

REPORT PROFILE

Swindon Community Safety Partnership approached Voluntary Action Swindon (VAS) to gather some feedback at different locations in Swindon to understand people's experience and understanding of anti-social behaviour and offer opinions of solutions to deal with this.



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Voluntary Action Swindon (VAS) have previously carried out 3 reports gathering feedback from the community via surveys and focus groups on how safe they feel in Swindon. This was requested by Swindon Community Partnership from Safer Streets 3 and 4 funding.

The reports from these surveys can be found on Voluntary Action Swindon's website [here](#).

To gather a greater understanding of people's awareness of Anti-Social Behaviour (ASB) Swindon Community Partnership asked Voluntary Action Swindon to find out what people think ASB is, personal experience and to gather ideas of what could be done to prevent ASB. We did this by speaking to people in different locations across Swindon.

METHODS OF GATHERING DATA

The following locations were attended for 2 – 4 hours between October and December 2023.

- The Hub, Town Centre on 18/10/23.
- Asda, West Swindon on 27/10/23.
- The Hub, Town Centre on 1/11/23.
- North Orbital Library on 10/11/23.
- The Shop, Cavendish Square on 8/12/23.

The discussions were held by Carol Willis and Rachel Hobbs and were carried out by approaching random people visiting the listed locations to engage them in a conversation about their experience of anti-social behaviour. We did have a set of questions provided by Swindon Community Partnership, which were incorporated within the conversations, and captured within this report.

We gathered views from 51 different people on 5 different dates, at 4 different locations. The Hub in Swindon town centre was visited twice to interact with the different groups attending.

When approached 17 people didn't know what anti-social behaviour was or had no experience or views on it. This may be because they didn't want to speak to us, but when an explanation was given some of these people then expressed their views which are included in the results.

GENERAL THEMES & KEY FINDINGS

- Most people reported feeling safe within the area they lived.
- Same general themes being expressed in conversation as reported in the original [Safer Street report](#), namely street drinkers, drug dealing and use

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of drugs, particularly in the town centre and young people on scooters or bikes with their faces covered. This was reported in all the areas we targeted.

- Call for more visible policing or security.
- General sense that the majority of ASB comes from young people and a lack of facilities, education and parenting is causing this.
- A call to stop gangs of young people wearing face coverings, this was deemed to be menacing and looking like they were up to no good even if they weren't.
- Knife crime or fear of knife crime was reported by 14% of people spoken to. One 13-year-old boy stated, "the amount of knife crime scares me and stops me wanting to go out."
- Increased support for parenting.
- Most people we spoke to didn't have any direct experience of ASB.
- Most hadn't reported an incident unless it was of a more serious nature, and in one case even a serious incident wasn't reported.
- Most people spoken to felt that ASB was more likely to take place in the town centre.

FEEDBACK FROM EACH LOCATION

The Hub, Town Centre on 18th October 2023

1. A white British male living in a housing association house in SN1, aged 59 has witnessed anti-social behaviour when working as a doorman. He has witnessed intimidating behaviour, racist behaviour/harassment, homophobic behaviour and drug use, as well as being offered drugs. When working as a doorman this was usually down to excessive alcohol use, although where he lives, he witnesses loud music and inappropriate behaviour.

He has had cause to report anti-social behaviour to the police in the past 12 months, he always gets a "good" response to this when he is working. He also has a panic button available and said that when this is pressed, the police are always there in a "flash".

He said that the town centre and the outlet village are the worst for anti-social behaviour and has often reported this to the outlet village security guard. He thinks that there needs to be more fixed penalty notices and more wardens walking around, especially in the town centre. He also thinks that there needs to be more workshops to educate young people on how to behave.

2. Another white British male, age 60+ who lives in SN4, said that they have not witnessed anti-social behaviour in their community, nor have they been a victim of it.

When out and about, they have heard loud noises, such as shouting and loud music, seen e-scooters being used in pedestrian areas, witnessed people inhaling NOX, drinking excessive amounts of alcohol, and witnessed people driving vehicles at high speeds. He has also experienced rough sleepers "begging" in

doorways. He had not reported any of these incidents and didn't think it would do any good.

He suggested that maybe there could be some sort of automated phone line or app so that the public could easily report lower-level anti-social behaviour. That would allow the police/security to see patterns of behaviour and be able to do something about it without people feeling like they are grassing people up or being a nosey neighbour.

He said that this was a bigger problem of ASB outside of schools when the kids are leaving, and the schools need to put in measures to stop this. He thought that more education for young people needs to be put in place. An anonymous App could also be developed specifically for young people.

He also suggested improving the visible appearance of the areas around the town centre and moving on the street drinkers.

3. A white British female aged between 50-59, who privately rents housing in SN3, said that she has witnessed some anti-social behaviour in her community but has never been a victim of this herself. In the past 12 months, she has witnessed drug use, drug dealing and vehicles driving at speeds.

She has reported anti-social behaviour in the past 12 months to Crime Stoppers but has never got feedback from this.

She thinks that parks and other open spaces, residential areas, the town centre and other shopping areas are most likely to have anti-social behaviour.

She would like to see more police/community officers around, more activities for young people, improving the appearance of areas and improved and clearer communications from public and statutory agencies.

4. A white Italian female who is 60+ and a homeowner in SN5, has witnessed anti-social behaviour in her community. She has also been a victim of anti-social behaviour.

She had experienced loud noises and shouting in public areas and scooters in pedestrian areas in the town centre.

She thinks that on the bus and at the bus station are the places that you would be more likely to experience anti-social behaviour. She has not reported any anti-social behaviour in the past 12 months.

5. A 50–59-year-old white British male who is a Swindon Borough Council tenant living in SN3 says that he regularly witnesses anti-social behaviour in his community but has not been a victim of this himself.

In the past 12 months, he has experienced or witnessed the following:

- Noise- loud music, loud voices, revving engines.

- Threats or use of violence.
- Abusive or intimidating language.
- Racist behaviour/ racial harassment / homophobia.
- Harassment (seen).
- Scooters on pedestrian areas.
- Drug use.
- Drug dealing – on scooters.
- Inhaling NOX canisters.
- Drinking alcohol.
- Vehicles driving at speed.
- Smoking or partying in common areas.

He has never reported any of this.

He also thinks that residential areas, as well as the town centre and other shopping areas are a hotspot for anti-social behaviour.

When asked what could be done to reduce anti-social behaviour, he said “hang them”. He thinks that the police station should be local as the police never see what’s happening and aren’t visible in the town centre anymore. More activities should be provided for young people, including educational workshops, although, he did state that they have “no respect for anybody”. He also thinks that improved and clearer communications from public service agencies would help.

6. A white British female, aged 50-59, a Swindon Borough Council tenant living in SN3, said that she has witnessed anti-social behaviour in her community, but she has never been a victim herself.

In the past 12 months, she has experienced scooters being driven in pedestrian areas. This was not reported. She thinks that town centre and other shopping areas and residential areas are most likely to see anti-social behaviour.

She thinks that the following are things that the Community Safety Partnership could do to reduce these problems:

- More enforcement of fixed penalties.
- More viable presence of police and local authority in communities.
- Diversionary activities for young people.
- Improving the visible appearance of areas such as removal of graffiti.

7. A 71-year-old Asian British male who lives with family in SN1 said that he has not witnessed any anti-social behaviour in his community, nor has he been a victim.

In the past 12 months, he has experienced the following:

- Noise- Loud music, loud voices, revving engines.
- Scooters in pedestrian area.
- Smoking or partying in stairwell/common areas inside buildings – “Cigarette butts lying around everywhere.”

He has not reported any of these events in the past 12 months.

When asked where he thinks there is most likely to be more anti-social behaviour, he said town centre and other shopping areas.

He thinks that educational workshops and 1-2-1s with young people will help reduce problems of anti-social behaviour.

8. A white Irish male who is 60 years old says that he usually sees anti-social behaviour at his local bowls club, this is mainly because there are lots of “drunk Irish men having scraps over nothing”.

He has said that in the past 12 months, he has witnessed the following:

- Noise: playing loud music, loud voices, revving engines.
- Threats or use of violence.
- Abusive or intimidating language.
- Scooters in pedestrian areas.
- Drinking alcohol.
- Vehicles driving at speed.
- Smoking or partying in common areas inside a building.

He has not reported any anti-social behaviour in the past 12 months.

When asked where he thinks anti-social behaviour is most likely to take place, he said Manchester Road as there are always brawls. He thinks that these areas need more wardens or police on patrol.

9. An individual from SN1 says that they regularly witness anti-social behaviour in their community, they have also been a victim of anti-social behaviour.

They have witnessed the following:

- Threats or use of violence.
- Scooters in pedestrian areas, they said that have “almost been knocked over many times.”
- Drug use.
- Drug dealing – several times in the town centre.
- Drinking alcohol.
- Vehicles driving at speed, “the bus drivers go fast and leave the individual feeling unsafe, has shouted at the drivers to slow down on occasions.”

They have reported anti-social behaviour in the past 12 months to Swindon Borough Council, Housing Association and to safeguarding. They said that they “sometimes” get a response.

When asked where you think you are likely to see anti-social behaviour, they said in parks and open spaces and the town centre and other shopping areas.

They said that the following would help reduce anti-social behaviour:

- A more viable presence of police and local authorities.
- Educational workshops and 121's with young people in school.
- Provide personal alarms.
- More CCTV.

They also shared that their friend was stabbed in an underpass a few years back, and now they feel unsafe going through any underpass. This was reported and dealt with by the police.

10. A white British female, age 50-59, a council tenant living in SN3. said that she had witnessed anti-social behaviour in her community but has not been a victim of this herself.

She has witnessed scooters in pedestrian areas in the past 12 months. This was not reported.

When asked where you think you are likely to see anti-social behaviour, they said town centre and other shopping areas and residential areas.

When asked what could be done to reduce anti-social behaviour, she said:

- More enforcement of fixed penalty notices, although questioned if these would be paid.
- More presence of police and local authority.
- More activities for young people.
- Improving the visible appearance of areas.

ASDA, West Swindon Centre on 27th October 2023

11. A 13-year-old white British male who lives with his parents in Wichelstowe has witnessed anti-social behaviour at school but hasn't been a victim of anti-social behaviour. The anti-social behaviour witnessed was reported to the police by the school and they came in and spoke at a school assembly. He didn't want to give details of the incident, but added, "the amount of knife crime scares me and stops me wanting to go out."

12. A woman in her 40's living in SN25 believes anti-social behaviour issues are due to bad parenting and is a generational problem.

13 & 14. A white British couple, one in their 30's (female) the other in their 40's (male) living in the SN15 area have both witnessed and been a victim of anti-social behaviour. On the occasions when they witnessed anti-social behaviour and they reported these incidents to the police, this included a homeless person being kicked in a doorway on Bridge Street in town.

They have also witnessed people with masks riding bikes in the town centre, when challenged they verbally abused the female, saying 'f**k off you whore' (not reported to the police).

There was also another incident where the couple were clotheslined (knocked to the ground, by holding arms out straight at neck level to cause the victim to fall) by 5 youths in West Swindon on a zebra crossing. This caused the female to fall. They also said there seemed to be no reason or purpose to this, other than to intimidate. The male chased the youths, this incident was not reported to the police.

The couple believe that anti-social behaviour issues are down to poor parenting. "There should be compulsory parenting courses."

15. A white British woman over the age of 60 living in the SN5 area has been the victim of anti-social behaviour as a former primary school teacher in Swindon and she was hit by younger kids within the school. She questioned the parenting and said, "they have a lack of respect for anyone in authority."

She has witnessed the following anti-social behaviour in the last 12 months, none of these were reported.

- Noise – playing loud music, loud voices, revving engines.
- Threats of use of violence.
- Abusive or intimidating language.
- Racist behaviour / racial harassment / homophobia (whilst volunteering at the community fridge).
- Harassment.
- Scooters in pedestrian areas.
- Drug use.
- Drug dealing.
- Inhaling NOX (little silver canisters).
- Drinking alcohol.
- Vehicles driving at speed.
- Smoking or partying in stairwells/common areas inside buildings.

She believes you are most likely to experience anti-social behaviour in the following areas:

- Parks & open spaces.
- Town centre and shopping areas.
- Residential areas.
- Educational establishments.
- Leisure facilities.
- She also added that quiet areas are used regularly for drug dealing and fly tipping.

To reduce problems related to anti-social behaviour she believes the following should be done:

- More enforcement of fixed penalty notices (fines).
- Diversionary activities for young people and awareness of the effect the impact of their behaviour on others.
- Improving the visible appearance of areas such as removal of graffiti but they felt that this would just come back and be ignored.
- Have a greater zero tolerance approach when it comes to shop lifting.
- Parents – closed children’s centres, these need to be reintroduced.

She also said that there is no respect nowadays, people think they have a right to do whatever they want. People are easily intimidated so those that are disrespectful get away with it. “There is also a sense of ‘entitlement’ in society today, rather than being a supportive community.”

16. A white British male in his 30’s who works in the West Swindon ASDA complex, said that he has experienced ASB behaviour. He thinks that ASB has got worse in the recent years. He believes that more stop and searches need to be conducted. He said that when the fair was at the Link Centre, he heard that the police recovered 11 knives from young people. He said that parents no longer care what their children are doing and that parents should be punished if their child is caught being antisocial.

When this man was 17 years old, he was mugged behind the cinema in West Swindon by a group of 5 boys, one of which had a knife. He said that the police questioned the perpetrator, but he doesn’t think anything else happened. Nothing ever came of the situation. He thinks those that carry knives know this so aren’t bothered about getting caught carrying a knife.

When at work in ASDA, he sees the occasional “odd scrap” but nothing more than that.

17. Another person, who also worked in ASDA, and preferred not to disclose their age, gender and race, said they had both witnessed and been a victim of anti-social behaviour. They were verbally abused by customers who were in a gang.

They have witnessed the following anti-social behaviour in the last 12 months:

- Threats of use of violence.
- Abusive or intimidating language.
- Harassment.
- Scooters in pedestrian areas.
- Drug dealing.
- Inhaling NOX (little silver canisters).
- Drinking alcohol.
- Smoking or partying in stairwells/common areas inside buildings.

- Electric bikes used for drug dealing.

They have also witnessed gangs of 15-16 year old kids on the flat roof at ASDA breaking tags off clothes and items they have stolen. They also believe there is an increase in anti-social behaviour on a Thursday, Friday and Saturday especially when the fair is there.

Any anti-social behaviour witnessed is reported to Swindon Borough Council (who often visit people living in social housing) and to the police. They do feel that the response to their reporting is good, and they do feel that they are being taken seriously. Although, due to lack of funding and resources, the interventions lack results, and the anti-social behaviour continues. Their point of view is that parents should be more accountable for young people's action. Adding that "lack of discipline and no respect for authority is now resulting in a generation of uncontrolled, disrespectful kids. If the parents were held accountable, they might take more interest in what they are doing."

They feel they are most likely to experience anti-social behaviour around leisure facilities.

To reduce problems related to anti-social behaviour they believe the following should be done:

- More enforcement of fixed penalty notices (fines) – fine parents or make them attend parenting courses.
- Diversionary activities for young people – this would help but may not respect it.

They feel it would also be beneficial if discarded knives were found and therefore removed before anyone else is able to find them.

18. A white British male in his 90's living in the SN5 area, has no direct experience of anti-social behaviour and has mostly read about the issues, but has seen some whilst in town centre. He mostly witnesses anti-social behaviour in the form of vandalism.

He feels an old-fashioned approach is required and that we should bring back the birch and borstal for young offenders. He also feels there is a knife crime issue that is mainly carried out by young black males, so something needs to be done about this in terms of dealing with the root causes and systematic racism that may be the cause of this.

19. A person living in the SN3 area of town who identifies as British Asian – Indian feels that a lot of the anti-social behaviour issues can be resolved by having youth clubs. They have never seen anti-social behaviour, but they have smelt drugs particularly in the town centre. However, they have not personally seen any

dealing taking place. They think the kids on bikes need to be stopped and a zero tolerance of bad behaviour should be adopted.

The Hub, Town Centre on 1st November 2023

20. A male Portuguese living in SN1 has never witnessed any serious anti-social behaviour himself, but if he did, he would report it to the police. Does see people in the town centre begging, drinking and sat in doorways. These are often the same people and are often fighting with each other. Said, “if I see the same people all the time, why are they not dealt with?”

21 & 22. Two Iranian male asylum seekers in their 30’s and 40’s, living in SN1. See people after dark in the town centre drunk and shouting. Also witnessed someone stealing a bike using cutters. They also said that “Swindon does feel safer than bigger cities they have lived in.” This was not reported for fear of recrimination.

23. A white British female in her 20’s living in council accommodation in Park North, SN3. She uses a wheelchair because of her disability and doesn’t feel safe. There are constant drug dealers in the building, and she has witnessed a knife point burglary which was also drug related. The council have given her a ring doorbell, but she still feels vulnerable. The police are good and know her circumstances so are responsive when she needs help, but she would prefer to live somewhere she feels safe.

24. A white British female in her 50’s and lives in the town centre, said, “the young men on bikes wearing masks need to be stopped and there needs to be youth provision to learn life skills and respect.”

25. A white British female in her 40’s living in Toothill, SN5, has witnessed the following anti-social behaviour: drinking, fighting and drug dealing in the town centre. She has not experienced it directly but has witnessed lots. Doesn’t feel there is enough mental health support or support from autism, and also a lack of funding.

She witnessed two girls fighting and pulling out chunks of hair. She feels this was down to mental health issues.

Thinks there should be more for young people to do – “more intergenerational activities. Get people more involved out in the community so they can come up with their own ideas. If people ‘own’ their projects, they want to get more involved.”

26 & 27. A white British woman in her 40’s and a white British lady in her 30’s said that they have seen a lot of anti-social behaviour where they live in SN1. They felt that one of the main factors is children not being brought up with the right values and morals. They said that the schools are not doing anything to help reduce bullying, so these kids carry on treating people how they want as they know they won’t get any punishment or consequences.

One of the ladies said that we need to be compassionate to bullies as we don't know what they are going through in their personal life. There should also be counselling available for people who choose to bully.

The other female said that the town centre has nowhere for young people to go. There is a need to put on youth clubs across the town to get kids off the street. She shared a story about her friend's child who sadly took his life at the age of 14 due to being bullied at school, and feels cyber bullying is a real issue now too.

She also shared that it is easy to get crack in Swindon and the police need more funding to deal with this issue as this causes big issues, especially anti-social behaviour. There should be more cameras covering areas where anti-social behaviour happens to catch it. She feels safe in town during the day but not at night. She says when she is in the town centre, she sees a lot of bikes with wheels stolen, smells of cannabis and also witnesses drug dealing. Never reports any of these incidents.

28. A white British male in his 30's living in town says that he sees a bit of ASB in town, he said he once saw a male shouting in town asking if anyone wants to fight him. He said that he thinks he was either drunk or high on something.

There needs to be a limit to what is tolerated and there needs to be more police officers around to manage the issues. He also says that there needs to be more youth centres in the town as there is nothing for them to do. He believes that the kids don't get told off enough and that the law is on the side of the criminal. He thinks that people who have committed a crime should have mentors who have also been through the system to help them get back on track and not commit again.

29. A white British female ages 30-39 who privately rents in SN1 said that in the past 12 months, she has witnessed anti-social behaviour in her community and she or her family/ friends have been a victim of antisocial behavior.

In the Past 12 months, she has experienced the following:

- Noise- Loud music, loud voices, revving engines.
- Scooters in pedestrian areas.
- Drug use.
- Drug dealing.
- Drinking alcohol.
- Smoking or partying in stairwell/common areas inside buildings.

She thinks that town centre and shopping areas are the places more likely to have anti-social behaviour and would like to see a more visible presence of police.

30. A white British male aged 50-59 who is a homeowner in SN1 says that he does not witness any anti-social behaviour nor has he been a victim of anti-social behaviour.

When asked where you think you are most likely to experience anti-social behaviour, he said parks, open spaces, the town centre and other shopping areas.

When asked what he believes will help reduce anti-social behaviour, they said the following:

- More police and local authority presence.
- Diversionary activities for young people.
- Education workshops and 121's with young people in schools.

North Orbital Library, North Swindon on 10th November 2023

31. White British female 70+, lives in North Swindon, SN25. Not witnessed any anti-social behaviour but feels that there is not enough for teenagers to do which leads to them getting involved in stuff they shouldn't. She believes that these problems start in the home, and there needs to be more support for women (or men) to stay at home to bring up their children. Children are often left to fend for themselves, and this is where the issues start.

32. White British male in his 70's living in SN25 said, "the only anti-social behaviour around here (Northern Orbital) is these kids on bikes, and you can't even see their faces; that needs stopping. I've heard of knife crime and drugs, but I'm not out at that time of night."

33. A white British woman in her 30's living in Toothill, SN5, whose children attend Oliver Tompkins School, said that the bench outside the school is used for drug dealing and even smells of drugs. Never witnessed anything else. Town centre is intimidating now though, too many drunks, boys on bikes and scooters. Need more police around.

34 & 35. A white British couple (male and female) in their 60's living in SN25, said they were fed up with people shrieking and shouting at each other instead of speaking in a normal voice level. No one else needs to hear a private conversation. That's the only ASB they've experienced.

36. SN25 – White British female in her 30's works in Orbital in M&S, sees shoplifting all the time, but they have a 'no challenge' policy for staff safety. The only anti-social behaviour that happens often here (Northern Orbital) is kids on bikes, but likes to think this is high spirits, although wishes they didn't wear the face coverings. She feels that they don't have enough to do or places to go, and doesn't like to see gangs cycling around, and said "the stabbing incident over here scared all of us."

37. A white British male aged 30-39 who privately rents in SN2, regularly witnesses anti-social behaviour in their community but have not been a victim themselves.

He has witnessed the following:

- Drug dealing on the park in Moredon (silver cannisters and other drug use – can often smell cannabis).
- Drinking alcohol, again in the children’s park in Moredon.
- Fly tipping, he feels this is increasing and has been getting worse since the tip isn’t open as much and you have to book.

They have reported anti-social behaviour to Swindon Borough Council on-line and safer street wardens in person.

When asked where he thinks that anti-social behaviour is most likely to take place, they said:

- Parks and open spaces.
- Town Centre and shopping areas, although he hasn’t been in town for a while as there’s not much to go for now, but he uses the Orbital shopping area which feels relatively safe until the schools kick out.
- Residential areas.

When asked what the community safety partnership can do to reduce anti-social behaviour, he said:

- Fixed penalty notices, although said if they are anti-social, they are not likely to pay.
- More police and local authority presence.
- Activities for young people.
- Improving appearance of places.
- Clearer communications from public service agencies.
- More CCTV in the town centre.

The Shop, Cavendish Square, Park North on 8th December 2023

38. A white British lady in her 70’s, lives in Park North SN3, said that she hasn’t been a victim of anti-social behaviour or seen any. She said that she doesn’t venture out of the house after 4pm, when it gets dark. She said that she “can’t run as fast as she used to.” During the day, she does what she needs to do to avoid having to go out after dark. Her friends do not go out after dark either. She said that she has watched and read things in the news that has made her wary about being out alone but has not experienced anything herself.

39. A Nepalese male in his late 70’s, lives locally in SN3, said he doesn’t know what anti-social behaviour is, but when explained he said he hadn’t experienced any, was aware from what he is told and from the tv, but didn’t wish to comment further.

40. A white British woman in her late 60’s didn’t want to answer any questions. Other than to say that she doesn’t go out after dark, which is when she expected these things to happen.

41. A black African lady in her 70’s hasn’t experienced any anti-social behaviour directly but was aware of what it is and has seen evidence of people intimidating

others. Keeps herself to herself, so it doesn't affect her. Feels safe where she lives.

42. A white British male in his 60's who lives locally, SN3, said that there is not enough for young people to do and that the parents should be held accountable for the way their children act. He said that respect has gone nowadays. He also said that the community centres have been turned into places where groups hold religious activities, and this stops these venues from being used for anything else. They need to be used for the whole community and not just particular groups. No groups should be excluded. There is too much time spent trying to include particular groups, leading to the exclusion of the local community. The man had lived in London before entering the military and said that times have changed for the worst since then.

43. White British woman in her 50's shared her experiences with her neighbour in SN3. She lives in a row of 6 cottages that are all connected by a long alley that has access to gardens. Her new neighbour has acted in anti-social ways, including driving his car up and down the alley very fast, has shouted at anyone who is in the alley and has been intimidating to people who live around them. The police said that they can't get involved as it is a civil matter and is on private property. This behaviour had been occurring since they moved in over a year and a half ago. At the beginning of the year, an altercation happened which resulted in the neighbour punching another neighbour over the use of this alley. The case has now gone to court, but the anti-social behaviour and intimidating behaviour continues. She has never experienced anti-social behaviour before this.

She experienced inconsistency in what she was being told to do by the police. One police officer told her to make a diary and report all incidents, while another told her to stop reporting otherwise, she could be done for wasting police time.

44. Woman in her 50's, white and British from Badbury Park walks her dog in woods nearby and has noticed some trees painted with swastikas and anti-gay messages. There are always laughing gas canisters on the floor and evidence of fires being lit. She finds this upsetting. She presumed this to be local youth and added there is no provision for youth locally. There is a library that offers activities for small children, but nothing for youth. There is also a football pitch, but there are never supervised matches or activities, which is a shame, because the facility is there, but not being used in the right way. She has also heard that younger children are getting bullied there. She has seen older youth trying door handles on cars at 3 am through her ring doorbell as well as witnessing drug dealing in the street. She feels that the proximity of Badbury Park to the motorway encourages drug deals in the area. She did say she has never reported any of this.

She suggested that the only way to deal with this is to give young people facilities and supervision to take up positive activities. She also questioned parenting skills.

45. White British woman in her 30's lives in SN2 near to Fernbrook EOTAS College. The residents often report information to the school. There have been incidents

of students breaking into garages, using bad language. They (the students) have also broken into the church and are selling weed from the church out-buildings and it's encouraging drug dealers to Southbrook Street. There are houses in the street that are move-on houses for the homeless (which cause no issues), and she is worried that they could be easy targets and she feels they would be vulnerable to coercion. She feels they need shielding from this. This has been reported to the school and the police.

46. Black African male in his 30's, lives in the SN3 Park North area said that the area is improving and there are not so many incidents of anti-social behaviour anymore. Happy to be living in the area with his small child and wife.

47. White British woman, 40's living in SN3 Park North, has had no experience of anti-social behaviour in the area. "It's a good community and a great area to live." She thinks that there could be more intergenerational activities to develop mutual respect and understanding. She volunteers at the local church, and they have intergenerational groups which work well. Younger people help the elderly with social media, how to use their mobile phones and the older people have been helping them with basic budgeting and cooking skills.

48 & 49. Two white British females, mother and daughter (40's and 70's) living in SN5 Toothill.

The daughter said she is fed up with people smashing bottles on the floor, her son went for a run and young people threw a bottle at his feet. Smashed glass is not good for runners, dogs and cyclists. She now goes round and picks up glass whenever she sees it. Is also aware of blatant drug dealing on the bridge in Toothill. The mother said that the Council have cut the bushes in Toothill down too low, and she finds this anti-social and is not sure why they did it. Neither of these things have been reported.

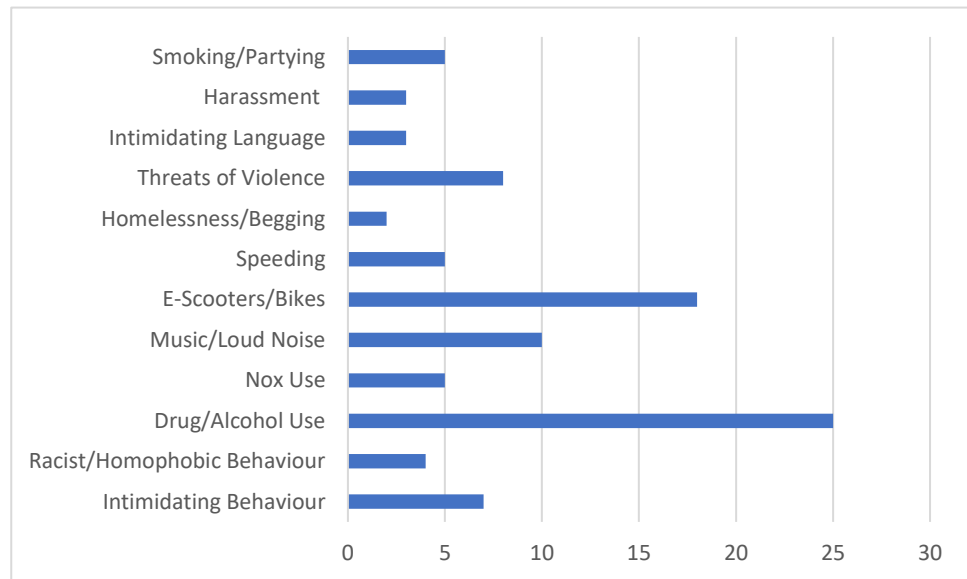
50. White British male in his 60's was a teacher at Churchfields and Dorcan Schools (now retired) and lives in Dorcan SN3. Said that he was well aware of anti-social behaviour. He would encourage young people to speak about behaviour related to drugs. He is aware that there are now 2nd and 3rd generation drug users which have led to family breakdowns. More support for families is needed, especially targeted at the more troublesome families.

Feels that more visible policing on streets and funding to train new cops in Swindon is needed. There is a need to listen to voices in the community, some old-fashioned community development. People will have their own solutions. Thinks there needs to be an anti-social behaviour hotline that people can ring so that the police can build a picture of where anti-social behaviour is taking place. Police also need to get rid of the 'delivery Ninja's' (meaning the young people on bikes and scooters drug dealing).

51. 65-year-old, white British male living in Park South stated that Park South Community Centre causes a lot of noise on a Saturday night with different groups singing loudly and letting their kids play in the car park all through the week. There is nowhere for young people to go, or anything for them to do. There used to be a boy's club, but that closed down a while ago. The neighbourhood

wardens are not around anymore either, they should be re-introduced, they were reassuring to have around. 13–16-year-olds in masks need to be stopped.

Illustration of numbers of those reporting the following:



Witnessing drug dealing/drug use was the most reported. Followed by anti-social use of e-scooters and bikes.

COMMENTS, RECOMMENDATIONS & CALLS FOR ACTION

These are recommendations and comments coming from the views expressed within this report from those that VAS spoke to. They are not necessarily the views of VAS. VAS also appreciates that there is not limitless funding to support these recommendations.

ASB Phone Line or App

One recommendation was to set up a non-emergency, anonymous phone line or phone app to report lower level ASB. One person felt that this would help map patterns of behaviour and where different ASB was taking place and being able to police more effectively and tackle this. 14 of those spoken to had been witnesses to ASB but had not reported it. Some of which were relatively serious.

Zero Tolerance

There was a general feel from those spoken to would like to see a zero-tolerance approach to:

- Drinking in town centre and street drinking generally.
- Open drug taking and dealing.
- Face coverings on young people.
- Young people using bikes and e-scooters in the town centre.

“The young men on bikes wearing masks need to be stopped and there needs to be youth provision to learn life skills and respect.”

“If I see the same people all the time begging on the streets, why are they not dealt with?”

Parenting

A lot of those spoken to mentioned lack of parenting skills as a contributory factor to ASB, with comments like:

- “Punish the parents if child is caught being anti-social.”
- “Bad parenting is to blame.” Re-introduce Children’s Centres.
- “Parents should be more accountable for young people’s action.”
- “Lack of discipline and no respect for authority is now resulting in a generation of uncontrolled, disrespectful kids. If the parents were held accountable, they might take more interest in what they are doing.”
- “Sessions for parents as well as young people involved in ASB.”

Education/Youth Provision

“Educate young people in how to behave.”

“More intergenerational activities. Get people more involved out in the community so they can come up with their own ideas. If people ‘own’ their projects, they want to get more.”

“There is also a sense of ‘entitlement’ in society today, rather than a supportive community.”

“Need for more youth clubs/youth activities.”

“No morals or values.”

“Schools not helping to reduce bullying. They should find out why kids become bullies and tackle the root cause.”

“Kids are left on their own too much and then get into trouble.”

“Community Centres seem to have been let out to one particular group of people now, rather than being for the community, this is leading to exclusion to the rest of the community.”

“No consequences to ASB, so the issues just continue.”

General Feedback & Other Areas of Concern

- Improving the appearance of the town centre, may lead to people respecting the area more.
- Two people reported vandalism as the main issue in ASB.
- Rubbish lying around caused disrespect for the town generally, as did litter, fly-tipping and discarded cigarette butts.
- Shop lifting was also causing concern. One worker reported that the shop she worked in had a 'no challenge' policy to keep the staff safe, but she felt this leads to more shop lifting and increased prices as a result.
- More support needed for mental health issues. "Some ASB is caused by people with mental health needs, there need to be more funding."
- More intergenerational activities, so that younger and older people can understand each other.

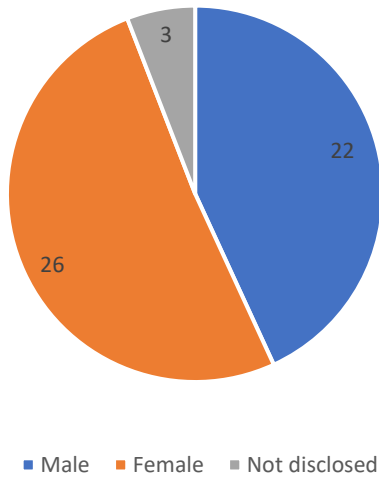
THANK YOU

Voluntary Action Swindon would like to thank everyone that agreed to be interviewed for this report. All feedback was anonymous, some areas are sensitive, and we would respectfully request that this information is used to make improvements to the issues that these groups have raised where possible. We have left quoted comments in, even where some remarks could be seen as controversial. Some of the suggestions for improvement have come from those interviewed and are not necessarily the views of Voluntary Action Swindon.

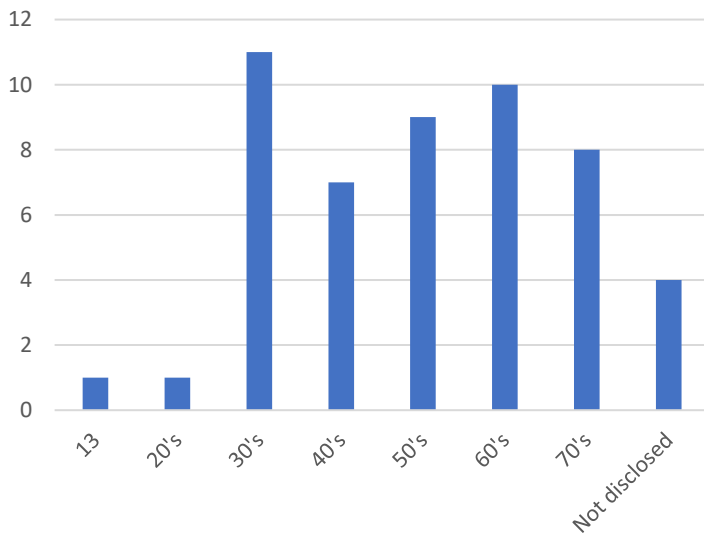
DEMOGRAPHICS

All data collected adds up to 51.

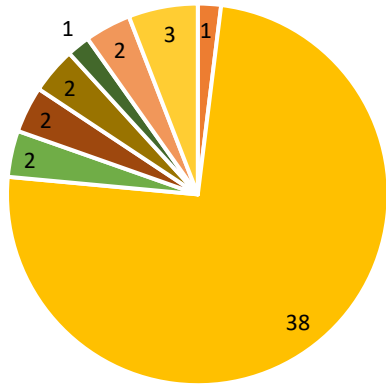
Gender



Age



Ethnicity



- White Irish
 White British
 White European
- Black African
 Iranian
 Nepalese
- Asian British
 Not disclosed

Post Code

