but thought it was worth raising."*
- *"1. I would like to see Police street patrols to address anti-social behaviour. 2. Something to address nuisance/inconsiderate parking but unsure how this can be addressed so that residents aren't penalised."*
- *"Fortunately we haven't had any concerns but it would be good to see more of a Police presence in the area. The lighting in the area is not as bright as it used to be and we think this doesn't help matters."*
- *"I would like to see youngsters having positive interaction with the services from a young age so that they learn to respect them. This is something I have taught my children however it appears some parenting qualities in practice these days leave a lot to be desired. Maybe parents should be made to attend parenting classes."*
- *"If more homes had some CCTV it might help a bit."*
- *"Regular Police patrols. I assume something on these lines has been done as the drug dealing has lessened but still exists."*
- *"There are no sanctions / fines / repercussions anymore and people know it. Do whatever they feel as know they won't get reprimanded."*
- *"Would like to see more Police patrolling the area."*
- *"Street lights maintained and on all night."*
- *"It would be nice to see some street patrolling by Police. Even PCSOs are now non-existent from the local street scene."*
- *"I am aware of burglaries in 2 of the 11 homes in my street, but not aware that anyone was caught, prosecuted and punished for these crimes. What is the actual annual statistical data?"*
- *"Switch on all the street lights at night. More Police patrols. Do not release the perpetrators when you catch them. No point in catching them in the first place."*
- *"My car mirror was broken. This is a while ago. About 10 cars in a town had the mirrors broken deliberately. More lighting would help as crimes have been committed after 12am when the street lights are turned off."*
- *"Use people who have been given community service orders to pick up litter, clean off graffiti etc. This could also be used as community resolutions for young ASB perpetrators with the hope that they would take a pride in what they achieve and subsequently take a pride in their surroundings."*
- *"Clear evening presence is needed as are stricter punishments on public intoxication and those who let kids roam and cause trouble late at night."*
- *"Council need to work with youth organisations like scouts and youth clubs and sports club funding support to help reduced the lack of things for youth members to do outside of their school and home life."*
- *"As soon as I have returned home from my school run we stay in we will not go to public events we will not leave the house as I do not drive and our streets are not safe anymore."*

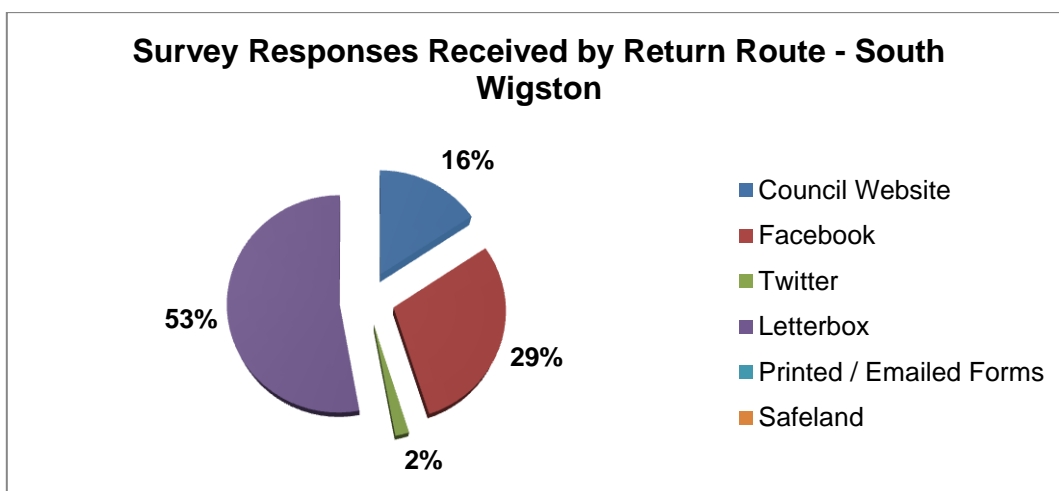
SOUTH WIGSTON



RESPONSES OVERVIEW

A total of 51 responses to this year’s survey were received from the South Wigston settlement area, which is its own Ward in the Borough of Oadby and Wigston, accounting for 17% of the total responses received for 2018-19. This response rate was a 55% (+22) increase in responses from South Wigston compared to 2017-18’s survey. The responses were broken down as follows;

Ward	Complete Surveys		Incomplete Surveys	
	#	%	#	%
South Wigston	46	90%	5	10%



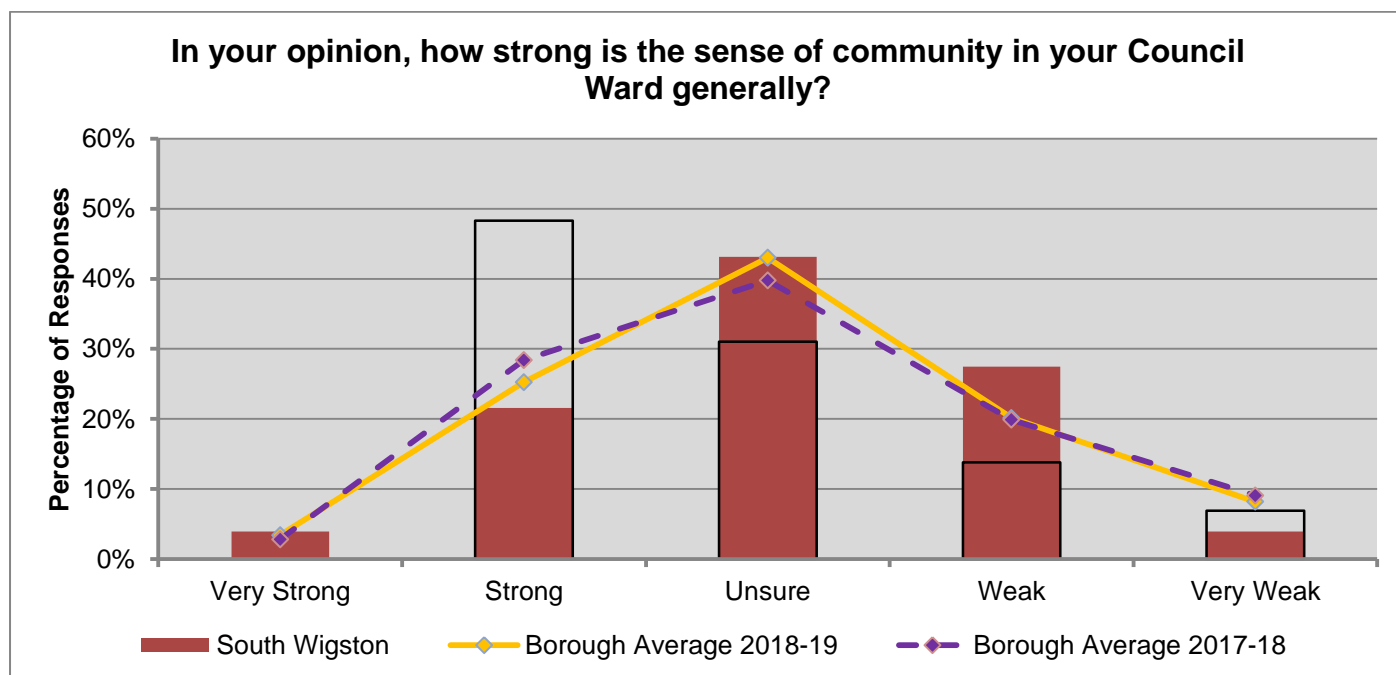
Letterbox was the primary return route for all survey responses received from the South Wigston settlement area, accounting for 53% of all responses, although South Wigston demonstrates Letterbox’s lowest share of responses across the Borough.

Facebook was the main digital return route in South Wigston, generating 29% of all responses from this Ward, with the Council’s website seeing its worst performance as a return route in South Wigston at 16%.

SENSE OF COMMUNITY

For the second year in a row, respondents were asked “In your opinion, how strong is the sense of community in your Council Ward generally?” The results for South Wigston are laid out below and overleaf.

	Very Strong	Strong	Unsure	Weak	Very Weak
South Wigston	4% (2)	22% (11)	43% (22)	27% (14)	4% (2)



South Wigston’s sense of community has changed significantly since the previous Community Safety Survey was undertaken, with 2017-18’s findings displayed on the above graph as the black bordered column overlays. Overlays will be used on each graph in this section, as above, to compare the findings of 2017-18’s and 2018-19’s surveys.

The most noticeable shift between 2017-18 and 2018-19 is the number of respondents stating that their sense of community is ‘Strong’ has decreased by 24%. This means that only 26% of respondents now feel that the sense of community in their Council Ward is either ‘Very Strong’ or ‘Strong’.

The number of respondents stating that the sense of community in South Wigston is ‘Weak’ has increased by 63% in 2018-19 compared to 2017-18. The majority of respondents are unsure about the sense of community in their Ward.

Whilst the percentage changes appear large, the actual numerical changes are minor and can be attributed to working with a small dataset, as well as potentially seeing a change in the location of respondents within South Wigston. There is a noticeable community divide between the North and South of the Ward, particularly in affluence and the presence of local amenities, which could account for such a change compared to 2017-18’s results being seen.

Examples of qualitative data collected in relation to the above are given overleaf (presented verbatim).

It should be noted that respondents who answered ‘Weak’ or ‘Very Weak’ were specifically requested to give qualitative feedback on their answers; this was in order to capture why they felt this way, and to identify points of

South Wigston | Community Safety Survey 2018-19

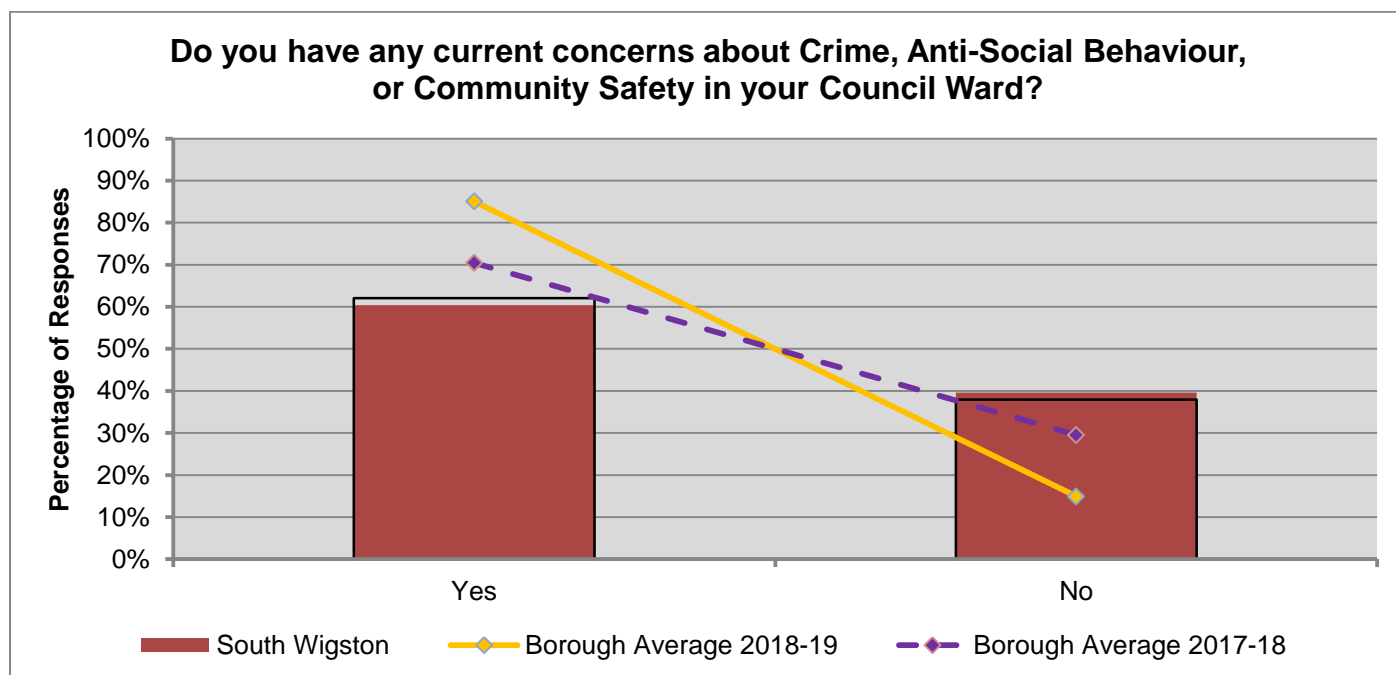
action for the Partnership, and other agencies, to address. This approach has skewed the below qualitative feedback toward a negative focus, and will be modified in future surveys.

- *“The community is great in the old part of South Wigston, not sure about the new estates.”*
- *“A lot of the community events seem to focus on the town centre, and don't include the estates that are slightly further out (Fairfield and Lansdowne Grove for example).”*
- *“People can't even clean up dog crap from our streets... No sense of community or pride.”*
- *“No community centre.”*
- *“Not really aware of any feeling of community really, except at Christmas – the street market & fair is nice.”*
- *“People we know would help in time of need not sure about strangers.”*
- *“Since moving here over a year ago I don't find people friendly. You are lucky if people thank you when in the car. A good morning is rare.”*
- *“Cultural.”*

CRIME, ANTI-SOCIAL BEHAVIOUR, AND COMMUNITY SAFETY CONCERNS

The majority of South Wigston based respondents stated that they had “current concerns about crime, anti-social behaviour, or community safety” in their Council Ward as shown below.

	Yes	No
South Wigston	60% (29)	40% (19)



The data from the 2018-19 survey shows only a minor difference to South Wigston’s results from the 2017-18 survey findings, with only a 2% difference in each figure, and a negligible number of respondents now stating that they do not have any crime, anti-social behaviour, or community safety concerns in their Council Ward.

Continuing from the above survey question, those that stated they did have current concerns around crime, anti-social behaviour, or community safety in their Council Ward were asked to highlight what they were from a list of 11 common concerns in the Borough, as well as affording them an ‘Other’ option for any concerns not listed. Respondents were able to select multiple answers in response to this question, as well as provide additional details via the question’s accompanying comments section.

Respondents were also afforded the opportunity to provide additional detail as to what their specific concern was, if it was one of the common answers, in order to provide the Partnership with specific information on the history of the concern and where it was geographically occurring.

The top crime, anti-social behaviour, or community safety concerns held by members of the public in South Wigston, as per the findings of this survey, are shown overleaf;

South Wigston | Community Safety Survey 2018-19

Priority	Percentage of Respondents	Priority Change from 2017-18 Survey	Concern
1	59% (17)	▲	Groups causing Nuisance
2	55% (16)	▼	Motor Vehicle or Traffic Concerns
3	48% (14)	▲	Littering or Fly-Tipping
4(=)	38% (11)	▲	Noise Nuisance
4(=)	38% (11)	▼	Burglaries and Distraction Thefts
6	31% (9)	▼	Vandalism or Graffiti
7(=)	24% (7)	▼	Drugs or Drug Related Issues
7(=)	24% (7)	—	Drunk or Rowdy Behaviour
9(=)	7% (2)	▲	Domestic Abuse
9(=)	7% (2)	▲	Deliberate Fires
9(=)	7% (2)	▲	Other (See Below)
12	3% (1)	▼	Hate Crime

Examples of qualitative data collected in relation to crime, anti-social behaviour, and community safety concerns in South Wigston are given below (presented verbatim);

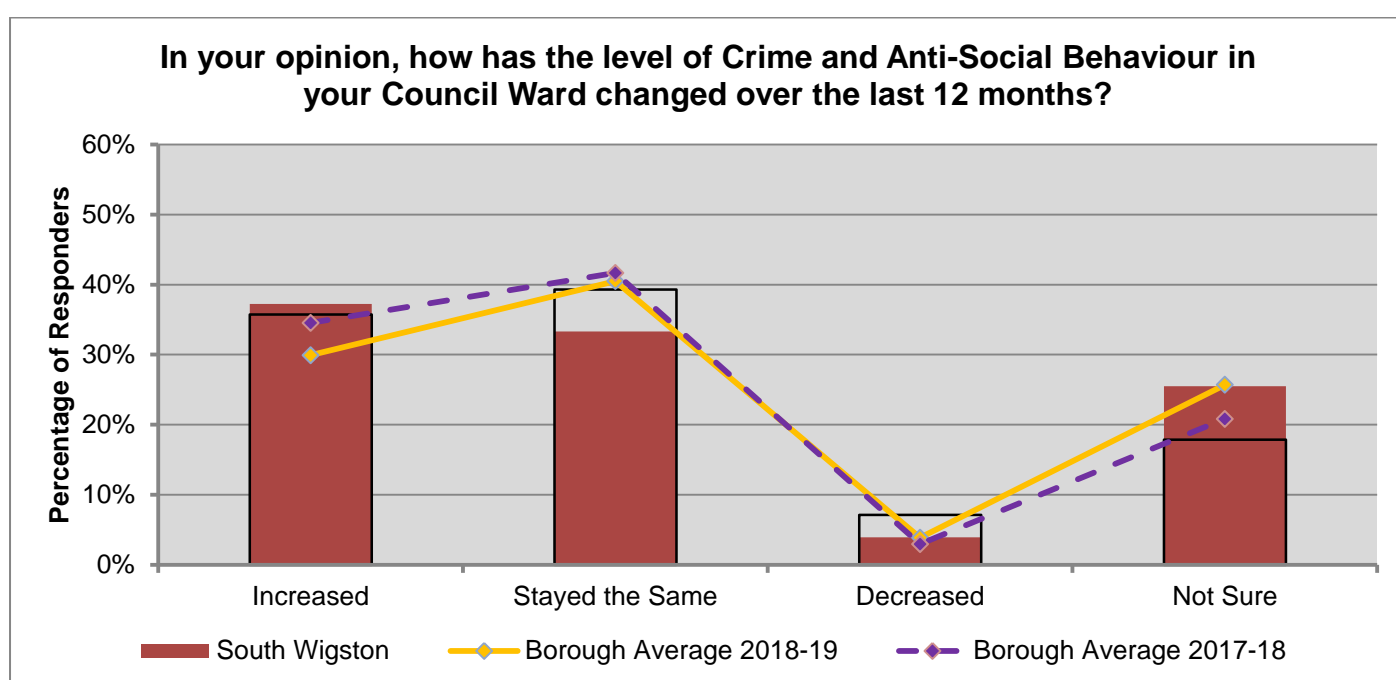
- *“A lot of burglaries reported in area. Feel unsafe as a lot of youth gangs about.”*
- *“Youths walking round the Fairfield estate trying people’s house and car doors at night - being caught on CCTV all round the Borough doing this. Very worrying and needs dealing with ASAP.”*
- *“Gangs of teens hanging around. Motorbikes with no number plates helmet etc. The lighting on the park timings are wrong, I walked home last night at 20.45 and they were off, walked to work this morning at 05.30 and the park is pitch black. It’s pretty scary walking on the park on your own with or without a dog.”*
- *“Dog fouling.”*
- *“There seems to be more groups of young people, especially teenage boys, hanging around in the area. There have been some instances of nuisance to local residents and at the Tesco supermarket. There is little for teenagers to do in the area and it is easy to see why this is happening. However, the level of nuisance can easily get out of hand and will lead the people involved into more serious levels of crime and anti-social behaviour. Older residents find this nuisance upsetting and hard to deal with. I haven’t seen any patrols that cover the streets and roads off Blaby Road where it is generally darker, less busy and easy to cause a nuisance without being seen.”*
- *“Speeding traffic parking on pavements parking on grass verges noisy cars.”*
- *“Noise from domestic vehicles. Parking on grass verges and the pavement. Disregarding parking restrictions in South Wigston and Wigston Magna.”*
- *“Lights off the roadways give burglars a good hiding place out of sight, street lighting is giving help to these groups.”*
- *“Noise - loud music from neighbours or car stereos. Litter - especially on Blaby Road Park - college students.”*
- *“Traffic appears to speed more in Leicester plus there is a high number of suped up bangers that insist on running engines to warm cars up.”*

CRIME AND ANTI-SOCIAL BEHAVIOUR OVER THE LAST 12 MONTHS

70% of South Wigston based respondents believe that the level of crime and anti-social behaviour in their Council Ward has either 'Increased' or 'Stayed the Same' during 2018-19. This is a 5% reduction in the number of respondents who felt this way during 2017-18.

Whilst the overall figure shows less respondents believing that the level of crime and anti-social behaviour in the South Wigston settlement area has either 'Increased' or 'Stayed the Same', separately an additional 9 respondents believed it had 'Increased'. 6% fewer respondents felt that the level had 'Stayed the Same'.

An additional 7% of respondents stated that they were 'Unsure' how crime and anti-social behaviour in their Council Ward had changed over the last 12 months, with a 3% reduction in the number of respondents who stated that crime and anti-social behaviour had 'Decreased'.



Against a backdrop of a national rise in crime in the United Kingdom, against which the Borough is tracking, seeing the majority of respondents across the Borough stating that they feel crime and anti-social behaviour in their Council Ward has either 'Increased' or 'Stayed the Same' was anticipated. It's disappointing however to see that in South Wigston the majority of respondents now feel that crime and anti-social behaviour is increasing.

	Increased	Stayed the Same	Decreased	Not Sure
South Wigston	37% (19)	33% (17)	4% (2)	25% (13)

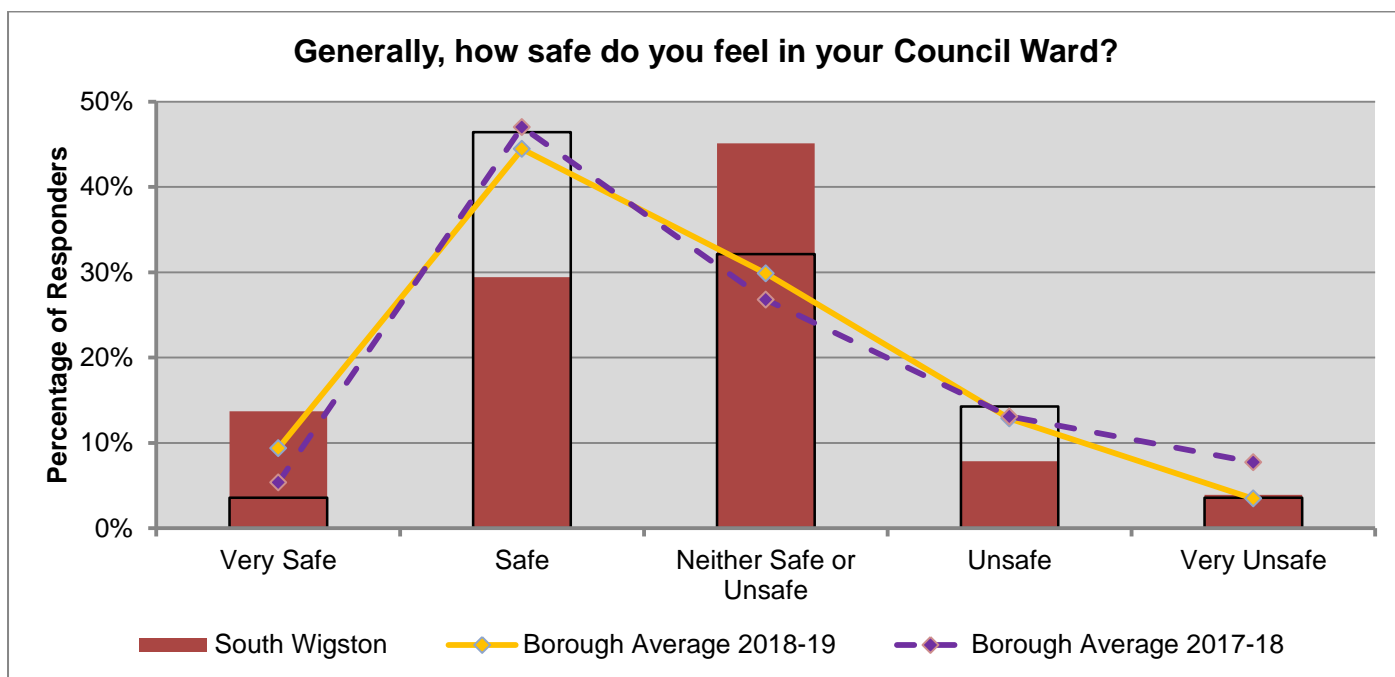
Whilst the Partnership has looked at, and utilised, additional methods for keeping members of the public updated it is clear there is still work to be explored around keeping knowledge of schemes designed to tackle crime, disorder, and anti-social behaviour in the Borough. New approaches, such as the implementation of Safeland as a means for communication, to be implemented in 2019-20 are expected to result in the number of 'Not Sure' respondents significantly decreasing during next year's Community Safety Survey.

SENSE OF SAFETY

South Wigston has seen an overall decrease in the number of respondents, following 2018-19's survey, who state that they feel 'Very Safe' or 'Safe' in their Council Ward, falling from a combined 50% in 2017-18 to 43% in 2018-19.

Separately, the number of respondents stating that they feel 'Very Safe' in South Wigston has increased by 10%, whilst the number of respondents stating that they feel 'Safe' has fallen by 17%. Respondents stating they feel 'Unsafe' have also decreased by 6%.

The majority of respondents now state that they feel 'Neither Safe or Unsafe' in South Wigston.



	Very Safe	Safe	Neither Safe or Unsafe	Unsafe	Very Unsafe
South Wigston	14% (7)	29% (15)	45% (23)	8% (4)	4% (2)

Examples of qualitative data collected in relation to respondent's sense of safety in South Wigston are given below and overleaf (presented verbatim).

As with the majority of qualitative feedback requested through this survey, only respondents providing a negative response to this question were specifically asked for further comment, skewing the qualitative feedback received toward a negative focus.

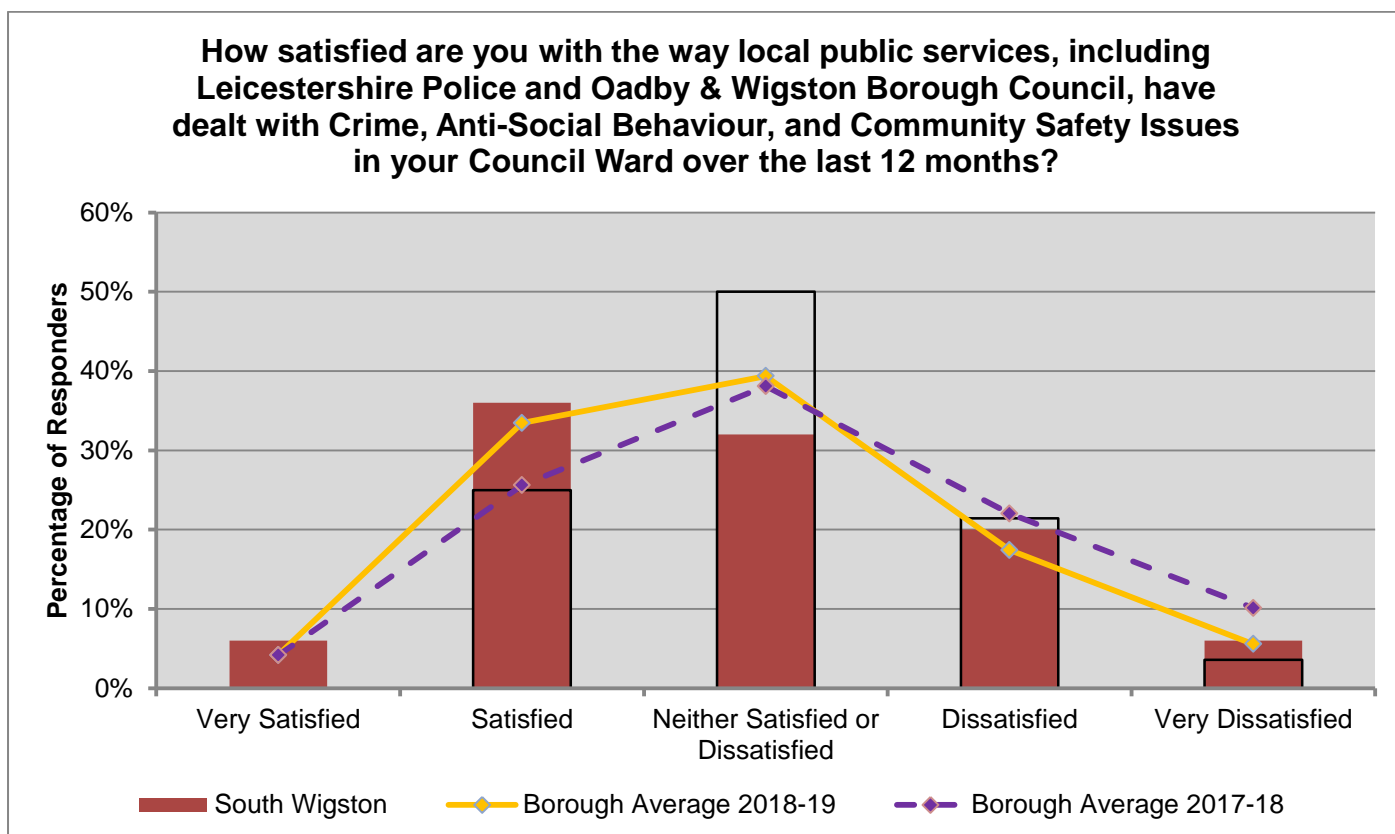
- *"Lots of loud, drunk people, lots of teenagers bring rowdy since the library closed."*
- *"A lot of youth gangs about. A lot of burglaries reported."*
- *"I double check I've locked my car and all house doors every night as aware there has been a lot of incidents on the estate. My neighbour over the road got broke into during broad daylight while at work - I found out about it as the Police came to ask me that evening if I'd seen anything however I had also been at work and couldn't help them."*

- *"I love it round here, but I feel that we've got to put extra cameras up on our home, padlock everything outside, whether it's a gate or shed, and with the street lights being turned off on the side streets mean bad people can get around to easy and not getting spotted."*
- *"Knives. Random people asking for money. Drugs. Drinking. Foul language. Music."*
- *"Because street lighting goes off around midnight and when having to walk somewhere after this time makes me feel very unsafe and also no lighting is a tool for anyone wishing to cause any acts of crime or anti-social behaviour."*
- *"I feel unsafe when drones are used in park behind house & can see into my garden. Fear they may be 'casing the joint'."*
- *"Am always aware of people and surroundings especially when on my own."*

SATISFACTION WITH LOCAL PUBLIC SERVICES

Responses from South Wigston saw a substantial change in regards to those stating they are 'Very Satisfied' or 'Satisfied' with local public services in their Council Ward, totalling 42% of all responses received in 2018-19, up from 25% in 2017-18, and seeing reductions in the number of 'Neither Satisfied or Dissatisfied' respondents, down to 32% from 50% in 2017-18.

Significantly, no 'Very Satisfied' responses were received in 2017-18, whereas through this year's Community Safety Survey 6% of all respondents provided this answer.



Respondents stating that they were 'Dissatisfied' with local public services fell by 1%, although 'Very Dissatisfied' responses increased by 2%. South Wigston is the only settlement area in the Borough that saw the number of 'on the fence' responses reform into either a positive or negative position.

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
South Wigston	6% (3)	36% (18)	32% (16)	20% (10)	6% (3)

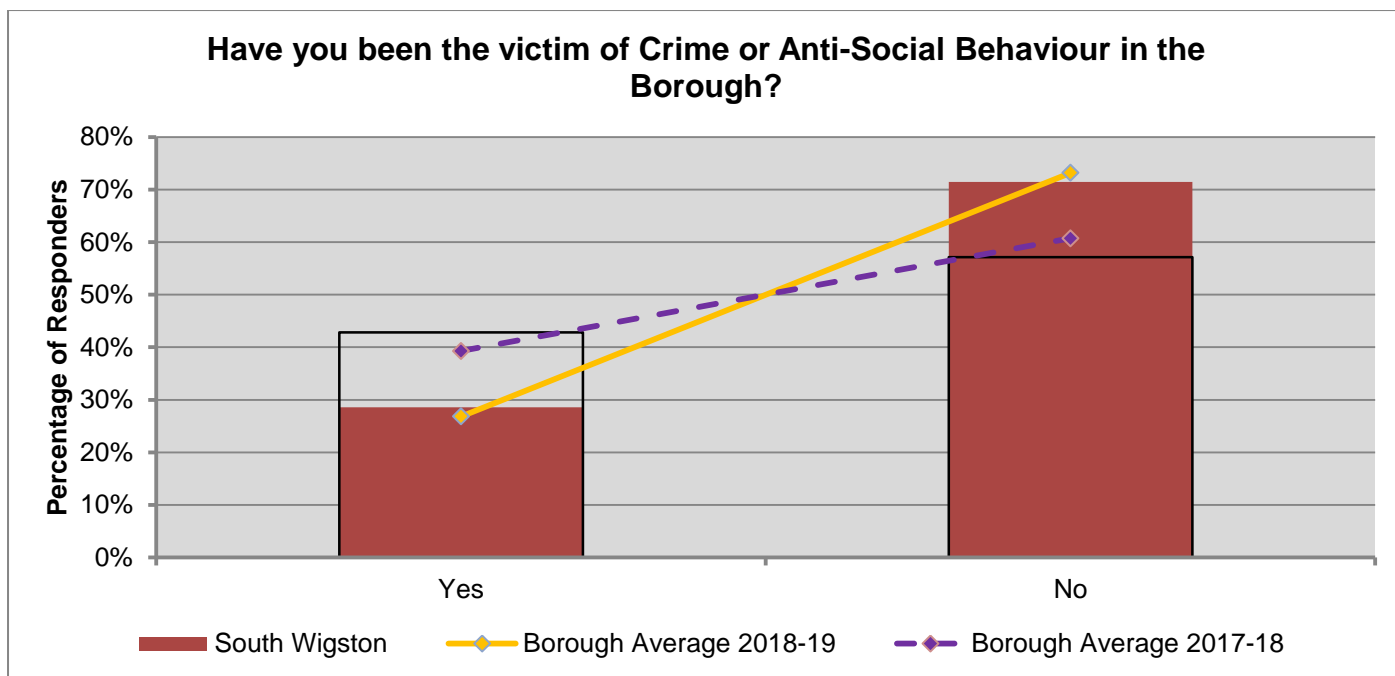
Examples of qualitative data collected in relation to respondent's satisfaction with local public services in South Wigston are given overleaf (presented verbatim).

As per the previous section, this qualitative data has also been skewed toward a negative focus by the wording of the question, and will be amended for future surveys.

- *"We've called the Police over a neighbour running through the streets and threatening us each time we open the door and no one even comes to investigate."*
- *"Young people are still meeting up and causing trouble i.e. vandalism, harassment and nothing is done to stop this continuing. They are moved on and meet up somewhere else and do exactly the same. Older people do not feel safe to go out and nothing has been done to address this."*
- *"I think there is not enough Police to cope with anti-social behaviour as we stand."*
- *"We need more funding for more Police Officers. The attitude of the younger generation, have a stinking attitude towards people senior to them, and they don't care about any form of road safety either. And a huge bug bear is the constant traffic jams peak times."*
- *"Don't listen to community views. How to deal with issues better than Police and Council."*
- *"Lack of enforcement of traffic offences. Zero action on speeding traffic."*
- *"A disregard to all types of traffic offences, speeding and parking."*
- *"You never see the Police about and if you were to report a crime they just give you a crime number."*
- *"No idea, seen 2 Police / Community Officer since living here."*
- *"Never see a Police in this area, maybe the odd PSO."*
- *"Bus service on Fairfield (diabolical). Arriva could not care less."*
- *"Not enough of them."*

VICTIMS OF CRIME OR ANTI-SOCIAL BEHAVIOUR

As shown on the graph below, the majority of South Wigston based respondents state that they have not been a victim of crime or anti-social behaviour in the Borough, with a 14% difference in responses received through 2017-18's Community Safety Survey.



It is positive to note the increase in the number of South Wigston based respondents stating that they have not been a victim of crime or anti-social behaviour in the Borough, a trend that has remained consistent across all three settlement areas covered by this report.

FURTHER COMMENTS

Respondents to the survey were invited to make any further comments they may have on crime, anti-social behaviour, and community safety issues in their Council Ward, including any suggestions that they may have to address them. A selection of these comments are presented verbatim below;

- *“Tighten up.”*
- *“There are far too many youths wandering the streets getting up no mischief. They damage property and shout abuse at people. Where are the parents? Large groups of children congregate at the shops and it’s very intimidating for people to walk by.”*
- *“Address the young people in question before looking at everyone else. I am sure the Police know who they are.”*
- *“Some of the things I’ve seen on social media suggest that recent behaviour is stemming from the younger youth population. Are these people in education and have Police visited the schools to give a firm message of the type ‘we know what’s going on, only a matter of time before you get caught and when you do here are the consequences to your life later down the line (i.e., criminal record, not able to apply for credit, not able to get a job etc.)???”*
- *“There’s a very lackadaisical approach to drug use around the collage. How about random sniffer dogs being sent in?? Keep the park lights on when it’s dark; being in mind they are LEDs and cost so much less to run.”*
- *“Listen don’t judge. Be like say independent till provide with evidence then the Police to deal with issue. No go round the houses send it to a judge, court.”*
- *“Visual enforcement officers. Traffic calming methods.”*
- *“A visible traffic enforcement policy.”*
- *“More Police patrolling on foot.”*
- *“In the summer, school children leaving crisp packets, pop bottles, in streets off Lansdowne Grove. Need more refuse bins?”*
- *“Would like to see Police Officers around. Never see one out & around in the community.”*
- *“South Wigston College, the pupils have gone to Tesco and then thrown their rubbish in the hedges or road. It’s disgusting, I have told a couple of kids about it and got some abuse, so what’s the point.”*

APPENDIX A – COMMUNITY SAFETY SURVEY 2018-19



Community Safety Survey 2018-19

The Oadby & Wigston Community Safety Partnership is made up of a range of organisations who work together to make the Borough a safer place to live, work and visit.

These organisations, including Leicestershire Fire and Rescue Service, Leicestershire Police, and Oadby & Wigston Borough Council, recognise that by combining resources, experience, and knowledge the Partnership can offer an enhanced approach to tackling issues and concerns with the Borough, and offer a greater level of value for money within the work it undertakes or commissions.

The Partnership is committed to listening to your views so we can improve our services and tackle the concerns that are most important to our community.

1. Please tell us which Council Ward you identify with the most.

- | | | | |
|-------------------|--------------------------|---------------------|--------------------------|
| Oadby Brocks Hill | <input type="checkbox"/> | South Wigston | <input type="checkbox"/> |
| Oadby Grange | <input type="checkbox"/> | Wigston All Saints | <input type="checkbox"/> |
| Oadby St Peters | <input type="checkbox"/> | Wigston Fields | <input type="checkbox"/> |
| Oadby Uplands | <input type="checkbox"/> | Wigston Meadowcourt | <input type="checkbox"/> |
| Oadby Woodlands | <input type="checkbox"/> | Wigston St Wolstans | <input type="checkbox"/> |

2. In your opinion, how strong is the sense of community in your Council Ward generally?

- | | | | |
|-------------|--------------------------|-----------|--------------------------|
| Very Strong | <input type="checkbox"/> | Weak | <input type="checkbox"/> |
| Strong | <input type="checkbox"/> | Very Weak | <input type="checkbox"/> |
| Unsure | <input type="checkbox"/> | | |

If you answered 'Weak' or 'Very Weak', please tell us why in the space below.

(Continue on a separate sheet if required)

3. Do you have any current concerns about Crime, Anti-Social Behaviour, or Community Safety in your Council Ward?

- | | | | |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

4. If you ticked 'Yes' for Question 3, please tell us the nature of your concerns. (Please select all that apply.)

- | | | | |
|-----------------------------------|--------------------------|---|--------------------------|
| Groups causing Nuisance | <input type="checkbox"/> | Hate Crime (i.e. prejudice or discrimination) | <input type="checkbox"/> |
| Drugs or Drug Related Issues | <input type="checkbox"/> | Drunk or Rowdy Behaviour | <input type="checkbox"/> |
| Noise Nuisance | <input type="checkbox"/> | Vandalism or Graffiti | <input type="checkbox"/> |
| Domestic Abuse | <input type="checkbox"/> | Deliberate Fires | <input type="checkbox"/> |
| Burglaries and Distraction Thefts | <input type="checkbox"/> | Motor Vehicle and Traffic Concerns | <input type="checkbox"/> |
| Littering or Fly-Tipping | <input type="checkbox"/> | Other (Please specify below) | <input type="checkbox"/> |

Please use this space to provide any additional details you feel are relevant to your concerns above.
(Continue on a separate sheet if required)

5. In your opinion, how has the level of Crime and Anti-Social Behaviour in your Council Ward changed over the last 12 months?

Increased Decreased
 Stayed the Same Not Sure

6. Generally, how safe do you feel in your Council Ward?

Very Safe Unsafe
 Safe Very Unsafe
 Neither Safe or Unsafe

If you feel 'Unsafe' or 'Very Unsafe', please tell us why in the space below.

(Continue on a separate sheet if required)

7. How satisfied are you with the way local public services, including Leicestershire Police and Oadby & Wigston Borough Council, have dealt with Crime, Anti-Social Behaviour, and Community Safety issues in your Council Ward over the last 12 months?

Very Satisfied Dissatisfied
 Satisfied Very Dissatisfied
 Neither Satisfied or Dissatisfied

If you feel 'Dissatisfied' or 'Very Dissatisfied', please tell us why in the space below.

(Continue on a separate sheet if required)

8. Have you been a victim of Crime or Anti-Social Behaviour in the Borough?

Yes No

9. Please make any further comments you may have on Crime, Anti-Social Behaviour, or Community Safety issues below, including any suggestions you may have to address them.

(Continue on a separate sheet if required)

Completed copies of this survey can be returned through the following routes:

By Post:

Mark Smith
 Community Safety & Youth Officer
 Oadby & Wigston Borough Council
 Council Offices
 Station Road
 Wigston, Leicestershire
 LE18 2DR

Via Email:

Mark.Smith@oadby-wigston.gov.uk

By Hand:

Customer Service Centre
 40 Bell Street
 Wigston, Leicestershire
 LE18 1AD