

Community Development

Survey results and report 2007



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Community Development

Survey Results 2007

1 Westlea Housing Association is committed to being 'in business for neighbourhoods' and one of three key strategic aims in our business plan is to deliver 'Quality of Life and Social Enterprise Initiatives'.

In many of the areas in which we operate we own a very significant proportion of the homes in the neighbourhood. We want to ensure that those neighbourhoods are places where our residents and private occupiers are happy to live. This means we must deal with problems such as anti-social behaviour and harassment quickly and effectively and sustain a pleasant physical environment of which residents can feel proud.

Through our 'Maximum Impact' projects and other means, we will invest in:

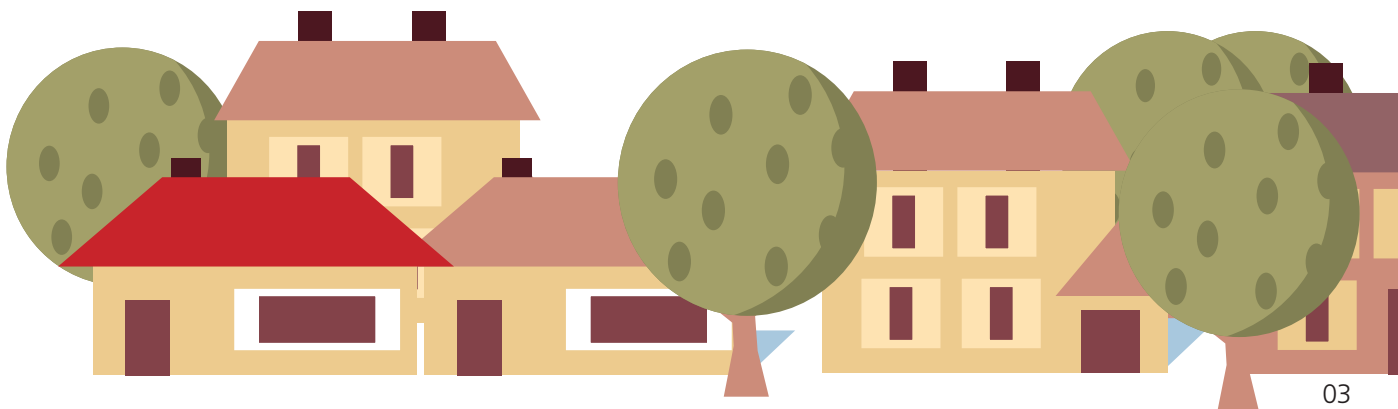
- our homes, and communal areas;
- security;
- grounds and gardens; and
- surrounding streets.

As well as housing, we want to provide help and support where our residents want and need it – for example with money, health and family issues. We work with many statutory and voluntary agencies to support this vision.

2 The first Community Development survey was completed in March 2005. This survey established what residents' priorities were, and set a baseline that could be used to track the impact of future projects. The first Community Development Strategy was launched in May 2005 and a Community Regeneration Board was established later that year.

3 The results from the previous surveys were used to identify what the problems were on the various estates, which enabled us to allocate resources and to set up partnerships, with organisations such as the Youth Development Service and Barnardo's to try to resolve matters. The results from the 2007 survey will be used in the same way. The results will also assist in devising a revised Community Development Strategy.

4 This report is also being made available to all departments within Westlea and to various 'partner' organisations and agencies with whom we work in some of the areas, and to other agencies who may find it a useful document in their work.



5 The report gives

- an overview of how the areas to survey were decided upon;
- information about how the data was collected;
- the methodology used to 'score' the results; and
- individual summaries for each of the areas surveyed.

These summaries also include key facts for the area, such as turnover rates and Housing Benefit take up rates, along with a comparison with last year's results where applicable. (Not all of the areas surveyed this year were surveyed previously.) If you have any queries regarding the survey, or would like further information, please do not hesitate to contact Jen Eastman on 01249 466168, or at jen.eastman@westlea.co.uk

6 Areas surveyed

As stated previously, this is the third year that the Community Development Survey has been conducted. The areas in the first survey were recommended by Neighbourhood Services officers and other Westlea staff. They were then assessed using some of the Housing Corporation sustainability indicators, which determined whether they met our criteria to have a survey undertaken. These indicators include the number of weeks a property takes to be re-let; the percentage of residents in receipt of Housing Benefit; the percentage of rent arrears as a percentage of rent due; and the average maintenance cost per property. If an area was showing higher than average amounts in more than two of these categories when compared to the Association as a whole, it was included in the initial survey. This criteria was also used for the areas recommended this year. See Appendix 1.

The residents of a total of 1598 properties were invited to take part in this year's survey. Some of these properties were in areas that have taken part in previous surveys; others were new areas this year. Rosemary House and Corsham Road in Lacock, Dogridge in Purton and Parsonage Farm Close and Saxon Close in Cricklade were surveyed in the previous two years and not this year. This is because the results for these areas showed that, overall, tenants had a high satisfaction level for two years' running. However there were some areas where the results were not so good. For example, when asked about 'health' in Lacock and Purton. In cases such as this, residents from these areas are to be invited to join in any projects that are being run that may be of interest to them, such as Healthy Living projects.



7 Areas previously surveyed

Area	Number of properties
Coleman's Farm, Calne	388
Stokes Croft, Calne	74
Potley Lane and Pockeridge Road, Corsham	140
Rudloe, Corsham	258
Hill Rise, Chippenham	302
Neeld Crescent, Chippenham	57
Patchway, Chippenham	54

Apart from Hill Rise in Chippenham and Stokes Croft in Calne, all of these areas were surveyed in 2005 and 2006. They were surveyed again this year as the previous results indicated that there are still some problems that need addressing. Hill Rise and Stokes Croft were surveyed for the first time in 2005 after they were recommended by various staff and residents as areas where Westlea may need to find out the issues affecting residents.

In some of the areas slightly different number of properties were surveyed this year compared with last time; this is for a variety of reasons, such as roads being missed in previous years or the demolition of properties or the building of new ones. However, the discrepancy in numbers overall is so slight as to not make a significant difference to the evaluation of the results when compared to previous years.

8 New areas for 2007

Area	Number of properties
Princess Gardens, Wootton Bassett and Eveleigh Road, Wootton Bassett	86
The Lawns, Wootton Bassett	59
Allington Way, Chippenham	84
Corsham Area 1 - Weller Road, Orchard House, Winters Court, Cornwall House and Dickens Avenue	66
Corsham Area 2 - Dicketts Road	30

In addition to the seven areas surveyed previously, a number of other areas were recommended for inclusion in this year's survey. These were areas in which staff or residents (or both) thought that there were issues that needed addressing; and thought that a survey would be able to give them an idea of the residents thoughts and priorities. These areas were assessed using the criteria detailed above and a total of six new areas were surveyed, which included several blocks of flats in Corsham which were surveyed together as 'Corsham Area 1' and 'Corsham Area 2'. The return rate for each area varied – the lowest area was Patchway in Chippenham which had a return rate of 30% and Corsham Area 1 which also had a return rate of 30%; the highest was Allington Way in Chippenham where the return rate was 54%. The return rate for each of the areas surveyed this year is shown as Appendix 2.



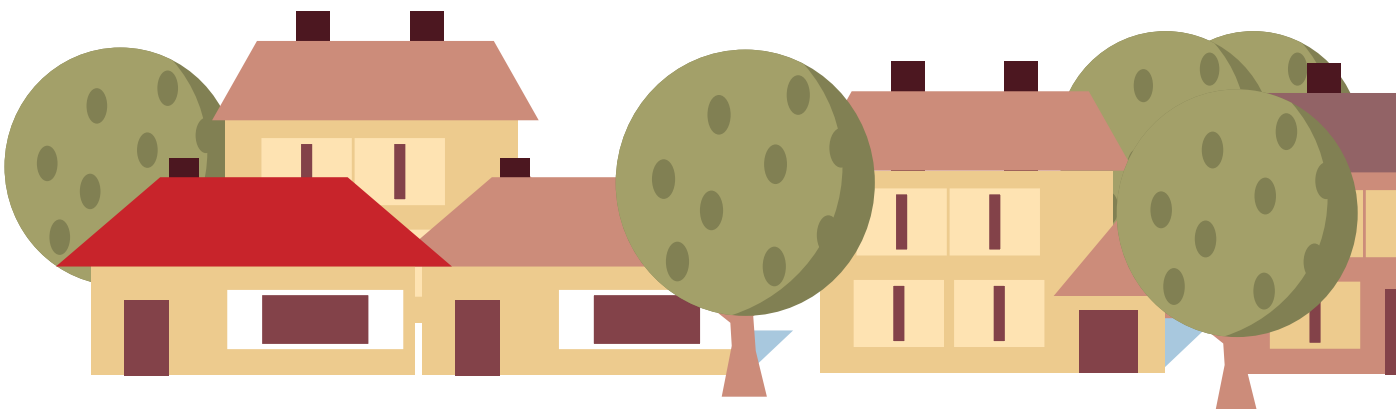
9 Methodology

The 2007 survey, as in previous years, was carried out by Market Researchers (employed specifically for this project) who visited each of the properties to complete the survey with the residents on the doorstep. These researchers were recruited via advertisements in HOME magazine, on community notice boards on the estates, in the job centre and in the local press. They attended a training day where they were given training in skills such as listening and questioning techniques. A total of 12 people were hired under casual contracts. They delivered a flyer to advise residents that the survey was about to start; did survey completion; and inputting of completed forms. A Supervisor was also employed to undertake the day to day running of the project, including timetabling the survey, supervising the Researchers and ensuring the completion of each stage of the project within the timescales needed.

Residents in the areas where the survey was to be conducted were sent a flyer saying that the researchers would be calling within the next two weeks. When it was not possible to complete a survey on the doorstep, either because the resident was out or because they were unable to spare the time to do it, a survey was left with a prepaid envelope in order that they could complete it at their leisure and post it back. Residents were also given the option of completing the survey over the telephone or via the internet. In areas where there was an exceptionally low initial return rate, follow up calls were made to try to increase the overall percentage.

The surveys were all confidential; people did not put their names on the completed forms nor were they marked in any way that could be used to identify individual addresses. As in previous years, an incentive was offered in the form of a Prize Draw for £25 of shopping vouchers for each area; entry to this draw was by a free post card sent with the survey. This card was also used to request further information about some projects mentioned in the survey, e.g. composting, family activities and the 'Whatever' project.

The completed surveys were all entered into the Snap software system and percentage and actual results for each area were produced. These were then converted into a spreadsheet, which 'scored' the categories to give an overall satisfaction score which was then allocated either a red, amber or green light, to determine the importance of various issues.



10 The survey questions

The survey questions were grouped into five main categories, these being:

- Health
- Crime, Anti-Social Behaviour (ASB) and Community Safety
- Children and Young People
- Neighbourhood
- Transport
- Training, Enterprise and Community Groups

In order that valid comparisons could be made with previous results, it was important that the questions asked this year were very similar, if not identical, to those asked before. However, it became evident last year that some of the questions were either not phrased in such a way as to give the information required, or were not actually used in the final analysis grids as they did not fit into any of the main categories; so some difference in the survey questions was necessary.

This year the survey questions were reviewed by members of the Neighbourhood Development Service User Group and by the Community Regeneration Board, in order to make the questions more relevant and the analysis easier to do. The answers to most of the questions are used in the spreadsheets for each area. Other information such as the tenure of the respondents or the amount of time they have lived in the area has been incorporated into the individual report for each estate.

The survey was designed in categories and at the end of each section an additional space was provided for residents to make any additional comments about the issue in question. Some of these responses are incorporated into the individual results later in this report. A full list of the responses is available upon request.

The main changes to the survey need to be borne in mind when comparing the overall 'colours' on the final 'grids' (results table) for each area, as in some cases they make a comparison to appear more, or less, defined than it may actually be. However, we are confident that, overall, a fair comparison with last year's results can be made. A copy of the full survey is in Appendix 3.



The main changes when compared with last year's questions are:

Neighbourhood

In the satisfaction table about various aspects of the neighbourhood, the question about privacy was removed, along with questions about clothes drying areas and storage. The question about noise has been moved to the category regarding Crime, ASB and Community Safety. People were asked additional questions about whether they would be interested in using a compost bin or having a community compost facility if they lived in a flat, and whether they considered parking to be a problem.

Children and Young People

The question regarding large groups of youths or children has been moved to the Crime, ASB and Community Safety category. An additional question was asked about how satisfied people were with the facilities for children and for young people in their area. The satisfaction with, and safety of, play areas is also shown in this category.

Transport and parking

This year as well as asking about how much of a problem transport is for people, we asked how much of a problem parking is. The answers to this question have been put in the Neighbourhood part of the analysis grid and show as a red light in all areas. Transport came out as green in most areas, based solely on the question 'How much of a problem is transport for you?'

Crime, ASB and Community Safety

This section of the survey now includes an additional question about how much of a problem people see crime and anti social behaviour to be in their area. The response to this question is incorporated into the grid which may have had implications on the overall scoring for this category. This year this category also shows the responses to questions about specific aspects of ASB such as animal or bird nuisance, drug dealing and vandalism. We also asked people if they have been a victim of crime in the past 12 months – this information is not incorporated into the grids but is included in the area profiles. Crime figures have been obtained from Wiltshire Police, which show the statistics for the areas where our survey areas are based. This will be useful information to track in future surveys. These figures are for April 2006 – March 2007 and are attached as Appendix 4.



Health

This section also has an additional question that may have impacted on the overall result in some areas. We asked people to rate their overall health, as we feel that the answer to the question, along with the others in this category, gives a truer picture than in previous years.

Training, Enterprise and Community Groups

In previous years this has been scored only on one question which asked whether people were involved in a social enterprise. This category is now scored on a new question that asks about satisfaction levels for training and community projects, which is a much better indication of whether we are getting across information about these projects within neighbourhoods.

Information Technology

This was included in the survey for the first time this year. The information gathered will be used by the Neighbourhood Involvement team and by the eWiltshire project co-ordinators, amongst others. This information is also included as Appendix 5.

11 Scoring

The scoring was done this year in the same way as last time. If a question asked people to rate their satisfaction with an issue the number of people responding was multiplied by a factor of 100, and then the totals were added together and divided by the number responding to give a satisfaction rating. For example:

Children's play areas

Very satisfied	12	multiply by	100	1200
Satisfied	8		75	600
In between	7		50	350
Dissatisfied	5		25	125
Very dissatisfied	3		0	0
Total responding	35		gross score	2275
Rating (gross score divided by total responding)				65.00%

If the answer to a question was either 'yes' or 'no', this was scored in a similar way depending on whether there was a problem with the issue in question. For example:

Is graffiti a problem locally?

No problem	18	multiply by	75	1350
There is a problem	1		25	25
Total responding	19		gross score	1375
Rating (gross score divided by total responding)				72.4%



The results are then 'traffic lighted' to show the overall satisfaction level for each area; the results are colour coded as follows:

- A **Red** light mean that there is a satisfaction rate of less than 51%
- An **Amber** light mean between 52% and 66% satisfaction
- A **Green** light means a satisfaction rate of 67% and over

Evaluation and feedback

As in previous years, the results of the survey will be sent to residents in each of the neighbourhoods in the form of a newsletter. This will give, along with details of what is good and what is not so good in their area, information about how we will try to make things better and the name of the prize draw winner. We will also tell residents what we have done since any previous survey. Residents that requested further information via the prize draw card have been sent information regarding composting and information regarding training courses run by Westlea Housing. The Neighbourhood Involvement team has been sent the names of residents that are interested in community projects that are being run in their neighbourhood; and those who expressed an interest in the 'Whatever' project have had their details passed to the project co-ordinator.

In some of the areas we have set up 'Maximum Impact' teams which involve staff from various departments in the organisation who are working together to improve things. These teams also include a Neighbourhood Worker who works exclusively on the estates working with the community and our partners. These teams are in 'A' list areas which are currently Colemans Farm in Calne; Rudloe in Corsham; Potley and Pockeridge in Corsham; and Hill Rise in Chippenham. It is also proposed that a Maximum Impact team is set up in Stokes Croft in Calne. The results will also be used by departments within Westlea; for example the parking responses will be sent to Asset Management, the communal garden responses will be sent to Ground Maintenance and the appearance of the neighbourhood responses sent to the Neighbourhood Housing teams.

The survey results will be used by the Maximum Impact teams, other staff and partners such as the Police, District Council and other organisations interested in seeing the issues that are important to residents. The survey will take place again in Spring 2008. We do not intend to alter the survey questions next year following the review in 2007; however, we are keen to work with partners and others to ask questions on their behalf. We will try to incorporate any question partners or other organisations would like to ask into our 2008 survey, whether they are for a specific area or for all the areas we survey.




If you would like to find out more about this please contact Jen Eastman, Neighbourhood Involvement Advisor on 01249 466168 or email jen.eastman@westlea.co.uk.

Conclusion

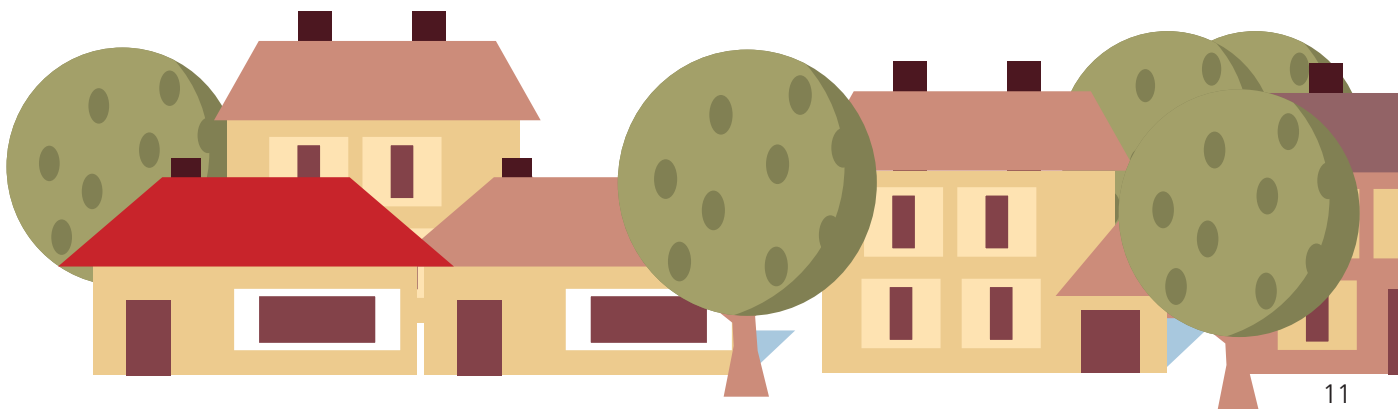
When the survey is carried out again in Spring 2008, most of the areas previously surveyed will be surveyed again so that we can track the progress we are making in relation to specific issues. We will also ask for nominations of new areas that we will then assess. If the area meets our criteria then it will be included in next year's survey.

This report will be used by the Maximum Impact teams (as detailed above) to enable them to concentrate upon the issues that the residents have highlighted as their priorities. Where there are no Maximum Impact teams, the information will be used by the Neighbourhood Housing, Asset Management and Grounds Maintenance teams, amongst others, to address specific issues within the areas. A working group has been set up to look at the specific issues raised by the residents of three-storey flats; this is particularly relevant to the results from Corsham Area 2. Also, it is intended that a review of the Parking Strategy is carried out; the information from this report will be instrumental when this is undertaken.

Main findings – The results

Red light		=	Less than 51% satisfaction level
Amber light		=	Between 52% and 66% satisfaction level
Green light		=	Over 67% satisfaction level

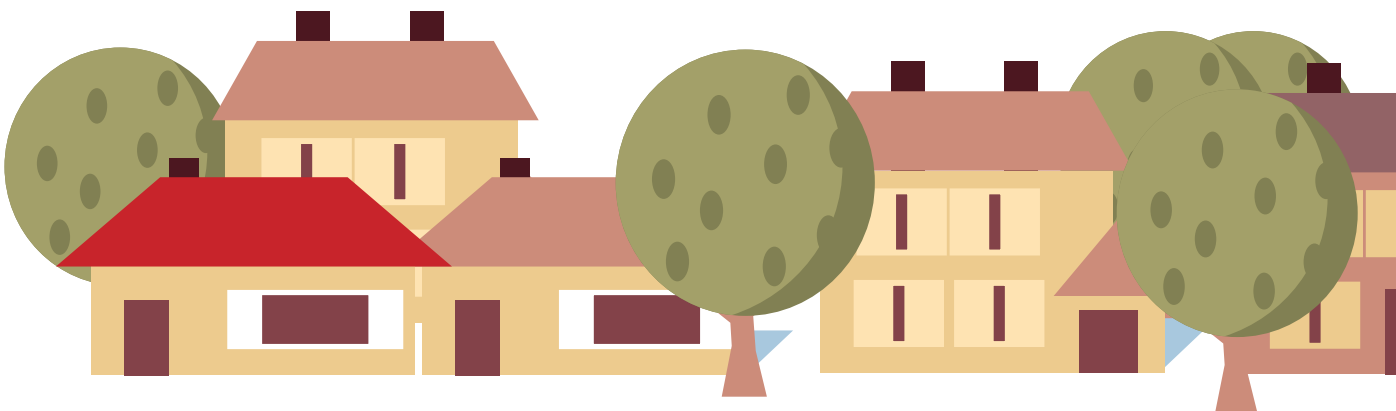
Stokes Croft, Calne	
Colemans Farm, Calne	
Hill Rise, Chippenham	
Neeld Crescent, Chippenham	
Patchway, Chippenham	
Potley and Pockeridge, Corsham	
Rudloe, Corsham	
Corsham 1	
Corsham 2	
Allington Way, Chippenham	
The Lawns, Wootton Bassett	
Eveleigh Road and Princess Gardens, Wootton Bassett	



- In the Health category, all 12 areas are showing amber lights
- In the Crime category, three areas are showing red lights and nine areas are showing amber lights.
- In the category Children and Young People, 11 areas are showing red lights and one is showing an amber light.
- In the category Neighbourhood, 10 areas are showing amber lights and two areas are showing red lights.
- In the Transport category eight areas are showing green lights and four areas are showing amber lights.
- In the Training and Enterprise category, one area is showing a red light, eight areas are showing amber lights and three areas are showing green lights.

The tables showing the scores for various issues are included in the individual sections for each area, along with some of the comments made by residents. A copy of all the comments made is available on request.

The headline results for all areas are included in Appendix 6.





Coleman's Farm

Overall results: ● Green – 1 ● Amber – 4 ● Red – 1

“ Good to see community officers from time to time, would like to see more and more frequently. ”

Coleman's Farm is situated in Calne and consists of a mixture of houses, bungalows and flats.

The survey area includes the following:

- | | |
|------------------|--------------------|
| Pym House | Blake House |
| Bodinnar House | Coulter House |
| Coleman's Close | The Knapp |
| Macauley Square | Angell Close |
| Page Close | Foreman Street |
| Ogilvie Square | George Close |
| Pinnegar House | Fitzmaurice Square |
| Woodroffe Square | Grierson Close |
| Bailey House | |

Coleman's Farm has a Community Centre from which the Calne Family Action Group is run. There are family activities run at the centre through our partnership with Barnardo's, who also provide family support to families on the estate. Westlea also has a partnership with the Youth Development Service who provide street based youth work in the area along with youth clubs at the centre; they also run the popular 'Dreamscheme' project whereby young people can earn points to go on activities such as camping breaks, by working in the community doing things such as litter clean ups. The community centre is also used for IT training courses and internet access by members of the community via the eCalne project.

- A total of 388 properties were surveyed.
- 152 surveys were completed by the residents and returned, representing a 39% return rate.
- 66% of surveys were completed by Westlea tenants.
- 32% of surveys were completed by owner occupiers.
- 2% of surveys were completed by private tenants.
- 44% of residents who completed the survey have lived in their property for 10 years or more.
- 41% who completed the survey were in the 20-44 age group, with 31% aged 45-64.
- 93.41% of respondents were White British; 0.7% White Irish; 0.7% Asian background; and 0.7% Black background.



Westlea formed a partnership with the Youth Development Service for street-based youth work.

Analysis of the survey data shows the following:



Positive

- Increase in resident satisfaction with the overall appearance of the neighbourhood.
- Increase in the number of people who feel safe in their homes during the night.
- Although still showing amber, overall satisfaction with communal gardens has increased.



Negative (Red lights)

- Crime and ASB,
- Large groups of children/youths
- Neighbourhood safety at night
- Satisfaction with facilities and play areas for children and young people
- Satisfaction with litter and rubbish in the neighbourhood
- Satisfaction with parking in the neighbourhood.

Statistics for the area

Colemans Farm	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	3.7%	3.40%	4.1%
% of residents on housing Benefit void period	75.7%	62.98%	54%
Average maintenance costs per property	3.5 weeks	3.2 weeks	2.7 weeks
	Not available	£1567.87	£401.45

Summary of comments made

27 people said that they had been a victim of crime in the last 12 months. The crimes included:

- "I was assaulted outside my home three months ago causing me to spend a week in hospital."
- "Street lights vandalised, windows broken."
- "Youths outside of my home, egg my house and the communal garden gate was stolen."

When asked if there is anything residents would like to tell us about the neighbourhood, many residents commented on the appearance:

- "Very untidy looking, weeds everywhere, some gardens are disgusting. Also the outside walls are terrible looking, could they not be pebble dashed?"
- "Footpaths should be attended to and kept swept, trees pruned and pavements maintained."

Increase in the number of people who feel safe in their homes during the night.

When asked about transport, many people commented, that there is not enough parking:

- "Too many cars, not enough parking, cars park in front of garages."
- "Parking is a problem, especially with people parking in our area who don't live here."

The following comments were made by residents when asked if they have any further comments about crime and community safety:

- "There should be more immediate and effective measures to deal with anti social behaviour."
- "Good to see community officers from time to time, would like to see more and more frequently."



Colemans Farm	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	17	430	53	170	0	61.0%	●
Crime	3	1001	40	525	49	51.1%	●
Children & Young People	22	106	122	66	101	42.9%	●
Neighbourhood	266	545	257	253	140	59.4%	●
Transport	0	121	0	27	0	67.1%	●
Training, enterprise and community groups	19	30	39	3	3	65.7%	●
Health							
Overall health	17	57	53	23		61.3%	●
Disability (self)		93		54		56.6%	●
Disability (household)		112		30		64.4%	●
Stress (self)		98		45		59.3%	●
Stress (household)		70		18		64.8%	●
Health issues (combined)	17	430	53	170	0	61.0%	●
Crime, ASB and Community Safety							
Crime and ASB a problem	3		40	60	49	25.0%	●
Specific issues							
Graffiti		120		22		67.3%	●
Animals or bird nuisance		101		43		60.1%	●
Noise		84		59		54.4%	●
Large groups of youths/children		59		87		45.2%	●
Drug dealing		106		42		60.8%	●
Vandalism		87		57		55.2%	●
Feel safe at home (day)		143		8		72.4%	●
Feel safe at home (night)		129		22		67.7%	●
Neighbourhood (day)		126		23		67.3%	●
Neighbourhood (night)		46		102		40.5%	●
Crime/ASB Issues	0	1001	0	465	0	55.9%	●
Overall	3	1001	40	525	49	51.1%	●
Children & Young People							
Facilities (satisfaction with)	6	44	28	21	25	47.4%	●
Play areas (satisfaction)	6	13	51	22	54	47.4%	●
Safety of play areas	10	49	43	23	22	50.3%	●
Children and young people (combined score)	22	106	122	66	101	42.9%	●
Your home and your neighbourhood							
Overall satisfaction	24	80	22	18	8	65.5%	●
Specific issues							
Living happily together	0	108	28	16	0	65.1%	●
Appearance	18	54	33	27	15	55.6%	●
Litter/rubbish		52		92		43.1%	●
Accessibility to shops	71	63	5	4	4	82.8%	●
Parks/recreation	38	56	31	11	8	68.2%	●
Schools	41	43	51	1	2	71.7%	●
Parking	20		37	41	52	32.6%	●
Volume of traffic	34	42	25	20	23	57.6%	●
Communal gardens	20	47	25	23	28	51.4%	●
Home and neighbourhood (combined)	242	465	235	235	132	58.7%	●
Overall	266	545	257	253	140	59.4%	●
Transport							
Is transport a problem?		121		27		67.1%	●
Training, enterprise & community groups							
Opportunities for training/community projects	19	30	40	3	3	65.5%	●

Rudloe

Overall results: ● Green – 1 ● Amber – 5 ● Red – 0

“ There should be more to do for **younger people**, there is nothing to do. Maybe if there was there would be less crime and anti social behaviour.”

Rudloe is situated near to Corsham and consists of a mixture of houses, bungalows and flats.

The survey area includes the following:

Prestley Wood Road	Toghill Crescent
Southcroft Road	Bankwaters Road
Northcroft Road	Broadwood Avenue
Long Close Avenue	Sandy Lea Avenue
Weir Hayes	Westwood Road
Kings Lea Avenue	Club Row

Rudloe has a dedicated Neighbourhood Worker for the area. There is a Community Centre on the estate from which activities are run, such as the Healthy Living project that encourages families to lead a healthy lifestyle through play and fun activities. There are also plans for various intergenerational projects, including an Elders Lunch and arts activities. Sportzcoach hosted a wide range of sporting activities on the green throughout the summer in 2007. Through our partnership with the Youth Development Service there is street based youth work in the area, along with youth clubs at the Centre. The Youth Development Service also run the popular 'Dreamscheme' projects whereby young people can earn points to go on activities such as camping breaks by working in the community doing things such as litter clean ups. Redevelopment of Long Close is currently taking place with the construction of new houses, and work is also planned at Sandy Lea Avenue to improve the rear communal areas. There are plans to open an IT suite at the community centre as part of the eCorsham project to provide internet access to all residents.

- A total of 258 properties were surveyed.
- 95 surveys were completed by the residents and returned representing a 37% return rate.
- 58% of surveys were completed by Westlea tenants.
- 38% of surveys were completed by owner occupiers.
- 4% of surveys were completed by private tenants.
- 50% of residents that completed the survey have lived in their property for 10 years or more.
- 34% who completed the survey were in the 20-44 age group, 34% were also in the 45-64 age group.



A Westlea Neighbourhood Housing Officer meets a resident at her home.

- 88% of respondents were White British; 4% White Irish; 4% other White background; 1.1% White and Black African; and 1% Caribbean.

Analysis of the survey data shows the following:

Positive



- Although still showing amber, there has been an increase in residents' overall satisfaction with homes and neighbourhood.
- Increase in residents' satisfaction of communal gardens – this has changed from red to amber.
- Increase with residents' satisfaction about litter and rubbish – this has changed from red to amber

Negatives (Red lights)



- Low satisfaction level with the play areas for children and young people.
- A high number of residents consider crime and ASB to be a problem.
- Residents are not satisfied with parking facilities.

Statistics for the area

Rudloe	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	3.7%	3.69%	4.1%
% of residents on Housing Benefit	71.3%	47.76%	54%
Void period	3.05%	2.4 weeks	2.7 weeks
Average maintenance costs per property		£280.29	£401.45

Summary of comments made

Nine people said that they had been a victim of crime in the last 12 months. The crimes included:

- "Had my child's bicycle stolen from outside my home."
- "A few people in the estate have been broken into and also bins have been set on fire."
- "Stolen clothes off washing line!."

When asked if there is anything else residents would like to tell us about the neighbourhood, people made comments about the appearance of the neighbourhood:

- "Front of flats very untidy, garden needs attention, new fence required by the trees in the cul-de-sac."
- "The roads are full of potholes, weeds are growing everywhere."

Increase in residents satisfaction of communal gardens.

When asked about transport a lot of people commented, that there is not enough parking:

- "Should not park on grass, more road parking space needed."
- "There is an extreme shortage of parking spaces in our road. The result is that people park on the grass and in Winter/wet weather we have a mud bath out the front of our house."

In relation to crime and anti-social behaviour, some people felt that more police are needed in the area :

- "There should be more to do for younger people, there is nothing to do. Maybe if there was there would be less crime and anti social behaviour."
- "Bring back the old bobby on the streets!"

Potley and Pockeridge are situated near to Corsham and consist of a mixture of houses, flats and bungalows.



Rudloe	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	6	248	29	122	0	58.5%	●
Crime	10	737	42	179	10	58.7%	●
Children & Young People	23	81	92	23	34	53.6%	●
Neighbourhood	150	392	161	125	78	61.3%	●
Transport	0	83	0	11	0	69.1%	●
Training, enterprise and community groups	4	9	15	0	0	65.2%	●
Health							
Overall health	6	41	29	17	0	59.7%	●
Disability (self)		59		33		57.1%	●
Disability (household)		63		21		62.5%	●
Stress (self)		55		32		56.6%	●
Stress (household)		30		19		55.6%	●
Health issues (combined)	6	248	29	122	0	58.5%	●
Crime, ASB and Community Safety							
Crime and ASB a problem	10	0	42	31	10	41.7%	●
Specific issues							
Graffiti		82		3		73.2%	●
Animals or bird nuisance		69		18		64.7%	●
Noise		59		28		58.9%	●
Large groups of youths/children		70		15		66.2%	●
Drug dealing		74		10		69.0%	●
Vandalism		70		16		65.7%	●
Feel safe at home (day)		90		4		72.9%	●
Feel safe at home (night)		87		7		71.3%	●
Neighbourhood (day)		80		12		68.5%	●
Neighbourhood (night)		56		35		55.8%	●
Crime/ASB Issues	0	737	0	148	0	64.3%	●
Overall	10	737	42	179	10	58.7%	●
Children & Young People							
Facilities (satisfaction with)	12	28	15	8	7	60.7%	●
Play areas (satisfaction)	3	17	47	8	17	44.8%	●
Safety of play areas	8	36	30	7	10	56.9%	●
Children and young people (combined score)	23	81	92	23	34	53.6%	●
Your home and your neighbourhood							
Overall satisfaction	26	47	8	4	10	69.7%	●
Specific issues							
Living happily together		62	22	11		63.4%	●
Appearance	13	46	12	13	7	62.4%	●
Litter/rubbish		47		38		52.6%	●
Accessibility to shops	26	41	12	9	4	70.7%	●
Parks/recreation	15	50	17	4	5	68.1%	●
Schools	19	35	25	2	2	70.2%	●
Parking	16	0	29	21	28	38.0%	●
Volume of traffic	20	30	20	11	9	61.4%	●
Communal gardens	15	34	16	12	13	57.2%	●
Home and neighbourhood (combined)	124	345	153	121	68	60.4%	●
Overall	150	392	161	125	78	61.3%	●
Transport							
Is transport a problem?		83		11		69.1%	●
Training, enterprise & community groups							
Opportunities for training/community projects	4	9	15	0	0	65.2%	●

Potley and Pockeridge

Overall results: ● Green – 1 ● Amber – 2 ● Red – 3

“ Graffiti on electricity sub station. Would like to see flowers on grass verge and a beech hedge. ”

The survey area includes the following:

Pockeridge Road
Potley Lane

Potley and Pockeridge has a dedicated Neighbourhood Worker for the area who works in conjunction with the Youth Worker for the Potley and Pockeridge Community Association, funded by Barnardo's. There is a Community Centre on the estate where many activities are run such as toddler groups, baby clinics, drop-in clinics and arts projects as well as one-off projects such as pantomime and summer sports projects. There are future plans to improve the seating area, repair some retaining walls; tidy up and repair some footpaths and communal grassed areas; and many fences will be replaced to improve the appearance of the neighbourhood.

- A total of 140 properties were surveyed.
- 45 surveys were completed by the residents and returned representing a 32% return rate.
- 44% of surveys were completed by Westlea tenants.
- 36% of surveys were completed by owner occupiers.
- 4% of surveys were completed by private tenants.
- 13% of surveys were completed by other housing association tenants (Sanctuary Housing).
- 44% of residents that completed the survey have lived in their property for 10 years or more.
- 42% of those who completed a survey were in the 20-44 age group, with 42% aged 45-74.
- 93% of respondents were White British; 2% White and Black Caribbean.

More caretakers have been employed to tackle estate up-keep issues.



Analysis of the survey data shows the following:

 **Positives**

- Overall satisfaction with homes and neighbourhood has increased from a red light to a amber light.
- Satisfaction of play areas has increased although this is still showing a red light.
- Satisfaction with the appearance of the neighbourhood has increased this year, although this is still showing a red light.

 **Negatives (Red light)**

- Crime and ASB.
- Graffiti.
- Noise.
- Vandalism.
- Satisfaction with facilities for children and young people.
- Satisfaction with play areas for children and young people.
- Satisfaction with litter and rubbish in the neighbourhood.
- Satisfaction with the appearance of the neighbourhood and communal gardens.
- Satisfaction with parking and volume of traffic.

Statistics for the area

Colemans Farm	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	6.1%	7.20%	4.1%
% of residents on Housing Benefit	60.5%	41.89%	54%
Void period	5.5 w	3.5 weeks	2.7 weeks
Average maintenance costs per property	Not available	£590.31	£401.45

Summary of comments made

14 people said that they had been a victim of crime in the last 12 months. The crimes included:

- "Vandalism to side gate garden, hose and garden lights taken."
- "Car no 2 removed to lane opposite house and set on fire."
- "Burglary and vandalism (car was stripped of parts)."

44% of residents that completed the survey have lived in their **property** for **10** years or more.

When asked if there is anything else residents would like to tell us about the neighbourhood, people made comments about the appearance of the neighbourhood:

- "Clean up of Potley Lane; road works going on for too long. Graffiti on electricity sub station. Would like to see flowers on grass verge and a beech hedge."
- "Lots of litter, scruffy. Glass on road last week, bottles smashed."

When asked about transport, a lot of people commented, that there is not enough parking.

- "Need parking spaces for Potley Lane, can't get car in on that road at times."
- "Unable to park outside of house sometimes."

In relation to Crime and anti-social behaviour, some people felt that more police are needed in the area:

- "More Police around - don't close Police Stations."
- "The main problem is drink, when drink starts so does the noise and fights."



Potley and Pockeridge	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	4	125	16	42	0	62.2%	●
Crime	5	263	9	163	16	49.4%	●
Children & Young People	9	31	34	20	27	44.8%	●
Neighbourhood	46	116	93	119	61	48.1%	●
Transport	0	38	0	7	0	67.2%	●
Training, enterprise and community groups	5	13	16	1	0	65.7%	●
Health							
Overall health	4	21	16	3	0	64.8%	●
Disability (self)		32		11		62.2%	●
Disability (household)		32		11		62.2%	●
Stress (self)		23		10		59.8%	●
Stress (household)		17		7		60.4%	●
Health issues (combined)	4	125	16	42	0	62.2%	●
Crime, ASB and Community Safety							
Crime and ASB a problem	5	0	9	15	16	29.4%	●
Specific issues							
Graffiti		18		20		48.7%	●
Animals or bird nuisance		21		16		53.4%	●
Noise		17		25		45.2%	●
Large groups of youths/children		23		18		53.0%	●
Drug dealing		22		13		56.4%	●
Vandalism		13		29		40.5%	●
Feel safe at home (day)		44		1		73.9%	●
Feel safe at home (night)		39		5		69.3%	●
Neighbourhood (day)		40		4		70.5%	●
Neighbourhood (night)		26		17		55.2%	●
Crime/ASB Issues	0	263	0	148	0	54.3%	●
Overall	5	263	9	163	16	49.4%	●
Children & Young People							
Facilities (satisfaction with)	2	12	7	8	5	48.5%	●
Play areas (satisfaction)	2	10	17	6	9	44.3%	●
Safety of play areas	5	9	10	6	13	42.4%	●
Children and young people (combined score)	9	31	34	20	27	44.8%	●
Your home and your neighbourhood							
Overall satisfaction	7	21	4	7	5	60.2%	●
Specific issues							
Living happily together	0	19	14	11	0	54.5%	●
Appearance	3	17	5	14	5	49.4%	●
Litter/rubbish		7		33		33.8%	●
Accessibility to shops	9	10	5	15	5	51.7%	●
Parks/recreation	6	10	11	8	9	47.7%	●
Schools	11	12	17	3	1	66.5%	●
Parking	5	0	12	12	15	31.8%	●
Volume of traffic	3	9	12	9	11	40.9%	●
Communal gardens	2	11	13	7	10	43.0%	●
Home and neighbourhood (combined)	39	95	89	112	56	46.7%	●
Overall	46	116	93	119	61	48.1%	●
Transport							
Is transport a problem?		38		7		67.2%	●
Training, enterprise & community groups							
Opportunities for training/community projects	5	13	16	1	0	65.7%	●

Patchway

Overall results: ● Green – 0 ● Amber – 5 ● Red – 1

“ Too many vehicles parked on edge of kerbs on both sides blocking visibility, decreasing safety. ”

Patchway is an estate situated in Chippenham; Patchway consists of flats and houses.

- A total of 54 properties were surveyed.
- 16 surveys were completed by the residents and returned, representing a 30% return rate.
- 56% of surveys were completed by Westlea tenants.
- 44% of surveys were completed by owner occupiers.
- 38% of residents that completed the survey have lived in their property for 10 years or more.
- 50% of those who completed the survey were in the 20-44 age group.
- 87.5% were White British, and 6% Indian.

Analysis of the data shows the following:



Positives

- Overall resident satisfaction with homes and neighbourhood has increased.
- Overall satisfaction with the appearance of the neighbourhood has increased.
- Resident satisfaction with play areas has increased slightly.



Negative (red lights)

- Crime and ASB.
- Satisfaction with noise and large groups of youths and children in the neighbourhood.
- Satisfaction with facilities and play areas for children and young people
- Satisfaction with parking in the neighbourhood
- Satisfaction with litter and rubbish in the neighbourhood.

Parking spaces were incorporated into a verge in Chippenham to ease congestion.



Statistics for the area

Patchway	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	8.3%	12.22%	4.1%
% of residents on Housing Benefit	89%	48.39%	54%
Void period		2.5 weeks	2.7 weeks
Average maintenance costs per property		£58.00	£401.45

Summary of comments made

Eight people said that they had been a victim of crime in the last 12 months. The crimes included:

- "Paint thrown over the front of the house, coping stones knocked off of the wall."
- "Anti social behaviour; a friend visited last summer and she was physically assaulted."

When asked if there is anything else residents would like to tell us about the neighbourhood, people made comments about the appearance of the neighbourhood:

- "Edges and paths not up kept."
- "Bin men won't take bags left out of bin. Untidy rubbish thrown out of windows not put into bin."

When asked about transport and parking a lot of people commented, that there is not enough parking:

- "Too many vehicles parked on edge of kerbs on both sides blocking visibility, decreasing safety."
- "Can be hard to park car some times due to a lot of cars."
- "Not enough spaces."

In relation to Crime and anti-social behaviour, some people felt that more police are needed in the area :

- "Police / PCSO present but not frequent enough."
- "Gangs of youths hanging around shops, no problem but intimidating."



Patchway	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	0	40	7	26	0	54.8%	●
Crime	2	107	2	52	6	52.0%	●
Children & Young People	0	11	21	9	3	47.7%	●
Neighbourhood	10	69	26	33	11	55.7%	●
Transport	0	12	0	4	0	62.5%	●
Training, enterprise and community groups	0	1	2	0	0	58.3%	●
Health							
Overall health	0	6	7	3		54.7%	●
Disability (self)		9		9		50.0%	●
Disability (household)		10		4		60.7%	●
Stress (self)		7		5		54.2%	●
Stress (household)		8		5		55.8%	●
Health issues (combined)	0	40	7	26	0	54.8%	●
Crime, ASB and Community Safety							
Crime and ASB a problem	2	0	2	6	6	28.1%	●
Specific issues							
Graffiti		12		4		62.5%	●
Animals or bird nuisance		11		1		70.8%	●
Noise		7		9		46.9%	●
Large groups of youths/children		4		12		37.5%	●
Drug dealing		11		5		59.4%	●
Vandalism		11		5		59.4%	●
Feel safe at home (day)		15		1		71.9%	●
Feel safe at home (night)		12		3		65.0%	●
Neighbourhood (day)		15		0		75.0%	●
Neighbourhood (night)		9		6		55.0%	●
Crime/ASB Issues	0	107	0	46	0	57.0%	●
Overall	2	107	2	52	6	52.0%	●
Children & Young People							
Facilities (satisfaction with)	0	3	6	3	0	50.0%	●
Play areas (satisfaction)	0	2	7	4	3	37.5%	●
Safety of play areas	0	6	8	2	0	56.3%	●
Children and young people (combined score)	0	11	21	9	3	47.7%	●
Your home and your neighbourhood							
Overall satisfaction	2	8	1	3	2	57.8%	●
Specific issues							
Living happily together		13	2	1		68.8%	●
Appearance	0	10	2	4	0	59.4%	●
Litter/rubbish		4		12		37.5%	●
Accessibility to shops	4	11	0	0	0	81.7%	●
Parks/recreation	0	5	4	1	3	46.2%	●
Schools	1	5	6	1	0	61.5%	●
Parking	0	0	6	5	5	26.6%	●
Volume of traffic	3	6	2	3	0	66.1%	●
Communal gardens	0	7	3	3	1	53.6%	●
Home and neighbourhood (combined)	8	61	25	30	9	55.5%	●
Overall	10	69	26	33	11	55.7%	●
Transport							
Is transport a problem?		12		4		62.5%	●
Training, enterprise & community groups							
Opportunities for training/community projects	0	1	2	0	0	58.3%	●

Neeld Crescent

Overall results: ● Green – 1 ● Amber – 4 ● Red – 1

“ Without local police patrol and community officers, local crime would be more. ”

Neeld Crescent is situated in Chippenham and consists of a mixture of houses and flats.

Following the 2006 Community Development survey the results indicated that the residents had some dissatisfaction with the communal gardens. Following further investigation and consultation with the residents in the flats numbered 13 - 43, the area will be redeveloped to include sheds; new chain link boundary fencing, replacing some grassed area with bark chipping; installation of PIR lights facing the rear and side paths; and planting bulbs and shrubs. This work is due to be completed by the end of March 2008.

- A total of 57 properties were surveyed.
- 21 surveys were completed by the residents and returned representing a 37% return rate.
- 95% of surveys were completed by Westlea tenants.
- 5% of surveys were completed by owner occupiers.
- 43% of residents that completed the survey have lived in their property for 10 years or more.
- 43% of those who responded were in the 45-64 age group, with 33% in the 45-64 age group.
- 90.5% of those who responded were White British; 9.5% Black Caribbean.



Positive

- Overall resident satisfaction with homes and neighbourhood has increased.
- Satisfaction with play areas has increased.
- Increase in resident satisfaction about litter and rubbish.



Negative (red lights)

- Overall residents are not satisfied with parking facilities.
- Overall residents are not satisfied with the facilities and play areas for children and young people and the safety of play areas.
- Overall satisfaction with the communal gardens.



Residents old and young came together at a community event in Corsham.

Statistics for the area

Neeld Crescent	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	6.5%	7.3%	4.1%
% of residents on Housing Benefit	77.23%	45.65%	54%
Void period	4.6 weeks	7.8 weeks	2.7 weeks
Average maintenance costs per property	Not available	£74.48	£401.45

Summary of comments made

Three people said that they had been a victim of crime in the last 12 months. The crimes included:

- "Theft."
- "Burgled last year."

When asked if there is anything else residents would like to tell us about the neighbourhood, people made comments about the appearance of the neighbourhood:

- "Lack of outside maintenance."
- "Too much dog mess."
- "Weeds in street are bad."

When asked about transport and parking a lot of people commented, that there is not enough parking:

- "Lack of adequate parking is aggravated by people using nearby school parking in Neeld Crescent to collect and drop off children. More provision of parking is needed."
- "Inconsiderate parking by neighbours. Overall inadequate parking facilities."

The following comments were made by residents when asked if they have any further comments about crime and community safety:

- "Without local police patrols and community officers, local crime would be more."
- "Fund better security doors for access in and out of building."



Neeld Crescent	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	0	53	7	30	0	56.4%	●
Crime	6	165	7	34	2	60.3%	●
Children & Young People	0	5	17	14	21	27.6%	●
Neighbourhood	30	79	39	33	22	57.6%	●
Transport	0	18	0	3	0	67.9%	●
Training, enterprise and community groups	0	2	1	0	0	66.7%	●
Health							
Overall health	0	9	7	5	0	54.8%	●
Disability (self)		11		10		51.2%	●
Disability (household)		14		4		63.9%	●
Stress (self)		12		8		55.0%	●
Stress (household)		7		3		60.0%	●
Health issues (combined)	0	53	7	30	0	56.4%	●
Crime, ASB and Community Safety							
Crime and ASB a problem	6	0	7	6	2	52.4%	●
Specific issues							
Graffiti		19		0		75.0%	●
Animals or bird nuisance		13		6		59.2%	●
Noise		14		5		61.8%	●
Large groups of youths/children		16		3		67.1%	●
Drug dealing		16		4		65.0%	●
Vandalism		17		3		67.5%	●
Feel safe at home (day)		20		1		72.6%	●
Feel safe at home (night)		18		2		70.0%	●
Neighbourhood (day)		17		1		72.2%	●
Neighbourhood (night)		15		3		66.7%	●
Crime/ASB Issues	0	165	0	28	0	66.2%	●
Overall	6	165	7	34	2	60.3%	●
Children & Young People							
Facilities (satisfaction with)	0	0	2	5	8	15.0%	●
Play areas (satisfaction)	0	2	10	3	6	34.5%	●
Safety of play areas	0	3	5	6	7	29.8%	●
Children and young people (combined score)	0	5	17	14	21	27.6%	●
Your home and your neighbourhood							
Overall satisfaction	2	14	4	1	0	70.2%	●
Specific issues							
Living happily together		15	2	4		63.1%	●
Appearance	3	12	4	2	0	69.0%	●
Litter/rubbish		14		7		58.3%	●
Accessibility to shops	10	6	3	2	0	78.6%	●
Parks/recreation	2	4	5	2	6	42.1%	●
Schools	6	3	9	0	0	70.8%	●
Parking	1	0	6	4	10	23.8%	●
Volume of traffic	5	6	4	4	1	62.5%	●
Communal gardens	1	5	2	7	5	37.5%	●
Home and neighbourhood (combined)	28	65	35	32	22	56.2%	●
Overall	30	79	39	33	22	57.6%	●
Transport							
Is transport a problem?		18		3		67.9%	●
Training, enterprise & community groups							
Opportunities for training/community projects	0	2	1	0	0	66.7%	●

Hill Rise

Overall results: ● Green – 0 ● Amber – 5 ● Red – 1

“ Good Police presence. ”

Hill Rise is situated in Chippenham and consists of a mixture of houses, bungalows and flats.

The survey area includes the following:

Hill Rise	Birds Marsh View
Heathfield	Greenway Court
Moorlands	Greenway Lane
Northwood	Hill Corner Road
Barrow Green	

Hill Rise has a dedicated Neighbourhood Worker who organises lots of activities and events including the Hill Rise summer fete, Splash project and Micro Chips theatre, noisy Fridays (a drop in for babies and toddlers), and the summer sports frenzy and football frenzy that take place throughout the summer holidays. Westlea also have a partnership with the Youth Development Service who provide street based youth work in the area; they also run the popular 'Dreamscheme' project whereby young people can earn points to go on activities such as camping breaks by working in the community doing things such as litter clean ups.

- A total of 302 properties were surveyed.
- 118 surveys were completed by the residents and returned representing a 39% return rate.
- 66.9% of surveys were completed by Westlea tenants.
- 22% of surveys were completed by owner occupiers.
- 2.5% of surveys were completed by private tenants.
- 8.5% of surveys were completed by other housing association tenants (Knightstone Housing).
- 53% of residents that completed the survey have lived in their property for 10 years or more.
- 39% of those who responded were in the 20-44 age group, with 29% in the 45-64 age group.
- 94% of those who responded were White British; and 1.7% Black Caribbean.



Young people smartened up their neighbourhood in the school holidays.



Positive

- Overall satisfaction with residents' homes and neighbourhood has increased.
- Increase in residents' satisfaction with communal gardens.
- Overall satisfaction with the appearance of the neighbourhood has increased.



Negative (red lights)

- Overall residents feel that crime and ASB is a big problem.
- Satisfaction with the facilities and play areas for children and young people.
- Satisfaction with the safety of the play areas.
- Satisfaction with litter and rubbish in the neighbourhood.
- Satisfaction with the parking in the neighbourhood.

Statistics for the area

Hill Rise	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	6.1%	7.77%	4.1%
% of residents on Housing Benefit	68.9%	45.35%	54%
Void period		3.2 weeks	4.3 weeks 2.7 weeks
Average maintenance costs per property	Not available	£313.01	£401.45

Summary of comments made

22 people said that they had been a victim of crime in the last 12 months. The crimes included:

- "Bike stolen from garden."
- "Car vandalism."
- "Back fence broken down. Stones and eggs thrown at conservatory. Graffiti on fence."

118 surveys were completed by the residents and returned representing a **39%** return rate.

When asked if there is anything else residents would like to tell us about the neighbourhood, people made comments about the appearance of the neighbourhood:

- "Rubbish being left in black bags. Uneven pavements by Co-op."
- "Tree on pavement at rear of house needs removing causing damage. Area needs tidying up."
- "Public pathways are always littered with black bags and other waste. Public paths also need resurfacing and hedgerows need cutting back."

When asked about transport and parking a lot of people commented that there is not enough parking:

- "There are insufficient parking facilities in the area. Even if there are spaces people are often parked dangerously on corners and junctions."
- "Since council garages have been demolished more cars have to park on the road. Greenway Lane is now more dangerous with cars being double parked especially around the Co-op."

The following comments were made by residents when asked if they have any further comments about crime and community safety:

- "Good Police presence."
- "Need more Police at busy times."
- "Teenagers hang around the shop – nothing for them to do, intimidating."



Hill Rise	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	9	331	47	137	0	60.1%	●
Crime	13	776	38	326	18	54.0%	●
Children & Young People	6	63	99	79	75	38.0%	●
Neighbourhood	185	437	207	237	66	59.7%	●
Transport	0	93	0	21	0	65.8%	●
Training, enterprise and community groups	5	9	17	2	0	62.9%	●

Health

Overall health	9	41	47	20	0	58.3%	●
Disability (self)		75		40		57.6%	●
Disability (household)		85		26		63.3%	●
Stress (self)		74		35		58.9%	●
Stress (household)		56		16		63.9%	●
Health issues (combined)	9	331	47	137	0	60.1%	●

Crime, ASB and Community Safety

Crime and ASB a problem	13	0	38	48	18	37.6%	●
Specific issues							
Graffiti		89		9		70.4%	●
Animals or bird nuisance		59		43		53.9%	●
Noise		62		40		55.4%	●
Large groups of youths/children		47		57		47.6%	●
Drug dealing		73		24		62.6%	●
Vandalism		70		33		59.0%	●
Feel safe at home (day)		111		5		72.8%	●
Feel safe at home (night)		104		11		70.2%	●
Neighbourhood (day)		101		9		70.9%	●
Neighbourhood (night)		60		47		53.0%	●
Crime/ASB Issues	0	776	0	278	0	59.4%	●
Overall	13	776	38	326	18	54.0%	●

Children & Young People

Facilities (satisfaction with)	1	22	20	24	23	37.2%	●
Play areas (satisfaction)	0	10	48	29	29	33.4%	●
Safety of play areas	5	31	31	26	23	43.3%	●
Children and young people (combined score)	6	63	99	79	75	38.0%	●

Your home and your neighbourhood

Overall satisfaction	16	62	15	20	5	63.6%	●
Specific issues							
Living happily together		88	18	12		66.1%	●
Appearance	12	58	17	18	10	59.6%	●
Litter/rubbish		29		81		38.2%	●
Accessibility to shops	57	48	8	2	0	84.8%	●
Parks/recreation	17	40	32	15	8	59.6%	●
Schools	37	33	37	2	0	74.1%	●
Parking	25	0	30	38	23	42.7%	●
Volume of traffic	13	34	22	36	9	51.3%	●
Communal gardens	8	45	28	13	11	56.2%	●
Home and neighbourhood (combined)	169	375	192	217	61	59.2%	●
Overall	185	437	207	237	66	59.7%	●

Transport

Is transport a problem?		93		21		65.8%	●
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Training, enterprise & community groups

Opportunities for training/community projects	5	9	17	2	0	62.9%	●
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Stokes Croft

Overall results: ● Green – 1 ● Amber – 4 ● Red – 2

“ Parking is a problem, not enough spaces. ”

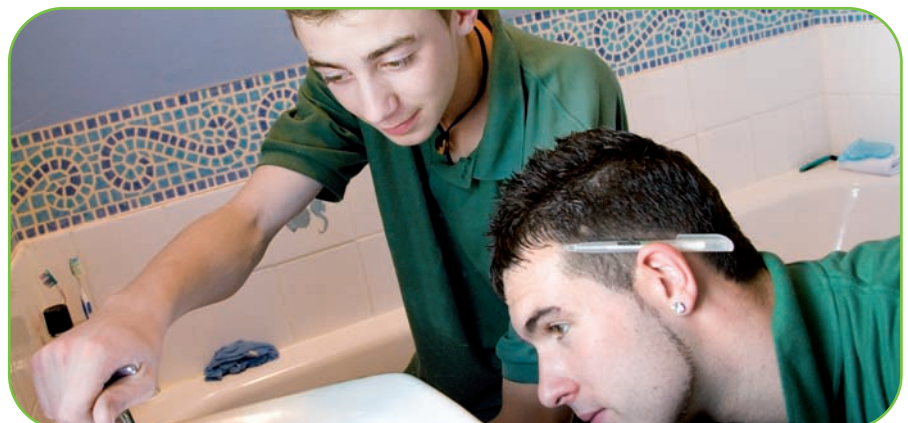
Stokes Croft is situated in Calne and consists of a mixture of houses, bungalows and flats. Stokes Croft has been identified as being in need of a Maximum Impact team. This team will be set up in the near future.

The survey area includes the following:

Stokes Croft
Lid Brook
The Were
Chissell Brook
Ladydown

- A total of 74 properties were surveyed.
- 29 surveys were completed by the residents and returned, representing a 39% return rate.
- 90% of surveys were completed by Westlea tenants.
- 10% of surveys were completed by owner occupiers.
- 45% of residents that completed the survey have lived in their property between three and four years.
- 76% of those who responded were in the 20-44 age group.
- 97% of respondents were White British.

New work experience opportunities for young residents are provided via the Whatever! scheme.



Analysis of the survey data shows the following:



Positive

- Overall satisfaction with residents' homes and neighbourhood has increased.
- Increase in resident satisfaction of communal gardens although this is still red.
- Overall satisfaction with the appearance of the neighbourhood has increased.



Negative (Red lights)

- Crime and ASB.
- Noise.
- Large groups of youths/children.
- Drug dealing.
- Vandalism.
- Feeling safe at home and the neighbourhood at night.
- Satisfaction of and safety of play areas.
- Parking.
- Litter/rubbish.
- Communal gardens.

Statistics for the area

Stokes Croft	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	Not available	1.88%	4.1%
% of residents on Housing Benefit	Not available	40.54%	54%
Void period	Not available	3.5 weeks	2.7 weeks
Average maintenance costs per property	Not available	£1002.79	£401.45

Summary of Comments made:

11 people said that they had been a victim of crime in the last 12 months. The crimes included:

- "Vandalism - eggs at window, spit at window continuous banging on window, stone throwing at window."
- "Car sprayed with spray paint."
- "Vandalism to car, abuse, assault."

When asked if there is anything else residents would like to tell us about the neighbourhood, people made the following comments:

- "Our neighbourhood was a very quiet area but in the last few years because of youngsters and teenagers and vandalism it is not so nice now."
- "Too many houses in a small space with lots of families who don't care what their children do or damage."

76% of those who responded were in the **20-44** age group.

When asked about transport and parking a lot of people commented that there is not enough parking:

- "Parking is a problem, not enough spaces."
- "When building these houses I feel everybody should have had parking outside their houses, some park in our parking bay."

The following comments were made by residents when asked if they have any further comments about crime and community safety:

- "Where are the Police? What do they do about the jobs, a slap on the wrist and off they go."
- "Police was not interested, don't feel safe here anymore."



Stokes Croft	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	3	83	9	40	0	59.1%	●
Crime	0	143	4	148	22	42.4%	●
Children & Young People	3	20	18	14	30	35.9%	●
Neighbourhood	44	120	38	62	24	58.5%	●
Transport	0	20	0	8	0	60.7%	●
Training, enterprise and community groups	3	2	7	1	1	58.9%	●
Health							
Overall health	3	10	9	7	0	57.8%	●
Disability (self)		19		9		58.9%	●
Disability (household)		22		6		64.3%	●
Stress (self)		15		12		52.8%	●
Stress (household)		17		6		62.0%	●
Health issues (combined)	3	83	9	40	0	59.1%	●
Crime, ASB and Community Safety							
Crime and ASB a problem	0	0	4	2	22	8.9%	●
Specific issues							
Graffiti		24		5		66.4%	●
Animals or bird nuisance		20		9		59.5%	●
Noise		9		20		40.5%	●
Large groups of youths/children		3		26		30.2%	●
Drug dealing		11		17		44.6%	●
Vandalism		10		19		42.2%	●
Feel safe at home (day)		24		5		66.4%	●
Feel safe at home (night)		12		17		45.7%	●
Neighbourhood (day)		22		7		62.9%	●
Neighbourhood (night)		8		21		38.8%	●
Crime/ASB Issues	0	143	0	146	0	46.1%	●
Overall	0	143	4	148	22	42.4%	●
Children & Young People							
Facilities (satisfaction with)	2	10	7	6	2	53.7%	●
Play areas (satisfaction)	0	2	5	4	18	17.2%	●
Safety of play areas	1	8	6	4	10	37.9%	●
Children and young people (combined score)	3	20	18	14	30	35.9%	●
Your home and your neighbourhood							
Overall satisfaction	1	13	0	8	7	44.0%	●
Specific issues							
Living happily together	0	19	7	3	0	63.8%	●
Appearance	2	17	3	4	3	59.5%	●
Litter/rubbish	0	6	0	23	0	35.3%	●
Accessibility to shops	13	14	1	0	1	82.8%	●
Parks/recreation	4	11	5	5	3	57.1%	●
Schools	10	13	5	0	0	79.5%	●
Parking	8	0	10	6	5	50.0%	●
Volume of traffic	4	16	3	4	2	63.8%	●
Communal gardens	2	11	4	9	3	50.0%	●
Home and neighbourhood (combined)	43	107	38	54	17	60.1%	●
Overall	44	120	38	62	24	58.5%	●
Transport							
Is transport a problem?		20		8		60.7%	●
Training, enterprise & community groups							
Opportunities for training/community projects	3	2	7	1	1	58.9%	●

Corsham - Area 1

Overall results: ● Green – 1 ● Amber – 3 ● Red – 2

“ Need more parking spaces. ”

Corsham Area 1 consists of a mixture of houses, bungalows and flat. This is the first year that the survey has been carried out. The survey area includes the following:

Weller Road
Orchard House
Dickens Avenue
Winters Court
Cornwall House

- A total of 66 properties were surveyed.
- 20 surveys were completed by the residents and returned, representing a 30% return rate.
- 50% of surveys were completed by Westlea tenants.
- 40% of surveys were completed by owner occupiers.
- 10% of surveys were completed by private tenants.
- 30% of residents that completed the survey have lived in their property for 10 years or more.
- 40% of those who responded were in the 20-44 age group.
- 90% of respondents were White British; 5% any other White British background.

Analysis of the survey data shows the following:



Positive

- Overall residents are fairly satisfied with homes and the neighbourhood.
- Overall residents feel safe in their homes during the day and night.



Negative (red lights)

- Crime and ASB.
- Satisfaction with facilities and play areas for children and young people.
- Litter and rubbish.
- Parking.
- Communal gardens.
- Opportunities for training/community projects.

Westlea has supported healthy living and lifeskills training, sponsoring workbooks at local schools.



Statistics for the area

Corsham Area 1	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	Not available	4.51%	4.1%
% of residents on Housing Benefit	Not available	41.02%	54%
Void period	Not available	2.4 weeks	2.7 weeks
Average maintenance costs per property	Not available	£387.03	£401.45

Summary of comments made:

Five people said that they had been a victim of crime in the last 12 months. The crimes included:

- "Car was stolen - was parked behind our block of flats."
- "Toys stolen from front garden."
- "Shed vandalised."

When asked if there is anything else residents would like to tell us about the neighbourhood, people made the following comments:

- "The front garden in front of flats looks horrible with dead turf and floods by front doors when it rains."
- "Bins area messy, dogs mess in communal hall/stairs."

When asked about transport and parking a lot of people commented that there is not enough parking:

- "Nine flats in this block and only seven spaces. Then people who live elsewhere park here too."
- "Need more parking spaces."

No comments were made by residents when asked if they have any further comments about crime and community safety.



Corsham 1	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	0	63	5	22	0	61.4%	
Crime	1	153	6	47	3	56.7%	
Children & Young People	2	9	23	6	15	39.5%	
Neighbourhood	19	90	37	29	13	59.7%	
Transport	0	16	0	3	0	67.1%	
Training, enterprise and community groups	0	0	3	0	0	50.0%	
Health							
Overall health	0	13	5	2	0	63.8%	
Disability (self)		13		7		57.5%	
Disability (household)		16		3		67.1%	
Stress (self)		13		6		59.2%	
Stress (household)		8		4		58.3%	
Health issues (combined)	0	63	5	22	0	61.4%	
Crime, ASB and Community Safety							
Crime and ASB a problem	1	0	6	10	3	32.5%	
Specific issues							
Graffiti		18		1		72.4%	
Animals or bird nuisance		12		7		56.6%	
Noise		12		7		56.6%	
Large groups of youths/children		11		8		53.9%	
Drug dealing		18		1		72.4%	
Vandalism		14		5		61.8%	
Feel safe at home (day)		19		0		75.0%	
Feel safe at home (night)		18		1		72.4%	
Neighbourhood (day)		19		0		75.0%	
Neighbourhood (night)		12		7		56.6%	
Crime/ASB Issues	0	153	0	37	0	62.1%	
Overall	1	153	6	47	3	56.7%	
Children & Young People							
Facilities (satisfaction with)	0	3	4	4	4	35.0%	
Play areas (satisfaction)	0	0	11	2	7	30.0%	
Safety of play areas	2	6	8	0	4	52.5%	
Children and young people (combined score)	2	9	23	6	15	39.5%	
Your home and your neighbourhood							
Overall satisfaction	1	13	3	1	2	62.5%	
Specific issues							
Living happily together		15	4	1		67.5%	
Appearance	1	9	7	1	1	60.5%	
Litter/rubbish		8		11		46.1%	
Accessibility to shops	10	8	1	0	0	86.8%	
Parks/recreation	2	8	5	2	0	64.7%	
Schools	2	13	2	0	0	75.0%	
Parking	1	0	6	8	5	30.0%	
Volume of traffic	2	10	3	2	2	60.5%	
Communal gardens	0	6	6	3	3	45.8%	
Home and neighbourhood (combined)	18	77	34	28	11	59.4%	
Overall	19	90	37	29	13	59.7%	
Transport							
Is transport a problem?		16		3		67.1%	
Training, enterprise & community groups							
Opportunities for training/community projects	0	0	3	0	0	50.0%	

Corsham - Area 2

Overall results: ● Green – 1 ● Amber – 2 ● Red – 3

“ People prop doors open, back door to bin area and leave the door open day/night. Key pad not working. ”

Corsham Area 2 consists of flats at Dicketts Road. This is the first year that the area has been surveyed

- A total of 30 properties were surveyed.
- 14 surveys were completed by the residents and returned, representing a 47% return rate.
- 100% of surveys were completed by Westlea tenants.
- 36% of residents that completed the survey have lived in their property for less than a year.
- 50% of those who responded were in the 20-44 age group.
- 100% of respondents were White British.

Analysis of the survey data shows the following:



Positive

- Overall residents feel safe in their homes during the day.
- Overall residents feel safe in the neighbourhood during the day.
- Overall residents are satisfied with opportunities for training and community projects in the neighbourhood.



Negative (red lights)

- Crime and ASB.
- Animals or bird nuisance.
- Noise.
- Large groups of youths/children.
- Vandalism.
- Feeling safety at home during the night.
- Satisfaction with the facilities for children and young people.
- Satisfaction with play areas and safety of the play areas for children and young people.
- Appearance of the neighbourhood.
- Litter and rubbish.
- Parking.
- Volume of traffic.
- Communal gardens.

Training opportunities for residents have included DIY skills sessions and hands-on experience.



Statistics for the area

Corsham Area 2	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	Not available	4.51%	4.1%
% of residents on Housing Benefit	Not available	41.02%	54%
Void period	Not available	2.4 weeks	2.7 weeks
Average maintenance costs per property	Not available	£387.03	£401.45

Summary of comments made:

Three people said that they had been a victim of crime in the last 12 months. The crimes included:

- "Kids throwing fire bombs/fireworks"
- "Criminal damage"
- "Broken window, rubbish put through letterbox"

No comments were made by residents when asked if there is anything else residents would like to tell us about the neighbourhood.

When asked about transport and parking a lot of people commented that there is not enough parking:

- "Too many cars for the number of flats"
- "Not enough spaces"
- "Fight for spaces"

The following comments were made by residents when asked if they have any further comments about crime and community safety.

- "People prop doors open, back door to bin area and leave the door open day/night. Key pad not working."
- "Youths are a big problem on the estate."



Corsham 2	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	2	32	6	22	0	55.6%	
Crime	1	66	3	65	6	44.0%	
Children & Young People	1	6	7	4	22	25.0%	
Neighbourhood	12	43	19	39	26	45.7%	
Transport	0	11	0	3	0	64.3%	
Training, enterprise and community groups	0	3	1	0	0	68.8%	
Health							
Overall health	2	4	6	2	0	60.7%	
Disability (self)		8		6		53.6%	
Disability (household)		10		3		63.5%	
Stress (self)		6		8		46.4%	
Stress (household)		4		3		53.6%	
Health issues (combined)	2	32	6	22	0	55.6%	
Crime, ASB and Community Safety							
Crime and ASB a problem	1	0	3	4	6	25.0%	
Specific issues							
Graffiti		7		5		54.2%	
Animals or bird nuisance		4		7		43.2%	
Noise		2		11		32.7%	
Large groups of youths/children		2		11		32.7%	
Drug dealing		8		2		65.0%	
Vandalism		4		8		41.7%	
Feel safe at home (day)		12		2		67.9%	
Feel safe at home (night)		7		7		50.0%	
Neighbourhood (day)		12		2		67.9%	
Neighbourhood (night)		8		6		53.6%	
Crime/ASB Issues	0	66	0	61	0	48.4%	
Overall	1	66	3	65	6	44.0%	
Children & Young People							
Facilities (satisfaction with)	1	2	2	1	6	31.3%	
Play areas (satisfaction)	0	0	4	1	9	16.1%	
Safety of play areas	0	4	1	2	7	28.6%	
Children and young people (combined score)	1	6	7	4	22	25.0%	
Your home and your neighbourhood							
Overall satisfaction	1	7	0	3	3	50.0%	
Specific issues							
Living happily together		9	2	3		60.7%	
Appearance	1	5	2	3	3	46.4%	
Litter/rubbish		2		11		32.7%	
Accessibility to shops	5	5	0	3	1	67.9%	
Parks/recreation	1	5	1	3	4	42.9%	
Schools	2	5	6	0	1	62.5%	
Parking	1	0	5	3	5	30.4%	
Volume of traffic	1	4	3	5	1	48.2%	
Communal gardens	0	1	0	5	8	14.3%	
Home and neighbourhood (combined)	11	36	19	36	23	45.2%	
Overall	12	43	19	39	26	45.7%	
Transport							
Is transport a problem?		11		3		64.3%	
Training, enterprise & community groups							
Opportunities for training/community projects	0	3	1	0	0	68.8%	

Allington Way

Overall results: ● Green – 1 ● Amber – 4 ● Red – 1

“When fences or railings get broken they need to be replaced quickly or some people start to destroy things.”

Allington Way is situated in Chippenham and consists of a mixture of houses, bungalows and flats. This is the first year that the survey has been carried out.

- A total of 84 properties were surveyed.
- 45 surveys were completed by the residents and returned representing a 54% return rate.
- 69% of surveys were completed by Westlea tenants.
- 31% of surveys were completed by owner occupiers.
- 47% of residents that completed the survey have lived in their property for 10 years or more.
- 36% of those who completed a survey were in the 20-44 age group, with 28% 45-64.
- 91.1% were White British, 2.2% White Irish and 2.2% Black Caribbean.

Analysis of the survey data shows the following:



Positive

- Overall residents are fairly satisfied with homes and neighbourhood.
- Overall residents feel safe in their homes during the day.
- Overall residents are satisfied with opportunities for training and community projects in the neighbourhood.



Negative (red lights)

- Crime and ASB.
- Large groups of youths or children.
- Satisfaction of facilities and play areas for children and young people.
- Safety of play areas.
- Litter and rubbish.
- Parking.
- Communal gardens.

Healthy living projects included a 'Skip2Bfit' session at a Chippenham primary school.



Statistics for the area

Allington Way	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	Not available	4.51%	4.1%
% of residents on Housing Benefit	Not available	41.02%	54%
Void period	Not available	2.4 weeks	2.7 weeks
Average maintenance costs per property	Not available	£387.03	£401.45

Summary of comments made

Three people said that they had been a victim of crime in the last 12 months. The crimes included:

- "Car damaged, things thrown at windows."
- "Vandalism to car whilst it was parked outside my flat. This has happened twice."
- "Two youths broke in and pretended they were policemen. Took money for bills, went in bedroom and took £400."

The following comments were made by residents when asked if there is anything else residents would like to tell us about the neighbourhood:

- "Communal areas at back are a let down - rubbish and weeds."
- "When fences or railings get broken they need to be replaced quickly or some people start to destroy things."

When asked about transport and parking a lot of people commented that there is not enough parking:

- "No parking for the disabled in Allington Way."
- "Insufficient parking for the number of flats."
- "Houses having too many cars parked on the roadside with no provision for off road parking - visitors from bungalows/houses where parking is inadequate on their road (Hungerdown Lane) using Allington Way."

The following comments were made by residents when asked if they have any further comments about crime and community safety.

- "We never see any Police on foot patrol."
- "Hassle from local children when out on mobility scooter."
- "Nothing for teenagers to do."



Allington Way	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	2	118	12	53	0	59.3%	●
Crime	2	293	17	122	10	53.3%	●
Children & Young People	2	21	52	19	26	40.4%	●
Neighbourhood	56	184	67	83	40	57.7%	●
Transport	0	39	0	6	0	68.3%	●
Training, enterprise and community groups	1	1	3	0	0	65.0%	●
Health							
Overall health	2	22	12	8		60.2%	●
Disability (self)		23		19		52.4%	●
Disability (household)		32		6		67.1%	●
Stress (self)		30		12		60.7%	●
Stress (household)		11		8		53.9%	●
Health issues (combined)	2	118	12	53	0	59.3%	●
Crime, ASB and Community Safety							
Crime and ASB a problem	2	0	17	16	10	32.2%	●
Specific issues							
Graffiti		32		4		69.4%	●
Animals or bird nuisance		29		7		65.3%	●
Noise		22		16		53.9%	●
Large groups of youths/children		20		22		48.8%	●
Drug dealing		29		10		62.2%	●
Vandalism		29		11		61.3%	●
Feel safe at home (day)		40		4		70.5%	●
Feel safe at home (night)		35		8		65.7%	●
Neighbourhood (day)		34		6		67.5%	●
Neighbourhood (night)		23		18		53.0%	●
Crime/ASB Issues	0	293	0	106	0	58.7%	●
Overall	2	293	17	122	10	53.3%	●
Children & Young People							
Facilities (satisfaction with)	1	6	7	8	9	35.5%	●
Play areas (satisfaction)	0	5	23	7	10	37.8%	●
Safety of play areas	1	10	22	4	7	46.6%	●
Children and young people (combined score)	2	21	52	19	26	40.4%	●
Your home and your neighbourhood							
Overall satisfaction	7	22	4	8	3	62.5%	●
Specific issues							
Living happily together		34	6	5		66.1%	●
Appearance	4	30	1	5	3	65.7%	●
Litter/rubbish		18		23		47.0%	●
Accessibility to shops	19	19	4	1	1	80.7%	●
Parks/recreation	4	15	9	6	9	49.4%	●
Schools	11	10	19	0	0	70.0%	●
Parking	4	0	10	17	14	29.4%	●
Volume of traffic	5	25	5	5	3	64.0%	●
Communal gardens	2	11	9	13	7	42.9%	●
Home and neighbourhood (combined)	49	162	63	75	37	57.2%	●
Overall	56	184	67	83	40	57.7%	●
Transport							
Is transport a problem?		39		6		68.3%	●
Training, enterprise & community groups							
Opportunities for training/community projects	1	1	3	0	0	65.0%	●

Princess Gdns & Eveleigh Rd

Overall results: ● Green – 2 ● Amber – 3 ● Red – 1

“ Would like to see **Community Police Officer** presence in area more often. ”

Princess Gardens and Eveleigh Road are situated in Wootton Bassett and consist of a mixture of houses, bungalows and flats. This is the first year that the area has been surveyed.

- A total of 86 properties were surveyed.
- 39 surveys were completed by the residents and returned, representing a 45% return rate.
- 79.5% of surveys were completed by Westlea tenants.
- 17.9% of surveys were completed by owner occupiers.
- 2.6% of surveys were completed by private tenants.
- 54% of residents that completed the survey have lived in their property for 10 years or more.
- 38.5% of those who completed a survey were in the 45-64 age group, with 23% age 20-44.
- 92.35 were White British; 2.6% other White Background; 2.6% other Mixed background; and 2.6% Bangladeshi.

Analysis of the survey data shows the following:



Positive

- Overall residents are fairly satisfied with homes and the neighbourhood.
- Overall residents feel safe in their homes during the day.
- Overall residents are satisfied with opportunities for training and community projects in the neighbourhood.



Negative (red lights)

- Crime and ASB.
- Satisfaction with play areas for children and young people.
- Safety of play areas.
- Litter and rubbish.
- Parking.

Environmental improvements to shared areas within neighbourhoods are being taken forward.



Statistics for the area

Princess Gdns & Eveleigh Rd	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	Not available	2.18%	4.1%
% of residents on Housing Benefit	Not available	52.41%	54%
Void period	Not available	3 weeks	2.7 weeks
Average maintenance costs per property	Not available	£123.95	£401.45

Summary of comments made:

Seven people said that they had been a victim of crime in the last 12 months. The crimes included:

- "Vandalism and graffiti."
- "Smashed window on car. Fence kicked in."
- "Theft and vandalism."

The following comments were made by residents when asked if there is anything else residents would like to tell us about the neighbourhood:

- "Need trees cut down, split at roots, hedge needs cutting."
- "Pathways not level, pathways covered in dogs mess, pathways not tended to."
- "Poor standard of cleanliness in roads. Bring back our road sweeper please."

When asked about transport and parking a lot of people commented that there is not enough parking:

- "Parking can be a problem for disabled tenants, usual parking spot often taken up by people with their own driveway or their visitors."
- "Problems with parking - too many cars for amount of parking."

The following comments were made by residents when asked if they have any further comments about crime and community safety.

- "Would like to see Community Police Officer presence in area more often."
- "Anti social behaviour and drugs are a big issue."
- "Lack of action by police at tackling local issues."



Eveleigh Rd & Princess Gdns	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	2	106	12	50	0	58.8%	●
Crime	2	288	15	92	6	56.3%	●
Children & Young People	5	28	37	21	12	48.3%	●
Neighbourhood	58	151	66	63	25	60.6%	●
Transport	0	36	0	3	0	71.2%	●
Training, enterprise and community groups	2	3	2	0	0	75.0%	●
Health							
Overall health	2	17	12	7	0	59.2%	●
Disability (self)		19		18		50.7%	●
Disability (household)		27		8		63.6%	●
Stress (self)		26		11		60.1%	●
Stress (household)		17		6		62.0%	●
Health issues (combined)	2	106	12	50	0	58.8%	●
Crime, ASB and Community Safety							
Crime and ASB a problem	2	0	15	15	6	34.9%	●
Specific issues							
Graffiti		29		5		67.6%	●
Animals or bird nuisance		20		16		52.8%	●
Noise		29		8		64.2%	●
Large groups of youths/children		24		13		57.4%	●
Drug dealing		21		13		55.9%	●
Vandalism		21		13		55.9%	●
Feel safe at home (day)		39		0		75.0%	●
Feel safe at home (night)		38		1		73.7%	●
Neighbourhood (day)		37		1		73.7%	●
Neighbourhood (night)		30		7		65.5%	●
Crime/ASB Issues	0	288	0	77	0	61.7%	●
Overall	2	288	15	92	6	56.3%	●
Children & Young People							
Facilities (satisfaction with)	2	12	5	6	1	57.7%	●
Play areas (satisfaction)	1	7	19	7	5	44.9%	●
Safety of play areas	2	9	13	8	6	45.4%	●
Children and young people (combined score)	5	28	37	21	12	48.3%	●
Your home and your neighbourhood							
Overall satisfaction	9	17	7	3	3	66.7%	●
Specific issues							
Living happily together		26	8	5		63.5%	●
Appearance	3	20	3	7	5	55.9%	●
Litter/rubbish		14		22		44.4%	●
Accessibility to shops	9	23	2	1	2	74.3%	●
Parks/recreation	6	18	7	2	1	69.1%	●
Schools	13	11	7	1	1	75.8%	●
Parking	5	0	13	11	9	37.5%	●
Volume of traffic	11	13	6	6	2	66.4%	●
Communal gardens	2	9	13	5	2	53.2%	●
Home and neighbourhood (combined)	49	134	59	60	22	59.9%	●
Overall	58	151	66	63	25	60.6%	●
Transport							
Is transport a problem?		36		3		71.2%	●
Training, enterprise & community groups							
Opportunities for training/community projects	2	3	2	0	0	75.0%	●

The Lawns

Overall results: ● Green – 2 ● Amber – 3 ● Red – 1

“ I would like to see extra security on the main door - too easy for people to get in on trade button in morning. ”

The Lawns is situated in Wootton Bassett and consists of a mixture of houses, bungalows and flats. This is the first year that the area has been surveyed

- A total of 59 properties were surveyed.
- 30 surveys were completed by the residents and returned, representing a 51% return rate.
- 73% of surveys were completed by Westlea tenants.
- 27% of surveys were completed by owner occupiers.
- 40% of residents that completed the survey have lived in their property for 10 years or more.
- 33% of those who responded were in the 75 + age group, 27% in the 45-64 age group.
- 96.7% were White British; 3.3% White and Black Caribbean; and 3.3% Bangladeshi.

Analysis of the survey data shows the following:



Positive

- Overall residents are satisfied with homes and the neighbourhood.
- Overall residents feel safe in their homes during the day.
- Overall residents are satisfied with the appearance of the neighbourhood.



Negative (red lights)

- Crime and ASB.
- Litter/rubbish.
- Parking.
- Satisfaction with play areas and facilities for children and young people.
- Safety of play areas.

Members of the community joined together for a clean-up campaign at Hill Rise, Chippenham.



Statistics for the area

The Lawns	2006	2007	Westlea average (period 24)
Rent arrears as a % of rent due	Not available	2.55%	4.1%
% of residents on Housing Benefit	Not available	52.83%	54%
Void period	Not available	3.5 weeks	2.7 weeks
Average maintenance costs per property	Not available	£561.67	£401.45

Summary of comments made:

One person said that they had been a victim of crimes in the last 12 months. The crimes were

- "Vandalism and theft."

The following comments were made by residents when asked if there is anything else residents would like to tell us about the neighbourhood:

- "Neighbours rubbish not moved - needs bulky refuse."
- "Grounds could be maintained more frequently general tidiness could be improved."

When asked about transport and parking a lot of people commented that there is not enough parking:

- "Feel parking spaces outside our block are being used by customers/staff of nearby supermarket, creating problems for residents."
- "Inadequate parking facilities for residents."
- "People from out of area, park in the area - big problem."
- "I think the flats should have numbered spaces."

The following comments were made by residents when asked if they have any further comments about crime and community safety.

- "It would be a great asset to extend the CCTV cameras."
- "Would like to see extra security on the main door - too easy for people to get in on trade button in morning."



The Lawns	very satisfied	satisfied	neither	dissatisfied	very dissatisfied	overall	
Health	0	89	11	23	0	63.4%	●
Crime	4	230	16	54	2	58.9%	●
Children & Young People	2	14	34	14	9	45.2%	●
Neighbourhood	51	109	51	48	17	61.7%	●
Transport	0	26	0	4	0	68.3%	●
Training, enterprise and community groups	1	3	3	0	0	67.9%	●
Health							
Overall health	0	17	11	2	0	62.5%	●
Disability (self)		23		6		64.7%	●
Disability (household)		19		4		66.3%	●
Stress (self)		21		7		62.5%	●
Stress (household)		9		4		59.6%	●
Health issues (combined)	0	89	11	23	0	63.4%	●
Crime, ASB and Community Safety							
Crime and ASB a problem	4	0	16	8	2	46.7%	●
Specific issues							
Graffiti		16		12		53.6%	●
Animals or bird nuisance		23		2		71.0%	●
Noise		19		7		61.5%	●
Large groups of youths/children		20		7		62.0%	●
Drug dealing		22		1		72.8%	●
Vandalism		21		6		63.9%	●
Feel safe at home (day)		29		1		73.3%	●
Feel safe at home (night)		29		1		73.3%	●
Neighbourhood (day)		26		4		68.3%	●
Neighbourhood (night)		25		5		66.7%	●
Crime/ASB Issues	0	230	0	46	0	64.7%	●
Overall	4	230	16	54	2	58.9%	●
Children & Young People							
Facilities (satisfaction with)	1	4	1	5	2	44.2%	●
Play areas (satisfaction)	1	2	16	7	4	40.8%	●
Safety of play areas	0	8	17	2	3	50.0%	●
Children and young people (combined score)	2	14	34	14	9	45.2%	●
Your home and your neighbourhood							
Overall satisfaction	6	20	4	0	0	76.7%	●
Specific issues							
Living happily together		18	4	8		58.3%	●
Appearance	3	19	4	4	0	67.5%	●
Litter/rubbish		14		13		50.9%	●
Accessibility to shops	25	3	0	1	0	94.8%	●
Parks/recreation	3	7	9	3	1	58.7%	●
Schools	8	7	7	0	0	76.1%	●
Parking	0	0	8	8	13	20.7%	●
Volume of traffic	2	9	9	6	2	52.7%	●
Communal gardens	4	12	6	5	1	61.6%	●
Home and neighbourhood (combined)	45	89	47	48	17	59.9%	●
Overall	51	109	51	48	17	61.7%	●
Transport							
Is transport a problem?		26		4		68.3%	●
Training, enterprise & community groups							
Opportunities for training/community projects	1	3	3	0	0	67.9%	●

Appendix 1

Westlea statistics 06/07 – Registration areas

	Total number of relets 2006	Void loss: Average turnover	Rent Arrears: as % of debt	HB recipients as % of tenancies	Maintenance costs: average per property
Wootton Bassett					
Princess Gardens	1	3 weeks	2.19%	53.85%	£112.23
Eveleigh Road	3	3 weeks	2.18%	50.98%	£135.68
The Lawns	5	3.5 weeks	2.55%	52.83%	£561.67
Chippenham					
Allington Way	8	2.5 weeks	7.57%	45.10%	£60.81
Patchway	3	2.5 weeks	12.22%	48.39%	£58.00
Needl Crescent	5	7.8 weeks	7.13%	45.65%	£74.48
Corsham Area 1					
Weller Rd	1	2 weeks	3.98%	38.46%	£79.92
Orchard House	4	2.5 weeks	2.27%	46.15%	£731.33
Dickens Avenue	5	2.7 weeks	5.83%	50%	£94.94
Winters Court	1	3 weeks	2.81%	70.00%	£340.39
Cornwall House	3	1 week	7.67%	0.50%	£595.51
Corsham Area 2					
Dicketts Road	3	3 weeks	4.64%	52.08%	£225.35
Colemans farm	19	3.2 weeks	3.40%	62.98%	£1,567.87
Potley & Pockeridge	7	3.5 weeks	7.20%	41.89%	£590.31
Rudloe	18	2.4 weeks	3.69%	46.76%	£280.29
Hill Rise	8	4.3 weeks	7.77%	45.35%	£313.01
Stokes Croft	2	3.5 weeks	1.88%*	40.54%	£1,002.79

Notes

Void Loss:

Average per area, 1 Jan – 31 Dec 2006 = 2.7 weeks

Rent arrears as % of debt:

Figures given are for period 26 in rent year 2006/07; average at period 24 = 4.1%

Housing benefit recipients as % of tenancies:

Figures given are period 26 in rent year 2006/07; average at period 24 = 54%

Maintenance costs (average per property)

Average cost in 2006/07 = £401.45

* Figures for Stokes Croft only, not only roads surveyed (eg The Were etc).

Appendix 2

Survey Return Rate, by areas

Areas surveyed	Actual properties 2007	Surveys completed on doorstep	Surveys completed on the internet	Total number of surveys returned	% of surveys completed on door step	Total % of surveys completed and returned
Colemans Farm	388	92	1	152	24%	39%
Potley/Pockeridge	140	14	2	45	10%	32%
Patchway	54	10	1	16	19%	30%
Neeld Crescent	57	15	0	21	26%	37%
Rudloe	258	25	1	95	10%	37%
Hill Rise	302	60	0	118	20%	39%
Stokes Croft	74	19	0	29	26%	39%
Princess Gardens						
Eveleigh Road	86	15	0	39	17%	45%
The Lawns	59	17	0	30	29%	51%
Allington Way	84	15	2	45	18%	54%
Weller road	10					
Orchard House	12					
Winters Court	9	11	0	20	17%	30%
Cornwall House	9					
Dickens Avenue	26					
Dicketts Road	30	11	0	14	37%	47%
Total	1598	304	7	624	19%	39%

Appendix 3

Community Development Survey 2007

We called today but unfortunately you were out. Please see below for details of how to complete and return the 2007 Community Development Survey, and make sure YOUR voice is heard! (box for researcher to tick if resident is out)

Westlea Housing Association is asking residents across North Wiltshire about their neighbourhoods. The information we collect will be used to help decide where we should focus our resources and Community Development work in the future. The survey should only take you 10/15 minutes to complete; we can go through it with you now. If you prefer you can complete it at your leisure and return it to in the post. You do not need a stamp. If you wish to complete it over the telephone, please let the surveyor know and phone 01249 466150 to arrange a time for us to call you back. You may also complete the form over the Internet by going to www.westlea.co.uk.

Don't forget ever completed form is entered into our prize draw - the lucky winner will receive £25 of High Street vouchers.

Section 1: Information about your household

Q1 Are you (tick one box only)

- | | |
|----------------------------------|--------------------------|
| Westlea Tenant | <input type="checkbox"/> |
| Owner/occupier | <input type="checkbox"/> |
| Other Housing Association Tenant | <input type="checkbox"/> |
| Private Tenant | <input type="checkbox"/> |

Q2 How long have you lived in your property? (please tick one)

- | | |
|--------------------|--------------------------|
| Less than one year | <input type="checkbox"/> |
| 1-2 years | <input type="checkbox"/> |
| 3-4 years | <input type="checkbox"/> |
| 5-9 years | <input type="checkbox"/> |
| 10 years or more | <input type="checkbox"/> |

Section 2: Your home and your neighbourhood

Q3 Overall, how satisfied are you with your neighbourhood? (please tick one box)

- | | |
|-----------------------------------|--------------------------|
| Very satisfied | <input type="checkbox"/> |
| Fairly satisfied | <input type="checkbox"/> |
| Neither satisfied or dissatisfied | <input type="checkbox"/> |
| Fairly dissatisfied | <input type="checkbox"/> |

Very dissatisfied

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Q4 Do you think people from different backgrounds and cultures can live here happily together?					
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsure/no opinion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Do you feel that you have a neighbour that you could go to in a crisis?

Yes

No

Q6 How satisfied are you with the following features of your neighbourhood? (tick each feature) Box 1 for Very Satisfied to Box 5 for Very Dissatisfied

Appearance of neighbourhood

Accessibility to local shops

Parks/recreation facilities

Schools

Volume of traffic

Communal areas/gardens

Q7 Would you be interested in using a compost bin in your garden, or if you live in a flat, using a community composting facility.

Yes (please tick the box on the reply card at the end of this survey)

No

I already have one

Vehicle 1 Vehicle 2 Vehicle 3

Q8 Is there anything else you would like to tell us about your neighbourhood?

Section 3 : Transport and parking

Q9 Is transport a problem for you?

Yes

No

Q10 If you answered yes to the above question, what is the problem?

Q11 What type of transport do you use?

Car

Bus	<input type="checkbox"/>
Motorcycle	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>
Walk	<input type="checkbox"/>
If other, please state	<input type="checkbox"/>

Q12 If you have a vehicle, where do you park (please indicate where you park each vehicle)

	YES	NO
Garage	<input type="checkbox"/>	<input type="checkbox"/>
Off Street in marked parking space	<input type="checkbox"/>	<input type="checkbox"/>
On street in marked parking space	<input type="checkbox"/>	<input type="checkbox"/>
On street not on parking space	<input type="checkbox"/>	<input type="checkbox"/>
In designated disabled space	<input type="checkbox"/>	<input type="checkbox"/>
If other, please state where you park your vehicle	<input type="checkbox"/>	<input type="checkbox"/>

Q13 How much of a problem is parking in your area?

	YES	NO
A big problem	<input type="checkbox"/>	<input type="checkbox"/>
Some problem	<input type="checkbox"/>	<input type="checkbox"/>
Not much of a problem	<input type="checkbox"/>	<input type="checkbox"/>
No problem	<input type="checkbox"/>	<input type="checkbox"/>
Unsure/don't drive	<input type="checkbox"/>	<input type="checkbox"/>

Q14 Do you have any other comments about transport and parking?

Section 4 : Crime and Community Safety

Q15 How much of a problem do you think that crime and anti social behaviour is in your area?

A big problem	<input type="checkbox"/>
Some problem	<input type="checkbox"/>
Not much of a problem	<input type="checkbox"/>
No problem	<input type="checkbox"/>

Unsure

Q16 Do you have problem with any of the following locally?

Graffiti

Animals or bird nuisance

Noise

Large groups of children or youths

Drug dealing

Vandalism

Litter/rubbish

Other, please state

Q17 Do you feel safe in:

Your home during the daytime

Your home during the night

In the neighbourhood during the day (up to 1 mile)

In the neighbourhood during the night (up to 1 mile)

Q18 Have you been a victim of crime in the past 12 months (either reported or unreported)?

If yes, please give brief details. e.g. burglary, vandalism etc.

Q19 How satisfied are you with the facilities for children and young people in your area?

Very satisfied

Fairly satisfied

Neither satisfied or dissatisfied

Fairly dissatisfied

Very dissatisfied

Q20 How satisfied are you with the areas available for children to play in?

Very satisfied

Fairly satisfied

Neither satisfied or dissatisfied

Fairly dissatisfied

Very dissatisfied

Don't know/ not applicable

Q21 How safe do you think children are when playing outside in your area?

Very satisfied

YES

NO

Fairly satisfied

Neither satisfied or dissatisfied

Fairly dissatisfied

Very dissatisfied

Don't know/ not applicable

Q22 Do you have any other comments about Crime and Community Safety?

Section 5: Training, enterprise and community groups

Q23 Are you aware of any community projects that have been or are being run on your estate? For example, Youth work, Barnardo's family activities, healthy living projects

Very satisfied

YES

NO

Fairly satisfied

No, but I am interested in finding out if there are any (please tick the box on the reply card at the end of this survey)

Q24 If you answered yes to the above question, how satisfied are you with opportunities for training and getting involved in Community Projects?

Very satisfied

YES

NO

Fairly satisfied

Neither satisfied or dissatisfied

Fairly dissatisfied

Very dissatisfied

Don't know/unsure

YES

NO

Q25 In your household are there any: (please tick all that are relevant)

- 16-17 year olds in work or education
-
- 16-17 year olds unemployed and not in training
-
- 18-24 year olds in future education or employment
-
- Any 25's or over undertaking any form of education or training outside of the workplace

Q26 Have you heard of the 'Whatever' project run by Westlea Housing which provides work experience for young people not in employment, education or training?

- Yes
-
- No, this is not something I am interested in
-
- No, but please send me some future information (please tick the box on the reply card at the end of this survey)

Q27 Have you ever attended a training course run by Westlea Housing

- Yes
-
- No
-
- No, but I may be interested in attending in the future (please tick the box on the reply card at the end of this survey)

Q29 Are you involved in any Social Enterprise or Community Groups or do you belong to any voluntary groups

- Social Enterprise
-
- Community groups
-
- Voluntary groups
-
- Faith groups

Q30 Would you sign up to a Good Neighbour Agreement on your estate?

- Yes
-
- No
-
- Don't know/not sure

Q31 Would you be interested in joining a residents' group

- Yes
-
- No
-
- I am already a member of one

Q32 Do you have any further comments about training, enterprise and community groups?

Section 6: Health and well being

Q33 This list shows some of the major sources of stress in a person's life. In the past 12 months has any member of the household experienced any of the following?

Moving house

Serious illness (yourself, family or friend)

Relationship problems

Divorce or separation

A child leaving home or returning home

Difficulty at school or on a training programme

General family problems

Drug or alcohol problems

Death of a family member or friend

Losing a job

Making a Social Security claim/Housing benefit claim

Financial problems

Retirement

Problems with neighbours

If other, please state

Q34 Would you say that you or any other members of your household are experiencing stress now?

Yes

No

Q35 How would you rate your overall health and well-being?

Excellent

Good

Average

Poor

Q36 If you answered 'poor' to the above question, are your problems mainly

Physical

Emotional

Both

Q37 Do you have any further comments about your health and well being?

Section 7: Information Technology

Q38 Do you own a computer?

Yes

No

Q39 If you said yes, do you use the internet?

Yes

No

Q40 If you use the internet, how do you connect?

Via a Broadband connection

Via a dial up connection

Q41 Have you ever used the computers at e-calne, e-chippenham or at Potley and Pockeridge Community Centre?

Yes

No

Appendix 4

Crime statistics at housing locations (Supplied by Wiltshire Police)

Begin Date – 01/04/2006 End Date – 31/03/2007

Q42 Do you have any further comments about Information Technology?

Equality and Diversity Monitoring

The information that you provide on this section of the form is classed as 'sensitive' under the Data Protection Act 1998. By filling in this part of the form and returning it to us, you are giving us your permission to keep this information on a database. Westlea is committed to equal and open access to all of our services for all of our residents. This information will be kept confidentially and only used to make sure that we are keeping this promise.

Q43 Gender

- Male
-
- Female

Q44 Age Group

- 16-19
-
- 20-44
-
- 45-64
-
- 65-74

Disability/long-standing illness. The Disability Discrimination Act 1995 defines a disability as a physical or mental difficulty that causes you severe problems in carrying out day-to-day activities. A long-standing illness means that you have had,

Chippenham Town Inner West Patchway	Sum
Burglary	11
Bicycle Theft	22
Theft from Person	2
Vandalism	215
Common Assault	8
Wounding 53	
Personal Robbery	5
Theft Of Vehicle	4
Theft From Vehicle	23
Vehicle Interference	1
Sum	344

Chippenham Town NE Hill Rise	Sum
Burglary	23
Bicycle Theft	10
Theft from Person	1
Vandalism	70
Common Assault	10
Wounding 39	
Personal Robbery	2
Theft Of Vehicle	4
Theft From Vehicle	10
Sum	169

Chippenham Town Outer West Allington Way	Sum
Burglary	10
Bicycle Theft	12
Theft from Person	4
Vandalism	78
Common Assault	8
Wounding 27	
Personal Robbery	1
Theft Of Vehicle	12
Theft From Vehicle	60
Vehicle Interference	3
Sum	215

Corsham Town Areas 1 & 2 & P & P	Sum
Burglary	15
Bicycle Theft	15
Vandalism	171
Common Assault	25
Wounding 52	
Personal Robbery	2
Theft Of Vehicle	28
Theft From Vehicle	27
Vehicle Interference	14
Sum	349

Wootton Bassett all	Sum
Burglary	19
Bicycle Theft	15
Theft from Person	3
Vandalism	180
Common Assault	16
Wounding 56	
Personal Robbery	2
Theft Of Vehicle	5
Theft From Vehicle	41
Vehicle Interference	2
Sum	339

Appendix 5

Information Technology Information

Area	% who own a computer	% who use the internet	% of internet users who use Broadband	% who have used eProjects or computers at P & P Community Centre
Colemans Farm	51%	37%	34%	14%
Rudloe	49%	44%	39%	2%
Potley and Pockeridge	64%	49%	44%	9%
Patchway	37%	31%	37%	12%
Neeld Crescent	48%	9%	9%	9%
Hill Rise	53%	36%	31%	5%
Stokes Croft	86%	76%	55%	24%
Corsham Area 1	50%	45%	40%	5%
Corsham Area 2	36%	14%	14%	21%
Allington Way	47%	40%	33%	7%
Princess Gdns & Eveleigh Rd	61%	36%	31%	0%
The Lawns	40%	33%	27%	0%

Appendix 6

Headline Results 2007 Maximum Impact Areas

Maximum Impact Areas

	Colemans Farm	Hill Rise	Rudloe	Potley & Pockeridge
Health	61.0% ●	60.1% ●	58.5% ●	62.2% ●
Crime	51.1% ●	54.0% ●	58.7% ●	49.4% ●
Youth	42.9% ●	38.0% ●	53.6% ●	44.8% ●
Neighbourhood	59.4% ●	59.7% ●	61.3% ●	48.1% ●
Transport	67.1% ●	65.8% ●	69.1% ●	67.2% ●
Training, comm. groups and enterprise	65.7% ●	62.9% ●	65.2% ●	65.7% ●

Areas previously surveyed

	Stokes Croft	Patchway	Neeld Crescent
Health	59.1% ●	54.8% ●	56.4% ●
Crime	42.4% ●	52.0% ●	60.3% ●
Youth	35.9% ●	47.7% ●	27.6% ●
Neighbourhood	58.5% ●	55.7% ●	57.6% ●
Transport	60.7% ●	62.5% ●	67.9% ●
Training, comm. groups and enterprise	58.9% ●	58.3% ●	66.7% ●

Areas previously surveyed

	Allington	Corsham 1	Corsham 2	The Lawns	Eveleigh Rd & Princess Rd
Health	59.3% ●	61.4% ●	55.6% ●	63.4% ●	58.8% ●
Crime	53.3% ●	56.7% ●	44.0% ●	58.9% ●	56.3% ●
Youth	40.4% ●	39.5% ●	25.0% ●	45.2% ●	48.3% ●
Neighbourhood	57.7% ●	59.7% ●	45.7% ●	61.7% ●	60.6% ●
Transport	68.3% ●	67.1% ●	64.3% ●	68.3% ●	71.2% ●
Training, comm. groups and enterprise	65.0% ●	50.0% ●	68.8% ●	67.9% ●	75.0% ●

Key

- Less than 51% ●
- 52% – 66% ●
- Over 67% ●

If you would like to have any part of this document explained or translated, or in a different format such as in larger print or on audio tape, please contact Westlea on 01249 465465 to discuss your needs.



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business for neighbourhoods