

Runnymede Community Safety Partnership 2021 Survey report

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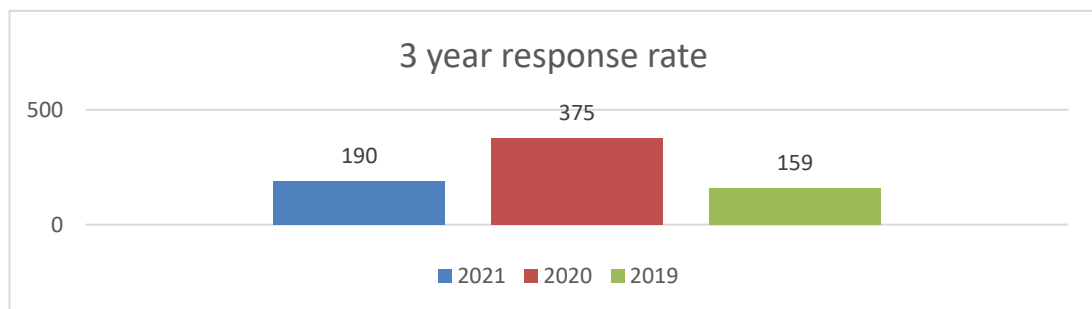
Foreword

The Community Safety Survey for 2021 was available for completion for 6 weeks starting 1st February. The purpose of the survey was to understand the public's perception on Community Safety matters across the Borough to be used when reviewing of the Community Safety Partnership Plan and actions.

The survey consisted of 20 questions.

The response rate for this survey was 190. This is a 49% decrease compared to 2020 but a 19% increase compared to 2019.

Percentage noted in this document are rounded to the nearest whole number therefore combined results may not equal 100%.



Question 1

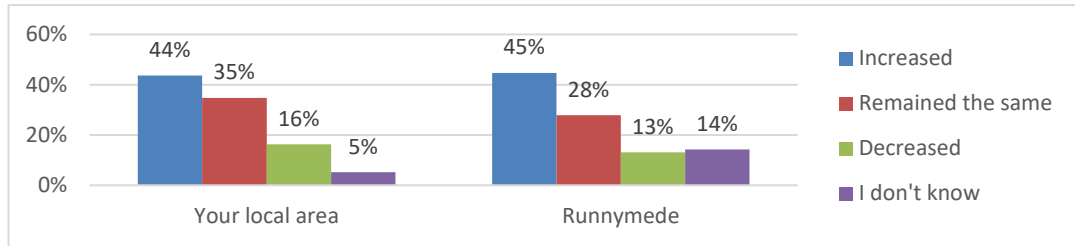
Q1 related to the perception of crime levels within the respondent's local area and Runnymede as a whole over the past year.

In your local area:

- 44% (n83) of the respondents feel that crime has increased.
- 35% (n66) feel that crime levels have stayed the same.
- 16% (n31) feel that crime has decreased.
- 5% (n10) feel that they do not know if crime levels have increased, decreased, or stayed the same.

In Runnymede:

- 45% (n85) of the respondents feel that crime has increased.
- 28% (n53) feel that crime levels have stayed the same.
- 13% (n25) feel that crime has decreased.
- 14% (n27) feel that they do not know if crime levels have increased, decreased, or stayed the same.



Question 2

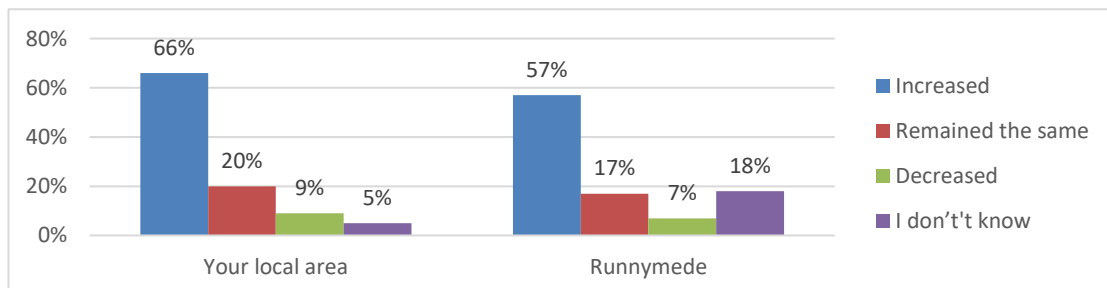
Q2 related to the perception of antisocial behaviour levels within the respondent's local area and Runnymede as a whole over the past year.

In your local area:

- 66% (n125) of respondents feel that ASB has increased.
- 20% (n38) of respondents feel that ASB levels have stayed the same.
- 9% (n18) of respondents feel that ASB has decreased.
- 5% (n9) of respondents feel that they do not know if ASB levels have increased, decreased, or stayed the same.

In Runnymede:

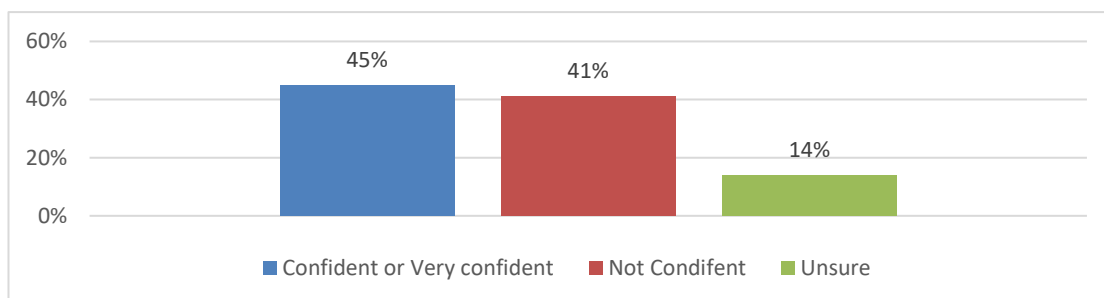
- 57% (n109) of respondents feel that ASB has increased.
- 17% (n32) of respondents feel that ASB levels have stayed the same.
- 7% (n14) of respondents feel that ASB has decreased.
- 18% (n35) of respondents feel that they do not know if ASB levels have increased, decreased, or stayed the same.



Question 3

Q3 related to how confident respondents are that Surrey Police are dealing with antisocial behaviour and crime in Runnymede.

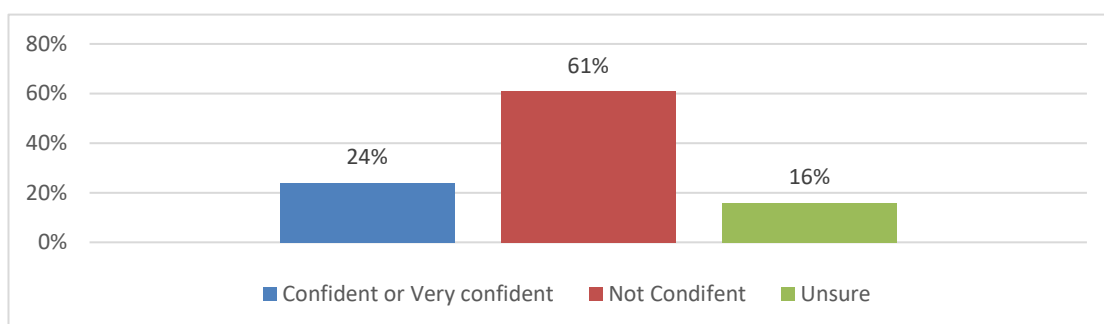
- 45% (n86) of respondents are confident or very confident that Police are dealing with ASB and Crime.
- 41% (n77) of respondents are not confident that Police are dealing with ASB and Crime.
- 14% (n27) of respondents are unsure of their confidence in Police dealing with ASB and Crime.



Question 4

Q4 related to how confident respondents are that Runnymede Borough Council are dealing with antisocial behaviour and crime in Runnymede.

- 24% (n45) of respondents are confident or very confident that RBC are dealing with ASB and Crime.
- 61% (n115) of respondents are not confident that RBC are dealing with ASB and Crime.
- 16% (n30) of respondents are unsure of their confidence in RBC dealing with ASB and Crime.



Question 5

Q5 related to how much of a problem the respondents felt different ASB category areas are and the priority is ranked in order of highest to lowest perceived problems.

*includes responses marked as 'big problem' and 'slight problem'.

**includes responses marked as 'not a problem' and 'I don't know'.

Priority	Issue	Problem*	Not a problem**
=1	Fly-tipping	93% (n176)	7% (n14)
=1	Litter (excluding drug paraphernalia)	93% (n176)	7% (n14)
3	Antisocial parking	83% (n157)	17% (n33)
4	Criminal Damage / Vandalism	82% (n155)	18% (n35)
=5	Drug taking	81% (n153)	19% (n37)
=5	Antisocial driving	81% (n154)	19% (n36)
7	Dog fouling	80% (n152)	20% (n38)

8	Drug paraphernalia	79% (n150)	21% (n40)
9	Burglary	78% (n148)	22% (n42)
10	Theft	76% (n144)	24% (n46)
11	Graffiti	60% (n114)	40% (n76)
12	Violent behaviour	49% (n93)	51% (n97)
13	Public intoxication	45% (n86)	55% (n104)
14	Noisy neighbour	44% (n83)	56% (n107)
15	Abandoned vehicles	35% (n67)	65% (n123)
16	Uncontrolled pets	34% (n64)	66% (n126)

Question 6

Q6 related to how informed the respondents felt around different Community Safety themes and the priority is ranked in order of the lowest informed theme to highest.

*Informed includes responses marked as 'well informed' and 'somewhat informed'.

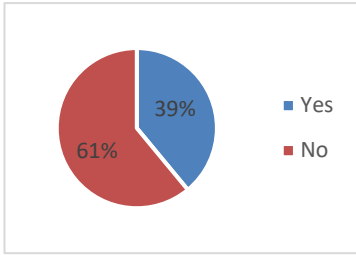
**Not informed includes responses marked as 'uninformed' and 'I don't know'.

Priority	Theme	Informed*	Not informed**
1	Honour Based Violent (HBV)	33% (n63)	67% (n127)
2	Prevent	35% (n66)	65% (n124)
3	Cuckooing	36% (n68)	64% (n122)
4	Female Genital Mutilation (FGM)	44% (n83)	56% (n107)
5	Child Exploitation (CE)	45% (n85)	55% (n105)
6	Modern Day Slavery (MDS)	54% (n103)	46% (n87)
7	County Lines	57% (n109)	43% (n81)
8	Domestic Abuse	61% (n116)	39% (n74)
9	Cyber Crime	68% (n129)	32% (n61)

Question 7

Q7 asked whether the respondent had been a victim of crime or ASB in the last 12 months.

- 39% (n75) of respondents had been a victim of crime or ASB in the last 12 months.
- 61% (n115) of respondents had not been a victim of crime or ASB in the last 12 months.



Question 8

Q8 was a free text box whereby respondents could state what crime or ASB they had been victim to.

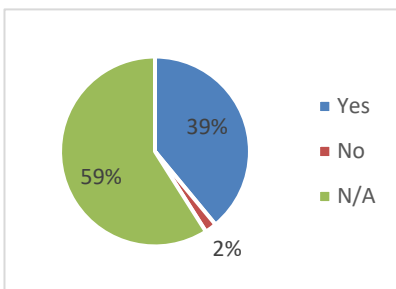
Comments included:

Theft, noise (music, vehicles, dogs, shouting, parties), off-roading vehicles, drugs (dealing, use, smell, paraphernalia) loitering, litter & fly-tipping, COVID lockdown breaches, electric scooters, dangerous driving & speeding, parking (pavements, junctions, line of sight, yellow lines), verbal abuse (including hate related), dog fouling, public urination, fires, missiles (bottles, eggs, catapults), violence, fireworks, foul language, scam communications, criminal damage, bonfires & smoke, graffiti

Question 9

Q9 asked respondents whether the incident of crime or ASB occurred within the Borough of Runnymede.

- 39% (n75) of incidents occurred in Runnymede.
- 2% (n3) of incidents occurred elsewhere.
- 59% (n112) had not suffered crime or ASB.



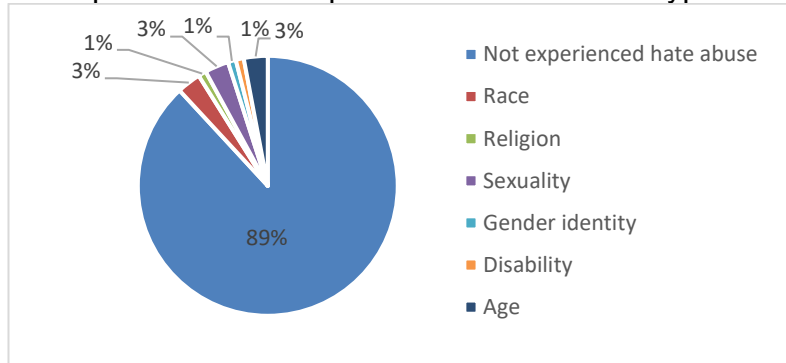
Question 10

Q10 asked respondents whether they had suffered hate related abuse in the last 12 months.

- 89% (n171) had not experienced hate related abuse.
- 3% (n6) had experienced abuse related to race.

- 1% (n1) had experienced abuse related to religion.
- 3% (n6) had experienced abuse related to sexuality.
- 1% (n1) had experienced abuse related to gender identity.
- 1% (n2) had experienced abuse related to disability.
- 3% (n6) had experienced abuse related to age.

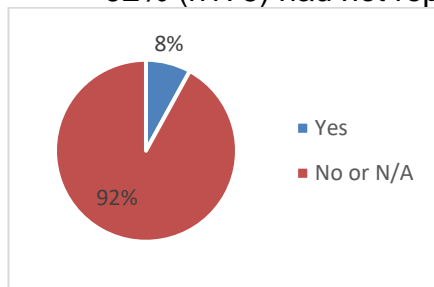
*3 respondents had experienced more than 1 type of abuse.



Question 11

Q11 asked respondents whether they reported the incident(s) of hate related abuse.

- 8% (n15) had reported the incident(s).
- 92% (n175) had not reported the incident(s) or selected N/A



Question 12

Q12 was a free text box whereby respondents could leave comments on improvements they felt the community safety partnership could make to improve the area.

Comments sanitised and grouped into themes however these included:

- o Better communication & update from reports/patrols
- o Educate & remind people about unacceptable behaviours
- o Police/PCSO visibility (especially foot/bike patrols)
- o Easier reporting options
- o Graffiti removal
- o Multi-agency working including joint communications/campaigns
- o Zero tolerance & enforcement rather than warnings
- o More traffic & litter wardens
- o 20mph zones & more parking restrictions
- o More CCTV

- Brighter street lighting
- Provide grants for security alarms/crime prevention equipment
- Parents to be made aware of reports relating to children
- Police counter in Addlestone
- Advise on who to contact for out of hours ASB including noisy neighbours and disturbances
- Enforcement of Blue Badge parking
- Incidents to be reported by public
- Courts to give meaningful punishments as well as community pay back programmes (such as graffiti removal / litter picking etc)
- Publish data relating to number of stops made for people using phones whilst driving (include in the monthly 'In The Know' updates)
- Make best use of Neighbourhood Watch newsletters – weekly crime stats are helpful but lots of jargon
- Timely responses for reports, particularly unauthorised encampments & abandoned vehicles
- Open recycling centre daily
- Stakeholders to work with Police rather than shooting down initiatives on social media
- Resource Police and Council better
- Tidy up areas to make neighbourhood more desirable (cut hedges/trees, clean & fix road signs, repaint road markings etc – broken window syndrome)
- Focus on hotspot locations
- Covert police patrols
- More traffic calming measures
- Ban silver canisters (nitrous oxide)
- Patrols of open spaces and woodland areas
- Better vetting of tenants
- Stop building more homes
- Create youth centres with activities – safe space for youths
- Allow anonymous reporting of crime
- Focus on 'real crime' not political agendas
- Deal with ASB by students – link into tenancy conditions

Question 13

Q13 related to the connection to Runnymede which the respondent has

Runnymede resident	96% (n183)
Runnymede business	0% (n0)
Runnymede resident and business	0% (n0)
Representing a voluntary/community organisation	1% (n1)
Representing a public sector organisation	2% (n4)
Other	1% (n2)

Question 14 and 15

Q14 & Q15 related to the area and postcode of the respondent

Addlestone South	8% (n16)
Addlestone North	8% (n15)
Chertsey Riverside	1% (n1)
Chertsey St Ann's	2% (n4)
Egham Hythe	21% (n39)
Egham Town	21% (n40)
Englefield Green East	2% (n4)
Englefield Green West	7% (n13)
Longcross, Lyne & Chertsey South	1% (n1)
New Haw	8% (n16)
Ottershaw	2% (n4)
Thorpe	7% (n13)
Virginia Water	5% (n10)
Woodham & Rowtown	6% (n11)
Outside of the Borough of Runnymede	2% (n3)

Question 16

Q16 related to the gender of the respondent

Male (including transgender men)	41% (n77)
Female (including transgender women)	53% (n101)
Prefer not to say	6% (n12)
Other	0%

Question 17

Q17 related to the age of the respondent

Under 16	0%
16 - 24	5% (n10)
25 - 34	6% (n12)
35 - 44	15% (n28)
45 - 54	24% (n45)
55 - 64	23% (n43)
65+	22% (n42)
Prefer not to say	5% (n10)

Question 18

Q18 related to the ethnic background of the respondent

White	92% (n174)
Mixed/Multiple ethnic groups	2% (n3)
Asian/Asian British	1% (n2)
Black/African/Caribbean/Black British	0%
Other ethnic group	0%
Prefer not to say	6% (n11)

Question 19

Q19 related to how the respondent heard about the survey.

RBC Website	6% (n11)
Facebook - RBC	13% (n24)
Facebook - Police	19% (n36)
Twitter - RBC	8% (n16)
Twitter - Police	4% (n7)
Facebook - community group page	15% (n29)
Other	35% (n67)

Question 20

Q20 was a free text box whereby respondents could leave any additional comments not already covered by the survey.

Comments sanitised and grouped into themes however these included:

- Thank you to the agencies – efforts are appreciated
- Street sweeper to be used more regularly
- Police online report form is not user friendly
- Work closer with Met Police
- Provide feedback form this survey
- Communicate objectives to the public to be held accountable
- Survey is unnecessarily complicated
- Promote how to report
- Sad that Police can no longer be bothered to investigate burglaries.
- More funds for Policing the streets
- Repair potholes and clean out drains
- Response times are not fast enough – don't feel safe
- Keep Safer Runnymede CCTV service
- Work with residents to solve issues
- Difficulties reporting to Council
- Add updates to Surrey Advertiser – currently about other parts of the county

Outcome Information

In response to comment themes identified through this survey, please see the below information which we hope you find helpful:

- **Better communication & update from reports/patrols:**

Surrey Police, particularly Runnymede, provide social media updates on a regular basis. To access this information please follow @RunnymedeBeat on [Facebook](#) or [Twitter](#)

- **Easier reporting options / Promote how to report:**

Please visit [Report it](#) where you can report the following to Runnymede Borough Council:

- Missed bin collection
- Planning enforcement form
- Litter, rubbish, flytipping
- Antisocial behaviour
- Ask for a repair
- Dog fouling
- Graffiti
- Noise
- Abandoned vehicles
- Dead animal collection form
- Fraud
- Complaining about my neighbour's high hedge
- Potholes/road repairs (Link directly to Surrey County Council)

We understand that it can be difficult to know who to report what to. The Community Safety Coordinator (CSO) at RBC often receives reports which are not actionable by the Borough Council. In these circumstances, the CSO will try to signpost you to the correct service. Where reports are not actionable by the CSO but are actionable by another department, your report will be forwarded for consideration by that department.

Common misrouted reports relate to matters which are the responsibility of Surrey County Council, such as pot holes, blocked/broken/missing drains & manhole covers, pavement & kerbs, road markings and Street lighting. These, along with other matters can be reported at [Tell us about a highway issue](#)

Antisocial behaviour (ASB) can be reported to both the Council and Police. Responsibility for dealing with ASB is split between the agencies depending on the nature of the ASB.

- Reports to Runnymede Borough Council can be made via:
 - Online: <https://www.runnymede.gov.uk/article/14166/Antisocial-behaviour-reporting-form>
 - Calling 01932 838383
- Reports to Surrey Police can be made via:
 - Online: <https://www.surrey.police.uk/ro/report/>

- Live Chat (available on the above webpage once you have selected an incident category)
- Private message on Facebook via the 'Surrey Police' page
- Calling 101

- **Advise on who to contact for out of hours ASB including noisy neighbours and disturbances:**

Runnymede Borough Council do not employ patrolling officers and do not operate out of hours. Any reports submitted out of hours will be processed within working hours. We aim to do this as soon as possible. For incidents occurring out of hours, these can be reported to Police where relevant however it is important to be clear about what behaviour is occurring. If the report simply says 'noise' or 'noisy neighbours', it is likely that you will be referred to RBC. If, however the noise is in relation to rowdy or drunk and disorderly behaviour / fighting etc, please ensure this is relayed to the call taker.

- **Enforcement of Blue Badge parking:**

Most disabled parking bays do not have any legal standing and we cannot take action if people park in them without a blue badge.

Some disabled parking bays are enforceable. These have a sign next to them with the words 'disabled badge holders only' and are usually in shopping areas or in streets where there are other parking controls. Anyone parked in an enforceable bay and not displaying a valid blue badge may receive a penalty charge notice.

- **Communicate objectives to the public to be held accountable**

The Community Safety Partnership (CSP) plan is available on [Community Safety Partnership](#). The plan covers the period of 2019-22 with members of the CSP meeting quarterly to update on actions along with current and emerging trends. The annual CSP survey is used to help the agencies understand the public's perceptions and comments against the actions undertaken and, when required, to inform part of the redesign of the plan.

- **Difficulties reporting to Council**

We apologise for any difficulties caused. There is a known error with the online ASB reporting form whereby forms are not submitted if the maximum word count is exceeded. Unfortunately, the form does not display the word count nor prevent further text from being entered once reached. This matter is being addressed as part of the Council's website redesign which will be implemented soon.

Community Safety theme – signposting for further information

Theme	Where to obtain further information
Honour based violence (HBV)	What is honour based abuse? (bedfordshire.police.uk) What is domestic abuse? Surrey Police
Prevent	Preventing Violent Extremism (Terrorism) - Runnymede Borough Council Prevent - Healthy Surrey
County Lines & Cuckooing	County lines Surrey Police
Female Genital Mutilation (FGM)	Female genital mutilation (FGM) Surrey Police
Child Exploitation (CE)	Child exploitation - Healthy Surrey
Modern Day Slavery (MDS)	Modern slavery - Healthy Surrey
Cyber Crime:	Cyber crime Surrey Police