

# **Responses to survey of Block Reps (item 7) for Housing Panel (Panel of the Scrutiny Committee) - Wednesday 9 March 2016**

7. Security in tower blocks (Pages 3 - 14)

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# Agenda Item 7

## Summary of responses - Housing Panel security survey for Block Representatives

Surveys were sent to seven Block Reps and five responses were received. The numbers below indicate how many Block Reps selected each option as their answer.

Q1. Which block do you represent? *Please state:*

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Q2. How often do issues of anti-social behaviour or other crimes take place in communal areas of your block? *Please tick one box:*

	Very often / daily / weekly
3	Quite often / monthly / several times a year
1	Occasionally / at least once a year
	Rarely / less than once a year
1 – <i>never major</i>	Never

Q3. To what extent would you say that residents are affected by issues of anti-social behaviour or other crimes in communal areas? *Please tick one box:*

1	Very affected
3	Quite affected
1	Slightly affected
	Not affected

Q4. To what extent are any of the following a problem in communal areas of your block?  
*Please tick one box for each statement*

Statement	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
Rubbish or litter	1	1	3	
Noise		2	2	1
Pets and animals			2	2
Disruptive children / teenagers		1	1	2
Racial or other harassment			1	4
Drunk or rowdy behaviour			5	
Vandalism and graffiti		4		1
Drug use or dealing		1	2	1
Damage to property		2	2	1
Other crime			1	3

*Please continue overleaf...*

Q5. How safe do you think residents typically feel in communal areas at the following times of day? *Please tick one box for each time of day:*

Time	Very safe	Quite safe	Neither safe nor unsafe	Quite unsafe	Very unsafe	Don't know
Morning	2	3				
Afternoon	1	3		1		
Evening	1	1	1	1	1	
At night		2	1		2	

Q6. To what extent have you been satisfied with the response of the Council to any issues of anti-social behaviour in communal areas? *Please tick one box and give details below and continue on a separate sheet if necessary:*

1	Very satisfied
1	Quite satisfied
2	Neither satisfied nor dissatisfied
1	Quite dissatisfied
	Very dissatisfied

*Since the local housing office is no longer here we do not get the same response to problems we encountered many years ago.*

*I can talk at least about my floor, the third one, there are no so many bad behaviours.*

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Q7. How do you think security could be improved (or anti-social behaviour reduced) at your block? *Please state any suggestions you have and continue on a separate sheet if needed:*

*We have been asking for camera for years as we believe this would improve the situation.*

*More police and support officers observation and patrols in appropriate areas*

*The problem is people are gaining access by just using the intercom system to certain flats to gain entry.*

*With a better selection of eventual tenants – with a decent background and politeness – why the CCTV cameras have not been installed on this block like on the others, as far as I know.*

## Housing Panel security survey for Block Representatives

Please answer the following questions about security issues in communal areas and return the completed survey using the pre-paid envelope provided. Please answer using your own knowledge and opinions.

Q1. Which block do you represent? *Please state:*

HOCKMORE TOWER

Q2. How often do issues of anti-social behaviour or other crimes take place in communal areas of your block? *Please tick one box:*

<input type="checkbox"/>	Very often / daily / weekly
<input type="checkbox"/>	Quite often / monthly / several times a year
<input checked="" type="checkbox"/>	Occasionally / at least once a year
<input type="checkbox"/>	Rarely / less than once a year
<input type="checkbox"/>	Never

Q3. To what extent would you say that residents are affected by issues of anti-social behaviour or other crimes in communal areas? *Please tick one box:*

<input type="checkbox"/>	Very affected
<input checked="" type="checkbox"/>	Quite affected
<input type="checkbox"/>	Slightly affected
<input type="checkbox"/>	Not affected

Q4. To what extent are any of the following a problem in communal areas of your block? *Please tick one box for each statement*

Statement	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
Rubbish or litter			✓	
Noise			✓	
Pets and animals			✓	
Disruptive children / teenagers			✓	
Racial or other harassment			✓	
Drunk or rowdy behaviour			✓	
Vandalism and graffiti		✓		
Drug use or dealing			✓	
Damage to property			✓	
Other crime			✓	

Q5. How safe do you think residents typically feel in communal areas at the following times of day? Please tick one box for each time of day:

Time	Very safe	Quite safe	Neither safe nor unsafe	Quite unsafe	Very unsafe	Don't know
Morning	✓					
Afternoon		✓				
Evening				✓		
At night					✓	

Q6. To what extent have you been satisfied with the response of the Council to any issues of anti-social behaviour in communal areas? Please tick one box and give details below and continue on a separate sheet if necessary:

<input type="checkbox"/>	Very satisfied
<input type="checkbox"/>	Quite satisfied
<input checked="" type="checkbox"/>	Neither satisfied nor dissatisfied
<input type="checkbox"/>	Quite dissatisfied
<input type="checkbox"/>	Very dissatisfied

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Q7. How do you think security could be improved (or anti-social behaviour reduced) at your block? Please state any suggestions you have and continue on a separate sheet if needed:

More police and support officers  
 observation and patrols in  
 appropriate areas.

Many thanks for completing this survey. Your responses will be very helpful to the Panel.

## Housing Panel security survey for Block Representatives

Please answer the following questions about security issues in communal areas and return the completed survey using the pre-paid envelope provided. Please answer using your own knowledge and opinions.

Q1. Which block do you represent? *Please state:*

*WINDRUSH TOWER  
BLACKBIRD LEYS*

Q2. How often do issues of anti-social behaviour or other crimes take place in communal areas of your block? *Please tick one box:*

<input type="checkbox"/>	Very often / daily / weekly
<input checked="" type="checkbox"/>	Quite often / monthly / several times a year
<input type="checkbox"/>	Occasionally / at least once a year
<input type="checkbox"/>	Rarely / less than once a year
<input type="checkbox"/>	Never

Q3. To what extent would you say that residents are affected by issues of anti-social behaviour or other crimes in communal areas? *Please tick one box:*

<input type="checkbox"/>	Very affected
<input checked="" type="checkbox"/>	Quite affected
<input type="checkbox"/>	Slightly affected
<input type="checkbox"/>	Not affected

Q4. To what extent are any of the following a problem in communal areas of your block? *Please tick one box for each statement*

Statement	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
Rubbish or litter	✓			
Noise		✓		
Pets and animals			✓	
Disruptive children / teenagers		✓		
Racial or other harassment				✓
Drunk or rowdy behaviour			✓	
Vandalism and graffiti		✓		
Drug use or dealing		✓		
Damage to property		✓		
Other crime				

Please continue overleaf...

Q5. How safe do you think residents typically feel in communal areas at the following times of day? Please tick one box for each time of day:

Time	Very safe	Quite safe	Neither safe nor unsafe	Quite unsafe	Very unsafe	Don't know
Morning		✓				
Afternoon		✓				
Evening			✓			
At night			✓			

Q6. To what extent have you been satisfied with the response of the Council to any issues of anti-social behaviour in communal areas? Please tick one box and give details below and continue on a separate sheet if necessary:

<input type="checkbox"/>	Very satisfied
<input type="checkbox"/>	Quite satisfied
<input type="checkbox"/>	Neither satisfied nor dissatisfied
<input checked="" type="checkbox"/>	Quite dissatisfied
<input type="checkbox"/>	Very dissatisfied

SINCE THE LOCAL HOUSING OFFICE IS NO LONGER  
HERE WE DO NOT GET THE SAME RESPONSE TO PROBLEMS  
WE ENCOUNTERED MANY YEARS AGO

Q7. How do you think security could be improved (or anti-social behaviour reduced) at your block? Please state any suggestions you have and continue on a separate sheet if needed:

THE PROBLEM IS PEOPLE ARE GAINING ACCESS BY  
JUST USING THE INTERCOM SYSTEM TO CERTAIN  
FLATS TO GAIN ENTRY

Many thanks for completing this survey. Your responses will be very helpful to the Panel.



## Housing Panel security survey for Block Representatives

Please answer the following questions about security issues in communal areas and return the completed survey using the pre-paid envelope provided. Please answer using your own knowledge and opinions.

Q1. Which block do you represent? *Please state:*

Hoekmore Tower

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Q2. How often do issues of anti-social behaviour or other crimes take place in communal areas of your block? *Please tick one box:*

	Very often / daily / weekly
✓	Quite often / monthly / several times a year
	Occasionally / at least once a year
	Rarely / less than once a year
	Never

Q3. To what extent would you say that residents are affected by issues of anti-social behaviour or other crimes in communal areas? *Please tick one box:*

	Very affected
	Quite affected ✓
	Slightly affected
	Not affected

Q4. To what extent are any of the following a problem in communal areas of your block? *Please tick one box for each statement*

Statement	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
Rubbish or litter			✓	
Noise		✓		
Pets and animals			<del>✓</del>	✓
Disruptive children / teenagers				✓
Racial or other harassment				✓
Drunk or rowdy behaviour			✓	
Vandalism and graffiti		✓		
Drug use or dealing			✓	
Damage to property			✓	
Other crime				✓

*Please continue overleaf...*

Q5. How safe do you think residents typically feel in communal areas at the following times of day? Please tick one box for each time of day:

Time	Very safe	Quite safe	Neither safe nor unsafe	Quite unsafe	Very unsafe	Don't know
Morning		✓				
Afternoon				✓		
Evening					✓	
At night					✓	

Q6. To what extent have you been satisfied with the response of the Council to any issues of anti-social behaviour in communal areas? Please tick one box and give details below and continue on a separate sheet if necessary:

	Very satisfied
✓	Quite satisfied
	Neither satisfied nor dissatisfied
	Quite dissatisfied
	Very dissatisfied

I can talk at least about my floor, the third one, there are not so many bad behaviours -

Q7. How do you think security could be improved (or anti-social behaviour reduced) at your block? Please state any suggestions you have and continue on a separate sheet if needed:

With a better selection of eventual tenants -

With a decent background and politeness -

Why the CCTV cameras have not been installed on this block like on the others, as far as I know -

Many thanks for completing this survey. Your responses will be very helpful to the Panel.

## Housing Panel security survey for Block Representatives

Please answer the following questions about security issues in communal areas and return the completed survey using the pre-paid envelope provided. Please answer using your own knowledge and opinions.

Q1. Which block do you represent? *Please state:*

PLOWMAN

Q2. How often do issues of anti-social behaviour or other crimes take place in communal areas of your block? *Please tick one box:*

<input type="checkbox"/>	Very often / daily / weekly
<input type="checkbox"/>	Quite often / monthly / several times a year
<input type="checkbox"/>	Occasionally / at least once a year
<input type="checkbox"/>	Rarely / less than once a year
<input checked="" type="checkbox"/>	Never

← minor issue

← major

Q3. To what extent would you say that residents are affected by issues of anti-social behaviour or other crimes in communal areas? *Please tick one box:*

<input type="checkbox"/>	Very affected
<input type="checkbox"/>	Quite affected
<input checked="" type="checkbox"/>	Slightly affected
<input type="checkbox"/>	Not affected



Q4. To what extent are any of the following a problem in communal areas of your block? *Please tick one box for each statement*

Statement	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
Rubbish or litter			✓	
Noise			✓	
Pets and animals			✓	
Disruptive children / teenagers				✓
Racial or other harassment				✓
Drunk or rowdy behaviour			✓	
Vandalism and graffiti				✓
Drug use or dealing				✓
Damage to property				✓
Other crime				✓

Q5. How safe do you think residents typically feel in communal areas at the following times of day? *Please tick one box for each time of day:*

Time	Very safe	Quite safe	Neither safe nor unsafe	Quite unsafe	Very unsafe	Don't know
Morning	✓					
Afternoon	✓					
Evening	✓					
At night	✓	✓				

Q6. To what extent have you been satisfied with the response of the Council to any issues of anti-social behaviour in communal areas? *Please tick one box and give details below and continue on a separate sheet if necessary:*

<input type="checkbox"/>	Very satisfied
<input type="checkbox"/>	Quite satisfied
✓	Neither satisfied nor dissatisfied
<input type="checkbox"/>	Quite dissatisfied
<input type="checkbox"/>	Very dissatisfied

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Q7. How do you think security could be improved (or anti-social behaviour reduced) at your block? *Please state any suggestions you have and continue on a separate sheet if needed:*

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Many thanks for completing this survey. Your responses will be very helpful to the Panel.

## Housing Panel security survey for Block Representatives

Please answer the following questions about security issues in communal areas and return the completed survey using the pre-paid envelope provided. Please answer using your own knowledge and opinions.

Q1. Which block do you represent? *Please state:*

HOCKMORE TOWER  
COWLEY

Q2. How often do issues of anti-social behaviour or other crimes take place in communal areas of your block? *Please tick one box:*

<input type="checkbox"/>	Very often / daily / weekly
<input checked="" type="checkbox"/>	Quite often / monthly / several times a year
<input type="checkbox"/>	Occasionally / at least once a year
<input type="checkbox"/>	Rarely / less than once a year
<input type="checkbox"/>	Never

Q3. To what extent would you say that residents are affected by issues of anti-social behaviour or other crimes in communal areas? *Please tick one box:*

<input checked="" type="checkbox"/>	Very affected
<input type="checkbox"/>	Quite affected
<input type="checkbox"/>	Slightly affected
<input type="checkbox"/>	Not affected

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Statement	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
Rubbish or litter		<input checked="" type="checkbox"/>		
Noise				<input checked="" type="checkbox"/>
Pets and animals				<input checked="" type="checkbox"/>
Disruptive children / teenagers				<input checked="" type="checkbox"/>
Racial or other harassment			<input checked="" type="checkbox"/>	
Drunk or rowdy behaviour			<input checked="" type="checkbox"/>	
Vandalism and graffiti		<input checked="" type="checkbox"/>		
Drug use or dealing				
Damage to property		<input checked="" type="checkbox"/>		
Other crime				<input checked="" type="checkbox"/>

*Please continue overleaf...*

Q5. How safe do you think residents typically feel in communal areas at the following times of day? *Please tick one box for each time of day:*

Time	Very safe	Quite safe	Neither safe nor unsafe	Quite unsafe	Very unsafe	Don't know
Morning		✓				
Afternoon		✓				
Evening		✓				
At night		✓				

Q6. To what extent have you been satisfied with the response of the Council to any issues of anti-social behaviour in communal areas? *Please tick one box and give details below and continue on a separate sheet if necessary:*

✓	Very satisfied
	Quite satisfied
	Neither satisfied nor dissatisfied
	Quite dissatisfied
	Very dissatisfied

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Q7. How do you think security could be improved (or anti-social behaviour reduced) at your block? *Please state any suggestions you have and continue on a separate sheet if needed:*

WE HAVE BEEN ASKING FOR CAMERAS FOR YEARS AS

WE BELIEVE THIS WOULD IMPROVE THE SITUATION

J. Keaveney 1. MAR. 2016

Many thanks for completing this survey. Your responses will be very helpful to the Panel.