

# A SAFER EALING FOR WOMEN

## LISTENING EXERCISE FINDINGS REPORT AUGUST 2022

Author: Safer Ealing Partnership



# FOREWORD

Following the tragic murders of Sarah Everard, Bibaa Henry, Nicole Smallman, Sabina Nessa, Zara Aleena and many other women whose stories have received little attention - male violence against women, and women's safety in public spaces has captured the public consciousness and demands both local and national action.

Across the country 97% of British women aged 18-24 have experienced some form of harassment in public<sup>1</sup>. In response to this the Safer Ealing Partnership (SEP)<sup>2</sup> launched the Safer Ealing for Women listening exercise.

We wanted to hear directly from women about their experiences. Not only to better understand how we change the built environment to ensure women can be and feel safer, but also to understand what needs to change in our communities, attitudes and behaviours in the long term.

Over 3000 women and girls took part and we are grateful to them for their bravery and honesty in taking part and sharing their thoughts and experiences. Through listening to these voices, we are able not only to set out the challenges, but also set out real and meaningful action to improving women's safety in Ealing.

Key areas identified for focus include:  
Streetlighting, CCTV, reporting and education.

93% of respondents identified street lighting as a key factor in the perception of safety. In response we are improving and extending street lighting in the borough, enhancing all residential roads. We are also investing £2.1m in upgrading all remaining streetlighting to create effective and maintained illumination levels.

Two-thirds of people also identified CCTV and awareness of cameras as a crucial factor for reassurance, which would also support reporting. As such, we are installing 14 brand-new HD CCTV cameras in key locations and increasing signage to draw attention to the increased coverage.

Reporting remains a great challenge, with only 14% of those that had experienced inappropriate behaviour, comments or harassment reporting the incident. In light of this, we are creating an online dedicated Violence Against Women and Girls site, which will act as a 'one-stop-shop.' We will sign-post our scannable QR code across the borough where anyone can report an incident, access support, and gather information on our zero-tolerance approach to harassment.

We know that to improve women's safety we must look at the root to challenge misogyny and unacceptable behaviours by men and boys against women and girls. We are offering every secondary school in the borough dedicated support to run workshops centred on changing attitudes and developing healthy relationships with young men and women to foster long-term positive changes that will stop violence and harassment against women.

Fighting inequality remains one of the council's three priorities. Making the borough safer for women and girls is just one of the ways that we will make this happen.

## **Everyone should feel safe across our seven towns.**

We know that life in Ealing goes on beyond daylight hours, with many of us working, socialising, and enjoying our towns at night. And yet we know that being out at night can induce anxiety for many women, with most who engaged in our survey having experienced some form of harassment.

## **This must change.**

Everyone must both feel and be safe. Only through listening to residents and working with the Metropolitan Police, partner organisations to make the necessary improvements, as well as holding them accountable when we need to, can we come together to improve the safety of women, and everyone, in our borough.

Our listening exercise is just the first step, in a call to action for all organisations, large or small, to join us in tackling inequality, challenging misogyny, and making Ealing a fair and inclusive place, where everyone is welcome.



Cllr Peter Mason,  
Leader of the Council



Cllr Aysha Raza,  
Portfolio Holder  
for Tackling Inequality

<sup>1</sup> Four-fifths of young women in the UK have been sexually harassed, survey finds | Sexual harassment | The Guardian

<sup>2</sup> SEP [Click here to view](#)

# INTRODUCTION

Whilst the need for authorities to have a robust Violence against Women and Girls (VAWG) strategy has long been established, there is often a focus on Domestic Violence, with The UN recently noting that sexual harassment and other forms of VAWG in public spaces are often neglected, with few laws or policies in place to prevent and address it.<sup>3</sup>

Sexual harassment and other forms of sexual violence in public spaces are an everyday occurrence for women and girls. A 2021 report found that among women aged 18-24, just 3% did not recall ever having experienced sexually harassing behaviour<sup>4</sup>. The consequences of this impact on the way women navigate day to day life, often reducing their freedom of movement.

In response to the conversation, the government commissioned several consultations, both on a London and national level, to understand women's experiences in public places and the response needed. This has seen new initiatives, including [The Night Time Safety Charter](#) and a [public health strategy](#) created by the Mayor of London.

Although these wider conversations help to identify the common themes and possible solutions, the SEP wanted to understand what the experiences are of women locally. The Safer Ealing for Women listening exercise was launched in December 2021 and saw over 3,000 respondents tell the partnership their views on Safety.

## The project kept focus on three main objectives:

- Understanding the locations and spaces where women and girls currently feel unsafe;
- Listening to the experiences of harassment and abuse of women and girls in the borough;
- Determining what role the Safer Ealing Partnership should play in creating safe spaces for women and girls.

The consultation phase of the project ran for 12 weeks. The focus was on listening, rather than consulting on a particular initiative. It was recognised that there should be a variety of methods for women to put forward their views. It was important that respondents were able to use a format they felt comfortable with.

## The project therefore included three elements:

- A survey where women and girls could share their experiences in the borough including how they felt the partnership could make public spaces safer for women;
- an interactive map where women and girls were able to pinpoint locations where they may have experienced a problem or a space where they generally felt unsafe;
- and focus groups that were hosted by our Violence Against Women and Girls service providers.

Women and girls were able to give their views through any of the platforms they felt were most appropriate for them or through all three.

The consultation was primarily online using the Give My View platform. The website hosted the survey, map and information on the consultation itself. A toolkit was created to allow key stakeholders to reach out to their local communities. This included through school forums, third sector organisations, public health services and partners across the Safer Ealing Partnership.

## It was widely advertised through a number of channels including:

### Publications:

Around Ealing, Ealing News Extra, Copley Newsletter, Resident Letters, Desi Radio, EHCVS, Press realise locally, Gazette, Chronical and Informer, Contextual Safeguarding Newsletter, Intranet, Ealing grid for learning

### Social Media:

Facebook, Twitter, Instagram and Snapchat

### Community links:

700 local community groups, winter night shelters, voluntary service data base, ward forums and RA's, Young Ealing Services, Schools and Higher Education

**Posters:** Parks, Leisure Centres, Libraries, Businesses, Council buildings and shared widely with health services and organisations

<sup>3</sup> [https://www.unwomenuk.org/site/wp-content/uploads/2021/03/APPG-UN-Women-Sexual-Harassment-Report\\_Updated.pdf](https://www.unwomenuk.org/site/wp-content/uploads/2021/03/APPG-UN-Women-Sexual-Harassment-Report_Updated.pdf)

<sup>4</sup> [https://www.ealing.gov.uk/info/201046/decision\\_making/350/local\\_strategic\\_partnership/5#:~:text=The%20Safer%20Ealing%20Partnership%20\(SEP,crime%20and%20anti%2Dsocial%20behaviour.](https://www.ealing.gov.uk/info/201046/decision_making/350/local_strategic_partnership/5#:~:text=The%20Safer%20Ealing%20Partnership%20(SEP,crime%20and%20anti%2Dsocial%20behaviour.)



# RESPONSE



Over **3,500** people started the survey, and over **2,800** people completed most or all of the questions.



Over **2,100** pin locations were added to the interactive map, and **almost a thousand comments** were added.

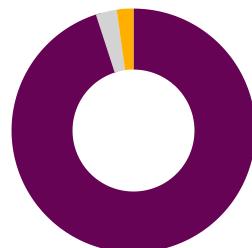


A series of facilitated focus groups were held, with **45 participants in total** and sessions run by and in conjunction with Ealing Council, Southall Black Sisters, Eastern European Services and Bollo Brook Youth Centre.

# DEMOGRAPHICS

The survey was aimed at women and girls - including those identifying as female - aged 13 and above. Demographic information was collected within the survey and focus groups, these questions were optional.

## Sex/Gender

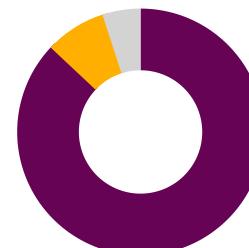


■ Female 95%  
■ Male 2%  
■ Didn't specify 3%

## Age

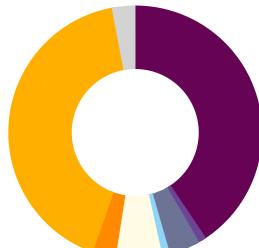
81% of respondents were aged between 25 and 64 years, with almost half (48%) being between 25 and 44 years.

## Disability



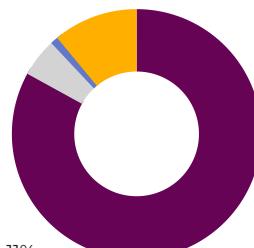
■ Disability 8%  
■ No disability 87%  
■ Didn't specify 5%

## Religion



■ Christian 41%  
■ Buddhist 1%  
■ Hindu 4%  
■ Jewish 1%  
■ Muslim 6%  
■ Sikh 3%  
■ No religion 42%  
■ Any other religion 3%

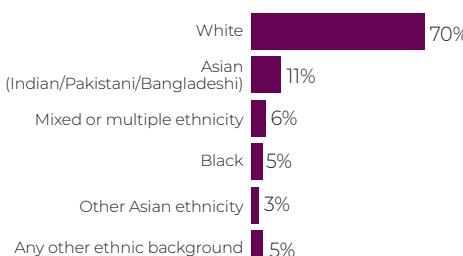
## Sexuality



■ Hetrosexual 83%  
■ Bi-sexual 5%  
■ Lesbian 1%  
■ Prefer not to declare 11%

## Ethnicity

The majority of survey respondents described themselves as white. The breakdown of self-defined ethnicity for people answering this question was as follows:



## Demographics Composition:

Most of the respondents lived in the borough (93%), with 13% either working or running a business in Ealing<sup>5</sup>.



The survey was translated into the 10 most commonly spoken languages in the borough and the partnership worked with community groups across the borough. However, a comparison between Ealing's projected population data against respondents demonstrates that some groups were underrepresented for the survey but better represented in the focus groups. These findings will be taken forward in future consultations to see whether this is a more effective mode collecting data that represents our communities.

<sup>5</sup> All self-descriptive questions on the survey were optional with people able to skip if they did not wish to answer. For all categories, the proportions shown are for those who opted to answer that specific question. Demographic data was not collected for the interactive map element of the consultation.

# ACTION HAS ALREADY STARTED

## General

The partnership committed to being open and transparent with the findings in this report. Given the results of recent wider national consultations, the partnership was aware that it was likely that the findings would reflect a high prevalence of fear of crime and experiences relating to VAWG and harassment.

The SEP has made a concerted effort to tackle VAWG in public spaces over the last 12 months, renewing its partnership strategy this year. The plan focuses on prevent, protect, prepare and pursue. This has included, but not limited to:

**Walk and talk initiatives** with the community, open to women aged 18 and above, living or working in London, who would like to go for a walk with an officer in their local area and discuss their views on women's safety.

Those who take part in a Walk & Talk can share their views and experiences with officers as they walk through any areas they may feel vulnerable in. Patrols can take place at any time, ,and any public space, including where there is less footfall, traffic and light so officers can get a real sense of what their thoughts are.

The aim of Walk & Talks is to start a conversation between members of the public and officers so we can listen and respond to concerns.

Development of **StreetSafe**, a pilot service for anyone to anonymously tell us about public places where they have felt or feel unsafe, because of environmental issues, e.g street lighting, abandoned buildings or vandalism and/or because of some behaviours, e.g being followed or verbally abused.

**Ask for Angela** in licenced venues across the borough, this is an initiative being rolled out to bars, clubs and other licensed businesses across London. People who feel unsafe, vulnerable or threatened can discreetly seek help by approaching venue staff and asking them for 'Angela'. This code-phrase will indicate to staff that they require help with their situation and a trained member of staff will then look to support and assist them. This might be through reuniting them with a friend, seeing them to a taxi, or by calling venue security and/or the police.

**Weekly VAWG taskings/data sharing** with key partners across the SEP. This includes using data to inform proactive patrols in key hotspot location.

It is clear that more work still needs to be done with more than half of respondents (57%) indicating they had experienced inappropriate behaviour, comments or harassment in the borough. Limited comparison data exists on a borough-by-borough basis, with individual authorities delivering consultations with slight variations on questions asked. Office for National Statistics – *Opinions and Lifestyle Survey 2022*, found similar findings, with 50% of women having experienced harassment<sup>6</sup>. It should be noted that this was limited to the last 12 months, with the Safer Ealing for Women survey not setting a time limit on experiences.



<sup>6</sup> Opinions and Lifestyle Survey QMI - Office for National Statistics

# FINDINGS

While the survey was open to women, we wanted to understand whether other factors impacted on their perceptions of safety. As the survey was specifically asking about aspects of women's safety, it would be reasonable to expect a high proportion of respondents to highlight their gender as something which contributed towards them feeling less safe, and an overwhelming 91% indicated that this was the primary factor.

Looking at other factors which respondents highlighted is a more complicated picture, as there are clear differences and correlations between the demographic characteristics of respondents and the factors they saw as making them feel less safe. As such the overall numbers and percentages do not provide sufficient insight viewed in isolation.

Overall, 41% of respondents said that their age made them feel less safe in the borough. From the table below, it becomes

clear that younger people (particularly those aged under 25) and older people (particularly those aged 65 or over) feel most vulnerable because of their age.

Similarly, 24% of all respondents answering this question said that their ethnicity made them feel less safe, while only 9% of white respondents felt this was a factor for them, a far higher proportion of people in all other ethnic groups felt vulnerable because of their ethnicity – in fact over half of all BAME respondents (52%).

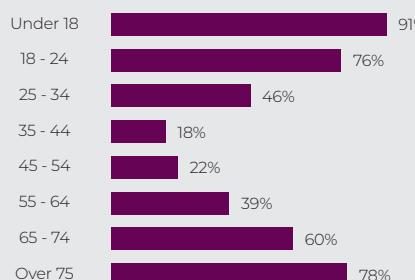
Only 7% of all respondents indicated that their religion was a factor that made them feel less safe. It can be seen that for people identifying as Christian, this proportion was only 4%, whereas for those of other faiths, the proportion was significantly with 52% of Muslim respondents, 33% of Jewish respondents, 21% of Sikh respondents and 12% of Hindu respondents citing their religion as something that made them feel vulnerable.

Looking at two other named categories, 50% of people who described themselves as having a disability indicated that this was a factor that made them feel less safe in the borough, and 29% of respondents who described their sexuality as something other than heterosexual indicated that their sexuality was a factor that made them feel less safe.

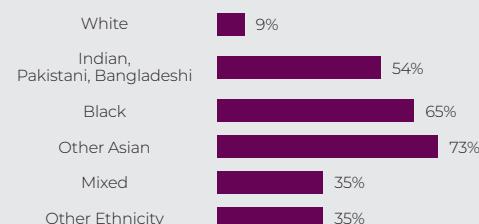
Within the additional self-description ('Anything else') comments that people provided, other factors that people considered made them feel less safe included:

- Their stature and build
- Their physical strength and mobility
- Their appearance and dress
- Their accent and social status
- Being pregnant and/or accompanied by young children.

**% for whom their age\* was a factor that made them feel less safe** (\*where given)



**% for whom their ethnicity\* was a factor that made them feel less safe** (\*where given)



**% for whom their religion\* was a factor that made them feel less safe** (\*where given)

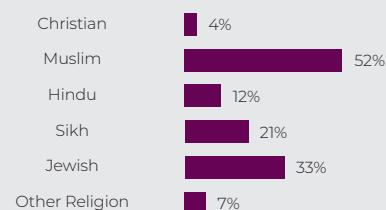


Fig 1

## 1. Reporting

The first theme that emerged was women and girls' negative experiences of reporting. This crossed over with a described lack of understanding of what constitutes a crime when it comes to sexual harassment, and a lack of clarity therefore about what behaviour or incidents should be formerly reported.

Those who indicated that they had experienced inappropriate behaviour, comments or harassment (57%) were asked whether they had reported it to an authority (*examples given included police, the council, a charity, a youth or social worker, school or workplace*). Only 14% had reported what they had experienced.

The absolute figure is too low to draw confident conclusions about any variations for different demographic or self-described groupings, but it is noted that for those under 25 years, the percentage reporting was lower at only 8.5%.

*"By the time the police come, there will be nothing to report"*  
Focus Group Participant

When exploring the reasons why people had not reported, the most frequent answers (all with at least half of respondents selecting them) were that they felt no action would be taken or it would not be taken seriously (73%), that they did not feel the authority would be able to take any action (63%), and that they felt the behaviour would be seen as normalised (50%).

*"If I went to the police every time I was harassed, I would be on the phone every week and police would not have the resource to deal with it"*  
Focus Group Participant

A review of the 178 free text comments relating to this question showed that the options provided had covered much of what people wanted to say. Additional themes that emerged from the comments were:

- Some people felt that the incident was 'wrong' but either a very minor offence or possibly not criminal at all, being unclear on the threshold
- Some respondents indicated that they thought or expected the relevant authority to have a negative attitude, either based on their perception or on previous experience
- Some expressed a fear of retaliation or negative labelling as a result of reporting
- People were sometimes too traumatised or upset to report the incident

- Some respondents indicated that they knew there would be insufficient evidence, or that the person responsible would have gone
- It was clear that a previous negative experience was a significant barrier to people coming forward to report incidents again, and this was particularly true when that negative experience was the first time they had tried to make a report.

*"I read a lot of news, people like us are scared to report to police because of our immigration status."*  
Focus Group Participant

This theme continued in the focus groups, with women stating that they did not feel it would be taken seriously by the police. This view was often based on experience, what they had heard through other women that reported and through the media.



## 1. Reporting (continued)

Those respondents who said they had reported incidents to an authority were asked about this experience, with 27% indicating that they were very or somewhat satisfied with the experience compared to 58% saying they were somewhat or very dissatisfied with the experience.

*"Women get sexually harassed every day. We would be in police stations nonstop reporting incidents."* Survey Respondent

Again, the absolute numbers are low, making it difficult to further analyse any variations in these proportions, but a higher proportion (just over 70%) of BAME respondents were dissatisfied with their reporting experience.

There were 133 free text comments provided in response to this question, and a review of these drew out a number of themes relating to people's experience of reporting:

- For some people, there was the perception that nothing appeared to be done in response to their report.
- Some respondents felt there was insufficient follow-up or a lack of proper investigation, and often that no feedback or updates were provided.
- Some respondents experienced difficulty reporting the incident at all or getting any response when they did.
- Others described encountering a dismissive attitude, which was unhelpful or insulting, and felt that they were either not taken seriously or were made to feel like the focus or responsibility was on them as the victim.
- For some, a lack of evidence meant the case did not progress.

Most of the comments appeared to relate to people reporting incidents to the police, but Ealing Council was also referenced as having been the authority that some people reported to.

This was true of the focus groups, comments included:

*"I have also reported it to the police, they take down your details, but nothing seems to ever come from it."* Focus Group Participant

*"Initially contacted by police but heard no more"* Survey Respondent

*"Police never called me to take a full statement like they promised they would"* Survey Respondent

*"It might not feel like an emergency to police but when you're alone in the street being harassed it feels like an emergency for us."*  
Focus Group Participant

*"When I experienced an incident I called the police for 2 months and despite them having an image of the man they said that they couldn't really investigate and the matter would be closed. I felt really dismissed, the more people get away with smaller incidents the more they will go on to commit other crimes."* Survey Respondent



## 2. Education

Alongside understanding what the current lived experiences were for women and girls in Ealing, the listening exercise also explored what changes they felt were needed to increase their feelings of safety.

There was a reoccurring theme that education was a key component in addressing VAWG long term. This is in line with the [Review of Sexual Abuse in Schools and Colleges carried out by Ofsted in 2021](#).

The recommendations put forward in the report focused on the need for developing a change in culture through education, tackling issues around consent and healthy relationships. It found that harassment and abuse started from a young age, with respondents stating that what they experienced was "so commonplace that they saw no point in reporting".

As with the consultation carried out by the SEP, the evidence in the report showed that these incidences often occurred in unsupervised spaces outside of the school, including in public spaces such as parks. It was therefore important that young people were equipped with the knowledge and skills to identify, challenge and report inappropriate behaviour.

### Comments included:

*"There is a need for more programmes for boys and men around attitudes and behaviours. It needs to start in schools' healthy relationships and healthy friendships"* Focus Group Participant

*"Education is the only way to change things long term"*  
Focus Group Participant

*"It would be good to roll out a programme in schools to teach young people how to behave when in public spaces."*  
Focus Group Participant

*"we need to educate young men and boys"* Survey

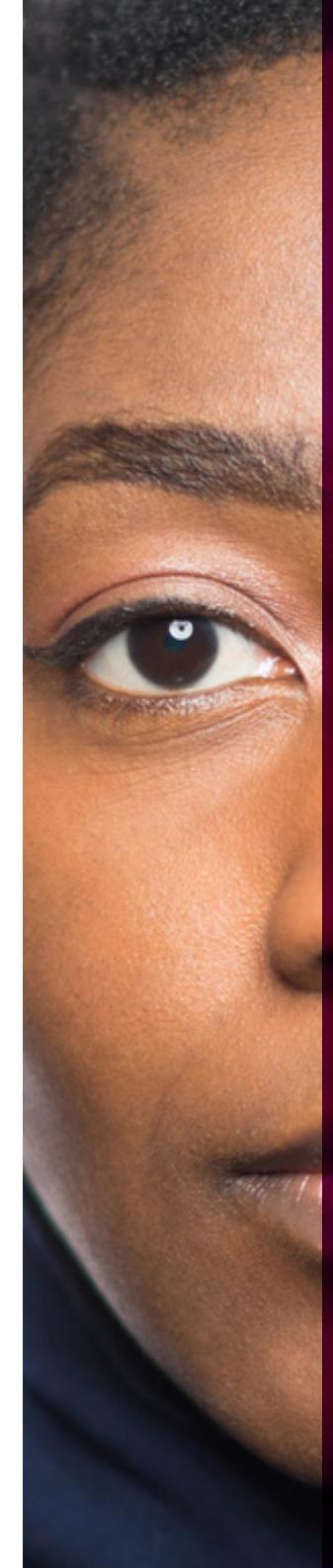
*"Behaviours are normalised and it's how to break the cycle."* Focus Group Participant

## 3. Organisational changes

Women and girls were not asked directly whether they felt organisations, including those within the SEP, needed to change to impact on women's safety. However, alongside education, women raised the role workplaces and organisations need to play in changing attitudes.

The common themes that were raised were:

- Wider participation and publication of schemes such as 'Ask for Angela' or places acting as 'Safe Havens' in public places
  - The role transport companies need to play in ensuring environments are safe for women and there is easy access to support/help in an emergency
  - The role of all authorities in Ealing in promoting a positive zero tolerance message in relation to harassment
- Suggestions included using existing communication pathways (for example, in literature such as council tax bills) in reinforcing this positive message
- The role of wider organisations and businesses in creating safe spaces and to have clear policies in place for women and girls to report concerns



## 4. Environment

The type of environment women are in also had an impact on their perception of safety. Women were asked *How safe or unsafe do you feel in each of the following settings? (see fig 2)*

From the list provided, respondents felt least safe in car parks (55% feeling either fairly or very unsafe), followed by in parks or playgrounds and at bus stops (both 41%).

People generally felt safest in town centres and shopping areas (72% feeling either very safe or fairly safe), and in bars and restaurants (73%).

There were 898 free text comments relating to safety in different settings. The following themes emerged from a review of these comments:

- A lack of adequate lighting and the impact of darkness on how safe women feel
- Places with few other people around felt more unsafe, including when roads were quiet without traffic and when using less visible pedestrian routes such as alleyways, subways, towpaths and footbridges
- Parks and similar open spaces were described as feeling dangerous, particularly after dark
- Some aspects of using public transport regularly felt unsafe, such as the areas outside stations and when waiting for or using buses
- Shops and pubs and bars were described as feeling dangerous when there are groups of males hanging around outside
- People described feeling vulnerable when using some shared facilities, such as petrol stations, toilets, cash points and car parks.

### How safe or unsafe do you feel in each of the following settings?

Answered: 2,970 – Skipped: 612

	Percentages						Responses							
	Very Safe	Fairly Safe	Neither Safe Nor Unsafe	Fairly Unsafe	Very Unsafe	Don't Know/ Can't Say	Very Safe	Fairly Safe	Neither Safe Nor Unsafe	Fairly Unsafe	Very Unsafe	Don't Know/ Can't Say	Total	Weighted Average
In car parks	1%	13%	20%	33%	22%	11%	40	373	580	985	643	324	2945	3.69
In parks or playgrounds	4%	31%	21%	23%	18%	3%	129	914	608	691	517	87	2946	3.19
At bus stops	4%	30%	24%	30%	11%	2%	106	876	714	874	316	67	2953	3.14
At train stations	8%	43%	20%	20%	7%	1%	234	1281	601	600	194	37	2947	2.74
In residential areas	5%	39%	26%	22%	6%	1%	153	1150	776	650	175	40	2944	2.84
When using taxis	8%	43%	20%	13%	5%	11%	248	1254	577	397	142	325	2943	2.59
In town centres/shopping areas	17%	55%	16%	9%	2%	1%	492	1631	467	275	70	17	2952	2.25
In bars and restaurants	21%	52%	14%	6%	2%	5%	625	1529	411	168	66	139	2938	2.11

Fig 2

#### 4. Environment (continued)

When looking at the contributing factors, of the options provided, respondents indicated that the factors that had the biggest negative impact on their feelings of safety in public spaces were when the location was secluded or unlit (73%) and when there were groups of people loitering (72%).

*"Walking down residential roads at night. It is so dark that due to the ridiculously low amount of visibility of the street lights, I have to turn my phone torch on just to see where I'm walking. If I can't even see where I'm walking, how am I meant to look out for any on coming danger?"*

More than half of respondents also highlighted that being approached or harassed by individuals, a lack of other people using the area, or the location being poorly maintained or dirty also contributed to feeling less safe.

There were 635 free text comments relating to this question, covering a wide variety of issues. The common themes that were raised were:

- A negative impact from direct personal experiences of being harassed, stalked, followed, flashed at, sexually assaulted, or receiving unwanted comments or attention
  - Feeling less safe where there were street drinkers and drug users present, including where there was visible drug dealing taking place or people openly smoking cannabis, and in general where there was a feeling that crime and anti-social behaviour is taking place and not being challenged

- Feeling unsafe in places where groups of men or teenagers loiter, and where there are people shouting, arguing and fighting
  - Deserted and underused spaces feeling more dangerous, where if something happened there might not be anyone around to intervene. This lack of natural surveillance included an absence of others, absence of traffic or absence of lighting
  - Poorly maintained locations feeling unsafe, especially where there were potential hiding places created by overgrown plants and bushes
  - A reinforcement of how much less safe places feel after dark and particularly in those areas with poor lighting
  - Being conscious of negative news items, reports and stories of crime and assaults taking place in particular public spaces
  - Generally feeling less safe when there are no police present, but also some views expressed that police being around can make people feel unsafe or that the location is a dangerous one
  - Feelings of safety can be impacted where there are problems for pedestrians with road users, e-scooters, cyclists, poor or inconsiderate parking, and uneven or poor-quality pavements
  - An increased vulnerability when using the public transport network, particularly waiting for buses and when leaving rail or tube stations
  - Some feelings were expressed that problems resulted from a difference in cultural behaviours, attitudes and norms for men from different communities.



## Word-cloud for comments attached to pins on the interactive map



## 4. Environment (continued)

The survey looked at women's perceptions of safety in the night and daytime across the 5 towns, Acton, Ealing, Northolt, Perivale, Southall and Hanwell. For all areas, the overall picture was one of people feeling considerably safer during the day than after dark, with 28% of all responses for daytime being 'fairly unsafe' or 'very unsafe' compared with 69% at night.

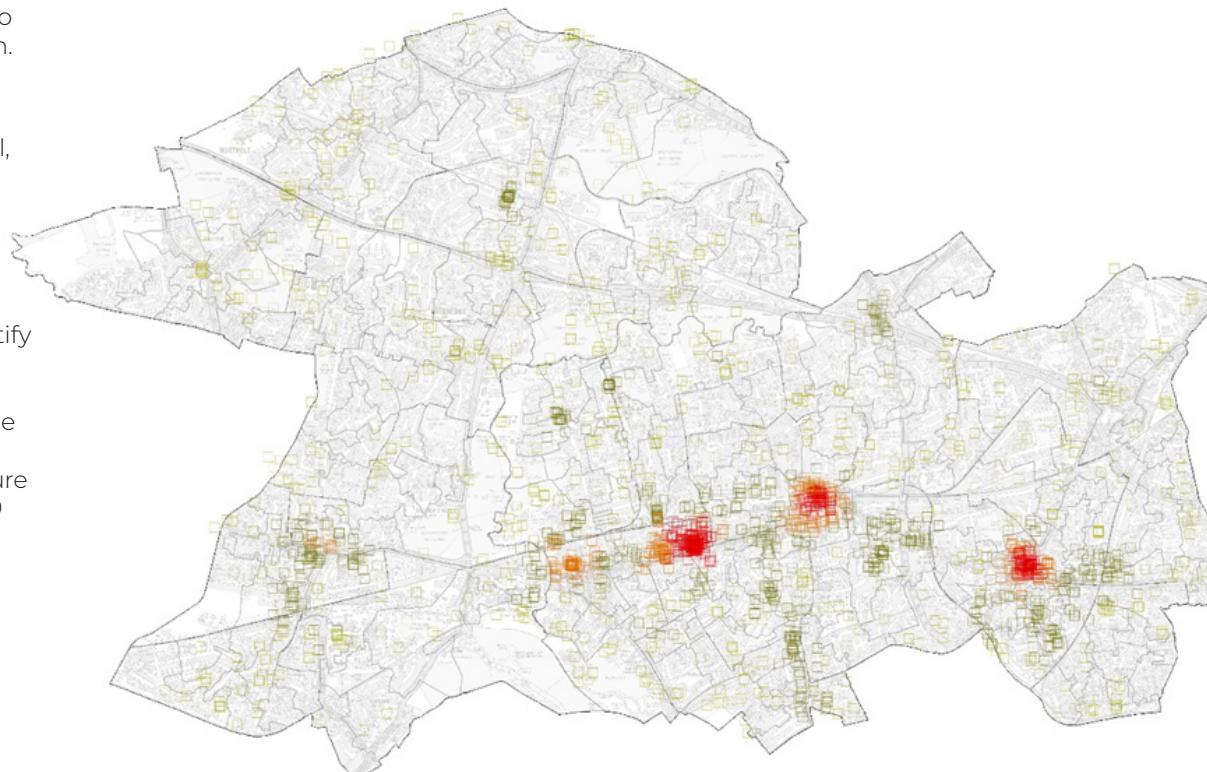
There were different levels of knowledge and familiarity with different areas, with fewer than half the respondents being able to say how they felt in Northolt or Perivale, compared to almost all being able to do so for Ealing and nearly 80% able to for Acton.

For both the daytime and after dark responses, the same three areas were assessed as feeling most unsafe – Southall, Northolt and Acton. Overall, people felt safest in Ealing.

Looking at the interactive map, there are clearer patterns to the precise locations where women have indicated they feel unsafe. Respondents were invited to identify up to 2 specific locations in the borough where they felt most unsafe, and this resulted in 2,123 pins being dropped on the map. Additionally, it was possible to add comments to clarify the location and nature of the issue for each pin if desired and 979 of the pins had descriptive comments submitted alongside them.

The thematic map shows that while there were pins dropped right across the borough, there were several significant concentrations, i.e. common locations where many people felt particularly unsafe, which are shown in red and orange. Beyond these 'hotspot' areas, pins were dropped across much of the borough including in some much smaller clusters.

The single biggest concentration of pins was located in West Ealing, specifically in and around Dean Gardens, while other concentrations were in Acton (close to The Mount), Ealing Broadway (particularly around the station and Haven Green), Hanwell (near The Clocktower) and Southall (along the Broadway). Of note, these are all town centre locations along or adjacent to the A4020 Uxbridge Road corridor, which is one of the borough's key East-West routes.



*Thematic Map of Pin Locations Dropped, Give My Views, Safer Ealing for Women, 2022*



## 4. Environment (continued)

The comments that respondents submitted were often quite specific to the locations that they were highlighting, but looking at the comments as a whole, similar themes to the survey responses begin to emerge, with lighting, CCTV and general ASB being most commonly mentioned.

It was important to also understand what does make women feel safe and what is currently working. Women were asked, *When you feel more safe in a public space, what is it that makes you feel this way?*

From the choices offered, two factors were chosen by more than four out of five respondents as things that made them feel more safe in public spaces, namely good lighting (93%) and other people using the area (81%).

Other factors selected by more than 60% of those answering were a clean, well-maintained environment, CCTV cameras, and police or other wardens being present.

246 people provided free text comments in response to this question. A review of these comments revealed a number of general themes:

- A positive impact from police presence, particularly where this included community officers and female police officers, as well as visible trained security staff for businesses and retailers

- People feeling safe in well-used areas - 'bustling' rather than crowded – with other people around from diverse communities and a mix of demographics
- Open spaces feeling safer where there were few hiding places or unseen corners, while alleys that were gated or well managed also helped
- A mixed view on the experience and effects of Low Traffic Neighbourhoods, with several people expressing an increased feeling of safety when they were walking if there were passing cars that might notice if something happened
- Being out in the daytime – or in places with good lighting – felt more safe, and CCTV cameras being installed in the location was also seen as a positive
- Being with someone else or in a group of friends provided an increased feeling of safety
- Seeing enforcement against ASB and 'less serious' crime made respondents feel the area was looked after and a safer place to be.

### When you feel more safe in a public space, what is it that makes you feel this way?

(Answered: 2,956 – Skipped: 626)

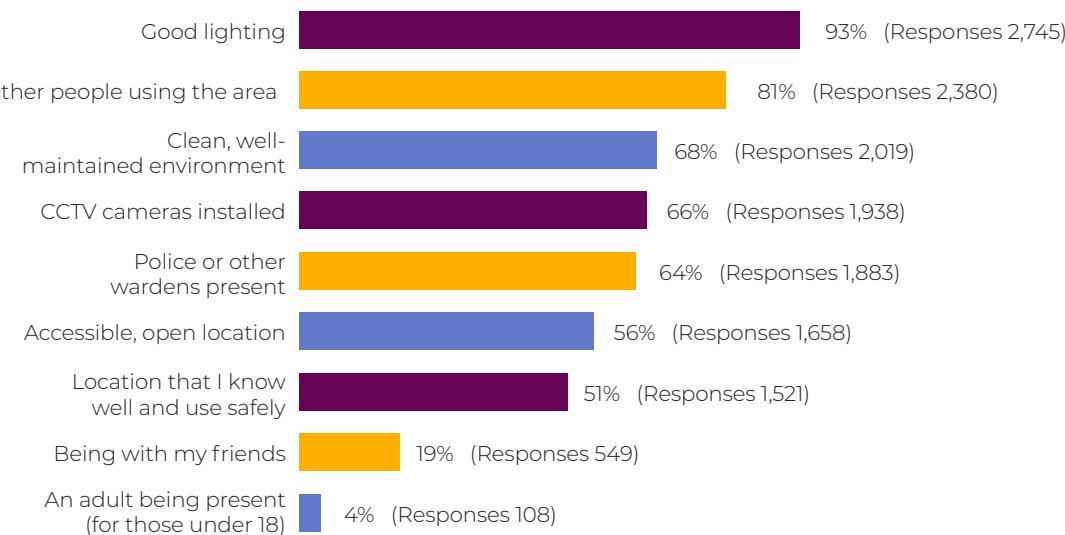


Fig 3

## 5. Access to support

Respondents were asked whether they were aware of any organisations in the borough that supported women who have experienced violent or abusive incidents. Of those that responded, 90% said they did not know of any organisations. For BAME respondents the awareness was higher (15%), while for those under 25 it was only 7%.

The most frequently named organisation that respondents were aware of was Southall Black Sisters (170 of the 299 respondents who knew of at least one organisation), with 60 mentioning either the Women & Girls Network or Rape Crisis, and 28 mentioning either Hestia or the women's refuge provision.

Other organisations or services mentioned included: Women's Aid(14), Advance(14), Eastern European Services(3), Samaritans(4), Ealing Council(7), Women's Wellness Zone(6), and the police(9).

This was explored further in the focus groups, with very few respondents knowing where they would turn to if they needed support. There was very little knowledge of other initiatives including "Ask for Angela", StreetSafe and safety features, for example those imbedded in smart phones.

There was a common consensus that education programmes needed to focus on increasing awareness of support services and not just on the behaviours. The local authority and police were seen as the main agencies that needed to promote local support services.

Instead, women felt the need to adopt their own behaviours to feel less vulnerable in public spaces. They were asked *Do you do any of the following to feel safer in public spaces?*

The vast majority (94%) of people answering this question indicated that they do at least one thing specifically to feel safer when using public spaces and many people take multiple measures.

80% of respondents said that they avoid certain locations, while more than half of respondents take alternative routes or use 'safer' modes of transport.

### **Do you know of any organisations in the borough that support women and girls who have experienced violent or abusive incidents?**

(Answered: 2,863 – Skipped: 719)



Fig 4



## 5. Access to support (continued)

A review of the 527 free text comments made in response to this question showed that there were a number of other things that people regularly did in order to increase their feelings of safety, and these measures included:

- Walking quickly and/or confidently, and walking in the road or only using main routes where other people were
- Not going to certain locations, or not going out at all (especially after dark)

- Carrying their keys in their hand to use in case they were attacked
- Being accompanied by a friend, a partner or a dog
- Using a mobile phone to call ahead, letting someone else know where they were, or pretending to be on a call if they felt unsafe
- Staying alert by not using headphones or listening to music while walking
- Choosing clothing and shoes that would not draw any attention to themselves, and also that might facilitate running away if they needed to
- Choosing to drive or take a taxi rather than walking or using public transport
- Securing bags and personal items so they will not attract potential thieves.

### Do you do any of the following to feel safer in public spaces? (Answered: 2,925 – Skipped: 657)

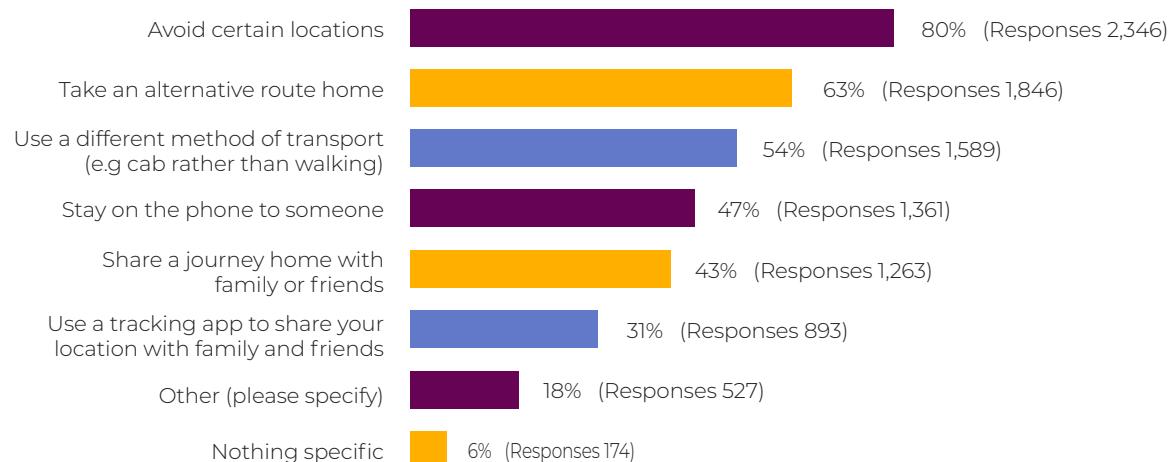


Fig 5

## 6. Response to findings

The responses to this listening exercise provide very useful but also concerning insight into the experiences of women and girls in our borough.

While recognising that the key issues arising are in no way just a challenge for Ealing, we still need to make real changes locally to address what the public have told us, improving safety for women and girls here, and in turn contributing to wider societal shifts.

As the Safer Ealing Partnership, we now have a responsibility to ensure that positive action results from the exercise, addressing the things that respondents told us need to change. Below is a multi-agency action plan, providing transparency and accountability to the response from the partnership.

Findings	Response	Outcome	Owner	Implementation Date	Measure	Review Date
What makes you feel safe in public spaces? 93% of people said better lighting	Increasing street lighting in all residential roads by the end of October 2022	Increased perception of safety across key routes, with a specific focus on public transport locations across the borough	Highways	Oct-22 to Dec 24	Improve lighting in transition areas from main road to residential streets	Sep-23
What makes you feel safe in public spaces? 93% of people said better lighting	Investing £2.1million upgrading all remaining street lighting	High-performance street lighting, with high colour rendering properties will enhance pedestrian vision. This will also help to reduce crime and increase the perception of safety.	Highways	Oct-22 to Dec 24	Effective lighting levels	Sep-23
What makes you feel safe in public spaces? 93% of people said better lighting	Upgrading 3100 street light columns to LED and explore installing motion sensors to increase on demand lighting in key locations	Improved vision and lighting for pedestrians at transit areas including subways and thoroughfares.	Highways	Oct-22 to Dec 24	Increased lighting in key locations	Sep-23
What makes you feel safe in public spaces? 66% of respondents selecting CCTV	Installing CCTV in key locations	Increased detection of VAWG crimes in public places	CCTV/Safer Communities	Jan-23	Install 14 new HD CCTV cameras in areas identified in the survey	Sep-23
What makes you feel safe in public spaces? 66% of people said CCTV would increase their feeling of safety	Install signage in key locations to draw attention to CCTV cameras	Increased awareness of CCTV coverage as a reassurance	CCTV/Safer Communities	Jan-23	Install 300 A3 metal signs - design and printing	Sep-23

## 6. Response to findings (continued)

Findings	Response	Outcome	Owner	Implementation Date	Measure	Review Date
Low numbers of reporting (only 14% of people who had experienced unwanted behaviour or comments had reported)	Install signage with QR code for VAWG website	Increased knowledge of how to and where to report. Increase in data of hotspot areas and better targeting of resources	Police/ Safer Communities	Jan-23	20% increase in use of Street Safe App	Sep-23
Low numbers of reporting (only 14% of people who had experienced unwanted behaviour or comments had reported)	Launch a 'one-stop shop' website dedicated to VAWG:  Providing information on reporting  Link to StreetSafe App  Providing access to support	Increased knowledge of how to and where to report. Increase in data held on hotspot locations and better targeting of resources	Police/ Safer Communities	Jan-23	Website live and running	Sep-23
Free text/focus groups: Lack of clarity around what type of behaviour is a crime and how to report it.	Launch a 'one-stop shop' website dedicated to VAWG:  Providing information on reporting  Link to StreetSafe App  Providing access to support	Clearer information to women and girls on when incidents should be reported, creating certainty around the boroughs zero tolerance approach to harassment	Police/ Safer Communities	Jan-23	Website live and running	Sep-23
90% said they did not know of organisations that support women who have experienced violent or abusive behaviour	Launch a 'one-stop shop' website dedicated to VAWG:  Providing information on reporting  Link to StreetSafe App  Providing access to support	Increased awareness of support partners	Safer Communities	Dec-22	Website live and running	Sep-23
90% said they did not know of organisations that support women who have experienced violent or abusive behaviour	Create and distribute leaflets that publicise VAWG organisations	Increased awareness of support partners	Safer Communities	Jan-23	Document completed and available to the public	Sep-23

## 6. Response to findings (continued)

<b>Findings</b>	<b>Response</b>	<b>Outcome</b>	<b>Owner</b>	<b>Implementation Date</b>	<b>Measure</b>	<b>Review Date</b>
Education is key to changing future attitudes towards women	Launch a £40k education program that will be offered to every secondary school, looking at healthy relationships and giving young people the tools to identify and challenge unacceptable behaviours	Long term changes to young peoples attitudes. Positive outcomes on other crime types.	Police/ Safer Communities	Jan-23	90% of secondary schools in the borough participating in workshops delivered by Tender	Sep-23
Education is key to changing future attitudes towards women	Extend workshops on healthy relationships and challenging unacceptable behaviours across community groups / practitioner SPOC training	Wider knowledge base in communities within Ealing	Safer Communities	Jan-23	40 SPOC's trained across key community settings in workshops delivered by Tender	Sep-23
Low turnout of people from areas including: Southall (42%), Greenford (40%), Perivale (54%) and Northolt (54%)	Continue outreach and further consultation	Wider understanding of interventions needed on a local level	Safer Communities	Nov-22	Location specific consultation	Jan-23
N/A	SEP and wider LBE services to review data and create medium term response	Further commitments in response to consultation	Safer Communities	Jan-23	Further commitments published	Feb-23
58% said they were dissatisfied with reporting to an authority	All female victims of unwanted sexual attention, which results in the recording of a crime will have follow up contact by an officer	Increased confidence in reporting	Police	Sep-22	100% of VAWG related CRIS will have a victim contact action recorded on the VCOP screen.	Feb-23
Low numbers of reporting (only 14% of those who had experienced unwanted behaviour reported)	Police will encourage public use of StreetSafe to inform decision-making on police patrolling	Increase in data of hotspot areas and better targeting of resources	Police	Aug-22	An increase from the volume of reports submitted in the 2021/22 baseline.	Feb-23
Low numbers of reporting (only 14% of those who had experienced inappropriate behaviour, comments or harassment reported)	Deliver at least 12 walk and talk events over the next 12 months	Developing the relationship with police and the community	Police	Aug-22	12 "Walk & Talk" events delivered in the London Borough of Ealing, providing sufficient public requests are received to enable it to take place.	Feb-23

## 6. Response to findings (continued)

Findings	Response	Outcome	Owner	Implementation Date	Measure	Review Date
Low numbers of reporting (only 14% of those who had experienced inappropriate behaviour, comments or harassment reported)	Deliver at least four community engagement events over the next 12 months and engage with communities that hold lower levels of confidence with the police	Developing the relationship with Police and the community	Police	Aug-22	"Four engagement events will be delivered in Ealing over the next 12 months An increase in crime reporting by these groups, correlated to an increase in confidence. "	Feb-23

# A SAFER EALING FOR WOMEN ACTION PLAN

Over 3000 women and girls took part in the Safer Ealing for Women listening exercise, sharing their thoughts and experiences of living in Ealing.

These commitments are just the first steps that will be taken by the Safer Ealing Partnership, tackling inequality, challenging misogyny, and making Ealing a fair and inclusive place, where everyone is welcome.

## CCTV

66% of women highlighted CCTV will make them feel safer

Install 14 new HD CCTV cameras in key locations

Install signage of QR code for the Violence Against Women and Girls (VAWG) website

## STREET LIGHTING

93% of women reported that improved lighting will make them feel safer

Increase street lighting on all residential roads by the end of October 2022

Invest £2.1million in upgrading all remaining streetlighting

Upgrade 3100 street light columns to LED and explore installing motion sensors to increase 'on demand' lighting in key locations

## REPORTING

90% of women did not know where to get help in response to unacceptable attitudes or unwanted sexual behaviour

Launch a 'one stop shop' website dedicated to VAWG:

- a. Providing information on reporting
- b. Link to StreetSafe App
- c. Providing access to support

Install signage with QR code for the VAWG website

Create and distribute leaflets that publicise VAWG organisations

## EDUCATION

Key to improving behaviour and attitudes towards women

Launch a £40k education program that will be offered to every secondary school, looking at healthy relationships and giving young people the tools to identify and challenge unacceptable behaviours

Extend workshops on healthy relationships and challenging unacceptable behaviours across community groups / practitioner SPOC training

## POLICE COMMITMENTS

58% said they were dissatisfied with their experience reporting to an authority

Promote public use of StreetSafe to inform decision-making on police patrols

Deliver at least 12 Walk & Talk events in the next 12 months

Deliver at least four community engagement events over the next 12 months and engage with communities that hold lower levels of confidence in the police

All female victims of unwanted sexual attention, which results in the recording of a crime will have follow up contact by an officer

# APPENDIX - DEMOGRAPHICS AND SELF-DESCRIBED CHARACTERISTICS

## In what capacity are you completing this survey?

Answered: 3,582 – Skipped: 0

Answer choices	Percentage	Responses
I live in the borough of Ealing	93%	3,325
I work in or have a business in the borough of Ealing	13%	456
I visit the borough of Ealing	5%	179
Other (please specify)	1%	43

Appendix 1

## Which gender do you identify with?

Answered: 2,744 – Skipped: 838

Answer choices	Percentage	Responses
Female	95%	2,620
Male	2%	43
Non-binary	0%	3
Third gender	0%	1
Gender fluid	0%	3
Prefer not to say	2%	52
Prefer to self-describe	1%	22
<b>Total</b>		<b>2,744</b>

Appendix 2

## What is your age group?

Answered: 2,760 – Skipped: 822

Answer choices	Percentage	Responses
Under 18	5%	128
18-24	6%	169
25-34	23%	628
35-44	25%	681
45-54	19%	525
55-64	14%	384
65-74	6%	164
Over 75	1%	37
Prefer not to say	2%	44
<b>Total</b>	-	<b>2,760</b>

Appendix 3

## Do you consider yourself to have a disability?

Answered: 2,757 – Skipped: 825

Answer choices	Percentage	Responses
Yes	8%	232
No	87%	2,386
Don't know/ can't say	1%	39
Prefer not to say	4%	100
<b>Total</b>	-	<b>2,757</b>

Appendix 4

## What is your sexual orientation?

Answered: 2,720 – Skipped: 862

Answer choices	Percentage	Responses
Bisexual	5%	149
Gay man	0%	1
Gay woman/ lesbian	1%	39
Heterosexual/ straight	83%	2,245
Prefer not to say	10%	261
Prefer to self-describe	1%	25
<b>Total</b>	-	<b>2,720</b>

Appendix 5

## What is your religion?

Answered: 2,669 – Skipped: 913

Answer choices	Percentage	Responses
Christian	41%	1,091
Buddhist	1%	16
Hindu	4%	105
Jewish	1%	18
Muslim	6%	166
Sikh	3%	85
No religion	42%	1,113
Any other religion (please specify)	3%	75
<b>Total</b>	-	<b>2,669</b>

Appendix 6

## Which ethnic group do you consider you belong to? Please select from the list below

Answered: 2,624 – Skipped: 958

Answer choices	Percentage	Responses
White - English/ Welsh/ Scottish/ Northern Irish/ British	46%	1,195
Any other White background	19%	503
Asian/ Asian British - Indian	9%	236
White - Irish	5%	135
Black/ African/ Caribbean/ Black British - African	3%	67
Black/ African/ Caribbean/ Black British - Caribbean	2%	64
Any other Asian background	2%	60
Mixed/ multiple ethnic groups - White and Asian	2%	47
Other (please specify)	2%	47
Mixed/ multiple ethnic groups - White and Black Caribbean	2%	45
Asian/ Asian British - Pakistani	2%	43
Any other Mixed/ multiple ethnic background	2%	41
Any other ethnic group	1%	38
Other ethnic group - Arab	1%	34
Asian/ Asian British - Chinese	1%	31
Mixed/ multiple ethnic groups - White and Black African	1%	17
Any other Black/ African/ Caribbean background	0%	13
Asian/ Asian British - Bangladeshi	0%	7
White - Gypsy/ Irish Traveller	0%	1
<b>Total</b>	-	<b>2,624</b>

Appendix 7

# APPENDIX – RESPONSES TO CORE SURVEY QUESTIONS

## How safe or unsafe do you feel in each of the following parts of the borough during the day?

Answered: 3,200 – Skipped: 382

	Percentages						Responses						Total	Weighted Average
	Very Safe	Fairly Safe	Neither Safe Nor Unsafe	Fairly Unsafe	Very Unsafe	Don't Know/ Can't Say	Very Safe	Fairly Safe	Neither Safe Nor Unsafe	Fairly Unsafe	Very Unsafe	Don't Know/ Can't Say		
Southall	2%	14%	15%	15%	11%	42%	70	438	446	455	347	1270	3026	3.33
Acton	5%	27%	18%	20%	8%	22%	157	842	539	609	233	685	3065	2.97
Northolt	2%	13%	12%	12%	7%	54%	65	385	374	346	200	1630	3000	3.17
Greenford	4%	23%	16%	12%	5%	40%	122	693	484	375	143	1197	3014	2.85
Hanwell	8%	30%	17%	12%	4%	29%	235	924	503	368	131	873	3034	2.65
Perivale	4%	16%	13%	9%	3%	54%	121	488	401	265	103	1611	2989	2.81
Ealing	19%	54%	14%	8%	3%	3%	578	1672	430	255	84	91	3110	2.2

Appendix 8

## How safe or unsafe do you feel in each of the following parts of the borough after dark?

Answered: 3,200 – Skipped: 382

	Percentages						Responses						Total	Weighted Average
	Very Safe	Fairly Safe	Neither Safe Nor Unsafe	Fairly Unsafe	Very Unsafe	Don't Know/ Can't Say	Very Safe	Fairly Safe	Neither Safe Nor Unsafe	Fairly Unsafe	Very Unsafe	Don't Know/ Can't Say		
Acton	1%	6%	10%	27%	33%	22%	36	199	302	839	1000	689	3065	4.08
Southall	1%	3%	6%	16%	27%	48%	16	90	172	492	805	1425	3000	4.26
Greenford	1%	6%	9%	20%	20%	45%	25	173	265	603	594	1336	2996	3.94
Northolt	1%	3%	7%	14%	19%	56%	17	95	203	414	579	1671	2979	4.1
Hanwell	1%	10%	13%	24%	19%	34%	36	291	382	718	574	1010	3011	3.75
Ealing	3%	23%	20%	33%	18%	5%	82	708	613	1025	546	141	3115	3.42
Perivale	1%	4%	9%	14%	15%	57%	29	131	257	412	442	1704	2975	3.87

Appendix 9

## How safe or unsafe do you feel in each of the following settings?

Answered: 2,970 – Skipped: 612

	Percentages						Responses						Total	Weighted Average
	Very Safe	Fairly Safe	Neither Safe Nor Unsafe	Fairly Unsafe	Very Unsafe	Don't Know/ Can't Say	Very Safe	Fairly Safe	Neither Safe Nor Unsafe	Fairly Unsafe	Very Unsafe	Don't Know/ Can't Say		
In car parks	1%	13%	20%	33%	22%	11%	40	373	580	985	643	324	2945	3.69
In parks or playgrounds	4%	31%	21%	23%	18%	3%	129	914	608	691	517	87	2946	3.19
At bus stops	4%	30%	24%	30%	11%	2%	106	876	714	874	316	67	2953	3.14
At train stations	8%	43%	20%	20%	7%	1%	234	1281	601	600	194	37	2947	2.74
In residential areas	5%	39%	26%	22%	6%	1%	153	1150	776	650	175	40	2944	2.84
When using taxis	8%	43%	20%	13%	5%	11%	248	1254	577	397	142	325	2943	2.59
In town centres/shopping areas	17%	55%	16%	9%	2%	1%	492	1631	467	275	70	17	2952	2.25
In bars and restaurants	21%	52%	14%	6%	2%	5%	625	1529	411	168	66	139	2938	2.11

Appendix 10

## When you feel less safe in a public space, what is it that makes you feel this way?

Answered: 2,933 – Skipped: 649

Answer choices	Percentage	Responses
Secluded or unlit location	73%	2,151
Groups of people loitering	72%	2,108
Being approached or harassed by individuals	66%	1928
Lack of other people using the area	61%	1,802
Poorly maintained or dirty environment	56%	1,643
Poor reputation of the area	42%	1,239
Something that happened to me or someone I know	24%	694

Appendix 11

## When you feel more safe in a public space, what is it that makes you feel this way?

Answered: 2,956 – Skipped: 626

Answer choices	Percentage	Responses
Good lighting	93%	2,745
Other people using the area	81%	2,380
Clean, well-maintained environment	68%	2,019
CCTV cameras installed	66%	1,938
Police or other wardens present	64%	1,883
Accessible, open location	56%	1,658
Location that I know well and use safely	51%	1,521
Being with my friends	19%	549
An adult being present (for those under 18)	4%	108

Appendix 12

## Do you do any of the following to feel safer in public spaces?

Answered: 2,925 – Skipped: 657

Answer choices	Percentage	Responses
Avoid certain locations	80%	2,346
Take an alternative route home	63%	1,846
Use a different method of transport (e.g cab rather than walking)	54%	1,589
Stay on the phone to someone	47%	1,361
Share a journey home with family or friends	43%	1,263
Use a tracking app to share your location with family and friends	31%	893
Other (please specify)	18%	527
Nothing specific	6%	174

Appendix 13

## Have you experienced any sexual harassment, inappropriate comments or behaviour in a public space in Ealing?

Answered: 2,939 – Skipped: 643

Answer choices	Percentage	Responses
Yes	57%	1,684
No	43%	1,255
<b>Total</b>	-	<b>2,939</b>

Appendix 14

## Did you report it to an authority (e.g. the police, the council, a charity, a youth or social worker, school or workplace)?

Answered: 1,697 – Skipped: 1,885

Answer choices	Percentage	Responses
Yes	14%	244
No	86%	1,453
<b>Total</b>	-	<b>1,697</b>

### Appendix 15

[This question was only available to respondents who had indicated that they had experienced harassment or inappropriate behaviour as asked within the previous question.]

## How satisfied or dissatisfied were you with your experience of reporting the incident to an authority?

Answered: 239 – Skipped: 3,343

Answer choices	Percentage	Responses
Very satisfied	8%	20
Somewhat satisfied	19%	45
Neither satisfied nor dissatisfied	14%	34
Somewhat dissatisfied	22%	53
Very dissatisfied	36%	87
<b>Total</b>	-	<b>239</b>

### Appendix 16

[This question was only available to respondents who had indicated that they had reported an incident as asked within the previous question.]

## What were your reasons for not reporting the incident to an authority? (Tick all that apply)

Answered: 1,427 – Skipped: 2,155

Answer choices	Percentage	Responses
I felt that no action would be taken or they wouldn't treat it seriously	73%	1,041
I felt that they wouldn't be able to take any action	63%	898
I felt that the behaviour would be seen as normalised	50%	707
I thought it would be a waste of time for them	41%	592
The process of reporting is hard or time-consuming	32%	462
I do not have trust in authorities	17%	244
Other (please specify)	12%	178
A previous bad experience made me reluctant to report again	10%	136
A fear of judgement about how my behaviour may be viewed	2%	30
A worry about how people my age are viewed	2%	23
A fear of my parent/ guardian / family finding out	1%	13

### Appendix 17

[This question was only available to respondents who had indicated that they had not reported the incident as asked within the relevant previous question.]

## Do you know of any organisations in the borough that support women and girls who have experienced violent or abusive incidents?

Answered: 2,863 – Skipped: 719

Answer choices	Percentage	Responses
No	90%	2,564
Yes (Please let us know which organisations you know of)	10%	299
<b>Total</b>	-	<b>2,863</b>

### Appendix 18

## Has the increased media coverage of women's safety issues changed how you feel in public spaces?

Answered: 2,864 – Skipped: 718

Answer choices	Percentage	Responses
Don't know/ can't say	8%	234
I feel more safe	4%	103
I feel less safe	32%	913
It has made no difference	56%	1,614
<b>Total</b>	-	<b>2,864</b>

Appendix 19

## Do any of the following factors make you feel less safe in the borough? (Tick all that apply)

Answered: 2,639 – Skipped: 943

Answer choices	Percentage	Responses
Your gender	91%	2,393
Your age	41%	1,094
Your ethnicity	24%	635
Anything else (please specify)	8%	200
Your religion	7%	186
Any disability you may have	6%	159
Your sexual orientation	5%	132

Appendix 20

