

matthew



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# Annual Alleygating Review

## April 2010

Customer Research Team

Business Improvement

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## **Executive Summary**

The 'Alleygating Review' Questionnaire and report are designed to feedback tenant experiences with Alleygating in their area. This ensures that alleygates continue to meet the needs of tenants.

The questionnaire was designed in April 2010. 21 questionnaires were received. 100 percent of respondents feel safe in the alleygated area.

## **Key Findings**

### Strengths

- 96 percent of respondents think that the gates should stay in place for a further 12 months.
- 100 percent of respondents feel safe in the alleygated area, since the alleygates were installed.
- 74 percent of respondents feel that crime and ASB in their neighbourhood has decreased since the installation of the alleygates.
- 70 percent of respondents have found that noise has decreased since the alleygates were installed.

### Challenges

- Some comments were received that gates were not locked and that this resulted in a reduction in security and banging gates.
- Some people feel that burglary and petty crime remain a problem, in spite of the alleygates.

**Suggestions for areas of focus:**

- 96 percent of respondents think that the gates should stay in place for a further 12 months. Consider keeping gates in place for a further 12 months.
- Some comments were received that gates were not locked and that this resulted in a reduction in security and banging gates. Consider effectively promoting that gates are locked when not in use.

**Data sources**

Every household that has been affected by the alleygating has been surveyed.

**Methodology**

Population Sample – There are 18,839 tenancies managed by ENEHL.

Weighting – ENEHL’s current tenant profile is based on customer profile information extracted from Orchard GUI:

	BME	Disabilities	Gender		Age						
			Male	Female	16-24	25-34	35-44	45-54	55-59	60-64	65+
%	<b>17</b>	<b>17</b>	<b>46</b>	<b>54</b>	<b>6</b>	<b>19</b>	<b>20</b>	<b>16</b>	<b>7</b>	<b>7</b>	<b>25</b>

Delivery Method – Postal surveys sent via Royal Mail.

Analysis – statistical package SPSS.

Satisfaction – calculated using dissatisfied, satisfied, and neither satisfied nor dissatisfied levels. No opinion and can’t remember are calculated separately.

**Definitions**

ENEHL	–	East North East Homes Leeds
NHO	–	Neighbourhood Housing Office
OSC	–	One Stop Centres
BME	–	Black Minority Ethnic
LGBT	-	Lesbian, Gay, Bi-sexual, and Transexual.

**Introduction**

This report summarises the responses to each question within the survey. Findings are then discussed, highlighting areas of both success and concern.

The second part concerns trend analysis from the questions, which assists in drawing conclusions about customer satisfaction and suggestions.

**Results:**

<b>Personal Safety</b>
<p><b>1. Since the Alleygates were installed, how safe have you felt in Alleygated areas? (20 responses)</b></p> <p>Very safe – 45% Safe – 55% Unsafe – 0% Very unsafe – 0%</p> <p><b>Noticeable Trends:</b></p>
<p><b>2. Since the installation of the Alleygates, do you feel crime and anti social behaviour in your neighbourhood has: (19 responses)</b></p> <p>Increased – 11% Stayed the same – 16% Decreased – 74%</p> <p><b>Noticeable Trends:</b></p>
<p><b>3. Do you have any general comments about the crime in your area? What crime has been reduced since the Alleygates were installed? (written responses listed)</b></p> <ul style="list-style-type: none"><li>• Car vandalism, gangs gathering</li><li>• Drug dealing this was a big and frightening problem and seems to have stopped all together</li><li>• Noise nuisance</li><li>• People use the alleyways to do / deal in drugs and generally keeping people who don't live in the area away.</li><li>• Vandalism, gangs congregating leading to ASB.</li><li>• Very quiet in street I live I, never see police on foot, once or twice in last year in police car.</li></ul> <p><b>What crime remains?</b></p> <ul style="list-style-type: none"><li>• Rubbish dumping litter</li><li>• Not known</li><li>• No crime that I know of.</li><li>• From the Police presence at the Aysgarth Residents Group meeting burglaries and petty crime and theft seems to be arising still</li><li>• Burglaries</li><li>• Burglary, graffiti</li></ul>

<b>Community Life</b>
<p><b>1. Since the gates were installed, has the amount of litter in your Allegated area:</b> (21 responses)</p> <p>Increased – 10%            Stayed the same – 52%            Decreased – 38%</p> <p><b>Noticeable Trends:</b></p>
<p><b>2. Since the gates were installed, has the noise in your Alleygated area:</b> (20 responses)</p> <p>Increased – 0%            Stayed the same – 30%            Decreased – 70%</p> <p><b>Noticeable Trends:</b></p>
<p><b>3. Since the gates were installed, has the relationship with your neighbours:</b> (20 responses)</p> <p>Increased – 5%            Stayed the same – 95%            Decreased – 0%</p> <p><b>Noticeable Trends:</b></p>
<p><b>4. Have any noticeable changes taken place since the installation of the gates? What are these changes?</b> (written responses listed)</p> <ul style="list-style-type: none"> <li>• Someone keeps the gate opposite me and anybody is walking through</li> <li>• Not much has changed</li> <li>• No changes stopped people walking across Aysgarth Close</li> <li>• Much quieter, more private</li> <li>• Much quieter</li> <li>• Living on gable end alleygate return spring not right people banging gate reported twice in last 6 months.</li> <li>• Less strangers walking through thoroughfare</li> <li>• I don't get strangers in and out of my garden and also up and down part of the garden which is a lot better. It's much better and safer</li> <li>• Dog poo which I have to sweep up, plus rubbish, plus banging of gate every time, plus other things my gate got broke with climbing over the wall.</li> <li>• A lot quieter than traffic by people passing, less drug dealing.</li> </ul> <p><b>Noticeable Trends:</b></p>

## The Gates and Fencing

### 1. Are the gates kept locked enough to be considered effective? (20 responses)

Yes – 75%

No – 25%

#### Noticeable Trends:

### 2. Have you any comments about the gates since their installation ? (written responses listed)

- Yes keep them
- Waste of time keeps me awake at night some times with the banging.
- The gates are fantastic the only downside is some of the residents using them and leaving open or on latch
- Safer in my home and my neighbours seem to agree it's been the best thing council have done for a while in the Aysgarths. Thank you.
- Leave them up permanently
- Just return spring only on path between 14 and 10 Aysgarth Place
- I find that the gates are not locked
- Certain people leave gates open lessening their effectiveness some people who do not live on estate appear to have keys.
- Can that keeping open if this carry on it will go back to slums
- Bottom end of street not closing gates Aysgarth Place
- Better since automatic closing

#### Noticeable Trends:

### 3. Alleygating is classed as a 'temporary restriction'. If crime and ASB in a gated area reduces, there may be no need for the gates any further. Safer Leeds would like to know if you would like the Alleygating: (24 responses)

To stay in place for a further 12 months – 96%

To be removed completely – 4%

#### Noticeable Trends:



### **Additional Comments**

#### **4. Additional Comments:** (written responses listed)

- We would like the gates to remain as the quality of life has improved greatly. We feel more secure and safe in our home without noise and strangers going through at night time
- The streets are safer and we don't have non-residents passing and making a mess. The cars are safer.
- Thank you.
- No way should these gates be removed as it would be a backward step for the area.
- It's still noisy.
- I would like the Alleygate between 6 & 8 Aysgarth Close to stay not only for another 12 months, but to stay for good as it has stopped anybody and everybody using the alley and has made my front room very private as everybody that passes through seems to look straight in my home . It has also stopped children riding bikes and skateboards up and down constantly.
- I feel much safer with the gates and with the noise being reduced at night in particular. As I live alone I am more relaxed and happy not to have strange people passing at night

#### **Noticeable Trends:**

## **Analysis**

100 percent of respondents feel safe in the alleygated area, since the alleygates were installed.

74 percent of respondents feel that crime and ASB in their neighbourhood has decreased since the installation of the alleygates. 11 percent of respondents feel that crime and ASB has increased since the alleygates. 16 percent feel that crime and ASB is unchanged.

Some people commented that car vandalism, gangs, noise nuisance and drug dealing has decreased since the introduction of the alleygates.

Some people feel that burglary and petty crime remain a problem, in spite of the alleygates.

52 percent of respondents have found that the amount of litter is unchanged since the alleygates were installed. 38 percent of respondents have found that the amount of litter has decreased.

70 percent of respondents have found that noise has decreased since the alleygates were installed.

95 percent of respondents think that their relationship with their neighbours is unchanged as a result of the alleygates.

Some noticeable changes since the installation of the alleygates include, a quieter area, and more privacy. One negative change was commented upon and this was a banging gate.

75 percent of respondents think that the gates are kept locked enough to be considered effective. However some comments were received that gates were not locked and that this resulted in a reduction in security and banging gates.

96 percent of respondents think that the gates should stay in place for a further 12 months.

**Feedback Proforma:**

<b>For audit and service improvement purposes, please advise whether courses of action will be taken on each of the recommendations/ suggested areas of concern:</b>			
<b>Area of Focus</b>	<b>Possible Action</b>	<b>Officers / teams involved</b>	<b>Indicator of Success</b>
96 percent of respondents think that the gates should stay in place for a further 12 months.	Keep gates in place for a further 12 months.	-	-
Some comments were received that gates were not locked and that this resulted in a reduction in security and banging gates.	Effectively promote that gates are locked when not in use.	-	-

**Please return this form to the Research Team by email to: [katy.walton@enehl.org.uk](mailto:katy.walton@enehl.org.uk)**