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1. INTRODUCTION

The Churchgate Area Association (CAA) was formed in 2003 to promote the interests of residents and property-owners in the Churchgate area, i.e. Angel Lane, Athenaeum Lane, Bridewell Lane, Chequer Square, Church Walks, Churchgate Street, College Lane, College Street, Crown Street, Finsbury Place, Guildhall Street, Hatter Street, The West Front (Great Churchyard), part of Westgate Street, Whiting Street. The CAA currently has 240 members and is run by an elected committee that meets bi-monthly throughout the year.

In early Spring 2008 the CAA carried out a survey of residents’ views on community safety issues within the area. The survey was repeated in the Autumn of 2009 to update the findings from 2008. This report sets out the methodology and findings.

2. METHODOLOGY

A questionnaire (at Appendix 2) was distributed by hand to all residential and business properties in the CAA area in August 2009. Completed questionnaires were returned to an address in Church Walks by early September for collation and analysis by the CAA Committee. Responses were anonymous.

3. FINDINGS

One hundred and eighteen (118) questionnaires were returned. The areas that cause greatest concern to our residents and businesses are anti-social behaviour and speeding vehicles. The strength of feeling on these issues is reflected by the fact that up to eighty-three respondents made specific comments on them. Sixty respondents also expressed serious concerns about specific danger spots.

A: THE STREET ENVIRONMENT

One third of the respondents were satisfied with the street environment, with some quite positive comments being made about the service provided by the Council staff. The most prevalent adverse comments were about cigarette butts and litter in the gutters, particularly where there were parked cars (there were proposals that hand sweeping of these areas would be required). Other comments note glasses and bottles, which obviously have safety implications. Food and take-away containers also cause a litter problem.
A1. STREET HYGIENE

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>No response / Don't know</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you satisfied with the level of cleanliness in our area’s streets?</td>
<td>65%</td>
<td>31%</td>
<td>4%</td>
<td>113</td>
</tr>
</tbody>
</table>

**Comments (56):**

- Actually lots of people like some of our pretty ‘weeds’ but officials do not. We do not appreciate our property being damaged by hoes (to remove ‘weeds’ and we don’t like to see dead plants left lying around the lane.
- Not as good as it used to be.
- Frequency of sweeping is reduced recently.
- Until recently we had a daily, mechanical, council employee-driven, street cleaner, cleaning the streets very early on every weekday morning (6 -7am). This is no more, and the pavements are filthy.
- Pavements should be swept more often – preferably by hand.
- Extra cleaning (required) Sat/Sun mornings – glass + sickness.
- Litter and rubbish collects at foot of houses and is not swept.
- Street Cleaner appears to ride up & down pavements with little attention to anything either side of his machine.
- Still lots of cigarette butts, sweet wrappers, beer bottles pushed to the edges of the pavement by the pavement machine.
- The motorised and very noisy gutter cleaner comes in the night (two days running) never to be seen again having woken everyone up. Pavements never done.
- Do they have to start before 7.00am on Sundays?
CHURCHGATE AREA ASSOCIATION

2009 AREA SURVEY ANALYSIS

- Angel Lane pavements are never swept.
- Angel Lane could do with a little more sweeping. There is broken glass (pub glasses and bottles) from time to time.
- Angel Lane rarely gets swept.
- Churchgate St – outside Restaurants due to smokers & North side rarely swept.
- Sweeping between parked cars i.e. with an old-fashioned broom would help.
- Because of the parking in College Street, our gutters are never swept.
- re. Guildhall St. (South) – not sure how, but it would be good occasionally to clean the gutter where there is normally parking....
- Also because of a pole announcing parking regulations, the sweeper is unable to sweep this side of the pavement.
- Because (an excuse) cars are always parked between Churchgate and The Black Boy, the gutter is never swept.
- Cars parked in Whiting St. - road surface excellent – spotless; Cars parked in Guildhall St above Churchgate Street - clean: below (Churchgate Street) - filthy where cars are parked.
- Car Parking prevents cleaning by the van.
- (Satisfied) apart from the fact that the mechanical road sweeper cannot pick up litter etc. where cars are parked – only an individual operative can do this.
- The gutters underneath cars in the street parking areas need regular cleaning.
- No, certain areas i.e. between cars & pavements never get cleaned and build up.
- Inevitable problems cleaning gutters where parked cars.
- College Lane is a small lane with lots of through traffic from pubs etc. – frequent glasses and food from restaurants are lying around – sweeper seems irregular.
- Pubs & restaurants in area should be forced to tackle problems of cigarette ends on a daily basis.
- Still seems to be large amounts cigarette ends in places. (probably due to more smoking outside).
- We have contacted Council X 2 about Guildhall St. residents' end. Kerb sides full of cigarettes/ rubbish. Never brushed up.
- When bin bags split in the street no one clears up the mess.
- Still thoughtless people throw their rubbish on the street.
- Still plenty of pub debris – glass, vomit, etc. Litter not too bad though.
- Beer cans left on pavements after Fri / Sat nights.
- Very dirty outside takeaway and pub in Guildhall St. Litter then gets trodden in or blown about.
- Litter in Westgate Street and Friar's Lane in spite of extra bins in Westgate St.
- (Satisfied) but litter is annoying.
- When the Drop In Centre in Whiting St. opened, I witnessed a lad urinating against the wall outside there. My colleague and I went in later and complained, but we did not feel they were overly helpful.
- People vomit and urinate in our drive – and today we returned to find a bag of dog dirt by our doorstep.
- How often are the streets washed in summer?
- Overall yes, but some people persistently show a lack of civic pride and personal responsibility by deliberately leaving alcohol-related litter.
- Generally (satisfied) although there are instances of bottles and cans being left around
- Generally (satisfied) although dog fouling appears on the increase.
• Yes, but could be better.
• Bins emptied regularly, fairly high level of input from council, let down by litter louts.
• Generally satisfied. Occasionally the sweeper arrives before the dustcart. Have phoned the Council & they have come back to sweep again.
• Generally OK.
• Generally pretty good – any waste usually cleared within 24 hours.
• Yes, in general, since the street cleaners cannot be everywhere all the time.
• In general these facilities are good.
• Generally good.
• Generally it is very good.
• Very good cleaning on Crown St. and in Gt. Churchyard.
• Hatter Street carriageway & pavements swept daily.
• Very clean bins regularly emptied.
• Very good indeed.
A2. STREET MAINTENANCE

There was almost a 50:50 split in the responses (with a slight majority trend favouring satisfaction). The main cause for complaint were irregular and dangerous pavements, which included Churchgate Street, Whiting Street, and to a slightly lesser extent Guildhall Street and College Street. The remedy is obviously restricted in the present financial climate by budgetary considerations. But there is the need to give careful consideration to these comments as they clearly express the concern of occupants in our area, and would potentially give weight to any subsequent liability claims.

There was a notable series of complaints about smells from drains around the area represented by Chequer Square/Lower Churchgate Street/Masonic Hall/ Athenaeum Lane/ Norman Tower.

The condition of the roads gave rise to fifteen specific adverse comments and these relate to potholes and the inadequacy and lack of longevity of temporary repairs. The last comment in this series links to the next subject, ‘the worse the road surface the slower the traffic’.

<table>
<thead>
<tr>
<th>Are you satisfied with the council's maintenance of pavements/roads/drains?</th>
<th>Yes</th>
<th>No</th>
<th>No response / Don't know</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>53%</td>
<td>44%</td>
<td>3%</td>
<td>114</td>
<td></td>
</tr>
</tbody>
</table>
COMMENTS:

PAVEMENTS (30)

• Many pavements have improved in the last 20 years but there are still areas which need attention.
• Bridewell Lane pavements – rough and tired.
• Pavements uneven especially Churchgate St, near to Queen's Head & many other places.
• No. Churchgate St pavements are dangerous. I have nearly fallen a number of times.
• Churchgate Street in particular has very uneven pavements. I went 'flying' on the corner with College St (outside 'Hey Gorgeous') – told by a passer-by I was the 3rd that day!!
• There is a paving stone which is loose, right by the disabled parking bay at the bottom end of the road (Churchgate Street) next to the estate agents & it's been there for as long as I can remember.
• Many pavements are in dangerous condition e.g. Between St Mary's Church and the Cathedral. Lots of other “Trip Hazards” in other areas. Also Guildhall Street – left between Churchgate St and Abbeygate St.
• The pavements in Whiting Street South are shameful but very glad the road has been done.
• Most pavements are very uneven, but we are pleased with new surface in Whiting St.
• In Whiting St. the road has been done up with new tarmac (excellent) - It needed it! But the ancient concrete pavement remains: it is badly uneven and broken – it is highly dangerous (and unsightly) needing immediate replacement.
• After my comments about potholes in Whiting Street (South) I was impressed by the excellent re-surfacing of that Street.
• Pavements in southern part of Whiting Street are dangerously irregular.
• Absolutely not (satisfied)! Whiting Street has been a disgrace for years – although road now remedied pavements are still suspect.
• Pavements becoming increasingly uneven. Whole of Guildhall St. in need of some work.
• Whiting St ex(cellent). Guildhall Street highly dangerous. Has needed resurfacing for years. Westgate was so badly resurfaced 9 months ago that it is awful again.
• (Satisfied with roads and drains, but not with pavements) A regular patchwork, many uneven surfaces. College Street pavements need resurfacing.
• Pavements are irregular, cracked, with bad rain water channels.
• Most pavements are uneven, or squashed where vehicles have parked.
• Several cracked and raised paving slabs + metal grills.
• Several badly laid slabs.
• Minor pavement problems + roads.
• Pavements are too uneven.
• The pavements in the medieval grid are disgraceful.
• Too many holes in roads and too many uneven pavements.
• They seem to do minimum repairs. There are various trip hazards around here.
• Repairs often cause a trip hazard.
• Pavement slabs are lifting making tripping up very easy.
Much pavement damage, surely caused by parking of cars/vans.

Pavements are mostly OK – but I don’t wear high heels.

I use a walking frame and have had no problems.

**DRAINS (11)**

- In general ‘Yes’, *(satisfied)*, but I cannot give an opinion about drains. Some roads need some attention lest they deteriorate further and entail more major works.
- Mostly *(satisfied)*. But sometimes a smell comes out of the drain on the corner of Chequer Square, next to No 4.
- Road drains need regular clearing.
- Hatter Street has some problem areas with pavements and covers. Always terrible drain smells where Chequer Square meets Churchgate Street.
- Drains in Angel Hill, Chequer Square, Crown Street (low-lying) STINK.
- Drains near the Norman Tower smell when there has been no rain.
- Drain at end of Athenaeum Lane & outside Masonic Hall constantly smells foul.
- Drains: very smelly near Chequer Sq. Many “house to gutter” are blocked.
- Gulleys from properties to gutters v. poorly maintained.
- Generally yes, but some areas need attention to surface water drainage, e.g. Hatter St./Churchgate St. corner, Bridewell Lane / Westgate St. junction.
- When it rains there is always a puddle of water where the pavement / road meet at our drive.

**ROADS (20)**

- Potholes!!
- Maintenance required, particularly Bridewell Lane, paths & Churchgate St,
- I have more than once rung the Highways Dept. to report holes in the road surface in College Street – repairs done are really only temporary fixes.
- Road surface down College St becoming a little tired. New surface on Whiting excellent.
- Very poor quality of replacement surface on College Lane.
- Hatter Street needs attention.
- After my comments about potholes in Whiting Street (South) I was impressed by the excellent re-surfacing of that Street.
- Is there a programme for resurfacing as has been done in Whiting St. (south end)?
- There are road defects and slight pavement irregularities. Chips on tar “resurface” of Westgate Street was a waste of money – still potholes.
- Generally OK – minor winter repairs to potholes could have been done a little quicker.
- Road + Pavement needs resurfacing.
- There are still some quite large potholes in parking bays. The Council did try to attend to these earlier this year, but because cars were parked at the time they tried to push tarmac in with a boot, but without success
- Problem is lack of co-ordination with utilities digging up!
- The Council do tend to leave road repairs until the state of the highway is v. bad.
- Could be better!
• Yes, but could be better.
• Only been here a month or so but OK so far.
• Generally good.
• No problems.
• The worse the road surface the slower the traffic!

See also  F: ANY OTHER COMMENTS OR IDEAS
B: TRAFFIC AND SAFETY

B1. SPEED OF TRAFFIC

The first observation in this section also acts as a useful resume of the comments that follow, ‘mostly vehicles are driven courteously and at appropriate speed; a few are driven with neither’. The reported locations of the inappropriate driving cover virtually the entire area and seem to be targeted at the younger male driver, and with reference to race track terms such as chicane, speedway and cutting corners. Reference is made to ‘accidents waiting to happen’ and it could be interpreted that up-to-the-present the relative absence of accidents in our area may be as a result of the essential, acquired behaviour pattern of its citizens (who anticipate the actions of the undesirable elements referred to above) rather than the driving skill or consideration to other road users displayed by this minority of drivers.

<table>
<thead>
<tr>
<th>Do you consider the speed of traffic within our area is at an acceptable level?</th>
<th>Yes</th>
<th>No</th>
<th>No response / Don't know</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>34%</td>
<td>64%</td>
<td>2%</td>
<td>114</td>
</tr>
</tbody>
</table>

Speed acceptable?

- Yes: 34%
- No: 64%
- No response/Don't know: 2%
CHURCHGATE AREA ASSOCIATION

2009 AREA SURVEY ANALYSIS

COMMENTS (83):

• Mostly vehicles are driven courteously and at appropriate speed; a few are driven with neither.
• Better than it used to be but occasionally someone behaves badly.
• (Overall acceptable) but with exceptions.
• Still some who break speed restriction.
• Broadly yes. However, there is a lunatic fringe.
• Generally (yes), but there are exceptions.
• Just about (acceptable).
• Usually.
• Responsible driving.
• Some cars too fast.
• Too many vehicles drive too fast, often breaking speed limit.
• Apart from 'boy racers', traffic is usually fairly sensible.
• There will always be the odd exception.
• There's always a few who will speed, usually people are very reasonable.
• A lot of speeding cars and motorbikes late at night which is dangerous and extremely noisy.
• (Acceptable) Though sometimes cars do not respect the speed limits (Guildhall St)
• By most people, but irresponsible driving by road-racing youths at certain times of day from 4.30 / 5pm onwards.
• Generally daytime OK. Evening young guys race around. Unsafe speeds and noise levels!
• Does appear to be somewhat of a rat run at certain times.
• Speeding at night especially between 11 pm – 1 am on Fri / Sat. Also frequently during day.
• Twenty years ago the Council erected 20mph signs around our area. - No-one, including police and public service vehicles, takes any notice. If it was right in 1990 – it is right today and the Council must be brought to account for erecting the signs but doing nothing about it. All residents in the area are at risk by dangerous driving.
• 20 mph restriction is still not clear. There is no enforcement / no evidence of.
• We need some 20 mph signs.
• 20mph limit flouted everywhere.
• Few cars obey the 20mph limit.
• Nobody observes the 20mph limit – especially young men on motor-bikes.
• Drivers often ignore 20mph limit.
• Drivers do not obey 20 mile per hour restriction for whole area! Reminder signs would be useful.
• The speed limit is 20 mph – only a few stick to it.
• Many ignore 20 mph.
• Still too fast in 20 mph zone.
• Police unable to enforce 20mph. More repeater signs req.
• VERY dangerous in Angel Lane. Should be 20mph MAX Speed limit. - Children – elderly, very narrow side walks as this is a LANE, not a road / street / highway.
• The 20 mph speed limit in Crown Street is regularly ignored.
• Many drivers exceed the 20 mph signs outside St Mary's Church. I have never seen a Police speed check in Crown Street.
When there were speed cameras in Crown Street it did slow the traffic to 20mph even evening and early morning.

Too fast through Crown Street. Crown St 20mph speed limit not enforced, particularly at night.

I think it should be 20mph all down Crown St. from Westgate Corner.

(Speed acceptable)- apart from police vehicles constantly racing past – well above speed limit – very dangerous on Crown St – Angel Hill area.

In particular the 20mph limit in College Street / Churchgate Street is often ignored – better signing would be appropriate.

The speed limit of 30 is acceptable but not everyone adheres to it.

The occasional idiot goes too fast along Angel Lane / Churchgate St.

Bridewell Lane too fast. School cars. Huge lorries Greene King appalling.

Cars race up Bridewell Lane and often cars mistakenly come in the wrong way.

Several instances noted of cars speeding up Bridewell Lane.

Traffic in Bridewell Lane does not always follow the speed limits.

Traffic violations are un-policed – cars reversing all the way down Churchgate St., cars coming the wrong way down Bridewell Lane – bikes and cars speeding.

Churchgate Street is used as a "rat run". Ideally traffic should not be allowed to turn right into Guildhall Street, so it would become local access only.

Speeding from Crown Street up Churchgate Street well outside limits especially at night.

Some definite speeding in Churchgate / Guildhall St / Whiting St. Sorry - no details.

Extremely fast on town side of Whiting St. screeching to a sudden halt at Churchgate St. Certain motorists travel far too fast up Churchgate St. and Crown St.

Traffic travelling in excess of statutory 20 mph – between Churchgate - Westgate Streets.

Speeding along Churchgate St.

Churchgate Street and Bridewell Lane are accidents just waiting to happen.

Cars & particularly motor bikes, take the turning form Churchgate St into Guildhall St. (south) far too fast.

Traffic up Churchgate St often moves at well over 20mph & possibly > 30 in spurts as it seems a bit of a race track that continues into Guildhall St.

There is regularly excessive speeding in both Churchgate & Guildhall Streets. Particularly blokes seem to think that it is a badge of honour to put their foot down regardless.

Speed limit on Churchgate St. has no effect whatsoever.

Churchgate St speeders after 6pm.

Churchgate Street attracts the racers!

Churchgate Street is waiting for trouble / accidents because of speeding.

Certain groups "cruise" the grid on motor bikes, sometimes at high speed: also cars etc. travel too fast up Churchgate Street.

Use of speed ramps to slow traffic may reduce speed among Guildhall Street into the town centre.

Now G H S (Guildhall Street) has the fastest traffic in the town since parking was taken away. Remedy 1. Road Humps; 2. Speed flashing signals 20 MPH. 3. Parking

Very fast at times outside my house in Guildhall Street especially as I use a frame.
Youngsters speed far too high at end of Guildhall St.
• Cars come down Whiting St. at an alarming rate as they do down Churchgate St. Traffic calming?
• Speeding cars in Whiting St are a constant source of danger.
• Cars drive much too fast on Whiting St and adjoining streets.
• (No) esp. some idiot motorcyclist(s) who accelerates to impossible speed down (or up?) Whiting Street (S), usually round about mid-day occasionally.
• Traffic very speedy on Whiting St – could benefit from speed bumps or similar.
• Cars still increase their speed along Whiting Street from Churchgate St to Westgate St.
• In Whiting St. (S.) traffic slows down to pass the chicane, then speeds up and then screeches to a halt at Westgate St.
• Traffic in Westgate Street is often at excessive speed.
• Boy racers are a problem from early evening onwards & it continues with minimum deterrent from police.
• May be adequate were it enforced.
• Too many cars do not observe speed limits. There doesn't seem to be any monitoring.
• Need speed enforcement with more flower pots or cars in different patterns so that cars cannot speed up!
• Excessive speed at junctions and when cornering – using ramped pavements to cut corners; not good for pedestrians' toes.
• Something needs to be done before someone gets hurt.
• Perhaps catching / fining some of the 50mph young drivers would discourage the rest.
• Speed bumps required.
Approximately two thirds of respondents thought that there were specific danger spots: the greatest cluster of positive responses related to: Bridewell Lane and cars going the wrong way; speeding; and the contra-flow bicycle lane. Problems with cars drivers not correctly interpreting or flouting the one way system are also noted at the bottom of Churchgate Street, and to a relatively lesser extent to most other roads in the Grid.

Illegally parked cars are noted as a danger to pedestrians (especially children and the infirm) who have to move out into the roadway, and because they obstruct visibility. There were also concerns about cycles being ridden and ‘speeding silently’ on the pavement in such a way as to endanger pedestrians.

Altogether sixty responders made specific comments in this section – this being one of the sections attracting a lot of concerns – ‘someone will need to get killed before anything is done’.

<table>
<thead>
<tr>
<th>Are you aware of specific danger spots in our area where accidents have occurred or are waiting to happen?</th>
<th>Yes 61%</th>
<th>No 33%</th>
<th>No response / Don't know 6%</th>
<th>No. of responses 110</th>
<th>Awareness of danger spots</th>
</tr>
</thead>
</table>

![Diagram showing awareness of danger spots](image-url)
CHURCHGATE AREA ASSOCIATION

2009 AREA SURVEY ANALYSIS

COMMENTS (70)

• Unaware of accident black spots.
• As in 1. (VERY dangerous in Angel Lane. Should be 20mph MAX Speed limit. - Children – elderly, very narrow sidewalks as this is a LANE, not a road / street / highway.)
• Bridewell Lane
• Bridewell Lane and bottom? of Churchgate Street. No Entry signs Invisible!!
• Bridewell Lane - (Cars coming in the wrong way)
• Bridewell Lane – 1 way!
• Bridewell Lane, as usual, because of vehicles travelling the wrong way.
• Top of Bridewell Lane – off Westgate Street (cars coming in wrong way)
• Bridewell Lane. Too many cars driving the wrong way. The sign at Westgate Street end obviously needs altering either in design or placing.
• Still people coming the wrong way down Bridewell Lane.
• Western end of Bridewell Lane needs clearer No Entry signs.
• No. 15 Bridewell – Double manhole cover makes loud noise (opposite Church Walks) Council to fix?
• As in 1.. (Churchgate Street and Bridewell Lane are accidents just waiting to happen.)
• Bridewell Lane speeding.
• There is still a problem with cars driving the wrong way down Bridewell Lane to Churchgate Street. I back on to B.L. & frequently encounter this. Signage at top of B.L. Is not clear enough
• Bridewell Lane / Westgate St still has unclear signage. Many go down the wrong way.
• Bridewell Lane should be more clearly signed as ‘One Way’.
• Traffic going the wrong way in Bridewell Lane. Hazard caused by parents illegally parking to drop at schools.
• Bridewell Lane. Someone will need to be killed before anything will get done to control wrong-direction driving, it seems.
• Outside Private Parking. Bridewell Lane – Huge lorries backing in.
• Cyclists being permitted to cycle against the traffic in Bridewell Lane. Cars often come down the wrong way – because there is NO NO ENTRY SIGN.
• Cycling against the traffic in Bridewell can be dicey – road too narrow in places.
• Bridewell Lane – constant problem of cars going the wrong way & danger of cycle lane.
• Churchgate St.
• When people from Chequer Sq. going north turn the wrong way into Churchgate St for Southgate.
• Traffic exiting Angel Lane has been seen to turn left into Churchgate Street (against one way system).
• Anywhere between Westgate Street and Churchgate Street. Drivers enjoy swerving round lines of alternately parked cars, on left and right.
• The crossing of Churchgate and Whiting Street. I have twice seen drivers in Whiting Street first? dash over Churchgate without looking. I also know of 1 accident at this junction.
• 1. The junction of Churchgate & Guildhall Sts – vehicles often cut the corners at speed and pedestrians are vulnerable 2. Junction of Churchgate & Whiting Sts: cars shoot across from Whiting St & pedestrians again at risk. Have experienced 2 recent near misses.
2009 AREA SURVEY ANALYSIS

- Poor and worn road markings at junction Whiting St / Churchgate St.. Arrows should denote straight ahead or right turn only.
- Accident waiting to happen at Whiting Street / Churchgate Street cross road when young drivers speed down road and brake at the last minute.
- As above. *(Cars come down Whiting St. at an alarming rate as they do down Churchgate St. Traffic calming?)*
- One way from Hatter St into Churchgate ‘easily’, it seems, ignored. Also into College St.
- Churchgate St. speed of traffic over 20mph.
- Poss Churchgate St. esp. newsagent’s area. Top Churchgate St. with Guildhall Street due to cars parking in wrong direction in disabled space outside No 76a & 77 Guildhall Street. *(When this car moves off it is going wrong way down a one-way street as cars come up Churchgate St.!!!)*
- Traffic going wrong way down Churchgate St. into Crown Street.
- Only a matter of time before a pedestrian is hit in Churchgate St.
- Top of Churchgate St. into Guildhall always difficult to judge traffic.
- Junction of Westgate St mad College St at school drop off & pick up times – parking on double yellow lines & bumping on pavement.
- College Street / Churchgate Street junction due to speed of traffic coming up Churchgate Street – have witnessed “near misses.”
- The junction of College Street and Churchgate Street can be dangerous because of a lack of visibility when larger lorries are parked close to the junction.
- Traffic does quite often travel the wrong way up College Street even though the NO ENTRY sign has been repainted on the road.
- Pavement parking and cycling on the pavement cause danger to pedestrians.
- Cyclists speeding silently on our pavements – a real danger.
- Cyclists too lazy to travel the right way up one-way streets and assume pavements are there to allow their dangerous and illegal contra-flow.
- Specific danger spots are where illegally parked cars have been left. i.e. Pedestrians have to move out into the road or are obstructed from seeing road clearly or being seen by drivers.
- On corners. Very many cars parked on double yellow lines near corners.
- Child nearly killed on pavement (Guildhall St.)
- Double roundabout Westgate St., Parkway & Cullum Rd.
- For several years there has been a ‘No Entry’ sign at the junction of Guildhall Street and Westgate Street – facing down Guildhall Street. To my knowledge there have been no accidents, so I assume drivers take no notice.
- Far end of Guildhall Street cars travelling at 40 – 50 mph.
- Cars coming from side roads or private entrance / exits cannot see pedestrians. Poor allowance for bicycles. Need proper lanes.
- See Above. *(Youngsters speed far too high at end of Guildhall St.)*
- See above. *(police vehicles constantly racing past – well above speed limit – very dangerous on Crown St – Angel Hill area.)*
- The roads in the Grid are used as “rat runs” by those trying to avoid hold-ups and as trials tracks for those delighting in speed manoeuvres. The danger to children and the infirm is ignored.
- Only the double roundabout at the end of Westgate St.
- I think the new zebra crossing (Westgate St.) *(is an accident waiting to happen).*
- Crossing from Black Boy yard to College Lane esp. at school journey times; crossing over Westgate Str. at top of Friar’s Lane; crossing over Crown Str.
beside Norman Tower; these ought to be a priority to encourage more walking / cycling.

• From Hogg Lane across by Scout Hut. Elderly people and children from school cross there & they drive too fast along there.
• College Street – junctions of College Lane and Church Walks.
• Church Lane? (College Lane). - crossing Whiting Street.
• Pedestrian crossing through across Whiting St. Difficult to see traffic and cross safely.
• Pedestrian crossing through across Whiting St. Difficult to see traffic and cross safely.
• Speeding on Whiting St.
• At junction of Whiting St & Westgate St.
• Corner of Westgate / Whiting on quite a regular basis.
• Yes – speed of traffic on Churchgate St, Hatter St, Whiting St, Bridewell Lane.
• Junction of Whiting Street / Churchgate Street, but fewer accidents since pavement peninsula was installed.
• Where Whiting St crosses Churchgate St.
• Only the paving slab (right by the disabled parking bay at the bottom end of Churchgate Street next to the estate agents) and that's only a problem for disabled people.
C: CRIME

It was encouraging that 70% of the respondents had heard of the Safer Neighbourhood Team (SNT). However only five respondents actually commented on this service, and these noted that the SNT were not a visible presence and had been aware of their existence only by reading about it. Approximately one third of the respondents reported damage to their property involving: damage to cars (most common items damaged were wing mirrors - twelve instances); other complaints related to broken windows; and plant pots (each of these - about six instances).

It is good news that only 14% responded positively in the section relating to other crime. There were five instances of burglary reported (two of these relate to several years ago). The items stolen ranged from plants / plant pots to beer from a front cupboard. No items were specified that were of special value apart from a theft in 2007. But the comment was made ‘when will someone do something about this’. Clearly something can be done only if the event is reported (the police do constantly feed us the message that they want incidents reported). Only 32% of incidents were reported to the police. The degree of satisfaction to the response of the police, as judged from the comments, ranged from being positive, to understanding that there was not much that could be done, to concerns that nothing happened. These comments (fifteen in total) were about equal in the three categories. The twenty reasons given by those who did not report the crime ranged from an opinion that nothing could/would be done (past experience of police inaction given by two respondents) to others who considered the incident was trivial.

C1. SAFER POLICE NEIGHBOURHOOD TEAM

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>No response / Don’t know</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Are you aware of the Safer Police</td>
<td>70%</td>
<td>29%</td>
<td>1%</td>
<td>116</td>
</tr>
<tr>
<td>Neighbourhood Team?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
COMMENTS (5)

- I have never seen a Policeman in College Street, only traffic wardens.
- Yes, the attached letter (re parking sent to Adrian) mentions it but they are invisible.
- moved
- We are aware of them but have never seen them.
- Saw some literature.
C2. DAMAGE TO YOUR PROPERTY

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>No response / Don’t know</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>35%</td>
<td>64%</td>
<td>1%</td>
<td>116</td>
</tr>
</tbody>
</table>

2. Have you suffered damage to your property (home/car)?

COMMENTS (43)

Home
- Broken ground floor windows in space of 1 yr. - people ‘larking about’? !
- Smashed office window X 2
- Broken window to front of property.
- Last week I had tomato ketchup thrown the whole length of my two front windows.
- Glass window broken (house)
- 1. Front windows broken. 2. Damage to window sills by the cleaner with his machine (over 7 years). He always denies it. He was seen the 3rd time. I paid £160 + for repairs (2 hits) The Council paid twice for repairs when he was seen. It took 7 years of 45 letters to remove this cleaner who never even cleaned!
- Wing mirrors, bust window, deliberate scratching.
- Broken pane in cellar grid. (Guildhall St.)
- Window pane broken 2008, about 1 -2am
- Broken window, damage to front door.
- Windows broken in the past.
- Five Georgian window panes broken over a 25 year period.
2009 AREA SURVEY ANALYSIS

• See below. (Break in – robbery & damage to window frame.)
• Windows broken in the past
• Wing mirrors broken. Front window in house broken.
• Car vandalised.
• Broken driver’s door mirror when my car was parked in Whiting Street over a Friday night.
• Wing mirror pulled off on Whiting St.
• 4 wing mirrors and one window.
• Three separate occasions of side mirrors being damaged. One occasion of side mirror, rear window wiper. One occasion of car physically moved across the street.
• Wing mirror of car – last year.
• Vandalism to my car – windows / mirrors / scratching
• Wing mirror broken off.
• Car wing mirror smashed off on 2 occasions.
• Beer spilt / poured on car.
• Car doors keyed. Bonnet dented by jumping on it.
• Car key scratching, wing mirror. Footprints right over car – Guildhall St and Westgate St.
• Not recently, though some minor car vandalism when I lived here in 2005.
• Son-in-law’s car damaged badly on Guildhall St. Driver did not stop - £200 damage.
• Plant trough removed and hurled through a neighbour’s car window. Both smashed!
• Not so far this year. Damage limited to plants outside the front door.
• Outside plants.
• Our outside pot plants are vandalised twice a year in Crown St.
• Flower tubs vandalized. Plants pulled out & thrown down the road.
• Plants vandalised.
• Hanging Basket stolen very soon after installed.
• Greenhouse broken into, plants in troughs thrown in street @ College Square.
• (with neighbours) but this was some years ago.
• Bicycle stolen (but years ago)
• Not in the last 12 months.
• Not recently.
• No. Just occasional unpleasant garbage.
C3. VICTIM OF OTHER CRIME

<table>
<thead>
<tr>
<th>Have you been the victim of any other crime?</th>
<th>Yes</th>
<th>No</th>
<th>No response / Don’t know</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14%</td>
<td>86%</td>
<td>0%</td>
<td>117</td>
</tr>
</tbody>
</table>

**COMMENTS (17)**

- Not yet.
- Burglary while back door was open (for less than two minutes) and unattended.
- Opportunist sneak thief stole beer from a cupboard by the door – it was a hot day!
- Car racing up Church Walks knocking pots over.
- Flower pots rolled over and plants taken out. Happened approx 3 yrs ago. Once only.
- Several planters/plant pots and contents have been removed/stolen.
- Not in Bury St Edmunds.
- Burglary
- Trespass by youths into William Barnaby Yard on weekend evenings.
- One week ago, major noise disturbance at night (12.30am – 3.00am) from group of youngsters (Shrieking, yelling etc. Drinking in the street) and their cars (door slam, revved engines etc)
- Damage to vehicle some time ago.
- Foreign gentleman (!) found sitting on a bed playing with CD player – thought it was his hotel room!! Realised after there was one other with him.
- Milk stolen every now & then.
- Decorative wall plaque was stolen.
• The increasing number of broken windows in shops and domestic properties is of note.
• When will someone do something about this?

See also D1 Anti-Social Behaviour
CHURCHGATE AREA ASSOCIATION

2009 AREA SURVEY ANALYSIS

C4a. REPORTED TO THE POLICE

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>No response / Don’t know</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>32%</td>
<td>14%</td>
<td>54%</td>
<td>49</td>
</tr>
</tbody>
</table>

4a. Did you report any of the above offences to the police?

Reported to the police?

- Yes: 32%
- No: 14%
- No response/don’t know: 54%

COMMENTS (8)

- My neighbour encouraged me to call. However, I did realise at the time there are far more priorities in a policeman's schedule to attend to.
- Once.
- Nominal interest.
- The police made contact with me and agreed to include a 'stop and search' policy within the yard at weekends.
- 1st incident was but there was not a lot anyone could do.
- No: policing these days are about reaction after the event. What should happen is different. Police should be about stopping potential breaking of the law!
- This incident occurred in 2007. Only sad that none of the stolen goods have been found. As there was such a range of items – silver, clock, and others – culprit no home – so where did he so quickly dispose of his theft? Do not the police know the market where such items are sold – the fences??
- Police followed up on both occasions with letters.
If crime reported, were you satisfied with police response?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>No response / Don't know</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>64%</td>
<td>30%</td>
<td>6%</td>
<td>31</td>
</tr>
</tbody>
</table>

COMMENTS (15)

- Polite, but no result. Did not follow up definite lead provided by a neighbour.
- Police prosecuted. (culprit apprehended at the scene).
- Police took the matter much more seriously than I did; I made a detailed statement, (with their help), received visits from Forensics, phone call from Victim Support, given leaflets offering support and guidance.
- Not really – they seem unable to deal with petty vandalism.
- Partly.
- Yes, quite helpful and took note of my comments.
- One of them (i.e. offences) Police no help at all as no witness to vandalism.
- A police officer called on me within 2 hours of reporting the criminal damage – but what can they do to find miscreants doing vandalism?
- Not aware of any further action.
- Not much they could do following negative enquiries!
- Nothing happened.
- No response.
- Came to College Sq & talked to residents & put them at ease. Very good!!
- Little satisfaction as they did not respond, only gave me an incident number for reporting offences.
• We have reported vandalism etc and the police response has been good though, of course, the next day: but we wanted to register these incidents with them.

C5. IF YOU DID NOT REPORT THE CRIME, WHY NOT?

COMMENTS (20)

• Too trivial
• Petty anti-social behaviour, very little that police could do unless caught in the act.
• Saw no reason to, event not witnessed.
• Nothing is done – waste of time.
• What could they do?
• Considered not a priority.
• Felt that very little would or could be done.
• Not a significant crime!
• Occasional.
• Because no point.
• They would be unable to solve crime, no evidence. Made a repair ourselves.
• Culprit unknown, so felt nothing could be done. Lots of young people walk along Churchgate St. late at night. Pubs + wine bar both ends. Busy at w/ends.
• Lack of action experienced previously.
• I knew who had committed the offence but did not want any unpleasantness.
• No items to report.
• What is the point? They never respond (as experience tells us). The last I heard the Bury station is closed at night and all calls go to Ipswich!! In any case we are always told they are far too busy on road accidents and major crime such as drug dealing (so they say).
• Did not know when exactly it occurred.
• No point – since driver who damaged son-in-law's car did not stop.
• Too trivial.
• It seemed too trivial.
D: ANTI-SOCIAL BEHAVIOUR

Comments in this section seemed to give rise to some of the strongest feelings and distress. 86% of respondents are disturbed by excessive noise and shouting and 81% have noted vandalism. 96% have noted vomit in the street area and 84% have noted urinating or associated unpleasant smell in a public place. As an area that attracts our tourist trade this is quite unacceptable (let alone considering those who have to live with this situation).

Other matters of note are 59% experiencing abusive language and 32% being concerned about loud music from a public venue. Fighting was observed relatively infrequently (14% of respondents).

The subjective opinion of respondents was that much antisocial behaviour was alcohol related. This problem is worst at weekends, is enhanced when there are special events held in pubs/ clubs and is exacerbated at closing time. The problem seems to be experienced throughout the area, but there is a major cluster of events that relate to the Churchgate Street spine.

The severity of the problem according to commentators was seen to have stayed the same (by 50%) or increased (as experienced by just over 25%).

Drinking in public places was commented upon by forty respondents, and there were varied experiences. Several comments related to problems in parks and squares, others to drinking outside public houses, clubs and the hostel. The observations about seeing glass bottles, glasses and cans littering the streets is undesirable as well as potentially dangerous. One comment was a sad reflection on perceived street safety in the town centre, 'Do not venture out after dark / late hours'.

The specific question about drinking outside licensed premises was greeted by one respondent ‘Here we go again’. This comment may likely be a contribution by a business member who runs a pub or club in our area and is very welcome; it is essential that the CAA maintains a balance and considers the need for businesses to prosper in our area, but at the same time there is the need for pubs and clubs to achieve a harmony with neighbours. It is very strongly applauded that there are many establishments who achieve this difficult balance by constantly working positively to influence their clientele to respect the neighbourhood - at the same time as enjoying the night-time scene. The pubs/clubs in the Churchgate Street area seem to be adversely reported most frequently with regard to drinking outside-at-the-front.
CHURCHGATE AREA ASSOCIATION

2009 AREA SURVEY ANALYSIS

D1. HAVE YOU BEEN AFFECTED BY ANY OF THE FOLLOWING STREET BEHAVIOUR AND/OR CONSEQUENCES?

COMMENTS (6)

- (Obscene or abusive language is) part of life, all ages, both sexes – anytime, anywhere.
- Intermittent (noise) can hear from D. & P. In garden and bedroom.
- Damage to plantings. Trespass.
- Kids in cars in main square at night.– anti-social behaviour
- Screaming every weekend.
- Street traffic and noise.

D2. IF YOU HAVE EXPERIENCED ANY SUCH BEHAVIOUR, DO YOU THINK IT WAS ALCOHOL-RELATED?

<table>
<thead>
<tr>
<th>Anti-Social Behaviour</th>
<th>Yes</th>
<th>No</th>
<th>No response / Don’t know</th>
<th>Percentage of reported anti-social behaviour judged to be alcohol-related</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excessive noise and shouting</td>
<td>71%</td>
<td>22%</td>
<td>7%</td>
<td>86%</td>
<td>108</td>
</tr>
<tr>
<td>Urinating/smell in public place</td>
<td>38%</td>
<td>50%</td>
<td>12%</td>
<td>84%</td>
<td>103</td>
</tr>
</tbody>
</table>
## CHURCHGATE AREA ASSOCIATION

### 2009 AREA SURVEY ANALYSIS

<table>
<thead>
<tr>
<th>Anti-Social Behaviour</th>
<th>Yes</th>
<th>No</th>
<th>No response / Don’t know</th>
<th>Percentage of reported anti-social behaviour judged to be alcohol-related</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vomiting in public place</td>
<td>40%</td>
<td>48%</td>
<td>12%</td>
<td>96%</td>
<td>104</td>
</tr>
<tr>
<td>Vandalism in a public place</td>
<td>37%</td>
<td>48%</td>
<td>15%</td>
<td>81%</td>
<td>100</td>
</tr>
</tbody>
</table>

### Anti-Social Behaviour

- **Vomiting in a public place**
  - Yes: 40%
  - No: 48%
  - No response / Don’t know: 12%
  - Percentage of reported anti-social behaviour judged to be alcohol-related: 96%
  - No. of responses: 104

- **Vandalism in a public place**
  - Yes: 37%
  - No: 48%
  - No response / Don’t know: 15%
  - Percentage of reported anti-social behaviour judged to be alcohol-related: 81%
  - No. of responses: 100
## CHURCHGATE AREA ASSOCIATION

### 2009 AREA SURVEY ANALYSIS

<table>
<thead>
<tr>
<th>Anti-Social Behaviour</th>
<th>Yes</th>
<th>No</th>
<th>No response / Don't know</th>
<th>Percentage of reported anti-social behaviour judged to be alcohol-related</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obscene or abusive language</td>
<td>59%</td>
<td>31%</td>
<td>10%</td>
<td>83%</td>
<td>106</td>
</tr>
<tr>
<td>Noise/loud music from public venue</td>
<td>32%</td>
<td>56%</td>
<td>12%</td>
<td>76%</td>
<td>103</td>
</tr>
</tbody>
</table>

![Obscene or abusive language](image)

![Noise/loud music from public venue](image)
### 2009 AREA SURVEY ANALYSIS

<table>
<thead>
<tr>
<th>Anti-Social Behaviour</th>
<th>Yes</th>
<th>No</th>
<th>No response / Don't know</th>
<th>Percentage of reported anti-social behaviour judged to be alcohol-related</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fighting</td>
<td>14%</td>
<td>68%</td>
<td>18%</td>
<td>100%</td>
<td>96</td>
</tr>
<tr>
<td>Any other anti-social or illegal behaviour</td>
<td>20%</td>
<td>60%</td>
<td>20%</td>
<td>83%</td>
<td>94</td>
</tr>
</tbody>
</table>

**Fighting**

- **Yes**: 14%
- **No**: 68%
- **No response / Don't know**: 18%
- Percentage of reported anti-social behaviour judged to be alcohol-related: 100%
- No. of responses: 96

**Any other anti-social or illegal behaviour**

- **Yes**: 20%
- **No**: 60%
- **No response / Don't know**: 20%
- Percentage of reported anti-social behaviour judged to be alcohol-related: 83%
- No. of responses: 94
D2. IF YOU HAVE EXPERIENCED ANY OF THE ABOVE BEHAVIOUR, DO YOU THINK IT WAS ALCOHOL-RELATED?

(COMMENTS)

• probably + take-aways
• Excessive noise, shouting, obscene, abusive language and noise, loud music from public venue are all alcohol-related to an extent.
• All.
• Yes, customers of the Mason's Arms.
• Possibly (alcohol related), but living in the centre of town, need to expect some high spirits.
• Loud 'music' + noise from Wine Bar – music is just very loud “Bang Bang” non-stop.
• If I had, no doubt it would have been.
• Almost entirely alcohol-related
• Some is alcohol related but not all.
• Partly alcohol, partly increasingly low standard of public behaviour by a small minority.
• I couldn't tell.
D3. IF YOU HAVE EXPERIENCED ANY OF THE ABOVE BEHAVIOURS, PLEASE INDICATE HOW OFTEN, WHEN AND WHERE?

COMMENTS (83)

- Weekly behind offices by gate.
- Two broken windows - one early afternoon, one 1.30am. Other noise late evenings / sporadic.
- Angel Lane and nearby Churchgate St. Friday or Saturday nights but not every Friday or Saturday.
- All Angel Lane. Noise & shouting; obscene language – Fri. / Sat.; fighting and vomiting – once a quarter; urination – once a month.
- Weekly – Bridewell Lane & Crown Street. Almost every Friday & Saturday evening.
- Dog and Partridge, Queen's Head, Hide Bar triangle – football nights, stag / hen nights. warm nights, Bank Holidays etc. All at night, sometimes late evening, in Bridewell Lane, usually Friday and Saturday from well-oiled, small groups of young people passing along the Lane. Noise / music only occasional, mostly wind blown, hardly worth moaning about.
- Noise and shouting every Saturday night. Occasionally vomit in Bridewell Lane near pubs. Several occasions empty / partially full glasses or bottles left in Bridewell Lane / Tunns Lane.
- Every weekend in Churchgate Area – from people leaving the Queen's Head going into town.
- Continually from the Queen's Head during opening hours.
- Twice a week – mainly Queen's Head & Dog and Partridge.
- Churchgate Street – people coming and going to the Queen's Head every Saturday or when students are home from college.
- Queen's Head!! Noise leading to ....... regularly Friday / Saturday evenings.
- Usually Fri / Sat nights – usually people traffic from the Queens Head. Wing mirrors snapped, druggies shooting up in alleyways/ ?
- Tends to happen at weekends, late at night probably from Churchgate Street.
- Churchgate Street, every Friday and Saturday night.
- (Excessive noise and shouting) throughout town ca 10.30 – 11.00pm as people move from pub to club.
- (Vomiting in a public place) frequent, anywhere in town.
- (Vandalism in a public place) a spate of window-breaking College Lane / Hogg Lane.
- (Noise/loud music from a public venue) last night of the Festival
- (Any other anti-social or illegal behaviour) Pavement cycling increase. Pavement parking continues [adjacent to Chinese Restaurant Hatter Street – why doesn't owner (a Town Councillor) persuade his customers to refrain?]
• Usually in hot weather and public bank holidays
• Fridays / Saturdays
• Almost every Friday and Saturday evenings
• Playing very loud music. Rarely..
• Friday nights – Church Walks – 11.30 onwards. End of month is a typical Friday night when this occurs.
• Wine Bar at w / ends: Churchgate St / Whiting St: “Hide”
• Often on FRI, SAT nights, especially, HIDE BAR & CON CLUB are frequent sources of noise.
• Excessive noise / shouting, urinating, vomiting, obscene or abusive language – ALL related to customers inside & outside of the 'Hide Bar'.
• Every night, but Friday & Saturday are the worst.
• Worse on Friday and Saturday nights.
• In the early hours of Sat / Sun mornings & late at night along the pavements of Guildhall St.
• Most weekends – College St. (shouting + noise)
• Friday and Saturday evenings, particularly in summer & also when major football screened at local public houses.
• 4 / 5 nights / week – worse in summer.
• From time to time in the Great Churchyard usually after 10.00pm – 2.00am
• Normally on Friday and Saturday nights after midnight outside our house in Guildhall Street.
• Noise – Friday / Sat sometimes in Whiting St.
• Friday / Saturday evening mainly. More common in summer months.
• Friday & Saturday night – quite awful.
• Occasionally at night, with young people making a noise on College Street.
• Pub garden summer time.
• Infrequently on College Street. Perhaps once a month.
• Elephant & Castle is impossible in Summer. Very, very loud music – 9pm – 12.30am, Fri, Sat, Sun the worst. (Impossible to sleep)
• Weekly.
• All roads in 'the grid' are liable to the above offences, particularly at weekends in the summer months.
• Always on Saturday nights.
• Frequently. Bury Zone D.
• A big improvement in the last 10 years.
• One time whilst sitting in office young boy was abusive to colleague who looked out of the window.
• Every weekend and at closing times in the week as well.
• Churchyard – 2 – 3 times per month.
• Can't remember dates. Noise / foul language all streets around.
• Very noisy people walking along College Street late night / early morning on Friday and Saturday nights.
• Mostly weekends.
• Plants damaged in Churchgate Street.
2009 AREA SURVEY ANALYSIS

- Bridewell Lane – X 1 per week on average.
- Once – in 12 years. My drive / College Lane.
- Weekends. Friday evenings. Late at night.
- Mainly from young 'yob' types.
- Whiting St (S). Irregular intervals.
- Last week – Whiting Street – outside No 37, now occupied by students(?) opposite me (56B)
- When the pubs close at 11 – 11.30. Usually it is just people talking loudly, fortunately just Fri or Sat night. Pretty harmless. On two occasions flower pots were broken. Would not like it after 12.00am.
- Church Lane ? (College Lane?) 10 – 10.30pm 31/08/09
- Every Friday & Sat night – noise & shouting.
- Excessive noise on weekly basis (at least) late night in College Street. Vomiting on single occasion late afternoon in College Street. Obscene language as per excessive noise. Fighting on single occasion in College Street early hours of morning.
- Not often. In alley off.
- Late at night as people return to the Y (Bapta House)
- The entrance to Finsbury Close between Nos 31 & 32. Not witnessed.
- Market Place and Grid area traffic noise levels – small motor bikes & some joy-riding cars.
- We could all experience any of these problems at sometime – but this is not peculiar to this end of town – it happens all over town and not necessarily down to the local licensed establishments!
- Along Guildhall Street.
- Mostly weekends – often associated with events such as hen nights, football matches, exam. Celebrations.
- Coming from Bridewell Lane – heard from the back of our house.
- Dog and Partridge & Bridewell Lane
- Usually passing, v. noisy, young people at weekends in various areas of the town.
- Friday & Saturday nights.
- Excessive noise, including shouting & music, late nights Friday & Saturday each week without fail.
- Living in the Town Centre this is a problem (esp. sleep disturbance) on most Saturday and Sunday nights, and increasingly on Thursdays as well, and is mostly caused by drunken clubbers returning home to the South.
- On nights when Black Boy public house has karaoke.
- (Vomiting) Outside house in Churchgate St. - getting worse.
- Roughly eight times over the past 3 years.
- Excessive noise and shouting / obscene or abusive language – weekly basis; urinating / smell in public places – occasionally, at rear of my house & neighbour's, in the area through archway; fighting – fortunately rare, but mass brawls experienced, both in front of and behind my house on two separate occasions. Police called and attended.
- Excessive noise from boom boxes in cars.
D4. IF YOU HAVE WITNESSED ANY SUCH INCIDENTS, HAVE THEY INCREASED OR DECREASED IN THE PAST EIGHTEEN MONTHS?

COMMENTS (42)

- Slightly.
- Stayed about the same.
- Same.
- About the same
- Same
- Same over two years we have been living here.
- Same.
- Remained constant.
- Always the same. No improvement.
- About same.
- No change.
- Same.
- No change.
- The same.
- Remained around the same level.
- Neither.
- No change.
- About the same.
- About the same, though less than several years ago.
- Decreased a bit since the D & P was refurbished, but the expected “up-grading” of the clientele there has not happened.
- Some decrease.
- Decreased I would say.
- I would say they had decreased.
- I thought things were getting better but maybe not.
- Just as bad.
- Noise and general post-midnight disturbance continues unabated.
- Hide Bar – No change – as bad as ever. Drunks in Churchyard increasing.
- Last year was pretty quiet, this year seems a bit noisier, perhaps to be expected because of the hotter weather.
- Probably increased (don't keep a record!)
- Increased
- Increasing.
- Increased.
- Increased.
- Massively increased with longer licensing hours and “down market” activities such as karaoke nights.
- Noise and language increasing.
CHURCHGATE AREA ASSOCIATION

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- The worst yet.
- INCREASED
- Only recently moved to the area.
- Don't know.
- Don't know.
- Don't know

D5. HAVE YOU EVER OBSERVED PEOPLE DRINKING ALCOHOL IN THE STREET?

COMMENTS (40)

- Infrequently noticed. Town Centre
- In Town Centre, in C / Lane.
- Near Woolworths.
- Outside on the streets whilst smoking.
- Common – throughout town (as people move from pub to club)
- *(Not observed but:-)* bottles and glasses are left in streets and on windowsills.
- *(No)* tho' at times glasses left on window ledges.
- Often – glass and bottles taken from pubs
- Evidence in the form of broken glass (glasses and bottles) making it very dangerous for children and animals
- Graveyard
- Many times in the Great Churchyard. e.g. Night of Monday 18th August – not just weekends.
- Weekends in old graveyard; bottles, broken glass, cans all over the place.
- Occasional problem in Gt. Churchyard.
- Churchyard – 2 – 3 times per month.
- Quite often, in the park by St Mary's and in most streets.
- Infrequently, Bridewell Lane.
- Haven't observed it but I often find empty / full glasses in Bridewell Lane outside my back entrance or in other parts of the street.
- Near Queen's Head. Outside Queen's Head, outside Dog & Partridge & on street in between.
- *(D. & P. from previous question)* Broken glass & glasses ½ full drink.
- Yes, Churchgate St., Abbey gate St.
- Abbeygate, Town Centre. Do not venture out after dark / late hours.
- Not observed but empty cans sometimes left in Guildhall Street
- Not often, but in town and Guildhall Street.
- Outside Black Boy, G H St.
- Frequently / weekly. Guildhall Street, College Lane, Hide Bar etc.
Outside Hide Bar – weekly
Infrequently but regularly in the area of Langton Place.
Clients of the hostel on Westgate St.
As they walk by.
Most Fridays / Saturdays, generally between venues. Empty glasses frequently found and returned to assumed source.
In this area this is mainly in the form of blokes walking along the streets at almost any time of day and drinking cans of lager.
Occasionally from cans anywhere.
Cans on water meadows.
Occasionally in College St. - not a problem.
Occasionally in the GRID.
Occasionally.
Rarely
Not very often.
Daily.
Not usually out near pubs late at night.

D6. HAVE YOU EVER OBSERVED DRINKING OF ALCOHOL OUTSIDE LICENSED PREMISES?

COMMENTS (22)

Here we go again!
Friday and Saturday evenings
Saturday nights are the worst.
Often at weekends.
Daily
When out smoking – with a glass,
It is hard to tell as there are frequently large, noisy groups outside doorways of bars.
Occasionally.
Not recently.
Not usually out near pubs late at night.
Obviously in Summer outside pubs, it’s nicer.
Evenings outside HIDE BAR.
Once @ Hide Bar.
Outside So Bar & see above (Outside Hide Bar – weekly)
Yes, outside Hide Bar over Christmas 2008.
On the street immediately outside “Hide”.
On summer months, overflow from Hide Bar onto pavement & streets of smokers and others, some of whom appear to be drinking.
Every time it is not raining / snowing: Queen's Head, even though they have a garden.
Sometimes outside the Queen's Head.
CHURCHGATE AREA ASSOCIATION

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• Queen's Head – often smashed glasses outside.
• Quite often, outside the Queen's Head.
• Outside Black Boy, G H St.
E: PARKING

There are relatively few comments in this section, but the ones that are made relate to probably what almost all our residents and businesses experience. Adapting to these difficulties must be made as part of the package that one accepts when deciding to live in the town centre. The layout relates to a historic grid designed for pedestrian travel and delivery by hand-cart. Faster modes of transport relied on horse-back or horse-drawn vehicles.

In the survey there are problems experienced: by those who have paid for resident parking tickets but who regularly cannot find a parking place; with difficulty in off-loading; with lack of enforcement of parking restrictions; with other vehicles parking on the pavement (although there is one suggestion about half-on-the-pavement parking being allowed).

There are useful suggestions about new specific sites being allocated to provide additional parking places. These latter, very constructive, comments are being assessed by our ‘traffic group’ on the CAA Committee.

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>No response / Don’t know</th>
<th>No. of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do you park on the street?</td>
<td>52%</td>
<td>39%</td>
<td>8%</td>
<td>107</td>
</tr>
<tr>
<td>2. Do you have a Resident’s Parking Permit?</td>
<td>63%</td>
<td>28%</td>
<td>9%</td>
<td>107</td>
</tr>
<tr>
<td>3. Do you use Visitors’ Permits for guests?</td>
<td>53%</td>
<td>37%</td>
<td>9%</td>
<td>107</td>
</tr>
<tr>
<td>4. Do you experience difficulty in finding a space?</td>
<td>58%</td>
<td>31%</td>
<td>12%</td>
<td>104</td>
</tr>
<tr>
<td>5. Do you use pay-and-display parking?</td>
<td>15%</td>
<td>69%</td>
<td>16%</td>
<td>99</td>
</tr>
<tr>
<td>6. Would you support an extension of the current Residents’ parking hours to include evenings?</td>
<td>60%</td>
<td>25%</td>
<td>15%</td>
<td>100</td>
</tr>
<tr>
<td>7. Would you be prepared to pay a higher fee for this extended Residents’ parking hours?</td>
<td>21%</td>
<td>47%</td>
<td>31%</td>
<td>81</td>
</tr>
<tr>
<td>8. Could you specify location of any additional parking spaces in your area?</td>
<td>23%</td>
<td>41%</td>
<td>36%</td>
<td>75</td>
</tr>
</tbody>
</table>
E1. DO YOU PARK ON THE STREET?

COMMENTS (7)

- Sometimes.
- Sometimes.
- I have a garage in William Barnaby Yard and consequently do not park on the public highway.
- Don't have a car.
- Have a garage.
- Off loading and when visitors.
- I have a disabled badge.

E2. DO YOU HAVE A RESIDENTS' PARKING PERMIT?

(See Charts for results)

E3. DO YOU USE VISITORS' PERMITS FOR GUESTS?

COMMENTS (1)

- Sometimes
E4. DO YOU EXPERIENCE DIFFICULTY IN FINDING A SPACE?

COMMENTS (10)

- No, because I have parking on premises.
- Only occasionally.
- Occasionally only.
- Sometimes.
- Sometimes.
- Often great difficulty.
- All the time!
- Not all the time.
- Especially after 7pm.
- My visitors do.

E5. DO YOU USE PAY-AND-DISPLAY PARKING?

COMMENTS (5)

- When necessary.
- Guests have to use pay and display near St Mary's Square when resident parking spaces full.
- Some of my visitors do.
- Occasionally
- Not unless I can help it.

E6. WOULD YOU SUPPORT AN EXTENSION OF THE CURRENT RESIDENTS' PARKING HOURS TO INCLUDE EVENINGS?

COMMENTS (10)

- (Yes) But there is little point in doing so unless restrictions (and parking on double yellow lines) are enforced.
- V. much so – but only useful if enforced.
- Yes, if fellow residents want it.
- - & Sundays too!
- Absolutely
- This would make things easier for occasional visitors.
- These problems could be reduced by removing pay-and-display parking
- Don't understand.
- Don't understand question.
- Do not understand.
E7. WOULD YOU BE PREPARED TO PAY A HIGHER FEE FOR THIS FOR EXTENDED RESIDENTS' PARKING HOURS?

COMMENTS (11)

- Are residents' parking hours restricted?
  - Possibly
  - Within reason.
  - Absolutely.
- NB. But not too much as the Council would be making money for nothing.
- Only if it would guarantee a park!
- Why? The current service is not worth the annual fee.
- (NO) because there is zero enforcement.
- I only use Visitors' permits and would not support putting up their present rates.
- Do not understand.
- As above. (Don't understand question.)

E8. COULD YOU SPECIFY LOCATION OF ANY ADDITIONAL PARKING SPACES IN YOUR AREA?

COMMENTS (19)

- Doctors' surgeries in Angel Lane on Saturdays. (Surgery no longer open on Sat.)
- Strong request for Chequer Square to become residents only parking.
- In Westgate Street and Honey Lane
- Bridewell Lane.
- End of Bridewell Lane – additional 1 at garden gate.
- 2 'spaces' outside Guildhall Feoffment School could be used for overnight residents' parking & weekend.
- Definitely. I have spoken to Council twice.
- College Street
  - Previous BT parking off College St.
  - Bay on right side of College Street should be expanded to line up with marked sign.
- At least 2 / 3 more in College Street at Churchgate Street end.
- BT / Bidwells. College Street, Adjacent 58.
- The whole of Guildhall St and Whiting St.
- Whiting St. – the NHS PCT car park should be available outside office hours
- Guildhall Street into town centre.
- Why not reinstate the spaces at the south end of Guildhall Street, but partly overlapping the pavement? Also why not mark out car bays to suit smaller, less-polluting cars?
CHURCHGATE AREA ASSOCIATION

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- Along most roads.
- Car Park adjoining United Reformed Church in Whiting Street seems nearly empty most days, but I now understand ½ is used by the Church and ½ leased by the Church to local householders.
- Don't understand.

ANY OTHER COMMENTS? (30)

- Please ensure Churchgate Street is open when it should be and deliveries DO NOT block the street. (6 - 7pm) frequently.
- 2 places in Bridwell Lane have recently been removed and not replaced.
- Most bays could be extended and there are too many spaces allocated for the disabled.
- Parking should be properly enforced. Illegal most nights in Crown Street & Bridwell Lane.
- I wish people would not park on the pavement.
- An extension of the residents' Parking hours would not make any difference as many cars now park illegally, seemingly without penalty. They are often a safety hazard.
- Too many vehicles parking in Gt. Churchyard roadways – not just tradesmen. (These are public roads with no parking allowed) – No enforcement evident.
- The parking restrictions in Crown St near St Mary's Church are practically never enforced. On Saturday nights this has an effect on the noise as people are going home at 2am.
- There is only a point if it is enforced.
- Parking all down G H St. SAME SIDE & it would slow traffic.
- Guildhall St. We pay for a permit, only allowed 1 in 1 zone, but half of our street pay and display only, the other half p & d plus residents. This seems rather unfair.
- I do not own a car but visitors have problems parking.
- Would make sense for ALL of Guildhall Street to be available to Residents as well as paying parkers.
- 1 side of Guildhall Street should be residents only, as the other side has no residents' allocation.
- College St – parking along one side of street only.
- College St. could be so much better organised as regards parking, speed & litter.
- College Street is a problem despite holding a residents' parking permit.
- Are the Council issuing too many Residents' Parking Permits? Why not keep all the parking to one side of College St?
- Disabled space in College St could be returned to normal use. The people who requested it have moved & it is too far from town to be generally of use.
- "Disabled disc" car drivers often seem surprisingly young and sprightly. Need for identity details on disc and policing.
CHURCHGATE AREA ASSOCIATION

2009 AREA SURVEY ANALYSIS

• Several potential spaces in Bridewell Lane, as yet restricted or prohibited.
• If people parked correctly instead of taking 2 spaces there would be more room.
• More parking needed for residents. Planning does not allow adequate parking spaces.
• Shire Hall employees’ car park now they have moved to West Suffolk House.
• Zone D requires examination and revising.
• I think Residents' Parking should be extended to 24/7!!!
• PARK AND RIDE!
• I have a private parking space.
• Am 94 years old so some of the questions do not apply.
• Traffic Restrictions are not always helpful to residents.

See also F1 and F2
F: ANY OTHER COMMENTS OR IDEAS

F1. IF YOU WOULD LIKE TO MAKE ANY OTHER COMMENTS, i.e. ANY CHANGES OR IDEAS FOR IMPROVING THE ENVIRONMENT IN OUR AREA, WE SHOULD BE DELIGHTED TO HEAR THEM.

COMMENTS (47)

- Churchgate Street redesigned to have gutter / gully down the centre to help protect listed buildings from spray and make a unique feature.
- Now car parking in town improved, turn town centre resident streets into resident parking only.
- Re 8 above: Off street parking could help a number of local residents.
- Extend the Pay and Display charges to midnight on Chequer Square. This would allow residents and their guests more use of the spaces & encourage others to use the large car parks i.e. Angel Hill and the arc area.
- Pavement cycling --- is a hazard – especially if you're old and not too mobile in avoiding those offending: better enforcement of the law needed.
- Resources to man residents’ parking would be useful. They are ignored generally and car drivers take the risk of being fined.
- Our area is plagued by illegal parking, particularly Chequer Square. Have contacted the police on numerous occasions.
- Parking on double yellow lines in no parking areas should be stopped. The Chequer Square parking obstructs vehicles parked legitimately. We are constantly being called to the door and asked to move a car which does not belong to us. The Police do not appear to care.
- Parking on double yellow lines occurs daily in College Street.
- Stricter regulation of parking would be welcomed, especially in College Street.
- Enforce rules re. Parking!
- Too much parking on pavements.
- Yellow line parking enforcement virtually non-existent.
- Parking on double yellows is ignored, especially outside The Hide. Abuse of single yellow parking is also ignored.
- Better policing of parking on yellow lines. Wrongful use of “Disabled” Permit.
- Private vehicles parked on pavements.
- Residents pay for parking but can never get a space at school pick-up times and when outsiders go to the pubs after work.
- Parking mainly. Extra parking could serve also as traffic calming measures.
• Lobby the police for more high profile patrols in our streets, particularly at weekends.
• More police on the beat around midnight.
• Police visits to pubs around closing time.
• I’d like to be involved in lay activities to reduce alcohol-related anti-social behaviour. Street Pastors type of thing.
• Better policing which is much needed – all the PR does not disguise that licensees get away with a great deal they shouldn’t.
• Street cleaning must be enhanced.
• Cleaning Street when clear of cars. Parking not permitted at certain times to allow for cleaning.
• Far more regular street sweeping / cleaning – (give cleaners proper training)- i.e. Spaces between buildings, corners, alleyways.
• As the Council are unable to keep the streets free of litter and weeds, to encourage local occupants to be responsible for the area outside their home.
• More litter bins altho’ compared to some places, we do pretty well.
• Anything to make it safer – traffic speed reduction, less yobbish behaviour and please try to get the pavements replaced!!!
• Traffic calming, 'Home Zones', repainted road markings.
• Please slow traffic down in Churchgate Street – speed bumps. Make it left turn only at (top) end of Churchgate St. so as to reduce no. of cars using the street. (Allow cars to go south only down Guildhall St. from town)
• Speed hump in Whiting Street (S) at junction of College Lane ? (for aerial motor cycles)
• What about traffic calmers to stop the speeders.
• Enforce speed limits and noise regulations.
• I would like more attention given to noisy cars – loud radios & excessive exhaust noise.
• Less music from wine bar, esp. late evenings w / ends. Too many people on pavement outside, smoking / loud talking & shouting.
• Fri – Sat nights in D & P v. v. noisy – sometimes up till 12 o/c.
• Liaison with bar / pub managers and owners to encourage their patrons to be considerate of neighbours – keep noise levels down outside.
• Window notice – i.e. Polite notice to visitors. Please respect our peace and environment – enjoy our town in a quiet and pleasant manner.
• Quieter places to go and drink without loud music.
• College St is one grid street where pavements have not been upgraded.
• Please remove street lights in College Lane – light pollution.
• The biggest improvement would come from the control of excessive drinking (price control, ASBOs , wardens?)
• Many of the questions in this survey cannot be answered with a simple Yes / No. E.g. D4 needs a ‘No Change’ option.
• I also have a bike, am pleased about the cycle lanes. Can we have more please.
I am lucky enough to live in William Barnaby Yard where we have garages and parking.
This is the nicest place to live in the world. It is in the middle of a living town and all the hustle and bustle that goes with it. “Nimbyism” kills towns. Take note.

F2. ARE THERE ANY OTHER TOPICS THAT YOU WOULD LIKE TO BRING TO OUR ATTENTION?

COMMENTS (20)

• Please consider resurfacing College Lane.
• Cars on pavement in Guildhall Street are difficult for pedestrians.
• Illegal parking, parking on pavements – why should people get away with it when others have to pay for permits.
• Pavements difficult to use e.g. High bander(?). The camber is very troublesome! Very strange at corner of Honey Hill / Sparhawk Street and East side St Mary's Square - Just a few examples of walking on an angle!
• Once again, place “No Entry” signs at the bottom of Bridewell Lane.
• In College Street many cars drive the wrong way – a long-standing problem in the one-way street.
• We need traffic wardens to control inconsiderate parking.
• More spaces for Residents only as we pay for them.
• Why can't rubbish skips be parked on double yellow lines and not in valuable parking spaces?
• Stop crowd standing by the In Touch Centre smoking & leaving cigarette butts on ground everywhere
• Abuse of narrow footpaths by cyclists and the odd speeding disabled buggy, and the danger this poses to people stepping out of their front doors.
• Cyclists riding on the pavements into town along Whiting St. and out of town along College St.
• No problems at all from “Mason's Arms.
• I don't mind the noise on Sat nights. Just don't want vandals. (Comment from a 94-year-old)
• Being a very regular walker and observer around the town I could write a dossier about broken windows etc. in College Lane, damaged gravestones in the Churchyard, and other damage and mess all, I suspect, drink-related.
• Too many “larger” birds in Town area – unhygienic and can cause problems with roof areas of houses, buildings.
• Bring back the individual shops.
• CCTV?
• It's a lovely area and generally it works well – people seem to sort things our between themselves & if we are talking about Council money I would
prefer the Council to spend it on buses. Why not have a circular bus around town that people can wave down at any spot – works in France!
- This questionnaire seems rather too soon after the previous one for CAA suggestions to have filtered through the system.

CONCLUSION

The commentary has been prepared by a CAA member who has not been involved in the task of collecting, collating and analysing this survey. We extend our thanks to the residents and businesses who took the time and trouble to fill in this questionnaire, expressing their experiences and views about the area in which they live and work.
APPENDIX 1 – Actual number of responses

The data and graphs presented in the body of the report are an analysis from the returned questionnaires. The total number completed and returned was 118 (2008 – 75 responses) and the actual numbers are presented in the table below. The questions from the questionnaire have been used to introduce each section of the survey.

**CAA Questionnaire Response Analysis**

The actual numbers of responses were:

<table>
<thead>
<tr>
<th>Section</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. The Street Environment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Street Hygiene: Are you satisfied with the level of cleanliness in our area’s streets?</td>
<td>76</td>
<td>37</td>
</tr>
<tr>
<td>2. Street Maintenance: Are you satisfied with the council’s maintenance of pavements / roads / drains?</td>
<td>62</td>
<td>52</td>
</tr>
<tr>
<td><strong>B. Traffic and Safety</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Do you consider the speed of traffic within our area is at an acceptable level?</td>
<td>39</td>
<td>75</td>
</tr>
<tr>
<td>2. Are you aware of specific danger spots in our area where accidents have occurred or are waiting to happen?</td>
<td>71</td>
<td>39</td>
</tr>
<tr>
<td><strong>C. Crime</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Are you aware of the Safer Police Neighbourhood Team?</td>
<td>82</td>
<td>34</td>
</tr>
<tr>
<td>2. Have you suffered damage to your property (home/car)?</td>
<td>41</td>
<td>75</td>
</tr>
<tr>
<td>3. Have you been the victim of any other crime?</td>
<td>16</td>
<td>101</td>
</tr>
<tr>
<td>4. Did you report any of the above offences to the police?</td>
<td>34</td>
<td>15</td>
</tr>
<tr>
<td>If ‘Yes’, were you satisfied with their response?</td>
<td>21</td>
<td>10</td>
</tr>
<tr>
<td><strong>D. Anti-social Behaviour</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Have you been affected by any of the following street behaviour and/or consequences?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excessive noise and shouting</td>
<td>83</td>
<td>25</td>
</tr>
</tbody>
</table>

71
### 2009 AREA SURVEY ANALYSIS

<table>
<thead>
<tr>
<th>Incident</th>
<th>Yes</th>
<th>No</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urinating/smell in public areas</td>
<td>44</td>
<td>59</td>
<td>37</td>
</tr>
<tr>
<td>Vomiting in a public place</td>
<td>47</td>
<td>57</td>
<td>44</td>
</tr>
<tr>
<td>Vandalism in a public place</td>
<td>43</td>
<td>57</td>
<td>35</td>
</tr>
<tr>
<td>Obscene or abusive language</td>
<td>69</td>
<td>37</td>
<td>57</td>
</tr>
<tr>
<td>Noise/loud music from public venue</td>
<td>37</td>
<td>66</td>
<td>28</td>
</tr>
<tr>
<td>Fighting</td>
<td>16</td>
<td>80</td>
<td>16</td>
</tr>
<tr>
<td>Any other anti-social or illegal behaviour</td>
<td>24</td>
<td>70</td>
<td>20</td>
</tr>
</tbody>
</table>

3. If you have experienced any such incidents, please indicate if possible how often, when and where. [COMMENTS ONLY]

4. If you have witnessed any such incidents, have they increased or decreased in the past 18 months? [COMMENTS ONLY]

5. Have you ever observed people drinking alcohol in the street?

6. Have you observed drinking of alcohol outside Licensed premises?

### E. Parking

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do you park on the street?</td>
<td>61</td>
<td>46</td>
</tr>
<tr>
<td>2. Do you have a Residents' Parking Permit?</td>
<td>74</td>
<td>33</td>
</tr>
<tr>
<td>3. Do you use Visitors' Permits for guests?</td>
<td>63</td>
<td>44</td>
</tr>
<tr>
<td>4. Do you experience difficulty in finding a space?</td>
<td>68</td>
<td>36</td>
</tr>
<tr>
<td>5. Do you use pay-and-display parking?</td>
<td>18</td>
<td>81</td>
</tr>
<tr>
<td>6. Would you support an extension of the current Residents' Parking Hours to include evenings?</td>
<td>71</td>
<td>29</td>
</tr>
<tr>
<td>7. Would you be prepared to pay a higher fee for this for extended Residents Parking hours?</td>
<td>25</td>
<td>56</td>
</tr>
<tr>
<td>8. Could you specify location of any additional parking spaces in your area?</td>
<td>27</td>
<td>48</td>
</tr>
</tbody>
</table>
Comparison with the survey of February 2008

The comparison was made by assessing the relevant sections page-by-page, side-by-side. The second survey is more robust as there are more respondents, and because some of the questions were modified to make them more specific. The comparison shows how the two set of data and the comments by the contributors reinforce each other. The second group may be larger, but the opinions are remarkably similar.

Improvements are noted in street hygiene and maintenance: 65% satisfied compared with 47% (2008) and 53% satisfied compared with 37% (2008).

Traffic and safety issues seems to be causing slightly more problems than previously, including excessive speed, not observing one way systems, and inappropriate use of the pavements.

10% fewer people were aware of the Police Neighbourhood team, and 10% more people had suffered damage to property (a greater number of these incidents were reported to the police).

The problems with antisocial behaviour are from a statistical point of view virtually identical, (which is a reassuring finding with regard to establishing the robustness of the design of the two the studies); but decidedly this is very bad news for those respondents who continue to experience the adverse effects of sleep deprivation and the other unpleasant consequences.

The data from the survey in 2008 is presented below:

<table>
<thead>
<tr>
<th>Section</th>
<th>Number</th>
<th>Question?</th>
<th>Yes</th>
<th>No</th>
<th>No response/Don't know</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Street Environment</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>1. Hygiene</td>
<td>Satisfied?</td>
<td>35</td>
<td>39</td>
<td>1</td>
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<tr>
<td>2. Maintenance</td>
<td>Satisfied?</td>
<td>28</td>
<td>46</td>
<td>1</td>
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</tr>
<tr>
<td>B. Traffic and Safety</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>1. Volume</td>
<td>Acceptable?</td>
<td>44</td>
<td>28</td>
<td>3</td>
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</tr>
<tr>
<td>2. Control</td>
<td>Satisfied?</td>
<td>11</td>
<td>63</td>
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</tr>
<tr>
<td>3. Danger Spots</td>
<td></td>
<td>42</td>
<td>32</td>
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</tr>
<tr>
<td>C. Crime and Disorder</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>1. Safer Neighbourhood Scheme</td>
<td>Aware?</td>
<td>62</td>
<td>11</td>
<td>2</td>
<td></td>
<td></td>
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<tr>
<td>2. Property</td>
<td>Damage?</td>
<td>18</td>
<td>56</td>
<td>1</td>
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<td></td>
</tr>
<tr>
<td>3. Other Crime</td>
<td>Victim?</td>
<td>13</td>
<td>61</td>
<td>1</td>
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<tr>
<td>4a. Police</td>
<td>Reported?</td>
<td>19</td>
<td>31</td>
<td>25</td>
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</tr>
<tr>
<td>4b. Police Response</td>
<td>Satisfied?</td>
<td>13</td>
<td>5</td>
<td>57</td>
<td></td>
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<tr>
<td>D. Anti-Social Behaviour</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>1. Affected by:-</td>
<td>Noise and shouting</td>
<td>54</td>
<td>18</td>
<td>3</td>
<td>48</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Urinating and vomiting</td>
<td>39</td>
<td>27</td>
<td>9</td>
<td>29</td>
<td></td>
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<tr>
<td></td>
<td>Vandalism</td>
<td>30</td>
<td>34</td>
<td>11</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Verbal Abuse</td>
<td>18</td>
<td>33</td>
<td>14</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Obscene</td>
<td>39</td>
<td>29</td>
<td>7</td>
<td>32</td>
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### 2009 AREA SURVEY ANALYSIS

<table>
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<th>Language</th>
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<tr>
<td>Fighting</td>
<td>16</td>
<td>49</td>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>Any other?</td>
<td>22</td>
<td>36</td>
<td>17</td>
<td>16</td>
</tr>
</tbody>
</table>

2. Alcohol Related?

3. How Often and When?

4. Over past two years:
   - Increased? 16
   - Decreased? 16
   - (The same) 12
   - Don’t know / No Response 31

5. Drinking in the Street:
   - Observed? 34 37 5

E. Parking

1. On the Street? 44 26 5
2. Residents’ Permit? 48 20 7
3. Visitors’ Permit? 41 27 7
4. Difficulty with space? 32 33 10
5. Pay-and-Display Parking? 5 56 14
6. Support Hours’ Extension? 45 14 16
7. Prepared to pay more? 22 31 22

### APPENDIX 2 – Questionnaire

The questionnaire distributed as the basis for this survey is reproduced in the following pages.
We are interested in your experience, opinions and ideas as a resident/business within the Churchgate Area. Eighteen months ago we circulated a non-attributable questionnaire and received a good response. This provided valuable insights and information which gave us an understanding of areas of concern and ideas from residents/businesses in the area. We were able to pass this information on to relevant borough officers and services where the information was most useful and to make them aware of your views as occupants of this area. In some areas we have been successful, in others we have not, so we are asking again if you could spare a few minutes to answer the following questions to keep us up to date and help our work on your behalf.

A. **The Street Environment**

1. **Street Hygiene**
   Are you satisfied with the level of cleanliness in our area's streets? Yes/No
   Please comment and give details:

2. **Street Maintenance**
   Are you satisfied with the council's maintenance of pavements / roads / drains? Yes/No
   Please comment and give details:

B. **Traffic and Safety**

1. Do you consider the speed of traffic within our area is at an acceptable level? Yes/No
   Please comment and give details:

2. Are you aware of specific danger spots in our area where accidents have occurred or are waiting to happen? Yes/No
   Please comment and give details:

C. **Crime**

1. Are you aware of the Safer Police Neighbourhood Team? Yes/No

2. Have you suffered damage to your property (home/car)? Yes/No
   If ‘Yes’, please give details:

3. Have you been the victim of any other crime? Yes/No
   If ‘Yes’, please give details

4. Did you report any of the above offences to the police? Yes/No
   If ‘Yes’, were you satisfied with their response? Yes/No
   Please comment and give details?

5. If you did not report it, why not?
D. Anti-social Behaviour

1. Have you been affected by any of the following street behaviour and/or consequences?

<table>
<thead>
<tr>
<th>Behaviour</th>
<th>Yes/No</th>
<th>Behaviour</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>excessive noise and shouting</td>
<td></td>
<td>obscene or abusive language</td>
<td></td>
</tr>
<tr>
<td>urinating/smell in public areas</td>
<td>Yes/No</td>
<td>noise/loud music from public venue</td>
<td>Yes/No</td>
</tr>
<tr>
<td>vomiting in a public place</td>
<td>Yes/No</td>
<td>fighting</td>
<td></td>
</tr>
<tr>
<td>vandalism in a public place</td>
<td>Yes/No</td>
<td>any other anti-social or illegal behaviour</td>
<td></td>
</tr>
</tbody>
</table>

2. If you have experienced any of the above behaviour do you think it was alcohol related? If so, please tick the problem above.

3. If you have experienced any of the above please indicate if possible how often, when and where:

4. If you have witnessed any such incidents have they increased or decreased in the past 18 months? Yes/No

5. Have you ever observed people drinking alcohol in the street? Yes/No
   If ‘Yes’ how often, when and where?

6. Have you observed drinking of alcohol outside Licensed premises? Yes/No
   If ‘Yes’, how often, when and where?

E. Parking

1. Do you park on the street? Yes/No
2. Do you have a Residents’ Parking Permit? Yes/No
3. Do you use Visitors’ Permits for guests? Yes/No
4. Do you experience difficulty in finding a space? Yes/No
5. Do you use pay-and-display parking? Yes/No
6. Would you support an extension of the current Residents' Parking Hours to include evenings? Yes/No
7. Would you be prepared to pay a higher fee for this for extended Residents Parking hours? Yes/No
8. Could you specify location of any additional parking spaces in your area Yes/No

Any other comments?

F. Any other comments or ideas?

1. If you would like to make any other comments, i.e. any changes or any ideas for improving the environment in our area, we should be delighted to hear them.

2. Are there any other topics that you would like to bring to our attention?

Thank you for taking the time to complete this questionnaire. Your responses and comments are very helpful to us.

Please return completed form to Marian Shaw, 25 Church Walks or Roderick Sprake, 32 Churchgate Street, by Monday 7th September