



# COUNCIL-OWNED NEIGHBOURHOOD PARADES CONSULTATION (PUBLIC SURVEY RESPONSES)

JUNE 2021

## Introduction

The survey was made available from 13<sup>th</sup> May until 11<sup>th</sup> June 2021 with data being gathered using an online survey hosted on the council's consultation page.

The quantitative and qualitative data for each question is contained under the corresponding question headings, along with themed comments tables where qualitative responses were required.

A total of 364 responses were received, with qualitative responses having been analysed and grouped into themes. The percentage of mentions indicates the amount of comments that appear within a particular theme, however qualitative questions were not mandatory and therefore the number of responses to each question may vary. Due to the large number of different themes, only those that are mentioned more than once are displayed within each table for presentation purposes.

## Survey results

### 1. How safe do you feel on the neighbourhood parades – in both the daytime and in the evening?

Time period	Feel safe	Feel unsafe	Neutral
Daytime	79%	5%	17%
Evening	21%	48%	31%

#### 1.1. Which factors in particular cause you to feel unsafe on the neighbourhood parades?

158 comments

Which factors in particular cause you to feel unsafe on the neighbourhood parades?	
Groups loitering	60%
Street drinking and drunken behaviour	40%
Drug dealing and drug abuse	23%
General anti-social behaviour	21%
Poor lighting	15%
Rough sleeping and begging	11%
Lack of visible police presence	8%
Lack of CCTV	4%
Harassment by strangers	3%
Reports of crime	2%

## 2. Have you experienced any anti-social behaviour at the neighbourhood parades in the last 12 months?

Have you experienced any anti-social behaviour at the neighbourhood parades in the last 12 months?	
Yes	50%
No	50%

### 2.1. If no (to Q2), who would you most likely contact if you did experience any anti-social behaviour taking place at the neighbourhood parades?

Who would you most likely contact if you did experience any anti-social behaviour taking place at the neighbourhood parades?	
Police	64%
I wouldn't report it or would be very unlikely to report it	28%
Community Warden	19%
Council	14%
Friend or family member	13%
Other	1%

#### Answered: 'Other'

- If a shop was open I'd contact them as hopefully they know who we should contact and how.

### 2.1(a). What would be the reason why you wouldn't/ would be very unlikely to report it?

The 34 respondents who indicated that they wouldn't/ would be unlikely to report anti-social behaviour, were then asked to submit the reasons to why this was the case.

What would be the reason why you wouldn't/ would be very unlikely to report it?	
Don't think anything would be done about it	54%
Would think it wasn't important enough	22%
Wouldn't be sure how to report it	20%
Other	4%

#### Answered: 'Other'

- Worried about recrimination
- Having previously worked with the police I feel that they lack resources to deal with low level behaviour until it escalates.

## 2.2. If yes (to Q2), did you report it or tell anyone about it?

Did you report it or tell anyone about it?	
Yes	22%
No	79%

### 2.2(a). If yes, who did you tell or report it to?

Who did you tell or report it to?	
Police	80%
Council	28%
Community Warden	23%
Friend or family member	13%
Other	5%

#### Answered: 'Other'

- Tilgate residents
- Shop keeper

### 2.2(b). If no, what was the reason why (you didn't report it)?

What was the reason why (you didn't report it)?	
Didn't think anything would be done about it	80%
Wasn't sure how to report it	28%
Thought it wasn't important enough	23%
Other	5%

#### Answered: 'Other'

- Police not interested
- Sorted it myself
- No one cares! Police don't care, so what is the point?
- another person reported
- Hard to distinguish between anti-social behaviour and what has become acceptable.
- A shop assistant advised the person concerned is known to the PCSOs and they are addressing the problem. I have not seen the person concerned again
- Police wouldn't bother turning up, not interested
- Kids sitting on benches around shops may not be deemed anti-social behaviour unless specifically causing issues. However from experience at another council site, when it is reported it took police over 2 hours to respond. By which time the group had dispersed.
- I have notified the police numerous times . This resulted in my windows being smashed . Mp Henry Smith has tried to help. When we notified [REDACTED] he neglected the issue . We offered for him to come one evening on a Friday night to see for himself which he refused
- The backlash
- Both Crawley police and council are useless
- Someone else had already highlighted the problem.

### 3. What is your view of the general tidiness of the neighbourhood parades?

What is your view of the general tidiness of the neighbourhood parades?	
Tidy	49%
Untidy	18%
Neither tidy nor untidy	33%

### 4. Should the council seek to influence the make-up of the neighbourhood parades in the interests of the environment and healthy eating?

Should the council seek to influence the make-up of the neighbourhood parades in the interests of the environment and healthy eating?	
Yes	65%
No	36%

#### 4.1. Please briefly describe the reasons for your answer (to Q4)

##### Answered: 'Yes'

98 comments

Theme	Mentions (%)
There needs to be a better mix of businesses and shops on the parades	47%
Initiatives to promote/encourage healthy eating should be pursued	31%
Initiatives protecting/helping the environment should be pursued	16%
Parades have too many junk/fast food outlets	13%
Parades should be better maintained and to higher standard	10%
Parade shops should serve the requirements of their local residents	7%
Too many betting shops	7%
Encourage/support local independent retailers and businesses	5%
Consult and engage with the local community and residents	3%
Improve public safety and security measures	3%
Affordable/lower rents for local independent businesses and retailers	3%
Install more general waste and recycling bins on parades	2%

Council has a social responsibility for encouraging healthy eating and protecting the environment	2%
Focus on reducing anti-social behaviour on the parades	2%

**Answered: 'No'**

61 comments

Theme	Mentions (%)
Council shouldn't get involved and people should be given freedom of choice	48%
Focus on creating a balance/variety of retail options on parades	20%
Make-up of parades should be based upon user demand	16%
Council should focus on maximising commercial income	10%
Current make-up of neighbourhood parades is suitable	10%
Influence only in regard to the environment	7%
Make-up should be driven by needs of the community	7%
Independent businesses should be supported	5%

## 5. As a percentage, how much do you think that income from neighbourhood parade rents contributes each year to the total cost of running Crawley Borough Council services?

On average, respondents thought that income from neighbourhood parade rents contributes 19.3% to the total cost of running Crawley Borough Council services each year.

As a percentage, how much do you think that income from neighbourhood parade rents contributes each year to the total cost of running Crawley Borough Council services?	
0-20%	66.2%
21-40%	14.2%
41-60%	13.7%
61-80%	2.2%
81-100%	<1%
Unsure	3.5%

## 6. How have your shopping habits changed since the beginning of the Covid-19 pandemic? Do you use the neighbourhood parades...

Do you use the neighbourhood parades...	
More than before the pandemic	46%
About the same	32%
Less than before the pandemic	21%
Other	1%

### Answered: 'Other'

- Did not live here before pandemic
- Do not use the parades
- Do not use

Please provide any further details or comments (for answer to Q6)

136 comments

### Answered: 'More than before the pandemic'

70 comments

Theme	Mentions (%)
Have been using local shops more generally	46%
Feels safer with variety of measures in place to prevent spread of Covid-19	19%
More convenient	7%
Using parades to buy essentials rather than going to supermarket	7%
Less travelling involved by car, public transport etc.	6%
Not wanting to go to larger supermarkets	6%
Increased use of Co-op supermarket	3%

### Answered: 'Less than before the pandemic'

41 comments

Theme	Mentions (%)
Factors due to the pandemic (e.g. shielding, limiting interactions etc.)	46%
Shopped more via internet	27%
Brought shopping by friends and/or family	5%
Poor variety of shops on neighbourhood parades	5%
Closed down shops	5%

Anti-social behaviour	5%
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**Answered: 'About the same'**

22 comments

Theme	Mentions (%)
No change in shopping habits at neighbourhood parades	27%
Have always shopped locally	18%
Use parades to buy bits and pieces/ top-up items	14%
Limited variety of shops on neighbourhood parades	14%
Post office	9%

## 7. What type of businesses would you like to see more/fewer of at the neighbourhood parades?

276 comments

**Answered: 'More'**

What type of businesses would you like to see <u>more</u> of at the neighbourhood parades	
Greengrocers	31%
Butchers	27%
Bakeries	18%
Cafés	12%
Independent retailers	11%
Hardware/ Homeware store	11%
Greater variety of businesses	8%
Post office	8%
Mini supermarket	6%
Greater variety of takeaway restaurants	3%
Pharmacy/ Chemist	3%
Newsagents	3%
Florists	2%
Haberdashery and crafts	2%
Pet shops	1%
Community Hub	1%
Barber shops	1%
Charity shops	1%
Refill stores	1%
Family/ Child friendly stores	1%
Health and wellbeing stores	1%
Bookshops	1%

**Answered: 'Fewer'**



What type of businesses would you like to see <u>fewer</u> of at the neighbourhood parades	
Takeaway restaurants	25%
Betting shops	11%
Off-licences	5%
Newsagents	3%
Beauty salons and nail bars	3%
Estate agents	2%
Pubs	1%
Barber shops	1%
Massage parlours	1%
Recruitment agencies	1%
Tattoo shops	1%
Coffee shops	1%

## 8. What ideas or suggestions do you have for the Council to improve the management of the neighbourhood parades?

205 comments

What ideas or suggestions do you have for the Council to improve the management of the neighbourhood parades?	
Better public safety and security measures (e.g. CCTV, better lighting, patrols)	33%
Affordable/ lower rents for local retailers	18%
Have a balance and varied selection of retailers	9%
Regeneration investment	8%
Increase maintenance and cleaning	8%
Communication and engagement with residents and tenants	7%
None/ no comment	2%
Improve parking access	2%
Support small businesses and independent retailers	2%
Allow tenants greater input	1%
Involve local community	1%
Dedicated parades manager	1%