Community Safety Partnerships

Report by Consultation & Research Team

September 2021

1.   Background

Bolton's Community Safety Partnership, a collaborative partnership including Bolton Council, Greater Manchester Police, Greater Manchester Fire & Rescue Service, Probation, Health, Youth Justice, Housing Providers, and the Voluntary, Community and Social Enterprise sectors, ran a 4-week consultation between Monday 16th August 2021 until Sunday 12th September 2021. The consultation set out to seek local resident and stakeholder views on crime and safety in local areas, helping to inform priorities to tackle crime and anti-social behaviour in the borough over the next three years.

2.   Methodology

The consultation process was a public consultation, enabling any Bolton resident or stakeholder the opportunity to share their views on crime and anti-social behaviour in their area.

A comprehensive communication plan was implemented to raise awareness of the proposal across the borough. This included the use of social media, radio interviews and requests to strategic partners, equality groups and Neighbourhood Teams, to encourage their service users to complete the consultation questionnaire. 'E-View', the council's consultation panel, compromising of over 650 members, were also encouraged to engage.

Participants were surveyed using a questionnaire tool made up of open and closed questions, over a period of four weeks, providing respondents the opportunity to reflect and share their thoughts on the crime and anti-social behaviour. The questionnaire was made available both digitally and offline, with the questionnaire being accessible on the council's consultation web page, as well as in hard copy format, on request.

*A copy of the questionnaire is included at the end of this document, located in Appendix A.

3.   Consultation responses

395 valid responses were received.

Results are presented in the questionnaire format, with "don't know" removed unless otherwise stated. Response options may be abbreviated, omitted for null responses or ranked in order of popularity.
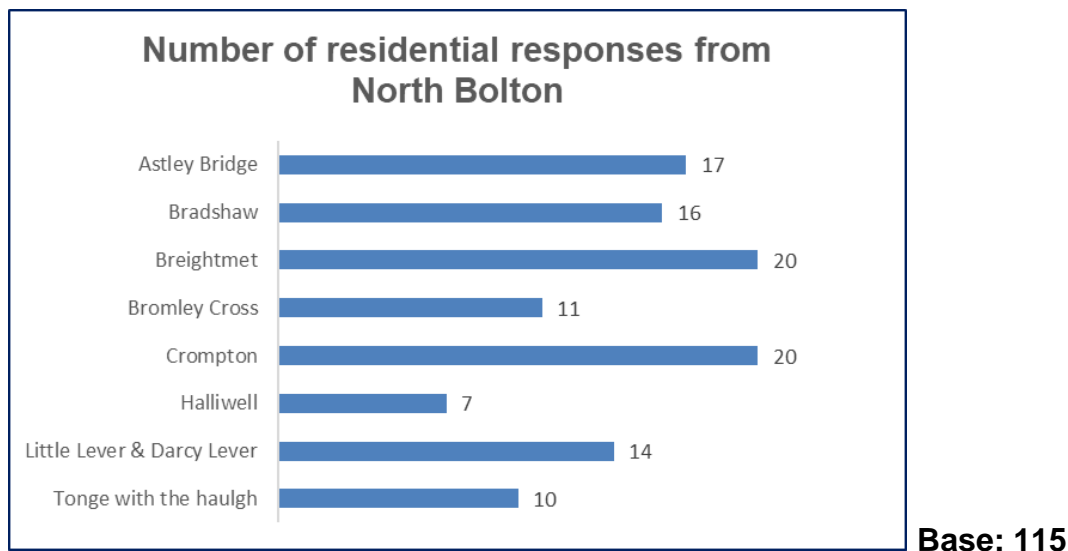
Comments have been categorised where feasible. Unless otherwise stated, categories with 10 or more responses are shown. Categories may overlap and a comment from one respondent included in multiple categories. A sample of comments [verbatim] are included in the report. Comments may be abbreviated and only portion relevant to category shown.

Total percentages may exceed 100% where multi-responses were allowed and / or when rounded. Percentages have been rounded to the nearest whole number. Base: unless otherwise stated, percentages are based on respondents to a particular question.
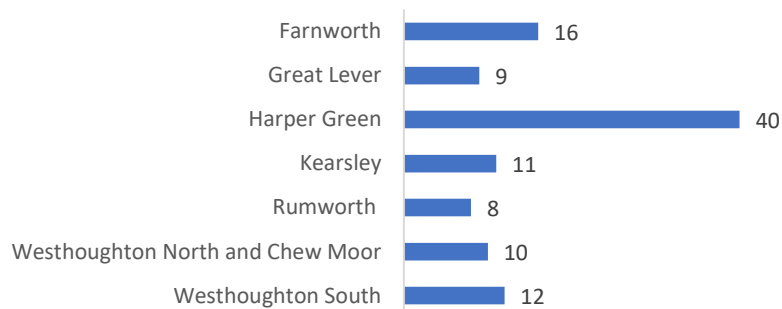
Data has been cleansed where appropriate e.g., comments moved into existing response options and responses relating to out of borough removed.

4.   Completions based on area

Respondents were asked whether their comments were based on the area they lived. 94% of responses were completed based on residential areas. Of those received, 39% of responses were based on geographical areas in the North of the borough, 36% based in the South and 25% based in the West.
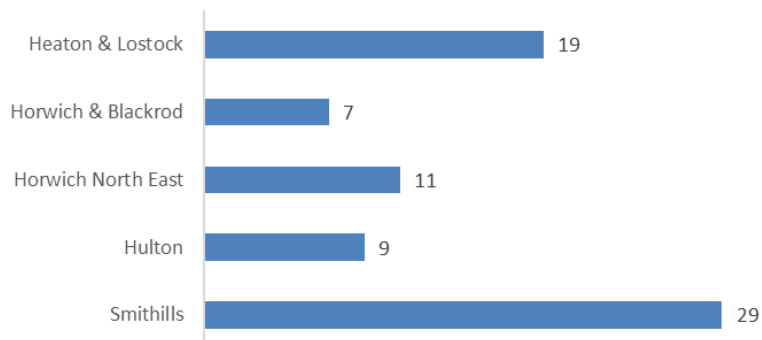
Number of residential responses from North Bolton

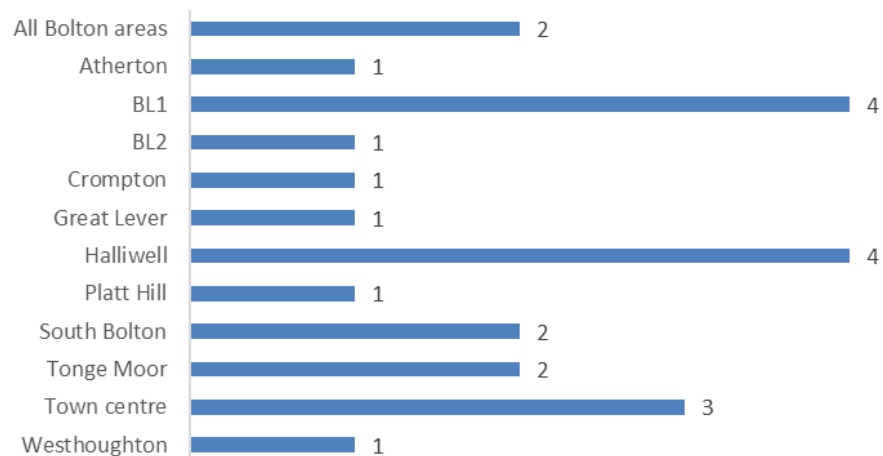| Area	Responses
Astley Bridge	17
Bradshaw	16
Breightmet	20
Bromley Cross	11
Crompton	20
Halliwell	7
Little Lever & Darcy Lever	14
Tonge with the haulgh	10

Base: 115

Number of residential responses from South Bolton

Area	Responses
Farnworth	16
Great Lever	9
Harper Green	40
Kearsley	11
Rumworth	8
Westhoughton North and Chew Moor	10
Westhoughton South	12

Base: 106

Number of residential responses from West Bolton

Area	Responses
Heaton & Lostock	19
Horwich & Blackrod	7
Horwich North East	11
Hulton	9
Smithills	29

Base: 75

23 individuals completed the survey based on other geographical areas of interest. These are highlighted in the table below.

Additional geographical areas of interest

Area	Responses
All Bolton areas	2
Atherton	1
BL1	4
BL2	1
Crompton	1
Great Lever	1
Halliwell	4
Platt Hill	1
South Bolton	2
Tonge Moor	2
Town centre	3
Westhoughton	1

Base: 23

5a. Levels of crime / anti-social behaviour

Respondents were asked to reflect on the perceived levels of crime in their area, or the area they were choosing to comment on. 36% of respondents highlighted that anti-social behaviour was a small problem in their area, however, it was also noted as being a very big problem for over a quarter of respondents [26%]. Non-violent crime was seen equally as a small problem and fairly big problem by around one-third of respondents. Violent crime was perceived as a fairly small problem by 38% of those responding, but as not a problem at all by 36% of responders.

Base: 354
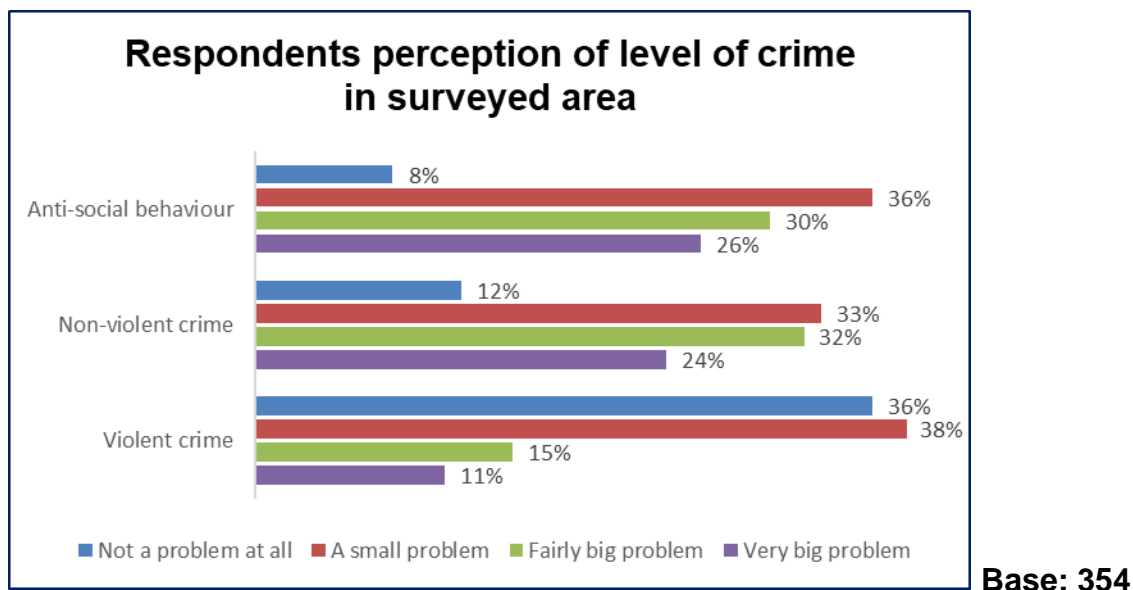
5b. Reflections on levels of crime

Residents and stakeholders were asked to reflect further on why they perceived those levels of crime in their area. Comments were received by 224 residents and stakeholders, which could be categorised into 12 key themes. The themes receiving the highest proportion of comments were centred around being aware of non-violent crime and anti-social behaviour. A full overview of the themes are highlighted in the table below.

Rank	Category	No. of respondents
a	NVC – aware of	113
b	ASB - aware of	109
c	NVC - regular / frequent	67
d	ASB - issues with youth	58
e	ASB - regular / frequent	46
f	Lack of police / council / BaH control / prosecutions	31

g	VC - aware of	29
h	ASB - named places	28
i	General problems	17
j	Lack of respect	16
k	NVC - named places	15
l =	NVC - issues with youth	13
l =	NVC - increasing	13
l =	Safe area	13
m	General - no issues	11

Sample verbatim quotes

a. Non-violent crime - aware of

Respondents were aware of non-violent crime taking place in the area and may have been a victim of this.

- *"Had my car stolen twice in the last two years"*
- *"A lot of burglaries and theft around neighbourhoods."*
- *"Lot of crime especially car break ins and house burglaries"*

b.   Anti-social behaviour - aware of

Respondents were aware of anti-social behaviour taking place in the area.

- *"Large grope of antisocial youths congregating"*
- *"Housing providers don't make checks on their tenants, disgusting rubbish piled around their bins, fly tipping In The back alleys"*
- *"Lots of flytipping"*

c.   Non-violent crime - regular / frequent

The frequency of non-violent crime was a concern.

- *"There seem to be a lot of break ins at the moment.*
- *"Lots of burglaries, car jacking, car parts theft"*
- *"Daily drug dealings, car thefts, cars being broken into!"*

d.   Anti-social behaviour - issues with youths

Anti-social behaviour was often caused by youths in the area.

- *"Young people, off road bikes causing problems persistently."*
- *"There is a big problem with young people using motorbikes and quads around Longsight Park"*
- *"Increasing concerns about youths behaviour"*

e.   Anti-social behaviour - regular / frequent

Anti-social behaviour was a frequent occurrence for many.

- *"Aware of a lot of people behaving in an antisocial manner."*
- *"There are constant issues with anti-social behaviour, particularly on Chorley New Road, Station Park and the centre of Horwich. Not a day goes by without something being shared on our Facebook community pages"*

f.   Lack of police / Council / Bolton at Home control / prosecutions

Respondents felt there were insufficient police in the area, and that they and other authorities did not take action to tackle problems.

- *"More police officers patrols are needed"*
- *"Last year we reported anti social behaviour outside our house more than 30 times to the police, who did nothing."*
- *"Real deterrent is getting caught - not enough police or CSO's to ensure this"*
- *"My elderly mother was knocked over by some, dragged up, teen on his bike and he just laughed… she needs a knee replacement as it is but nothing is done due to him being a teen"*

g.   Violent crime - aware of

Respondents were aware that violent crime was taking place in the area.

- *"Murder & stabbings"*
- *"Seen people getting beaten up"*
- *"A family member was seriously attacked outside our home, he was an innocent victim of crime."*

h.   Anti-social behaviour – named places

Respondents gave the locations where particular anti-social behaviour was taking place.

- *"A seemingly relatively small group of young people causing serious problems in Horwich town centre"*
- *"Main areas of anti-social behaviour is around Morrisons."*
- *"ASB in the Westhoughton area, Market Street and around"*

i.   General problems

General comments which could not be coded.

- *"Just my impression from social media and living here."*
- *"I moved here … have never experienced such vile behaviour"*

j.   Lack of respect

The lack of respect displayed by those causing problems was mentioned.

- *"Everyday being disturbed by anti social behavior and when ask to move on or be quiet. Told to fuck off and shut up and you cant do anything."*
- *"No respect for neibours. A lot of noise issues probably because people without jobs dont need to worry about going to bed and getting enough sleep before they get up for work."*
- *"A lot of anti social behaviour, people playing loud music day and night, no respect for others."*

k.   Non-violent crime- named places

Respondents gave the locations where particular non-violent crime was taking place.

- *"Live on Oldam's estate in Astley Bridge, drug use and selling has increased a lot over the last 2 years or so"*
- *"There is a big problem with young people using motorbikes and quads around Longsight Park."*
- *"Many incidents of drug dealing especially around Moss Bank Park and down Halliwell Road."*

l=.   Non-violent crime - issues with youths

Some non-violent crime was associated with youths.

- *"Local youths causing damage to property and cars"*
- *"A lot of the children on the estate seem to be running drugs. We also get a lot of youths riding non road legal bikes and quad bikes on the pavements and roads."*
- *"Lots of young people i know admit to fighting, stealing, drug and alcohol use on the streets, setting fires, trespassing, vandalism etc. Many of them see this as common place because "it's not as bad as such and such who steals cars or carries a knife"*

l=.   Non-violent crime - increasing

Incidents were felt to be increasing.

- *"Burglaries and car crime have increased over the last year."*
- *"People get properties broken into have dramatically risen and car thefts"*
- *""When we moved here 15 yrs ago hardly any crime. Now houses, gardens and cars being broken into all the time."*

l=.   Safe area

Respondents felt that the area in which they lived was safe.

- *"Small village with not much crime as far as I am aware"*
- *"No issues in the immediate vicinity"*
- *"We live on a cul de sac so don't really have any problems"*

m.   General comments – not a problem

Respondents felt that there was little crime / anti-social behaviour in the area.

- *"Rarely affected."*
- *"Everything good"*
- *"I don't have any problem at all"*

6a.   Problem crimes

Respondents were asked to highlight the types of crimes that were a problem in their area. The crime highlighted as being of most concern to residents was drug dealing, experienced by two-thirds of respondents [66%]. This was followed by drug taking [62%], speeding vehicles [59%] and nuisance vehicles [58%]. For those that cited 'other', three respondents commented on physical assaults, one respondent each said breaches of planning applications, having sex, obstructing the pavement and crimes behind closed doors.
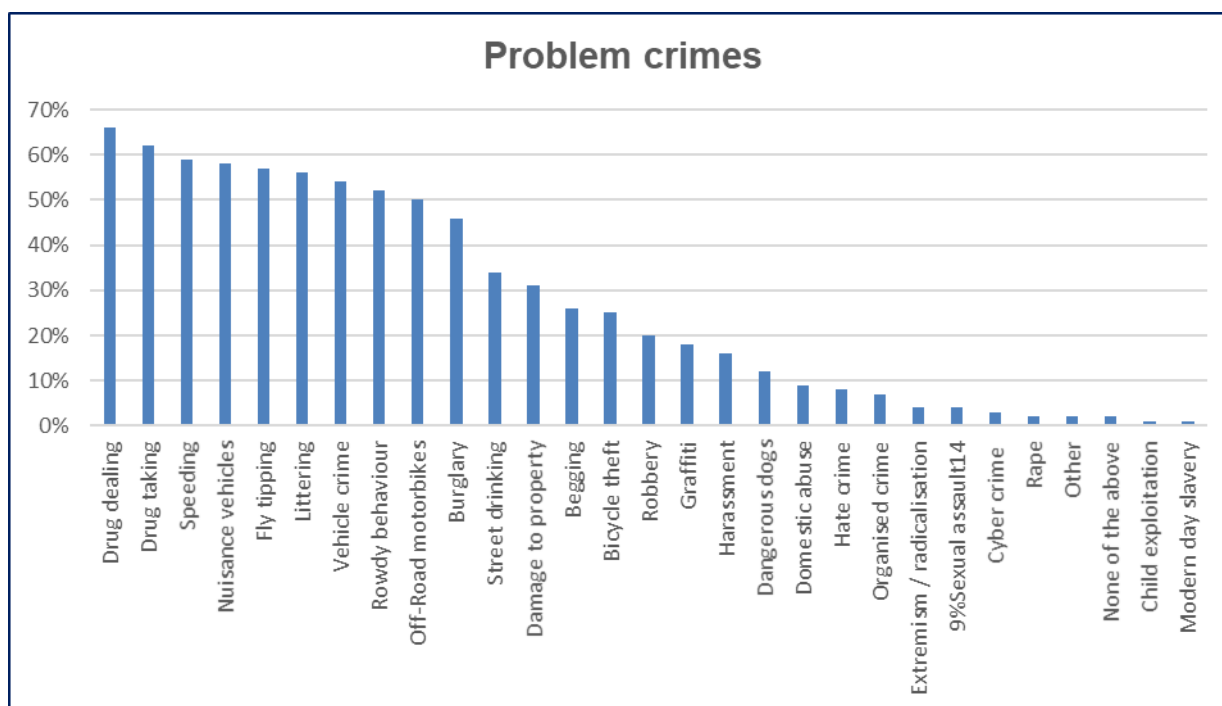
Base: 385

6b.   Three biggest problems in your area?

Respondents were asked to categorise their top three problem crimes for the geographical area they were responding about. The cumulative responses indicate the primary areas of concern to be drug dealing [43%], speeding [32%] and rowdy behaviour [23%]. Drug taking, vehicle crime and burglary was also seen as significant problems by one-fifth of respondents.

Top three problem crimes
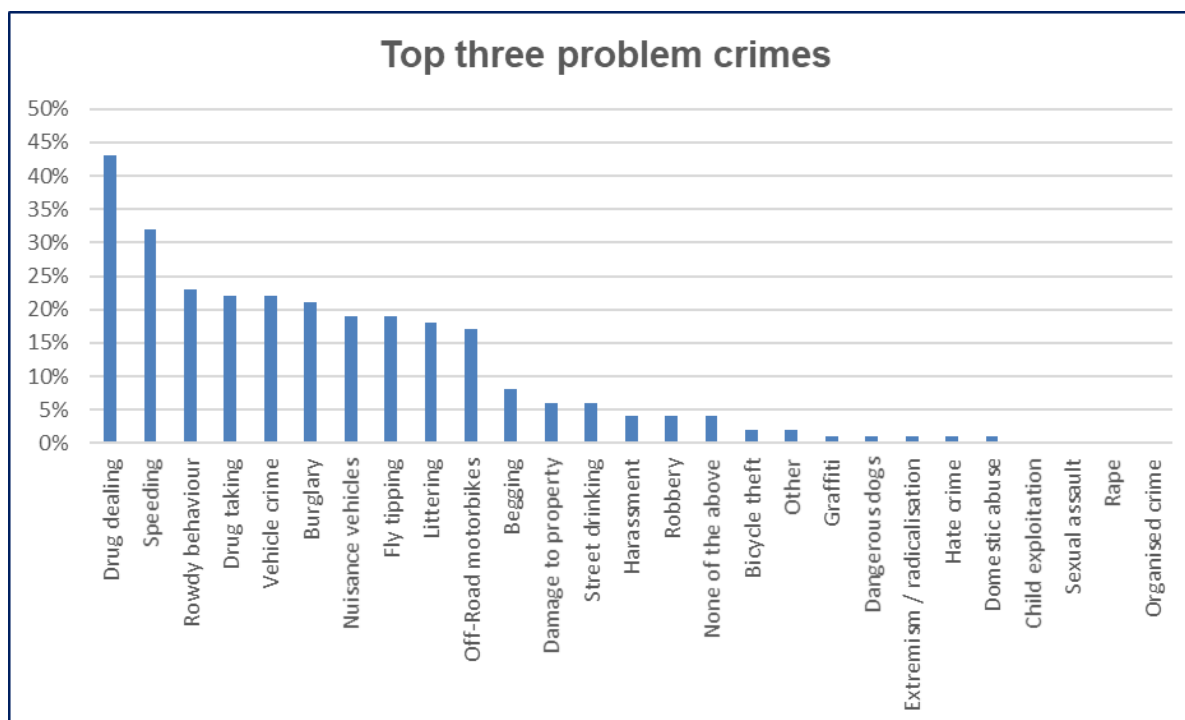
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6c.   Why did you choose those?

For the majority of respondents, these were simply the ones which were prevalent and visible in their area. Respondents also indicated that much of the crime was blatant, although, as this was often implied it was difficult to quantify. Some respondents explained that other crimes are more hidden. *"Would I know about organised crime?"*

Respondents also commented on specific factors, which are detailed below.

Rank	Category	No. of respondents
a	Drugs / alcohol	58
b	Vehicles - nuisance / speeding	49
c	Litter / fly tipping	32
d	ASB / harassment / begging	28
e	Theft	27
f	Feel vulnerable / unsafe	22
g	No action taken	21
h	Youth perpetrators	20
i	Noise / rowdy behaviour	18
j	Damage to property	15

Sample verbatim quotes

a. Drugs / alcohol

Problems with drugs and alcohol misuse were outlined, including misuse and blatant drug dealing.

- *"Seen lot people openly buying/selling drugs in horwich"*
- *"Visible dealers in the area on a daily basis"*
- *"Drug dealing, drug taking they do at the bottom of the street near the deal sometime you get the odd cars on Westmorland close parking in the close and smoking weed"*
- *"Pretty sure drug dealers hang out around the station, I've certainly seen blatant drop-offs in the street."*
- *"You see drug dealing every day in this area,"*

b. Vehicles - nuisance / speeding

Many respondents suffered from speeding / illegal vehicles, poor parking and off-road bikes.

- *"Off road bikes, I hear quite regularly racing around the streets"*
- *"This estate, despite being an effective cul-de-sac, does get quite a few motorbikes/off-road bikes speeding through it."*
- *"A number of accidents with cars speeding."*
- *"Off road biking is also ruining the nicer walking areas of Bolton."*

c. Litter / fly tipping

Fly tipping, litter and general mess were issues for many respondents; some mentioned that this attracted vermin.

- *"The street is rarely clear of fly tipping despite regular clean ups. It seems we are an easy target."*
- *"Leave lots of the canisters along with half eaten burgers, bits of chicken, slices of pizza and the packaging making a mess."*
- *"It looks disgusting round here with rubbish lots of rats been seen"*
- *"Rubbish is tipped in front of my back garden which is really frustrating"*

d. Anti-social behaviour / harassment / begging

This category includes general anti-social behaviour, which was not always defined. These include harassment, such as verbal abuse, and begging, which could be aggressive.

- *"I've been an anti-racial victim where I live, I even had to call the police 2 or 3 times."*
- *"Cannot walk through the heart of the town centre without being harassed by beggars"*
- *"The lady the other side of the ginnel is black and regularly abused for her race."*
- *"I've been harassed by a drug user on my road."*

e.   Theft

Respondents described theft / attempted theft from cars, houses and other property.

- *"A lot of burglaries and theft around neighbourhoods"*
- *"My bike was stolen, someone broke into my house and shed and stole several items plus car and the burglars were caught on video going house by house trying to break in while people sleep. In another occacion 3 catalytics converters were stolen including mine."*
- *"We have had tools stolen out of our van twice, a third attempt made, and our car stolen off. The drive way. My neighbour has had a car stolen and another attempted stolen a year later."*

f.   Feel vulnerable / unsafe

The effect of crime and anti-social behaviour was often profound. Respondents felt vulnerable, particularly at night, because they feared groups or worried about leaving their homes empty.

- *"It is very worrying at the moment especially with no police on the ground."*
- *"It can be intimidating when they are rowdy"*
- *"As a women I find rowdy teenagers intimidating, it stops me going to the local shops in the evening."*
- *"Make me feel unsafe and uncomfortable."*
- *"The begging on road corners/supermarkets makes me want to go elsewhere."*
- *"All of this is creating a lack of emotional well being."*
- *"I try to avoid going out in the evening"*
- *"The rowdy behaviour disturbs many households and makes numerous residents feel unsafe."*
- *"My kids will not play on the front street due to unsocial behaviour and very rarely play in our back garden due to the ever present strong smell of weed !!! I want to sit in my garden and not have to breath in weed I made a choice not to do drugs and I don't want my kids exposed to it however we have little choice as drug issue is rarely dealt with."*

g.   No action taken

There was concern that no action appeared to be taken to tackle these issues, which blight people's lives, even when blatant / reported.

- *"Drug dealers carry on unchallenged. The police are aware but seem powerless to act."*
- *"It seems that the perpetrators feel I can get away with these misdemeanors without fear of punishment or retribution."*
- *"Speeding how noboby has been killed on Harper green road & Campbell Street and why there is no speed cameras"*

h.   Youth perpetrators

It was perceived that the perpetrators of crime and anti-social behaviour were often younger people.

- *"Drug dealing is so obvious on the roads in BL1. Cars pull up, which are then visited by young lads all dressed in similar clothing who get the drugs and off they go."*
- *"Groups of teenagers - mostly male - gather together in public places and play loud music, shout and swear loudly."*
- *"Young teens smoking weed, drinking get themselves into trouble. Criminal damage follows - eg to the new trees on long sight park*
- *"Vehicles pull up outside my property and deal drugs with teenagers. The teenagers then use scooters and bikes to deal outside the shops area"*
- *"Groups of young people gather on the steps at the end of Meadow Walk drinking and smoking and occasionally a vehicle has been damaged"*
- *"I see drug dealers /buyers openly sell drugs outside my house and on the cricket club cars often pull up wait for buyer also motorbikes and young lad on cycles with shoulder bags. I high performance car such as ferrari high powered VWs and just generally boy racers"*

i.   Noise / rowdy behaviour

Noise and rowdy behaviour were often linked, although noise could also come from vehicle misuse. Respondents reported having disturbed sleep or were unable to relax at home due to excessive noise.

- *"Some vehicles and motorbike create too much noise sound especially at night when we are sleeping."*
- *"The rowdy behaviour is linked to the drug dealers and the drug taking that goes on in and around those homes but is also linked to alcohol."*
- *"The motorbikes are on our street and a constant noise and nuisance"*
- *"I am totally blind …ering and rowdy behaviour are the things I can hear and feel. I'm oblivious to a lot of other crime*
- *"People screaming and shouting all the time"*
- *"Zoomed up vehicles are noisy and a nuisance to everyone especially late at night"*

j.   Damage to property

Damage to property, including cars and street furniture / greenery, was being damaged. This was seen as being upsetting or an eyesore.
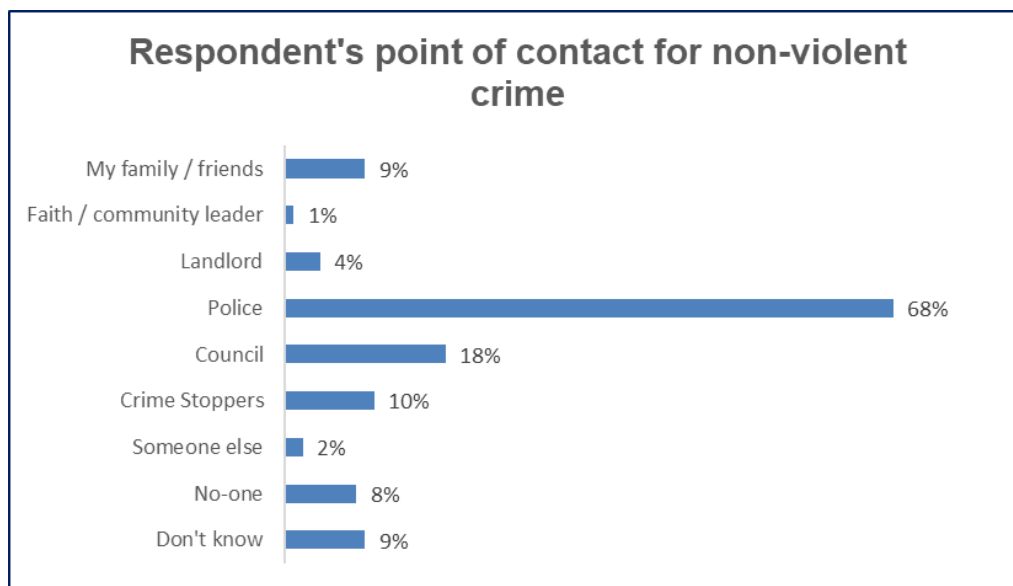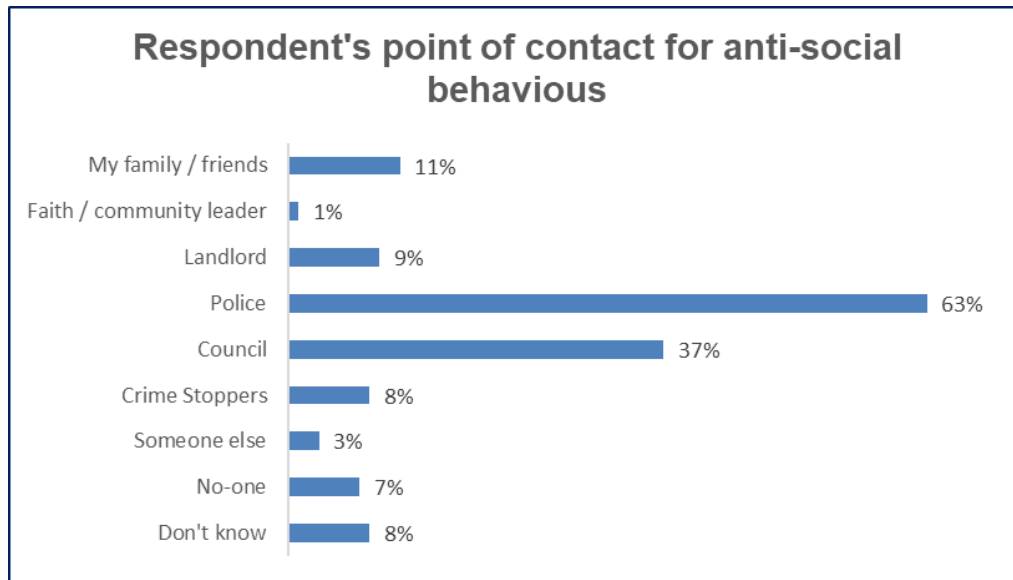
- *"Damage to property from anti-social behaviour - I have had window smashed by kids throwing stones. Eggs are a favourite and they are horrid to clean off!"*
- *"Vandalism is still a current issue"*

- *"Local community centre is constantly being broken into causing major damage,"*
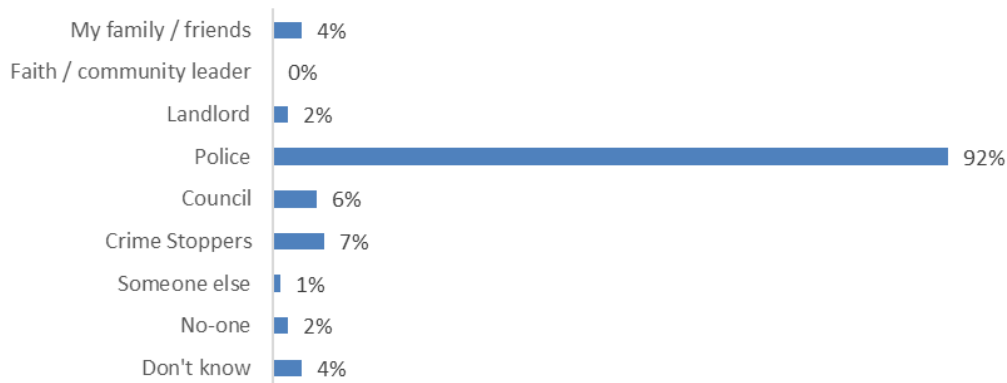
6d. Primary contact for reporting crimes

Respondents were asked who they would contact if they had a problem with particular crimes. For all three forms of crime, the police were seen as the primary contact. This was followed by reporting incidents to the council for anti-social behaviour and non-violent crime, and Crime-Stoppers for violent crime.

For respondents stating 'someone else', two respondents each would contact: housing manager, local Councillor, school, youth leaders, neighbourhood watch or community WhatsApp group. One respondent would contact their work manager, and another would contact their parents.

Respondent's point of contact for anti-social behavious

Category	Percentage
My family / friends	11%
Faith / community leader	1%
Landlord	9%
Police	63%
Council	37%
Crime Stoppers	8%
Someone else	3%
No-one	7%
Don't know	8%

Base: 389

Respondent's point of contact for non-violent crime

Category	Percentage
My family / friends	9%
Faith / community leader	1%
Landlord	4%
Police	68%
Council	18%
Crime Stoppers	10%
Someone else	2%
No-one	8%
Don't know	9%

Base: 381

Respondent's point of contact for violent crime

Contact	Percentage
My family / friends	4%
Faith / community leader	0%
Landlord	2%
Police	92%
Council	6%
Crime Stoppers	7%
Someone else	1%
No-one	2%
Don't know	4%

Base: 380

For respondent's stating 'no-one', 26 respondents felt that nothing would be done if they reported the crime / anti-social behaviour.

- *"It would probably bounce between the police & council"*
- *"Nobody is interested. A waste of effort."*
- *"Lost faith in the police and the council."*
- *"Whats the point, nothing gets done"*
- *"Nothing is done about it , IF the police do come they cant do anything. Law lets everyone "off""*
- *"Police do nothing, council don't seem bothered"*
- *"Bolton at home does nothing, the police does nothing so no point"*

Respondents also thought that reporting crimes and anti-social behaviour was too difficult; *"Impossible to get through to police", "Unlikely report because it takes time when I'm busy"*.

Some residents thought that minor crimes should not be reported *"I don't bother to report minor crimes and ASB", "police have more important things that they are dealing with"*

Insufficient resources were also cited, *"police are under staffed"*.

A couple of respondents were unsure who to report crimes too: "*Who can you report a non violent crime to for example someone says something to you",* and one was "*scared of the repercussions".*

6e. Working together to tackle crime

Respondents were asked for suggestions of how local people, businesses and organisations could work together to tackle crime and anti-social behaviour. Of the comments received, increased action by the police and authorities was seen as the most popular way to tackle crime in Bolton.

Rank	Category	No. of respondents
a	Increased action by police / authorities	181
b	Empowerment / authority - community & organisations	97
c	Environmental improvements	54
d	Not up to residents / businesses	48
e	Education / responsibility	40
f	Business / schools etc involvement / responsibility	38
g	Youth provision	30

Sample verbatim quotes

Respondents reiterated that local people, business and organisations should work together.

a. Increased action by police / authorities

It was felt that the police, council and housing providers needed to be more effective and proactive. More police were required, particularly as a visible deterrent and they needed to be responsive when crimes and anti-social behaviour was reported to them. Respondents often felt that they were not taken seriously, and that criminal activity escalated because lower-level behaviour was not clamped down on.

- *"More police on the streets and support for people who report incidents to police"*
- *"A shame that the only time i have ever seen police walking in the area was checking shops and pubs during covid lockdowns"*
- *"Not turn a blind eye to minor incidents if they are repeatedly happening in the same area or if the same individuals are repeat offenders"*
- *"Police could be involved on social media sites such as NextDoor"*
- *"Basic problem is that no fairly locally police are actually on the beat observing and getting to know lie of the land. No confidence in modern police at all: they are not interested."*
- *"I understand there is probably a desire to take pressure off the police but there is no getting away from the fact that the police need to play a bigger part in our communities. It genuinely feels like we have been left to our own devices which is why drug dealing is rife"*
- *"Need more police presence and responsiveness to complaints."*

- *"We need more police, bobbies on the beat. Ever since local police station was closed crime has gone up and up."*
- *"The council need to help the community who already try to deal with the litter"*
- *"Stop housing drug users in flats that are in the middle of built up residential areas"*

b.   Empowerment / authority - community & organisations

It was suggested that residents and local organisations could form or join local groups, such as Neighbourhood Watch or neighbourhood social media to help share information on criminal activity or anti-social behaviour, as well as use as a forum to discuss issues. Many stressed that this should involve two-way communication and support, involving input from the authorities – police, council etc. In addition, it was felt that it would be easier to report incidents and people would be provided with a clear structure on how to do this.

- *"Local people in this area are already working together trying to tackle these issues but are getting no help from partner agencies"*
- *"Local forum and neighbourhood safety group"*
- *"Could there be community meetings in crime hotspots where people can discuss the issues and ways different groups/organisations could help?"*
- *"Smaller neighbourhood community groups"*
- *"Having clearer report routes"*
- *"One point of contact would be useful …If there was a dedicated service which put detersnts in place and assisted victims of ASB I do believe people would be much happier in their homes and feel safer."*
- *"Everyone should be informed of where to report drug dealing to."*
- *"Reporting incidents on local social media platforms but unfortunately some older people may not have this way of keeping informed so need to explore how to keep these people informed"*
- *"This neighbourhood has a regular email communication with those who join it and keeps everyone informed about what's going on."*

c.   Environmental improvements

Environmental changes were suggested, such as encouraging people and businesses to not only have CCTV, but to share intelligence gathered. Other environmental factors suggested were gating, opening up areas so that there were no places to hide, and general improvements that would make an area more cared for, so that people can take pride in their locality.

- *"15 minute neighbourhoods & active travel interventions to support local business & have more people out & about & eyes on the street. This could also identify community assets that could be improved to make the area nicer & be of use to people & make people proud of their area & bring people together."*

- *"More visible CCTV cameras"*
- *"Close the ginnel way off as its a easy cut through for people who are causing a problem on long lane, Beechcroft Grove"*
- *"CCTV would be a good idea."*
- *"Street cleaning removal of tipped items quickly and a general cleaning of area and removal of weeds and repairing of roads"*

d.   Not up to residents / businesses

There was concern about shifting responsibility from authorities, who were paid to take action in preventing and dealing with crime and anti-social behaviour, onto residents and businesses. In addition, respondents felt that there was a limit to what they could do and that they could face reprisals from the perpetrators, or even prosecution. There were also concerns about vigilantism.

- *"People are afraid to organise and do some for fear of reprisals"*
- *"Get the police back doing their job instead of passing the buck!"*
- *"People are frightened of these big groups as you never know what they could do, if they're carrying anything and the potential consequences of standing up to them"*
- *"No idea because really why should they when it's the police job to keep the community safe"*
- *"It's not our job to take the law into our own hands."*
- *"Withins lane is a close network of neighbours looking out for each other but we can't approach the youths for fear of what would happen, some of us have been threatened"*

e.   Education / responsibility

Respondents felt that more could be done to educate people about personal responsibility, since some appeared to have no respect for society. Schools in particular could play an important role in this. In addition, it was suggested that parents should be educated and made to take more responsibility for the behaviour of their children.

- *"Educating children on the consequences of their actions."*
- *"Be responsible for own child's behaviour"*
- *"Events that can show individuals who have strayed down the wrong path what they can and could do in the future."*
- *"Parents need to take responsibility for their unruly children"*
- *"It all starts with education when they are young and good parenting skills to bring children up has good citizens. Work together to produce videos to send out to educate them in schools like they do with drugs."*

f.   Business / schools etc – involvement / responsibility

While some businesses and schools were responsible, more could be done to encouraged pro-active behaviour, including taking responsibility for keeping local areas clean and tidy and not creating a nuisance for local residents.

- *"Something for young people to do maybe local company's offering Saturday jobs"*
- *"Better communication with businesses so they can work better together in identifying issues and problematic people. The Police need to be very much a part of that and respond to businesses otherwise interest will be lost…Businesses can also look to share good practice to make their premises safer and staff understand how best to deal with issues they are faced with."*
- *"Businesses need to move people from outside their premises when they cause trouble"*
- *"Shops have to take responsibility for keeping the pavement near them cleared of litter. Most of the litter is from the shops so they should contribute to the community by clearing it"*
- *"Businesses could help with incentives for kids to be active in the community"*
- *"Avoid selling alcohol to the under-aged. Stop selling drug paraphernalia."*
- *"Business could be more responsible, taxi drivers use our road as a waiting area which is fine, but not when they are throwing rubbish out of their car windows."*
- *"Asda need more security to stop beggars harassing customers"*
- *"The Rugby Club owners are not interested in the crimes of drug dealing in and around their land"*

g.   Youth provision

There was a feeling that much anti-social behaviour and low-level crime was the result of boredom, and therefore more activities / safe spaces could be provided for young people to expand energy in a more positive way.

- *"Outreach youth work on the streets with young people dealing and using drugs, street drinking and off road bikes would help."*
- *"The community in general can help with organising events and meetings with younger generation."*
- *"More for young people to do"*
- *"There needs to be more for children/teenagers the fields are used for housing. There isn't a youth centre anymore."*
- *"The problem with young people could be alleviated by the provision of a Youth Centre in Bromley Cross. There is simply no where for them to go in the evenings, weekends etc."*

6f. Recommendations for preventing crime and anti-social behaviour and increasing community safety

Residents and stakeholders were asked to make recommendations for preventing crime and anti-social behaviour, based on examples of good practice from within their communities. Comments were categorised into six main themes, with the majority of comments [135] focusing on increased police/authority presence, as well as increased use of CCTV.

Rank	Category	No. of respondents
a	Increased presence / engagement by police / Council Bolton at Home etc, including CCTV	135
b	Community engagement / action	89
c	Physical environment	41
d	Community events / activities / education	29
e	Engage with youths	26
f	Local businesses / groups inc churches & schools	14

Sample verbatim quotes

a. Increased presence / engagement by police / Council Bah etc including CCTV

It was felt that the police in particular, but also the Council and housing associations, had a vital part to play in increased community safety. Whilst some respondents said these were already in place, others indicated that they required this. Respondents also mentioned existing CCTV cameras which could be utilised and suggested that new ones be installed.

- *"Have police presence"*
- *"Increased presence of police on patrol, installation of CCTV"*
- *"Working with the community. Regular public meetings with reps from the area from police, council and housing associations. Plans could be formed and agreed on."*
- *"Most residents have cctv which we share regularly"*
- *"Willingness of community to help if only we had the chance + police + local authority got involved"*

b.   Community engagement / action

Many respondents felt that residents were already engaged and that some would be willing to get more involved, given the right support, recognition, and responses from authorities. Respondents highlighted the need for two-way communication.

Schemes such as Neighbourhood Watch were also mentioned, along with various social media platforms, which could be used to alert neighbours of any issues.

- *"Home Watch used to work well"*
- *"People who dedicate their time to cleaning up after others being formally recognised for their efforts when dealing with fly tipping and doing the litter picks."*
- *"Local area facebook pages that share photos and videos of harassment, fights, dealing, off road bikes, people on roofs nicking lead etc."*
- *"If communities are willing to engage and put the time and effort into making their areas safer then support should be there for them ie funding and services otherwise they will disengage."*
- *"Community groups already established and able to push out messages and support."*
- *"The community is really tight. Social media is really useful to keep people in the know. There is a real feel from the community of wanting to keep our area clean and safe."*
- *"The community - listen to them - We have often flagged issues to the council via our local councillors - we dont even receive a response let alone action!"*
- *"Local residents would organise speedxwatch events, if the funds and training were available."*
- *"We have a local WhatsApp group so that we can notify each other immediately an incident occurs."*
- *"Sense of community, offenders often recognised if local."*

c.   Physical environment

The existence of safe spaces and good environmental design played a large part in community safety. Again, while some respondents said these already existed, many suggested that they were needed.

- *"Block cut through s on to some streets so they can run through knowing police can't catch them."*
- *"There's a good strong community areas for children to play and feel safe. Lots of opportunities for the younger generation but reluctant to use due to fear and apprehension"*
- *"Central park is a great place for families; can there be CCTV, police visible."*
- *"Parks and green spaces. Unfortunately these are being vandalised constantly."*
- *"More people walking & cycling to [local businesses] means more eyes on the street & seeing your neighbours."*

d.   Community events / activities / education

Events and activities brought the community together and, in some cases, these were already happening. However, other respondents suggested that they were needed.

- *"The local community loves coming together at times of need and enjoy a good family day"*
- *"Community days, education to all, young & old."*
- *"Education on the local history of the conservation areas, the environment (disposing of litter properly and noise pollution/harm to wildlife) and maybe what is acceptable behaviour in public places and around people's homes"*
- *"Run bike safety courses driving safety courses"*

e.   Engage with youths

Anti-social behaviour and some crime was felt to be caused by younger people. Some residents felt that it was important to engage and involve this demographic and provide alternative outlets to reduce crime.

- *"Youth workers from Bolton Lads and Girls Club do an amazing job and they walk around 'hot spot' areas trying to engage with the young people. More of this."*
- *"Better facilities for teenage children, after school clubs, activity centres. You took them all away with cost cutting year after year and then wonder why these young people have nothing to do."*
- *"It's the things that are missing that is causing issues more facilities for the youth of today to get them interested in like sport, skate parks, proper mountain bike trails etc."*

## f.   Local business / groups inc. churches and schools

Residents and stakeholders suggested that the commitment from existing community groups, businesses and third sector groups could be tapped into, along with encouraging others to contribute to their local area.

- *"Big community events happen at the cricket club off Lavender road - lots dont attend because of the antisocial behaviour risk when leaving at night."*
- *"We are fortunate to have local businesses who are known by the communities and a local supermarket that has a cafe. I think having a PCSO drop in occasionally to visit these would provide reassurance to the local community."*
- *"Police, Bolton Council and Cannon Slade working together to ensure a fence on Cannon Slade Fields was built to stop bikes accessing the field."*
- *"Local litter picking teams do a great job, schools look after their areas too."*

**6g. Respondent's interest in helping to reduce crime and anti-social behaviour**

Residents and stakeholders were asked how they would like to actively support reducing crime and anti-social behaviour in their area. From the examples given, 37% would join a Neighbourhood Watch group.

12% of respondents said they would help in another way. Suggestions ranged from helping to raise funds, procure resources, community cohesion, running activities, providing food / drinks, support via social media / newsletters, general engagement, carers support and developing green streets.

Base: 372
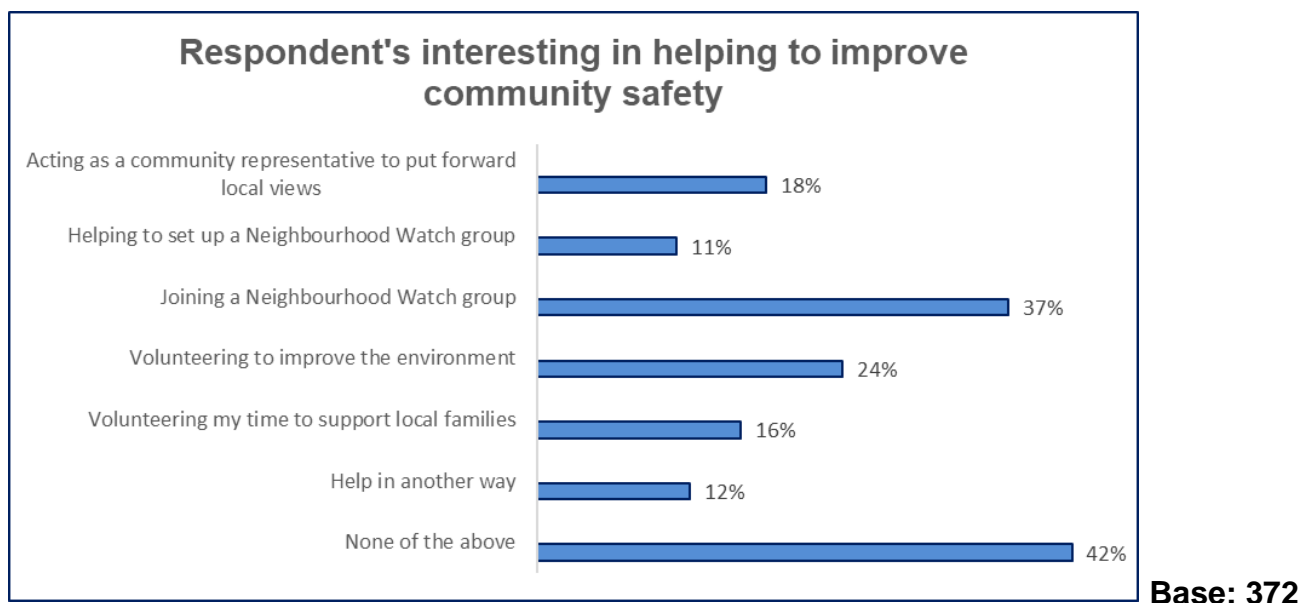
6h. Preferred method of engagement

Respondents were asked what their preferred method of engagement was, when wanting to be kept up to date on crime and anti-social behaviour by the Community Safety Partnership. 67% wanted to be kept informed by email. Over one-quarter did not wish to be contacted further.

Preferred method of engagement

Method	%
Email	67%
Post	9%
Telephone	7%
Don't wish to be contacted	28%
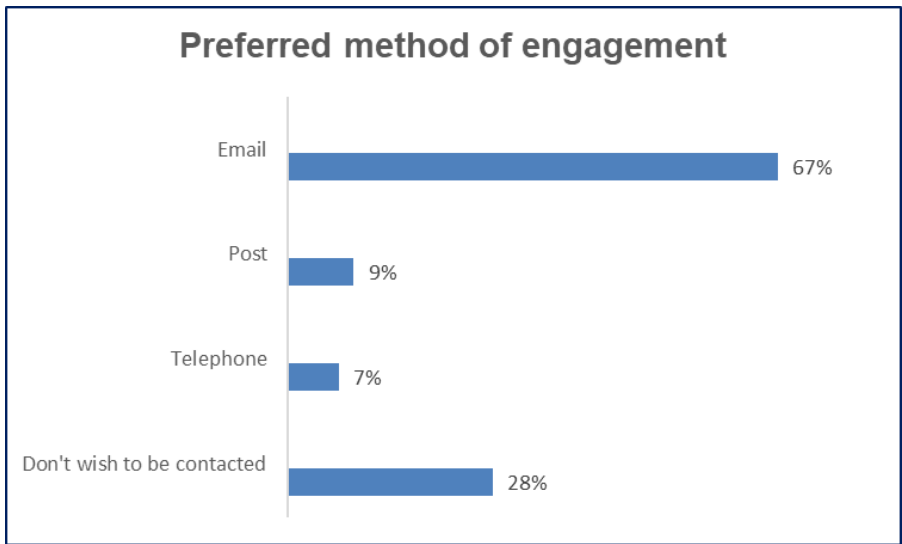
Base: 216

7. Respondent's interest in the consultation

The consultation sought to gather what interest the respondent had on crime and anti-social behaviour in their area, from ascertaining whether they were a resident of the area, an employer or had other connections to the area. 384 respondents replied to this question, with responses spanning more than one category. The prime interest for people completing the survey was living within the Bolton borough.

Respondent's interest in the consultation

Interest	%
Live in Bolton	91%
Work in Bolton	40%
Have a business in Bolton	4%
Study / have children at school in Bolton	24%
Visitor to Bolton	1%
Responding in an official capacity as a Parish / Bolton borough Councillor / Elected Member	0%
Responding in an official capacity on behalf of a business / organisation / community group	4%
Other	1%

Base: 384

Respondents were provided the opportunity to expand on which ward, business, organisation or community group they represent. One respondent indicated that they represented a Parish / Bolton borough Councillor / Elected Member but did not say which area they represented.

Seventeen respondents said that they were responding as an official representative of a business/ organisation/community group, but only fourteen went on to give the details (listed below).

Bolton at Home
Bolton Deane and Derby Cricket and Social Club
Bolton Neighbourhood Police
Breightmet/Blackshaw Neighbourhood Watch
Central Bolton
Claremont Church Bolton
Highfield residents AC
Emmaus Bolton
Great Lever
Halliwell - High Hopes for Halliwell-being [2]
Moses gate
Platt Hill Bolton for Clarion Housing
Sensible Housing Co-operative, Great Lever

Demographics

8a.   Gender

370 responses were received providing the respondent's gender. 66% of respondents' identity as being female, 33% male and 1% of respondents identified with 'other'.

8b.   Sexual orientation

Respondents were asked to provide their sexual orientation. This was to help identify the level of engagement from protected groups. 6% of responses were received from residents and stakeholders other than 'straight / heterosexual'.

Sexual orientation

- Straight / heterosexual — 94%
- Gay / Lesbian — 3%
- Bisexual — 2%
- Other sexual orientation — 1%
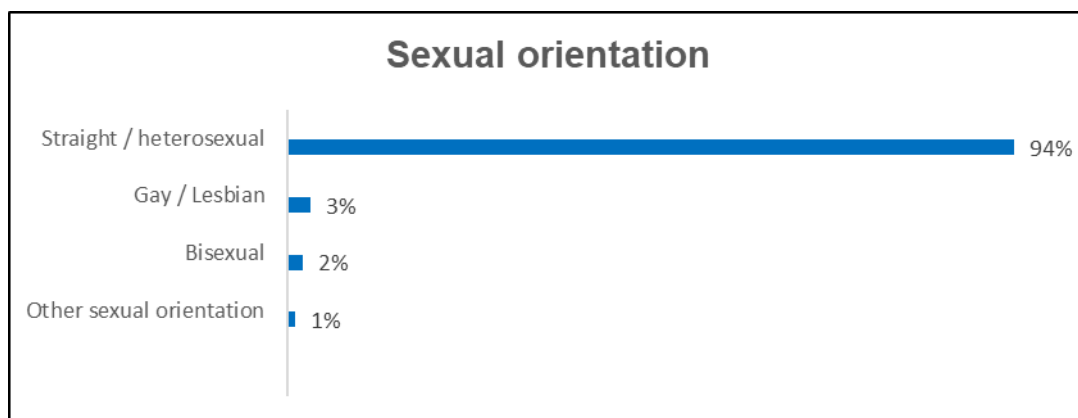
Base: 349

8c.   Age

Responses were predominantly received from working age residents and stakeholders [81%]. 3% of responses were received from young people, aged under 25 years. 15% of responses were above the age of 65 years.
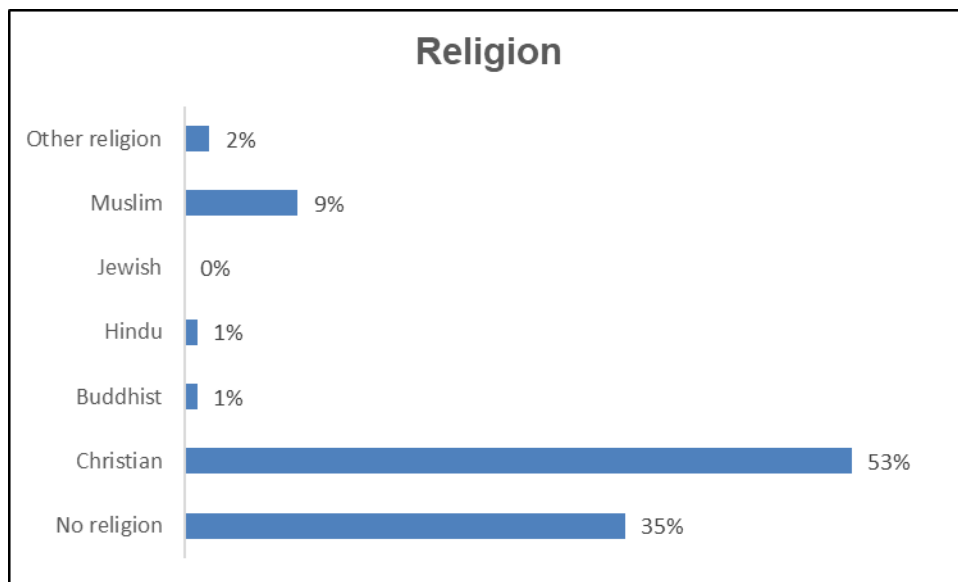
Respondents Age

Age	Percentage
85+	0%
75-84	2%
65-74	13%
55-64	27%
45-54	24%
35-44	19%
25-34	11%
18-24	3%
Under 18	0%
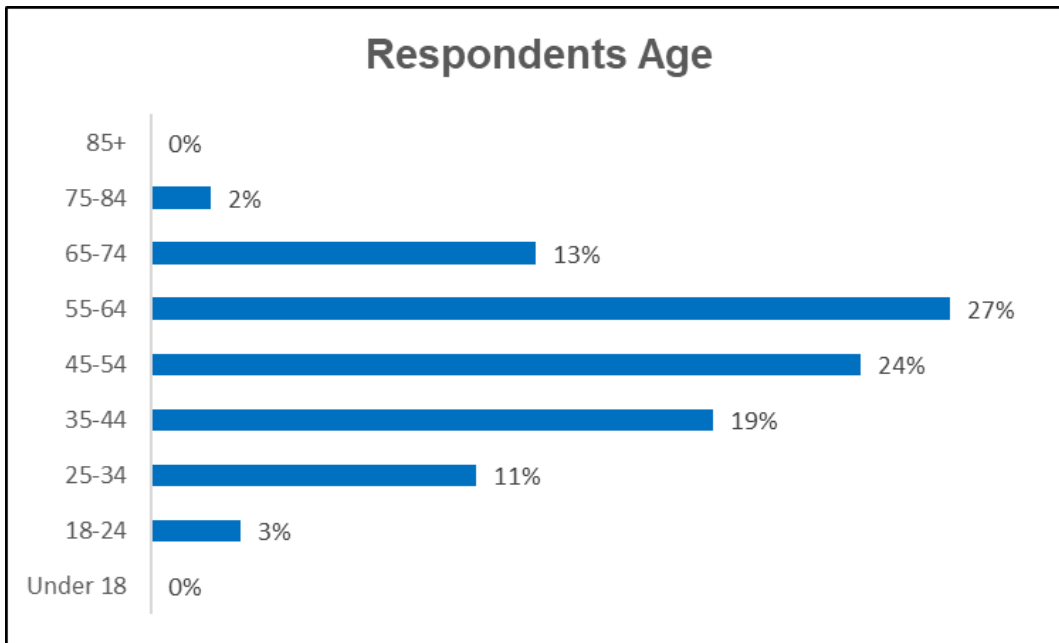
Base: 365

8d.   Disability Status

Just under one-quarter of responses were received from individuals experiencing a health or disability problem within the last twelve months.

Health & Disability

	Percentage
Yes, limited a lot	6%
Yes, limited a little	17%
No	77%
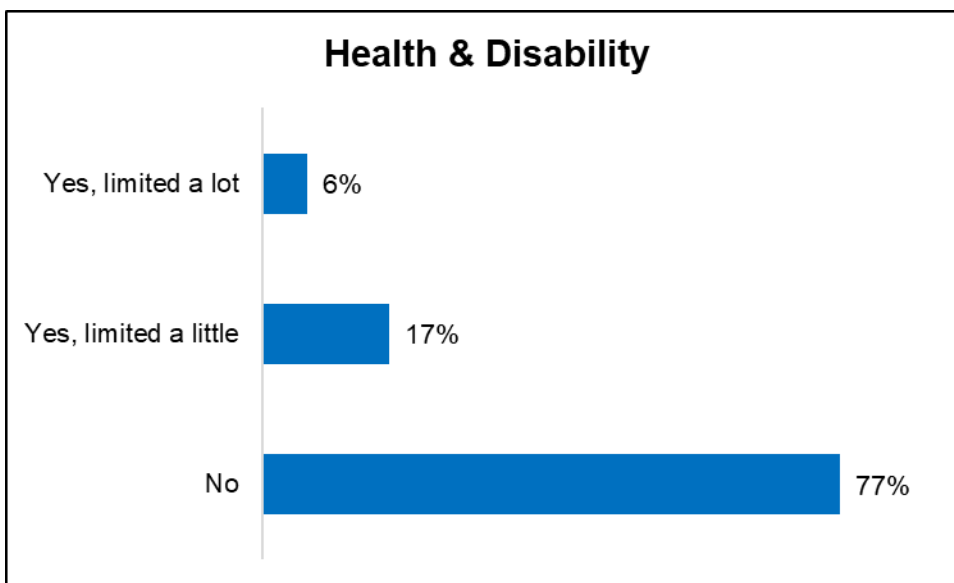
Base: 362

8e. Religion

Residents and stakeholders completing the survey were asked to provide their religion. This was to help identify the level of engagement from protected groups.   13% identified as belonging to groups other than Christian (including Church of England, Catholic, Protestant and all other Christian denominations). 35% stated they didn't belong to any religion.

Religion

Category	Value
Other religion	2%
Muslim	9%
Jewish	0%
Hindu	1%
Buddhist	1%
Christian	53%
No religion	35%

Base: 361

8f. Ethnicity

The majority of respondents [293] that took part in the survey, identify as being white British. 66 [18%] identify as being from another ethnic origin.

Ethnicity

Category	Value
Other ethnic group	2%
Black / African / Caribbean / Black British	2%
Asian / Asian British	5%
Mixed or Multiple ethnic group	5%
Other White	4%
White British	82%
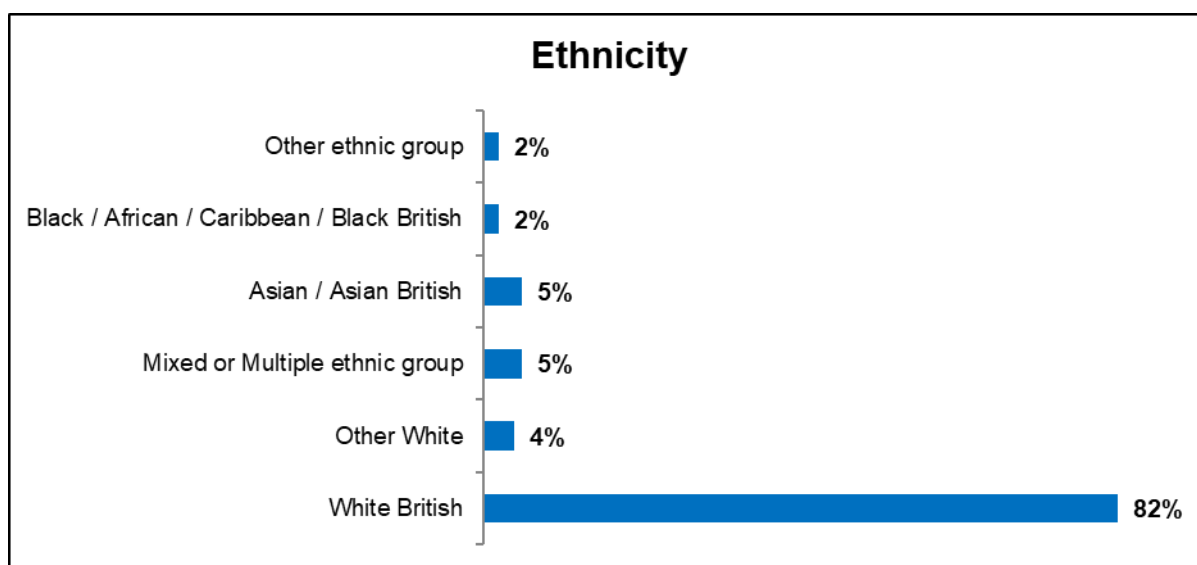
Base: 359

9.   Summary

Of the 395 residents and stakeholders that took part in the consultation, 94% were completing the survey based on the residential area they live in. The perceptions of levels of crime in those areas range from anti-social behaviour being perceived as a small problem by 36%, non-violent crime being seen as a small problem by 33%, but a fairly big problem by 32% of residents. Violent crime was perceived as a small problem by 38% of respondents, however, wasn't a problem at all for 36%. When asked to clarify why this was perceived, the top themed comments focused on being aware of non-violent crime and anti-social behaviour taking place within the community.

The main concerns for residents and stakeholders taking part in the survey, were of crimes relating to drug dealing, drug taking, speeding & nuisance vehicles and fly tipping.

The police were identified as the main point of contact for reporting crimes and were seen as the main preventative option for tackling crime and anti-social behaviour. CCTV and action by other authorities were also cited as measures of good practice for deterring crime. Furthermore, Neighbourhood Watch programmes were identified as one of the preferred options for supporting local communities by respondents.

Appendix A

Bolton Council

Community safety survey 2021

Bolton's Community Safety Partnership would like your views on crime and safety in your local area. By taking part in this survey, you can help us build a more complete picture of crime and anti-social behaviour than can be gathered from reported incidents. The results will be used to help develop priorities to tackle crime and anti-social behaviour in the borough over the next three years.

Bolton's Community Safety Partnership is made up of partners who work together to reduce crime, tackle antisocial behaviour and make the borough a safer place. The Partnership is made up of Bolton Council, Greater Manchester Police, Greater Manchester Fire & Rescue Service, Probation, Health, Youth Justice, Housing Providers, and the Voluntary, Community and Social Enterprise sectors.

Please do not use this survey to report specific crimes or anti-social behaviours - we are just gathering general information so please do not include specific details of a crimes, such as addresses or information about individuals. You can report crime to the police by ringing 101, or 999 in an emergency. Please ring CrimeStoppers 0800 555 111 to report crime anonymously.

Your responses - keeping your data safe

All questions are optional, so please feel free to skip any that you prefer not to answer.

If you're responding as an individual you won't be identified in any report; your responses will be anonymised and grouped together with those from other people. Reports may be made public. If you are responding in an official capacity your response may be published, but no personal details will be made public.

Any personal data you provide will be held securely, in line with our retention schedule and privacy policy, which can be found here:
 www.bolton.gov.uk/data-protection-freedom-information/privacy-notices
We use professional software called Snap Surveys to collect and process your data. As data processor, Snap Surveys Ltd. follow the UK General Data Protection Regulation [GDPR]. You can view their privacy policy here: www.snapsurveys.com/survey-software/privacy-policy-uk/

Your area

This survey asks about crime / anti-social behaviour in your local area. This would normally be the area where you live, but you can tell us about another area if you prefer.

Q1 **Are you completing the survey about the area in which you live?**

○ Yes   ○ No

Q2 **Please give your postcode** ⬚

Q3 **Which area of Bolton borough are you completing the survey about?**

Levels of crime / anti-social behaviour

Q4 **In your area, how much of a problem are the following?**

	Not a problem at all	A small problem	Fairly big problem	Very big problem	No opinion
Anti-social behaviour	○	○	○	○	○
Non-violent crime	○	○	○	○	○
Violent crime	○	○	○	○	○

Q5 **Why do you think that?**

Types of crime / anti-social behaviour

Q6 **Which of the following are a problem in your area?**

- ☐ Drug taking
- ☐ Drug dealing
- ☐ Modern day slavery
- ☐ Graffiti
- ☐ Bicycle theft
- ☐ Dangerous dogs
- ☐ Harassment

- ☐ Extremism / radicalisation
- ☐ Rowdy behaviour
- ☐ Cyber crime [internet crime]
- ☐ Nuisance vehicles
- ☐ Off-Road motorbikes
- ☐ Child exploitation
- ☐ Hate crime

- ☐ Begging
- ☐ Domestic abuse
- ☐ Sexual assault
- ☐ Rape
- ☐ Burglary
- ☐ Vehicle crime
- ☐ Fly tipping
- ☐ Damage to property

- ☐ Street drinking
- ☐ Robbery
- ☐ Littering
- ☐ Speeding
- ☐ Organised crime
- ☐ Other - please explain below
- ☐ None of the above

Q6 If 'other' please explain

Q7 **Which three are the biggest problems in your area?** Please select up to three or 'none of the above'

- [ ] Drug taking
- [ ] Drug dealing
- [ ] Modern day slavery
- [ ] Graffiti
- [ ] Bicycle theft
- [ ] Dangerous dogs
- [ ] Harassment

- [ ] Extremism / radicalisation
- [ ] Rowdy behaviour
- [ ] Cyber crime [internet crime]
- [ ] Nuisance vehicles
- [ ] Off-Road motorbikes
- [ ] Child exploitation

- [ ] Hate crime
- [ ] Begging
- [ ] Domestic abuse
- [ ] Sexual assault
- [ ] Rape
- [ ] Burglary
- [ ] Vehicle crime
- [ ] Fly tipping

- [ ] Damage to property
- [ ] Street drinking
- [ ] Robbery
- [ ] Littering
- [ ] Speeding
- [ ] Organised crime
- [ ] Other
- [ ] None of the above

Q8 **Why did you choose those?**

Q9 **Who would you contact if you had a problem with any of the following?**

	My family / friends	Faith / community leader	Landlord	Police	Council	Crime Stoppers	Someone else	No-one	Don't know
Anti-social behaviour	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Q9 Non-violent crime	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Q9 Violent crime	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

Q9 If 'someone else' who would you contact?

Q9 If 'no-one' why would you not report this?

Q10 **Can you suggest how local people, businesses and organisations could work together to tackle crime and anti-social behaviour?**

Q11 **What are the best things about your area that we should be using to prevent crime and anti-social behaviour and increase community safety?**

Q12 **Would you be interested in helping to reduce crime and anti-social behaviour in your area and improve community safety?**

- ☐ Acting as a community representative to put forward local views / suggestions. This may include helping with future consultations and sitting on a working group
- ☐ Helping to set up / run a Neighbourhood Watch group or similar community group
- ☐ Joining a Neighbourhood Watch group or similar community group
- ☐ Volunteering to improve the environment e.g litter picking
- ☐ Volunteering my time to support local families / individuals
- ☐ Help in another way, or by delivering your own idea or project
- ☐ None of the above

Q12 Please explain how you would like to help

Q13 **How can we contact you about your offer to help?**

☐ Email   ☐ Post   ☐ Telephone   ☐ Don't wish to be contacted

Q14 **Name**

Q15 **Postal address**

Q16 **Email address**

Q17 **Telephone number**

Your interest

Q18   Which of the following describes your interest in this matter?

- ☐ Live in Bolton Borough
- ☐ Work in Bolton Borough
- ☐ Have a business in Bolton Borough
- ☐ Study / have children at school in Bolton Borough
- ☐ Visitor to Bolton Borough
- ☐ Responding in an official capacity as a Parish / Bolton borough Councillor / Elected Member
- ☐ Responding in an official capacity on behalf of a business / organisation / community group
- ☐ Other

Q18   Please say what your interest is

[   ]

Q18   Please say which ward, business, organisation or community group you represent

[   ]

About you

Your answers in this section help us to make sure that we are getting views from different types of people.
They will not be used to contact you.

Q19   Are you ...?

○ Female   ○ Male   ○ Other

Q20   Which age group are you in?

○ Under 18	○ 35 - 44	○ 65 - 74
○ 18 - 24	○ 45 - 54	○ 75 - 84
○ 25 - 34	○ 55 - 64	○ 85 or over

Q21   What is your ethnic group?

○ White British	○ Asian or Asian British
○ White other	○ Black, Black British, Caribbean or African
○ Mixed or Multiple ethnic group	○ Other ethnic group

Q22   Are your day to day activities limited because of a long-term physical or mental health conditions or illness?
Long-term means something that has lasted or is expected to last 12 months or more.

○ Yes, limited a lot   ○ Yes, limited a little   ○ No

Q23 **What is your religion?**

○ No religion

○ Christian [including Church of England, Catholic, Protestant and all other Christian denominations]

○ Buddhist

○ Hindu

○ Jewish

○ Muslim

○ Sikh

○ Other religion

Q24 **Which of the following most closely descries you?**

○ Straight / heterosexual

○ Gay / Lesbian

○ Bisexual

○ Other sexual orientation

Thanks for your views. Please click 'submit' to send your response to us.