

ST ANDREWS EVALUATION
COLCHESTER BOROUGH COUNCIL 2007

1. ABOUT THIS REPORT

Queries / Comments

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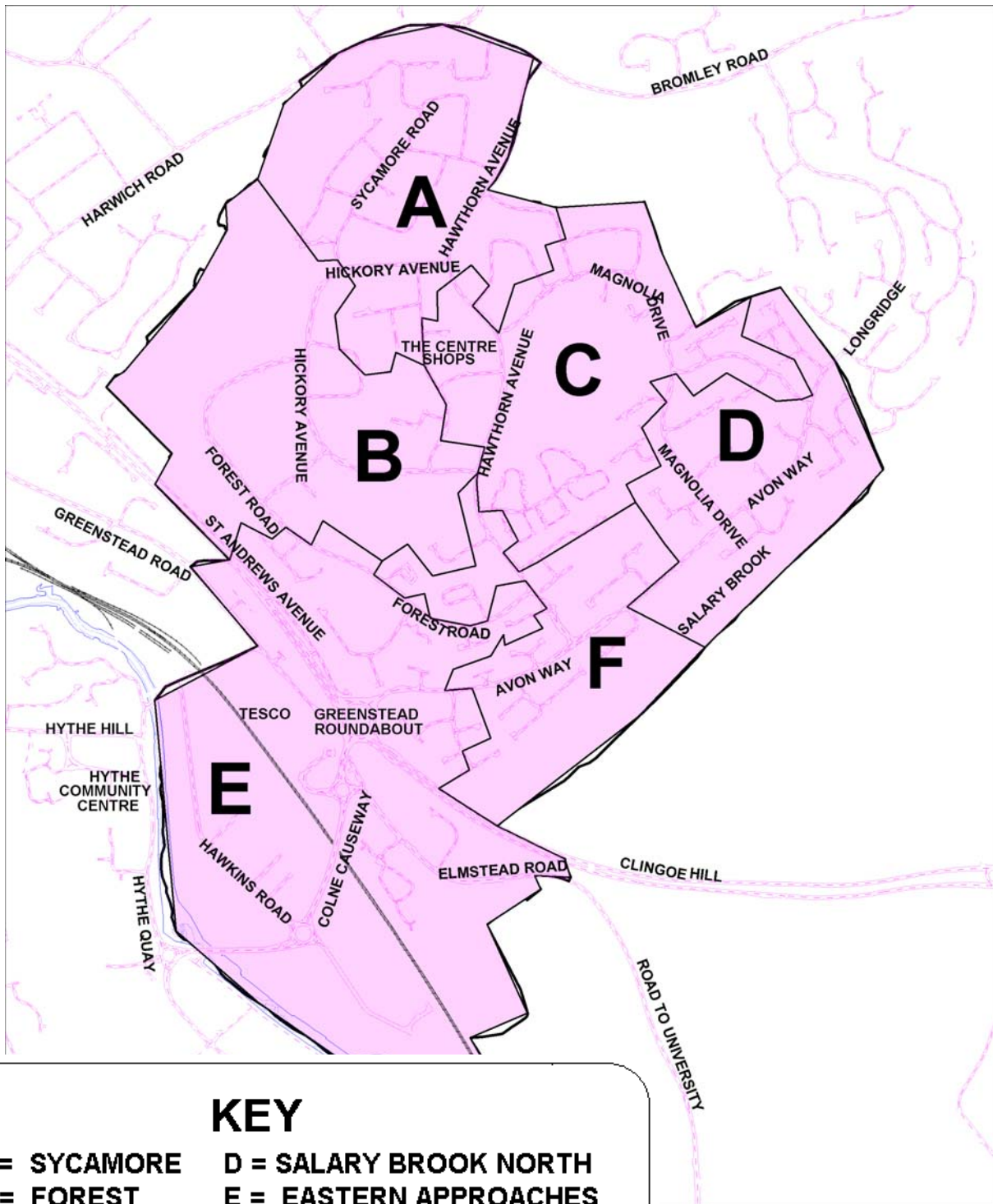
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2. ST ANDREWS WARD¹



¹ The Office for National Statistics introduced the small areas displayed in this map – officially known as Lower Layer Super Output Areas – in 2004. Small areas have an average population of 1,500 people and each was in Colchester currently consists of between one and six small areas. There are 104 small areas in Colchester, 863 in Essex and 32,482 in England. The small areas were named with the assistance of the Community Development team to enable easier recognition of the areas to which they relate.

3. EXECUTIVE SUMMARY

The aim of this research was to assess the effectiveness of Community Development investment in St Andrews. Findings are based on interviews with people working in the area to improve the quality of life, focus groups with young people and police data.

In 2004 research was undertaken in St Andrews to investigate issues that people who lived and worked in the ward felt needed to be tackled. Seven key priority areas were identified from this Community Strengths Assessment.

Conclusions are organized under the headings of these priorities (sections 3.2 – 3.7 summarised below², and described in full in the Findings section of this report), but will start with an assessment of interviewees' feelings regarding these priorities (3.1), two and a half years on from the completion of the assessment, and will finish by assessing what further further priorities interviewees' identified as relevant to St Andrews (3.8).

3.1 Feeling towards existing priorities

This first section of the evaluation looked at interviewees' feelings towards those priorities outlined in the 2004 assessment for the ward. In general, there was strong agreement with the priorities that had been identified. Developing facilities for young people saw the strongest agreement, with all of those interviewed agreeing either slightly or strongly with this as a priority. Interviewees were also asked to what extent their confidence had increased or decreased over the last two years, in terms of making an impact on those same priorities.

Again, the majority of interviewees felt that their confidence had increased either a little or a lot in terms of the impact that the community could make on each key area. One of those receiving the greatest confidence increase was "supporting local meeting places". This is unsurprising given that, at the stage of the Needs Assessment data collection, the Community Centre was just at its completion³ stages. As such, it has been open now for just over two and a half years⁴ and has made a massive impact on the very existence of local meeting spaces over that time period.

The priority receiving the most mixed response was "targeting community groups for business planning advice, funding and training". Several interviewees felt unable to comment on this, and several more were unsure whether they felt more confident about the community's ability to make an impact on this.

² Two of the seven priorities have been combined into one here; ASB and facilities for young people; as much of the intervention to address these two priorities overlaps.

³ The Greenstead Community Centre was completed in October 2003, and opened in November of the same year. The interviews carried out with local community and voluntary groups within the St Andrews ward Community Strengths Assessment were carried out between October and November 2003, with the household survey being carried out in February of 2004.

⁴ Just over two and a half years from the time of interviews being carried out for this St Andrews Evaluation, August 2006; compared with the opening of the centre in November 2003.

3.2 Joint working and networking

Evidence suggests a high level of joint working between those community, voluntary and statutory groups interviewed. A total of 16 of the 20 interviewees stated they attend the Health for Greenstead forum group, and five of these 16 spoke specifically of this meeting in terms of its value as a forum for joint working. A majority also stated that they attend numerous other subgroups on a weekly basis. Sixteen interviewees again felt that communication between groups and agencies in the ward has increased over the last two and a half years, and ten of these felt that this was due to the work and involvement of the Community Development Worker (CDW). This seems relatively fitting, given the positive comments about the Health for Greenstead forum provided, and the fact that the CDW plays a key role within this group as the Chairperson.

3.3 Community Participation and Networking

A very large majority, 18 of the 20 interviewees, felt that there had been more community activity in St Andrews ward over the last two years. In addition, all interviewees felt that they had become more involved with the local community over the same time period. 14 of the 20 interviewees felt that more local residents had been involved with their community/voluntary group or organisation over the last two years (for example, through volunteering).

At a number of stages throughout the interview, several interviewees stated their concerns that CDW intervention within St Andrews ward is likely to be reduced over the coming months⁵, indicating a recognition of the continuing importance of the CDW role in the area. That said, many groups stated that they were well established in the area and that their success in reaching the local community is down to more factors than just the community development intervention (for example, seven of the fourteen interviewees responding felt that increases seen to residents involvement in their work was due solely to the work of the CDW). This in itself can be seen as a success⁶, as a core component of community development work is to build capacity, both of organizational and physical infrastructure. Once the community has the resources and capacity to develop itself, the community development worker will withdraw, enabling the community itself to take over.

3.4 Support local meeting places, specifically the GCA and the GCC

As mentioned, interviewees felt most confidence about a move towards achieving this priority; mainly as they have been able to see over the last two and a half years the Community Centre's growing range of activities on offer.

⁵ It was identified in Colchester Borough Council's analysis of the 2004 Indices of Deprivation, that significant 'pockets' or 'small areas' of deprivation exist within two additional wards outside of those currently tackled by Colchester's Community Development team. As a result, small areas within Shrub End and New Town wards are now included in current Community Development work, such that the existing Community Development Officers are splitting their time between these wards.

⁶ By "success" I do not mean a success solely accountable to the Community Development team, but a success for the community as a whole.

Local support of the Greenstead Community Centre was evident through many comments made by interviewees, specifically about the changing atmosphere they have witnessed in the centre over recent months. A change to the way in which the cafe in particular was run, which meant that local residents volunteered to run it on week days (with the Friday afternoon session being set aside for the youth cafe), has led to comments such as *“its a large estate, so its always hard to engage lots of people...but in the last six months or so its really taken off”*.

Interviewees were also asked specifically about the development of services at the centre, and the youth café. Five of the 20 interviewees felt that they could respond to questions around the planning of such activities. All of these five felt that the planning of the café and other services had been either quite or very successful. Two interviewees commented about the lack of funding for the youth café, and how its popularity meant that they would like it to be open more nights a week (and, indeed, this came up as a request at the first young peoples’ focus group). It should be noted that during the production of this report, £50,000 was gained for this purpose.

3.5 Diverting young people from ASB, and developing new facilities in accordance with what they want to see in the area

There has been a significant increase in facilities available for young people in the area. This section evaluated specifically some of these, including the Magnolia Fields, lights, CCTV and shelter project, intended to improve safety and security for young people on the estate; and the Underpass project which involved the cleaning and clearing of the Salary Brook South underpass, followed by the painting of a Mural in the underpass by local young people, and students from Essex University. Those who felt able to comment generally found these projects to have been successfully carried out. Typical issues stated were delays to completion dates, particularly with regards to the Underpass project. Dedication from a core group of people was cited as the main reason for the projects being successfully completed in spite of difficulties.

However the focus groups pointed to difficulties with communicating some of the activities available for young people (particularly those on offer at the centre) to certain parts of the ward, in particular Hunwick Road. They also suggested peaks of ASB activity occurring in the Hunwick Road area (this is confirmed in the ASB analysis, see below). In general, focus groups and statements from interviewees indicated that ASB remains quite high in the ward, although the presence of PCSOs has helped ease people’s minds about the dangers. Some of the young people stated they had seen improvements, but that every now and then major incidents would still occur.

In addition levels of Anti-Social Behaviour (ASB) were assessed over the three financial years for which most current data was available at the time of embarking on this project (2002/2003, 2003/2004, 2004/2005). This assessment found incident⁷

⁷ ‘Incidents’ refers to Police Reported Crime data which is not based on independent evidence, but on calls received by the police from members of the public reporting individual incidents. Police Recorded Crime data is referred to as ‘offences’. ‘Offences’ are slightly more reliable in the sense that they are based on the number of offences, and are therefore based on evidence. However

numbers within the ward to have increased between the first two years of analysis, before decreasing to a rate below that seen in the first year (from 151.5 per 1,000 population in 2002/2003 to 145.5 in 2004/2005). Offence numbers showed a similar pattern, but although rates in 2004/2005 decreased from 2003/2004, they were in fact higher than those found in 2002/2003, the first year of analysis. The roads experiencing the highest numbers of incidents and offences were Hawthorne Avenue, and Magnolia Drive. Hunwick Road had a high level of incidents (3rd highest of all roads in the ward) but much lower for offences (9th highest), as did Greenstead Road (which came out as 4th highest for incidents, and 2nd for offences). Further analysis showed incident numbers to be decreasing on Hawthorne Avenue, but actually shows an increase in offence numbers along this road (despite a decrease between 2003/2004 and 2004/2005, the final rate was still higher than that found in 2002/2003). This pattern is mirrored in the analysis of the other major thoroughfares in the ward; Forest Road, Avon Way and Magnolia Drive; which all show in general an overall reduction in incident numbers, but a slight increase in offence numbers. Less clear patterns are seen at the small area level of analysis, with rates however still peaking in 2003/2004 (rates for both incidents and offences being particularly high in Salary Brook South and Magnolia).

As pointed out in the 2004 Crime and Drugs Audit, this apparent peak in 2003/2004 may be owing to changes in the crime recording system at that time⁸. Another possibility for this peak could be that the PCSOs (Police Community Support Officers) first began operating in St Andrews ward in December 2003. An enhanced police presence may have led both to greater numbers of offences recorded, and to a raised feeling of safety within residents' consciousness, leading to a slight decrease in incidents reported (as is the general pattern that has been observed; in spite of peaks in 2003/2004, an overall pattern of reduction is evident). If this is the case, the reductions seen in 2004/2005 offences may indicate the effects of the PCSOs in the area beginning to plateau, following a peak in 2003/2004, when the PCSOs first starting to patrol the area. This is however just a suggestion, and should therefore be interpreted cautiously.

The most encouraging finding within the ASB data, is the apparent decline of youth disorder incidents over the time period analysed. A peak is clear in 2003/2004, but the final figure for youth disorder in 2004/2005 was 338 incidents, compared with 366 in 2002/2003; showing a decline, albeit small, in numbers. Youth disorder remains by far the most common type of disorder incident in the ward in 2004/2005, and criminal damage by far the most common type of offence in the same year.

3.6 Funding for community and voluntary groups

A good amount of funding has been attracted to St Andrews since the completion of the Community Strengths Assessment, with notable intervention from the CDW.

'incidents' give a unique perspective on the types of complaints people have about their neighbourhoods.

⁸ The National Crime Recording Standard (NCRS) was introduced in April 2002, in order to ensure greater consistency between police forces in recording crime and to take a more victim orientated approach to crime recording. It resulted in an increase in the number of crimes recorded. It is likely that there has been some continuing impact on the number of recorded crimes in 2003/2004, as a result of audits to further improve crime recording. However, whilst this could account for the fluctuations in the recorded crime data, it would not do so for the incident data.

Funding levels for groups in this ward tend to be fairly high (this was noted in the 2004 assessment). Five interviewees stated they had received funding advice from staff at Colchester Borough Council, and three cited advice from CCVS (a total of 8 stated they had recently received funding advice). In general, this priority was seen as less important than the other priorities outlined for the ward. This may suggest that sufficient advice is available for groups (and so they are less concerned about this), however, it may also suggest that groups are not as aware as they could be of the advice available to them. Every effort should be made therefore to further advertise the capacity of the council to provide this guidance. It should be noted however that those who had received guidance, spoke very positively about the council's intervention.

3.7 Building Equality and Diversity

Some specific achievements in relation to this priority include the "Greenstead Goes Global" event, where pupils from local primary schools were involved in a variety of cultural activities, including African drumming; the "Global Voices" presentations on different backgrounds and cultures to Primary schools in Greenstead; and the "English Lessons for Refugees" project, through which student volunteers provide refugees with English lessons. The Greenstead Goes Global event was the only of these which interviewees were specifically asked about. This was viewed as having been a success by those who were involved, with one interviewee commenting that the day had a "lasting impact on the young people involved".

Owing to an oversight in the production of the questionnaire, interviewees were not asked whether they currently have an Equal Opportunities policy within their group or organization, or whether they feel sufficiently supported in this regard. This priority was however still viewed as one of high importance by interviewees (all interviewees stated that this was either quite or very important as a priority), indicating that it may be worth some further consultation, in order to view whether local groups and organizations would be interested in receiving further guidance producing policies where they do not have one.

3.8 What Now? What interviewees feel still needs to be addressed in the area

Interviewees indicated that the biggest concern locally, outside of the identified priorities, was litter. A number of issues, including the recent removal of a civic amenity facility in the area, was said to have increased the concerns in the area around this.

There was a level of consensus that, whilst ASB remains an important priority, there is a wide range of facilities for children and young people now in existence in the ward. Two interviewees pointed to the need for facilities for younger children to be improved, particularly in relation to the possibility of increasing "early intervention" strategies to tackle ASB. There was also consensus around the importance of maintaining consultation links with young people at all stages of the introduction of new activities.

Interestingly, when asked what additional support interviewees would like to have from the council, four interviewees mentioned the need for more structured guidance regarding the completion of funding bids, and other areas such as employment law, and health and safety issues. Perhaps it might be worth considering a learning

event for groups to understand more around such issues. This could incorporate additionally advice on equal opportunities policies, and around producing good funding bids. Of course, the “structured guidance” requested by some groups at this stage, is naturally likely to prove difficult, given the unique nature of any funding bid. However perhaps some generic guidance notes could be produced; or at least increased promotion of what advice is available, and contact names and numbers of those who are able to assist. It should be noted that interviewees did at other stages comment on and recognize the value of the individual nature of support, particularly with regards to assistance with funding bids (see section 7.2.5).

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5. INTRODUCTION

The aim of this report was to assess the value of Community Development investment in St Andrews, mainly through an assessment of the work and intervention of the Community Development worker in the ward.

Community Development in St Andrews

The Community Development team's investment in St Andrews ward began in 1995. Since that time the goals in the area have changed, and it is the ward with the longest history of Community Development in the borough.

Community Development in St Andrews was re-assessed, with the aim of defining new goals and examining progress at that time, in the 2004 Community Strengths Assessment for the ward. This was carried out as St Andrews was one of the four wards in Colchester identified as 'deprived' in the Government's Index of Multiple Deprivation 2000 (IMD 2000). Research into community needs resulted in a clearly defined set of objectives. This evaluation sets out to assess how the Community Development team's input has helped to build the capacity of the 'community' in helping itself since these recommendations were outlined. Community is taken in its broadest sense, meaning not only the residents, but people working in statutory, community and business organisations located in St Andrews.

Establishing Local Need

In 2002 a Needs Assessment was carried out in St Andrews, which involved interviewing 20 community groups, services or statutory services and interviewing more than 200 residents.

The research identified the following main concerns in St Andrews:

- Joint working and networking
- Community participation, networking and volunteering
- Supporting local meeting places, specifically the GCA and the Greenstead Community Centre
- Diverting young people in St Andrews from Anti Social Behaviour, and creating new facilities for young people in accordance with what they want to see in the area
- Targeting community and voluntary groups for funding
- Building equality by making services available to all

Community Development work in St Andrews has been in place since 1995, which makes this evaluation differ from those carried out so far⁹.

⁹ Evaluation reports have been completed for Berechurch and Harbour wards. Whilst community development in St Annes and St Andrews wards were already established, Berechurch and Harbour's community development programmes only began after Colchester Borough Council's strategic plan in 2000.

The report findings will as such be structured in order to assess what has been achieved in relation to each of these priorities in turn.

Report Structure

Findings from the three key research methods used (see section 6 below) are organized in chapter 8, and are structured as follows:

The findings are organised under the following headings:

1. Feelings towards existing priorities

This section looks at the extent to which interviewees agreed with the priorities as defined in the assessment

2. Progress made against these priorities

This section looks at how confident interviewees felt about the community's ability to make an impact against these priorities has changed since the assessment

3. Achievements made in relation to each priority and their perceived impact

This section looks at each priority in turn, assessing specifically what has been achieved and how successful those achievements are perceived to have been.

4. What Now? Ideas for the future development of St Andrews ward

A summary of what's included in each section, along with the full analysis, is available in chapter 8.

6. METHODOLOGY

This report is based on findings from a combination of research methods and sources. These include:

- Interviews with key local people working in the area to improve quality of life
- Focus groups with young people
- Analysis of police data on anti-social behaviour (ASB)

A more detailed description of each of the methods used is given below.

Interviews

Face-to-face interviews were conducted with key local people working to improve quality of life in St Andrews. This included those people who have at some point been involved in the “Health for Greenstead” forum, taken from the attendees list provided by the Community Development Workers at Colchester Borough Council. Other individuals were those known by the Community Development Worker as being involved in community, voluntary or statutory work within the ward. Interviewees were asked a series of questions relating to St Andrews, and the impact of community development work in the area.

Choice of Methodology

At the outset of producing this series of evaluation reports for the four wards that have established Task Groups, it was decided that face-to-face interviews would be a more effective method than a postal drop. This method was chosen given the length of the questionnaire and the fact that many of the interviewees are busy individuals with many day-to-day work commitments. Postal drops are known for their low response rate, and this was felt to be a particular risk in view of the busy nature of respondents as mentioned.

Concern was expressed that the face-to-face survey could bias responses, given that respondents are typically reluctant to give less honest responses in a one-on-one situation than if filling out a questionnaire alone. All interviewees were reassured about the impartiality of the interviewer, in the hope that this would encourage them to speak more openly. Respondents were also assured that they would not be named individually within the report, and as such could remain anonymous. This it was hoped would enable interviewees to speak more freely.

The interview questions

The basic structure from the interview was taken from the first two in this series of reports, the Old Heath and the Berechurch Questionnaires. This was amended slightly to reflect the unique objectives set for the Community Development Worker (as outlined in the 2004 Community Strengths Assessment), but many of the more generic questions were retained. The interview asked about the activities that have

involved the Community Development Worker, and specific achievements or projects known by the Community Development Worker to be key in the area, using a mix of structured, tick box questions, and open-ended 'qualitative' questions. This combination of question types was designed to quantify the number of people that shared a particular view, yet also explore issues in more detail from interviewees' point of view where appropriate. A copy of the questionnaire is provided in Appendix 1.

The interviewees

Interviews were carried out with 20 people that had an interest in the St Andrews area during July and August 2006. The majority of those interviewed were representatives from community and voluntary groups (10) or community workers in St Andrews from the statutory sector (7). Additionally one interviewee was a resident from St Andrews who was a particularly active member of the task group. Some (2) of the interviewees felt that their work could not be easily categorised as community or voluntary groups, as the work was either political or full time employed but not within the statutory sector. See Appendix 2 for a full list of interviewees.

Focus Groups

Two focus group meetings were held in July and August 2006 to gain the views of young people from St Andrews. They were asked their opinion on recreational opportunities for young people in the area, and whether they felt there had been any improvements over the last two years.

Choice of methodology

Focus groups were the method chosen to consult with young people for a number of reasons. The focus group method is similar to qualitative interviewing, but rather than asking each person to respond to a question in turn, people are encouraged to talk to one another, ask questions, exchange stories and comment on each others' experiences and points of view. This means that it is particularly useful for exploring people's knowledge and experiences and can be used to examine, not only what people think, but also how they think and why they think that way.¹⁰

On a practical level, focus groups are a quick and convenient way to collect data from several people simultaneously. They can be particularly effective for working with young people since, unlike the postal survey, they do not discriminate people on the basis of their reading and writing abilities. This method was also thought to be particularly appropriate since some young people may be unwilling to be interviewed on their own or feel they have nothing to say.

The focus group meetings

The recommended number of participants for an effective focus group is usually between eight to 12 people. Two focus groups were held to explore a wider range of views and to compare views expressed in the different meetings.

Separate focus groups were held for the young people who tend to use the Community Centre and the young people in the Hunwick Road area, as these were

¹⁰ Jenny Kitzinger, 'Qualitative Research: Introducing focus groups' *BMJ* 1995;311:299-302 (29 July)

felt to be distinctive communities of young people. A number of interviewees had reported tensions between these communities, therefore it was felt that a higher number of young people might attend a separate focus group for their area. In fact, Kitzinger (1995) suggests that bringing people together from the same social groups in focus groups can be quite helpful. Friends and colleagues can relate each other's comments to incidents in their shared daily lives. They may challenge each other on contradictions between what they say and how they actually behave (for example, in response to a said event, 'how about the time when you...?').¹¹

Recruitment of participants

Young people were recruited for the first focus group at the Greenstead Community Centre, simply by adding the group onto the Youth Café session, normally held on a Friday afternoon. This was requested initially with Community Centre staff, and once agreement was gained, the focus group was carried out, for approximately 30 minutes at the end of the normal Youth Café session. The young people were also informed prior to this, by the Community Centre staff, with an overview given of some of the issues due for discussion. Whilst the half an hour taken was slightly shorter than is sometimes allocated for focus groups, it was recognised that the group was overlapping on what is normally taken as social time within the allocated hour for the youth café.

The second focus group was held at the Forest Road Meeting Room. This was selected as it is more in the vicinity of the Hunwick Road area. Flyers were produced advertising the focus group, with the promise of a barbeque on arrival! Although advertising was carried out in advance of the event, and Essex Youth Services' staff assisted by targeting those young people who tend to "hang around" in the Hunwick Road area (as opposed to the centre of the estate), this second group was unfortunately quite poorly attended, with just five young people in attendance. However, this did allow for some more in depth discussion, and avoided some of the issues sometimes associated with focus groups of some people dominating, talking over others, and other people feeling "unable" to contribute to some extent.

Attendance

- **Greenstead Community Centre Youth Café focus group** : Eleven young people who usually attend the youth café participated in this focus group.
- **Hunwick Road focus group**: Five young people from the Hunwick Road area attended the second focus group. Three participants were girls and two boys.

All participants were aged between 10 and 16 years. With hindsight, it may have been preferable to hold separate meetings for the youngest children, since this is a very broad age range and consequently they differed widely in their views, interests and ways of communicating (particularly as the majority were in the older teenage bracket, with the minority being aged 10 – 12 years). However, every effort was made to include and encourage the views of all members.

¹¹ As above.

Starting the focus groups

At the beginning of each focus group session, we introduced ourselves and explained the purpose of the project. Before starting the discussion, the participants were asked to set some basic ground rules about respecting other peoples' views and not interrupting when others were speaking. Participants were promised a copy of the final report when it was complete and were assured that they would not be identified by name.

The discussion started with participants introducing themselves in turn and as an icebreaker telling the group about their hobbies.

Police data

Police *Reported* and *Recorded* Crime data for 2003/2004, 2004/2005 and 2005/2006 was used in the analysis of anti-social behaviour (ASB). This was used alongside interview and focus group data to evidence the impact made surrounding the issue of ASB in St Andrews over the last three years. A further explanation of the data is provided below.

Police Reported Crime data

Police Reported Crime is a record of *all* incidents and disturbances reported to the police during a given period. This includes reports that are not recognised as *criminal* behaviour. It is a particularly valuable source in analysing ASB since behaviour that is perceived as intimidating, threatening or unpleasant to others in the neighbourhood is not necessarily criminal.

Police Reported Crime data was filtered to include only reports classified as ASB. These included: Disorder, Criminal Damage, Violence, Other Non-Criminal Incidents, Vehicle Related Nuisance, Public Order Offences Other, Sexual Offences, Drugs, Robbery, Abandoned Vehicle (Stolen), Abandoned Vehicle (Wreck), Dangerous Driving and Indecent Exposure.

Limitations with reported crime data

Whilst Police Reported Crime data gives a unique perspective on the types of complaints people may have about their neighbourhood, it is important to emphasise that it is not based on independent evidence, but on calls received by the police from members of the public. Therefore, this constitutes residents' *perceptions* of what may be termed anti-social behaviour (ASB). In addition, there may be double counting of incidents included in this data where more than one person has called in about the same incident. Therefore the data and any conclusions drawn from the data must be used with caution.

Police Recorded Crime Data

Police Recorded Crime is those crimes which are recorded by the police and which are notified to the Home Office. All indictable and triable-either-way offences are included together with certain closely associated summary offences. Attempts are also included.

Anti-social behaviour (ASB) offences were classified on the basis of offences used in the police report, 'Problem Profile on Anti-Social Behaviour'¹². This included Actual Bodily Harm (ABH), Affray, Arson, Resisting Arrest, Common Assault, Criminal Damage, Grievous Bodily Harm (GBH), Public Order Incident (Section 4 and 5) and Robbery

Limitations with Police Recorded Crime data

Police Recorded Crime data is also limited in that it is sensitive to police activities and operations. In other words, fluctuations in the number of offences recorded during any given period might be related, at least in part, to the police priorities at that time. Therefore, although police data is extremely valuable in analysing the extent and types of ASB, the data and any conclusions drawn from the data must be used with caution.

¹² 'Problem Profile on Anti-Social Behaviour', Intelligence Analysis Team (2004); Colchester Division, Essex Police.

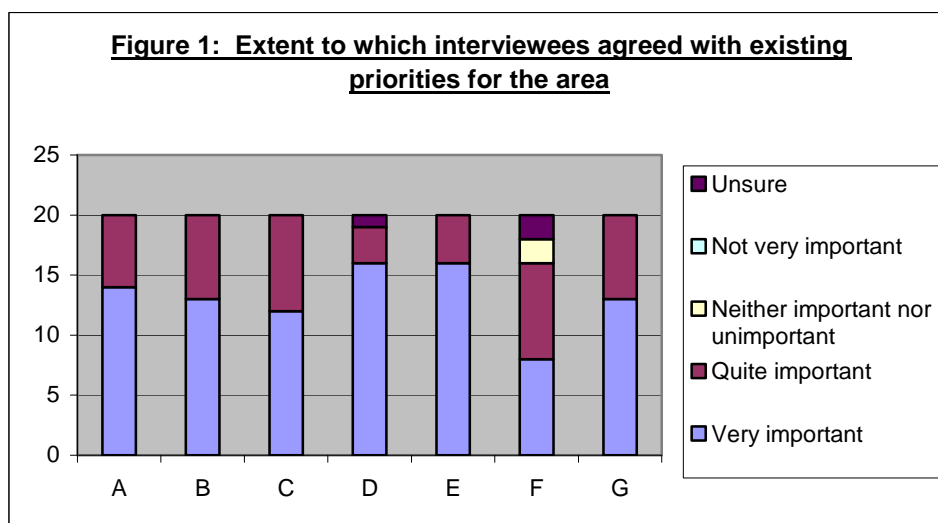
7. FINDINGS

The findings for this report will be structured according to each of the key priorities identified for St Andrews ward (section 1.2), but will start with section 1.1 assessing interviewees' feelings regarding those priorities, and will end with section 1.3, looking at what further priorities could be identified to address in the ward.

7.1 Feelings towards existing priorities

Looking at the priorities identified in the 2004 Community Strengths Assessment

Interviewees were asked to what extent they were in agreement with the priorities which had been identified for St Andrews ward, according to the 2004 needs assessment. Figure 1 displays the results.



Notes:

- A: Promoting and supporting joint working and networking
- B: Promoting and encouraging community participation and networking
- C: Supporting local meeting places, specifically the GCA and the GCC
- D: Diverting young people in St Andrews from Anti Social Behaviour
- E: Developing new facilities for young people in accordance with what they want to see in the area
- F: Targeting community groups for funding, business planning advice, and training
- G: Building equality by making services available to all, and helping groups develop equality and diversity policies.

Figure 1 indicates that interviewees were in general in strong agreement with the identified priorities. The priority receiving most widespread agreement was identifying new facilities for

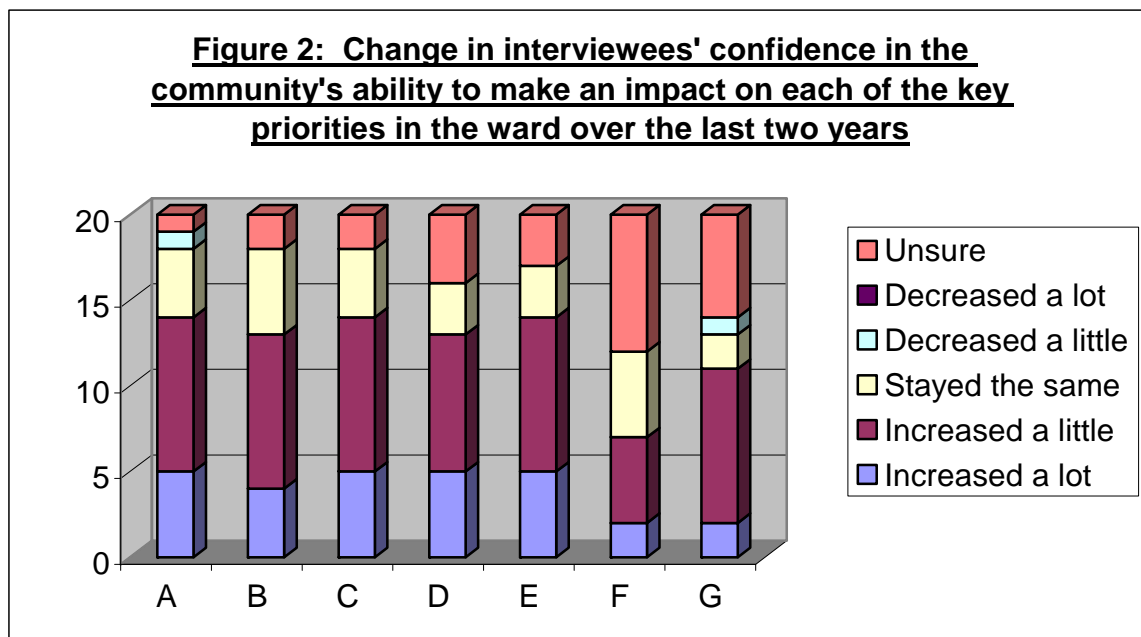
young people, in accordance with what they want to see in the area, with 16 of the 20 interviewees stating this to be “very important”. The priority receiving the most mixed response from interviewees was targeting community groups for funding, business planning advice and training. In some instances, this was stated due to a lack of understanding of or familiarity with this as an issue; two respondents stated “unsure”, and one of those stating “neither important nor unimportant” commented:

“I’m not sure how to answer that, its not really within my remit for the area, so its not something I consider hugely important”

The outcome of this being considered less of a priority may reflect that more members of statutory organisations were interviewed than those from community and voluntary groups (very slightly more members of statutory organisations were interviewed, being eleven, as opposed to ten from community or voluntary groups) with individuals as such viewing this as less important to them personally, and to their work in the area.

Progress made against these priorities

Interviewees were asked to refer back to these priorities again, by stating how their confidence in the community’s ability to impact on each of these issues had altered over the last two years. Results are displayed in Figure 2.



Notes:

- A: Promoting and supporting joint working and networking
- B: Promoting and encouraging community participation and networking
- C: Supporting local meeting places, specifically the GCA and the GCC
- D: Diverting young people in St Andrews from Anti Social Behaviour
- E: Developing new facilities for young people in accordance with what they want to see in the area
- F: Targeting community groups for funding, business planning advice, and training
- G: Building equality by making services available to all, and helping groups develop equality and diversity policies.

Figure 2 indicates that in general interviewees' feel more confident about the community's ability to impact on most of the key issues in St Andrews over the last two years. In particular, confidence has increased with regards to supporting local meeting places, and promoting community participation and networking.

The former of these outcomes is unsurprising, given that the Greenstead Community Centre was completed within this timeframe (the centre was completed in 2004, whilst the Needs Assessment was being carried out). Several interviewees commented that they felt more confident, as facilities at and usage of the centre have increased gradually over the two years it has been in place.

Interviewees also commented on the centre's ability to provide a valuable meeting venue, for example:

"the centre has provided a venue suitable for holding meetings between different agencies, and many of us working in the area have been able to take advantage of that. The building also benefits in that it is fully DDA compliant"

There were some expressions of concern over level of support for the centre however, and of use of the facilities there, for example:

"the level of support is good, but not as good as it could be. A lot of people who are using the Social Club next door won't get involved with the Community Centre. Its almost like the two are in competition. We've invited people who are members of the social club to our events at the centre, but they're not keen to get involved at all"

Additionally one other interviewee commented:

"the centre is unlikely to be as well supported as it could be, because it is expensive to hire out compared with other halls in the area. There is also a problem of lack of storage space, as well as there not being a licensed bar."

The second priority receiving most widespread confidence was promoting and encouraging community participation and networking. Several interviewees commented that this participation in community activities had increased with the introduction of the community centre, and that recent events such as the Volunteering Open Day had begun to recruit more local people into actively participating within the community.

A priority receiving more of a mixed response from interviewees was targeting community and voluntary groups for business planning advice and training. Whilst no interviewees stated that their confidence had decreased with regards to the ability to make an impact on this, several were unsure whether they felt more or less confident. This reflects the findings outlined in Figure 1, that several interviewees felt unsure how to comment on this owing to a lack of awareness about the issue. Referring back to the recommendations in the needs assessment, the recommendation for the Community Development worker for this priority was to "support the Colchester Community Voluntary Service (CCVS) outreach project to target community groups in St Andrew's for funding and business planning advice and training". This kind of support would be more one-on-one (with specific groups) than some of the other recommendations, and for that reason perhaps many of the interviewees would not be aware or able to comment on this issue, unless they had received such support.

7.2 Achievements in relation to each priority and their perceived impact

Some of the achievements in St Andrews since the St Andrews Community Strengths Assessment overlap in terms of which of the key priorities they fit within. The seven original priorities have therefore been reduced to six, combining two of the priorities into one for the purposes of the evaluation. The priorities will therefore be assessed under the following subheadings:

7.2.1 Joint working and networking

7.2.2 Community participation, networking and volunteering

7.2.3 Supporting local meeting places, specifically the GCA and the Greenstead Community Centre

7.2.4 Diverting young people in St Andrews from Anti Social Behaviour, and creating new facilities for young people in accordance with what they want to see in the area

7.2.5 Targeting community and voluntary groups for funding

7.2.6 Building equality by making services available to all

7.2.7 What now? Ideas for future areas to address in St Andrews

7.2.1 Joint working and networking

Community and voluntary groups in St Andrews generally seemed well connected and supported, according to the 2004 St Andrews needs assessment. More than half of the community and voluntary groups interviewed, for example, had been involved in joint working with Colchester Borough Council in the preceding few months to the assessment being produced. However, most groups interviewed stated that they would be interested in support to improve local networks, and help in identifying training needs.

What were the recommendations?

It was recommended in the Community Strengths Assessment that the 'Health for Greenstead' networking forum continue to be supported in order to provide an opportunity for agencies to share information, exchange good practice and plan joint working.

What has been achieved?

The Health for Greenstead Forum has continued to be chaired by Colchester Borough Council's Community Development Worker for St Andrew's ward. Colchester Borough Council's Community Development Team have worked in partnership with the United Solutions Group, the University of Essex 'V' Team and the Greenstead Community Centre on numerous projects referenced throughout this evaluation. Notable collaborative achievements include the Volunteer Open Day (See section 1.2.2), the Greenstead Goes Global Event (see section 1.2.4 and 1.2.6) and the Underpass projects (See section 1.2.4).

Evaluation

Meetings attended

Interviewees were asked with what level of frequency they attend meetings about the St Andrews area, in order to gain some kind of gauge of joint working and networking going on in the area. Interviewees were also asked to name which specific meetings they attended. The results are displayed in Figure 3 below.

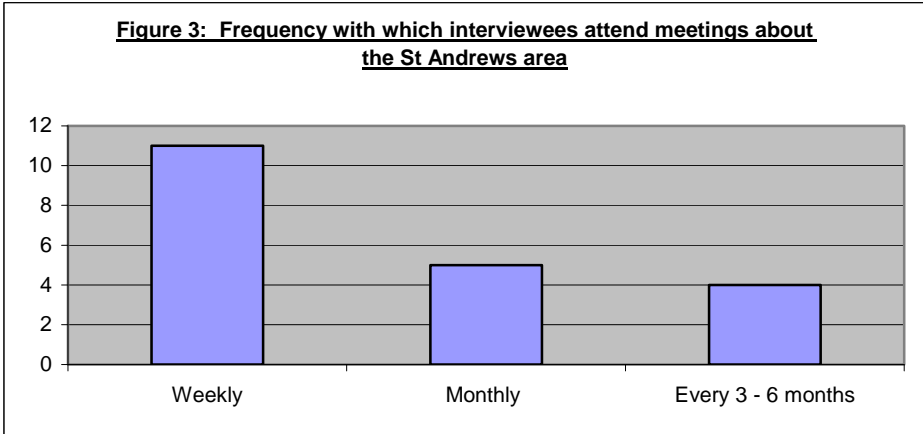


Figure 3 indicates the level of active participation in the area by interviewees, with more than half (11 of the 20 interviewees) stating that they attend meetings about the area on a weekly basis. When asked to specify which meetings they attend, 16 of the 20 interviewees stated they attended the Health for Greenstead forum. Several stated that they could not always attend as frequently as they might like, but that they did attend whenever possible.

Incidentally, when asked whether they felt more confident in the community’s ability to impact on the priority of joint working and networking, five interviewees commented specifically on the value of the Health for Greenstead forum in providing networking opportunities.

Communication

Interviewees were also asked to what extent they would agree or disagree that communication between community and voluntary groups and other professionals (such as the council) in St Andrews has improved over the last two years. The results are displayed in Figure 4.

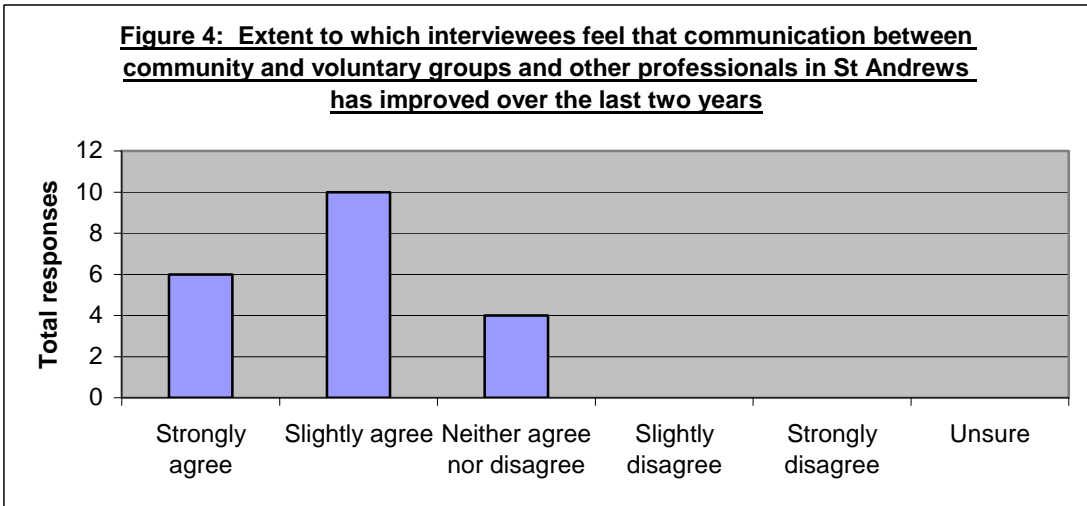


Figure 4 indicates a strong preference for agreement amongst interviewees, that communication between different groups and agencies within St Andrews has improved over the last two years, with 16 of the 20 interviewees agreeing either slightly or strongly. Five interviewees agreed strongly that this was the case.

Interviewees were then asked to what extent, if at all, they felt that the improved communication was due to the work and involvement of the Community Development Worker at Colchester Borough Council.



Figure 5 indicates that, of the 16 interviewees who feel that communication has improved, 10 feel that has been due to the work and involvement of the Community Development Worker. Several stated again at this point that the Health for Greenstead Forum, which is chaired by the Community Development Worker, has been a useful forum in facilitating this communication and joint working.

Only one interviewee disagreed with this, and then only slightly. This interviewee stated that:

“any improvements to communication in recent years are really to do with established networks rather than the Community Development Worker”

7.2.2. Community participation and volunteering

In the household survey completed as part of the Community Strengths Assessment, whilst three quarters of people interviewed said that they were happy living in their neighbourhood, almost one third of people stated that they did not feel part of their community. In addition, the vast majority of interviewees said that they had not taken practical action in an attempt to resolve an issue that affected their community in the last 2 years. Nearly one quarter stated that they were keen and willing to get more involved in local groups.

What were the recommendations?

In the 2004 Community Strengths Assessment, it was recommended that Colchester Borough Council support the Greenstead Community Association by producing the Greenstead Grapevine

newsletter. The newsletter should encourage participation and volunteering of all sections of the community.

It was additionally recommended that the Community Development Worker liaise with the voluntary sector, the Greenstead Community Association, and the University to organise promotional events to encourage wider participation and volunteering.

Whats been achieved?

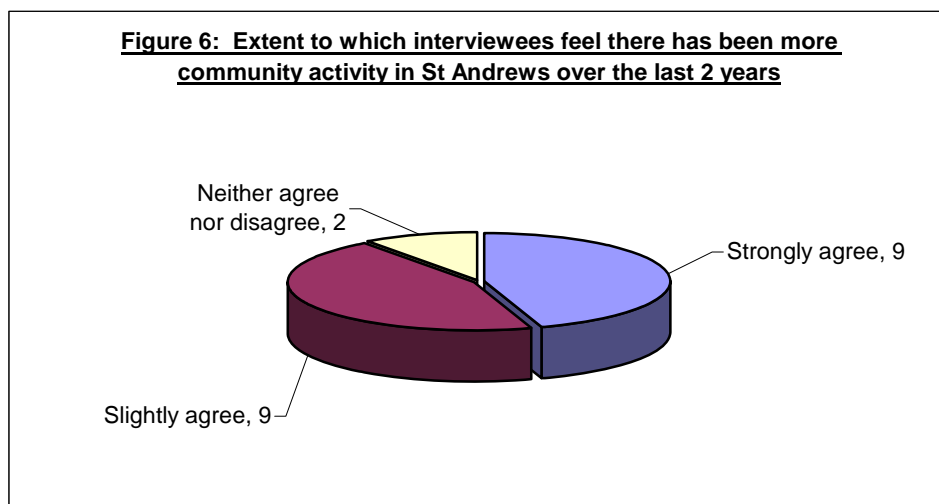
The completion of the Greenstead Community Centre in 2004 has provided a venue for community activity and participation (see section 1.2, evaluating the success of, support for and some of the specific activities on offer at the Community Centre).

In February 2006, a Volunteering Open Day was held at the Greenstead Community Centre in order to advocate voluntary work within local relevant organisations.

Evaluation

Community Activity

Interviewees were asked whether they felt there had been more community activity in Greenstead over the last two years. The results are displayed in Figure 6.

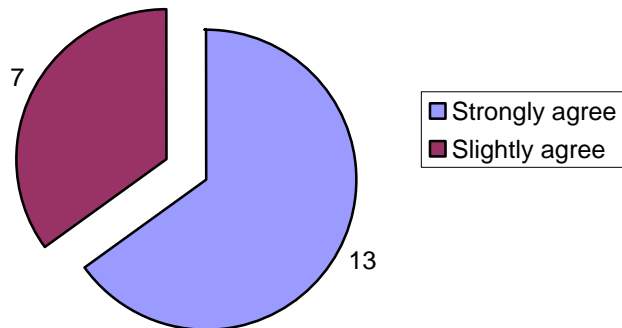


The question also gave the options of slightly disagree, strongly disagree and unsure. These are not displayed in Figure 6, as no interviewees responded to this effect. The figure indicates that the majority of interviewees felt that there had been an increase in community activity, with 18 of the 20 interviewees stating that they agree either strongly or slightly.

Involvement with the local community

Interviewees were also asked whether the community/voluntary/statutory organisation with which they work has become more involved in the local community over the course of the last two years. The results are displayed in Figure 7.

Figure 7: Extent to which interviewees feel that they have become more involved with the local community over the last two years



The response to this question is very encouraging, as all interviewees stated that they agreed, either strongly or slightly, that they have become more involved with the local community over the last two years. Interviewees were then asked whether they agreed or disagreed that this increased involvement was in any way connected to the work and involvement of the Community Development Worker. The responses are shown in Figure 8.

Figure 8: Extent to which interviewees feel this increased involvement is connected to the work and involvement of the Community Development Worker

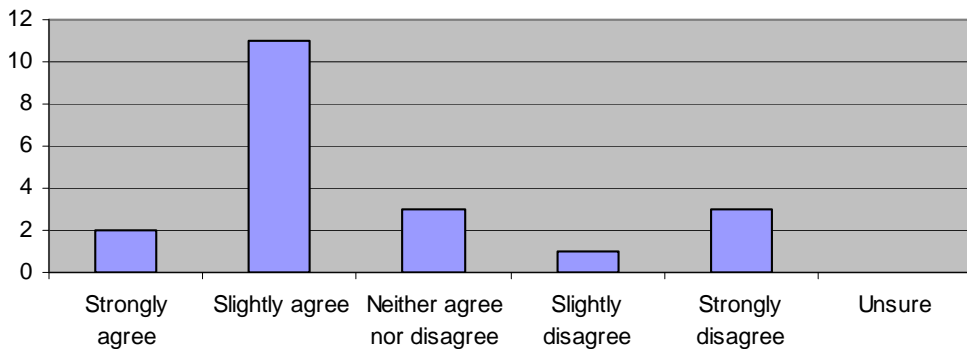


Figure 8 indicates that a significant majority of those interviewed felt that this increased involvement was owing in part to the Community Development Workers' intervention, with 11 interviewees stating that they slightly agreed, and 2 that they strongly agreed. However, three interviewees strongly disagreed with this statement. When asked what else might have caused this increase in local participation, those responding "strongly disagree" tended to reference specific projects undertaken in the local area, the planning and completion of which were independent of the work of the Community Development Worker. One additionally stated:

"we have always worked extensively with all agencies in the area; with pre-schools, parent/toddler groups; health services; the library service. We have to do this in order to promote

why we're here...its something we have always done, before we even had Community Development workers"

It is perhaps possible that some interviewees felt that the question implied intervention of Community Development to be so instrumental within the increase in popularity, uptake or volunteering within their group, that it undermined the work which they, as groups, carry out on a day to day basis. Every effort was made to ensure that this implication was not made, but it may account to some extent for the negative responses. This however must be taken just as a suggestion, and therefore interpreted cautiously.

Residents' involvement/volunteering

In a similar question, interviewees were asked whether they felt more local residents had been involved in their group or organisation in the last two years. The question aimed to get an indication of whether more community members were aware of facilities or amenities provided by local groups, and as such were beginning to approach *them* (for example through volunteering), rather than vice versa.

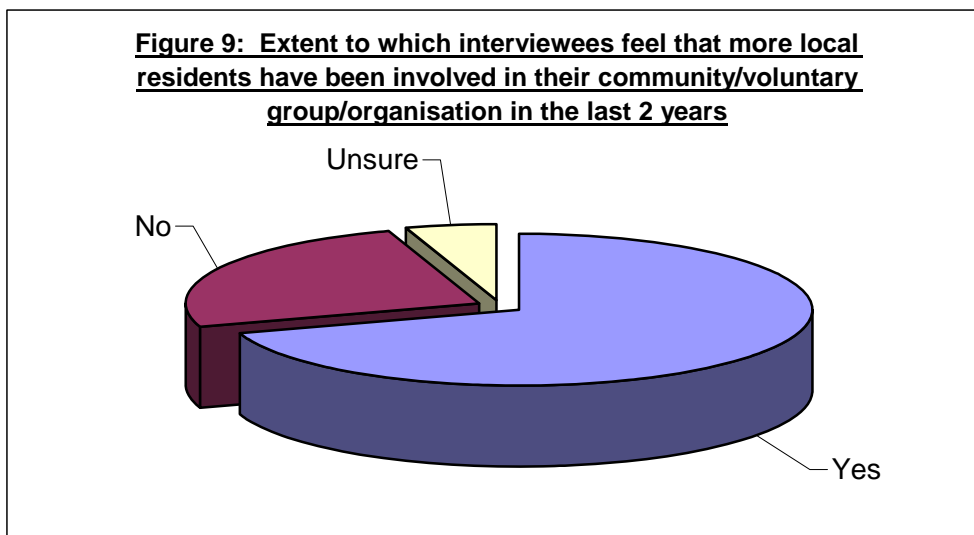
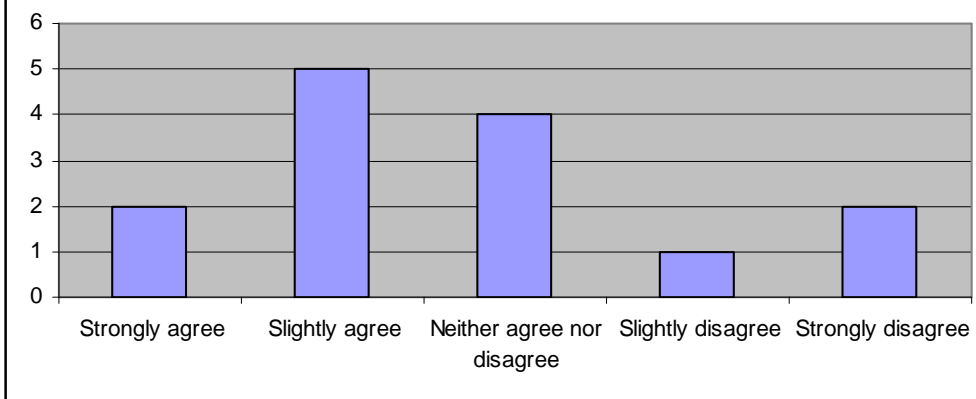


Figure 9 indicates that the majority of interviewees felt that there were more local residents involved in their work (14 of a total 20 interviewees stated that this was the case). Interestingly, however, when asked whether this was connected to the work and involvement of the Community Development Worker, only seven of the interviewees agreed (strongly or slightly, see Figure 10, below). Two strongly disagreed and one slightly disagreed. When asked to expand on reasons why they felt this way, there was a similar type of response as that seen in Figure 8, tending to focus on recent marketing and promotion of their work being independent of the work of the Community Development Worker. For example:

"[we have] been working independently making links with parents in the area. I think the Community Development Officer's role is more to facilitate partnership working between different agencies, rather than becoming too involved with local residents. In terms of contact with the community, that's something we've worked on quite separately."

Figure 10: Extent to which interviewees feel that this increase in local residents is connected to the work and involvement of the Community Development Worker



Changes to the role of the Community Development Worker

Two respondents commented in relation to the findings in Figure 10, on the fact that community development is quite established in St Andrews ward. They stated that, whilst our questionnaire was assessing changes since the original needs assessment was carried out, in fact this was carried out several years after community development work began in the ward. In view of this, these two respondents stated, whilst support and assistance from community development workers was instrumental to the set up and running of their groups' some five years ago, now they are far more self-sufficient.

It is interesting to observe however, that in spite of this, considerable concern was expressed about recent developments within community development need in Colchester Borough Council, which is likely to lead to a reduction in the presence of the Community Development Worker in St Andrews ward.¹³

Comments on this are discussed in Section 1.3, which looks at interviewees' thoughts on what could be addressed in the future for St Andrews. Three interviewees expressed concern about the reduction of the time that the Community Development worker may be able to devote to work in St Andrews, when asked what else could be done to improve quality of life in the area. In addition, when asked what other support they would like to have from Colchester Borough Council, two stated that a sustained amount of time (rather than a reduction to that amount of time) to be spent in the ward would be beneficial.

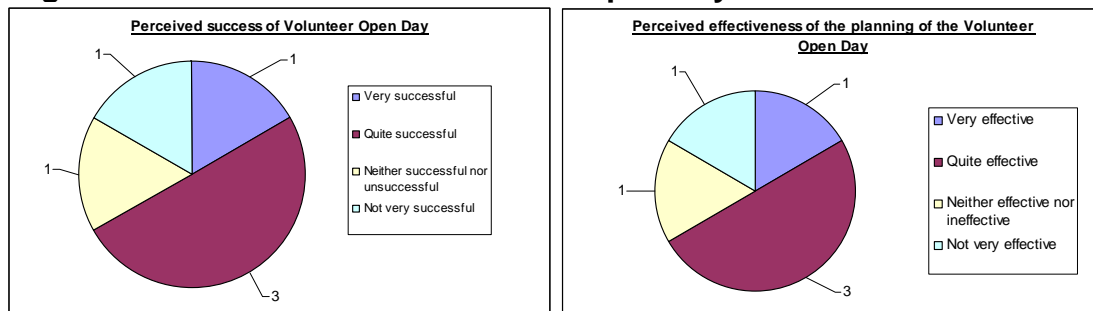
Assessment of the Volunteer Open Day Event

Part of the interview posed questions to interviewees relating to specific projects that had been carried out in the ward over the last two years. Any interviewees having had specific involvement in the planning or carrying out of these projects were then asked a few questions on each of these projects.

¹³ It was identified in Colchester Borough Council's analysis of the 2004 Indices of Deprivation, that significant 'pockets', or 'small areas' of deprivation exist within two additional wards outside of those currently tackled by Colchester's Community Development team. As a result, Shrub End and New Town wards are now being addressed by the team, such that existing Community Development Officers are splitting their time between these wards.

Six interviewees felt that they had had specific involvement in the planning and carrying out of the Volunteers Open Day event; an event held at the Greenstead Community Centre in 2006, which was attended to attract volunteers to a number of local groups and organisations, who all had stalls at the event to 'entice' people in. Figure 11 below indicates how successful these interviewees felt the planning, and the actual day itself, was.

Figure 11 – Success of the Volunteer Open Day



When asked what had gone particularly well during the planning and carrying out of the event, interviewees stated the partnership working between the University and the volunteer students. Two interviewees additionally stated the volunteers which their organisation gained from the event. One interviewee commented:

“we got two additional volunteers from the Volunteer Open Day, for us that’s clearly the good, positive outcome”.

When asked what did not go well, two interviewees mentioned a concern that there had not been sufficient advertising of the event. They stated that not enough time had been dedicated to advertising and promoting the event, and felt that this resulted in there not being a great turn out on the day. However one of these interviewees provided a disclaimer to this statement by saying:

“this can be a tough one to call. If you advertise too far in advance, people forget about it. sometimes a lot of promotion near the event is better, it sticks with people more, and that’s what was opted for in this case”

One interviewee did not pinpoint anything that had gone particularly badly, but stated that a more continuous approach to events such as this may benefit the community, for example by repeating the event perhaps on a quarterly basis.

It is worth mentioning at this point that, at the time of producing this report, a second similar event was being planned for March 2007 by the Community Development Worker, in collaboration with all relevant local groups and agencies.

7.2.3 Supporting local meeting places, specifically the Greenstead Community Centre and the Greenstead Community Association

At the time of the Community Strengths Assessment, meeting space was rated as the most problematic issue facing community and voluntary groups in the ward. At the time it was felt that the lack of an appropriate venue for meetings was a barrier to fuller participation in local networks. The Greenstead Community Centre did however open during the course of the assessment's data collection, which is likely to have influenced the finding that opinion was fairly divided between whether the issue of meeting spaces was a concern or not. Storage space within existing meeting places was also raised as a problem.

What were the recommendations?

It was recommended that Colchester Borough Council and the Community Development Worker in particular support the Greenstead Community Association to ensure the Greenstead Community Centre meets the needs of individuals and groups in the area while adopting a sustainable business plan.

What has been achieved?

The centre opened in 2004 following successful accessing of monies through joint funds including the Community Fund and the Single Regeneration Budget, with money becoming available in 2001. The centre has become a venue for a variety of services, activities and local organisations (as well as somewhere to meet and socialise) such as:

- Filling Station Café
- The Youth Café
- Still Waters Pentecostal Church
- British Red Cross First Aid training
- Co-op History Society
- Colchester Borough Council
- Colchester Borough Homes
- Evergreens (over 50s club)
- Luncheon Club
- Health for Greenstead Forum

Additionally Forest Road Hall is a property managed by the Greenstead Community Association, which is available to book for community use, for both private hire and by local groups/organisations.

Evaluation

Figure 2 of section 1.1 indicates that the majority of interviewees felt more confident about the community's ability to make an impact on the issue of supporting local meeting places. Many additionally stated this to be the case by virtue of the fact that the Community Centre has only been in place for two and a half years¹⁴ given that interviewees were being asked to respond to improvements over the last two years (since the completion of the Community Strengths Assessment), it follows that they felt more confident about the support given to the Community Centre over this time period.

¹⁴ At the time of the production of this report, in September 2006, the community centre had been open for two years and four months.

Assessment of the Greenstead Community Centre, and the Youth Café

One of the major successes of the Community Centre, to date, is the youth café. Indeed, a number of interviewees cited this as one of the specific achievements made by the community and relevant local groups over recent years (see Figure 12).

The youth café section of the questionnaire, where interviewees were asked about specific projects with which they have had involvement, one option was “the youth café and development of services at the community centre.” Five of the 20 interviewees felt they could respond to questions around this. Of these five, three felt the project so far had been very successful, and two felt it had been quite successful. When asked how effective they felt the planning of the centre, and specifically the youth café, all five felt it had been “quite effective”.

When asked what they saw as having been obstacles or problems with progress, two interviewees commented on issues around funding, and the time it can take for progression as a result:

“funding and advertising can be slow...as of course can getting people interested and involved thereafter. With the youth café, we’d love to have it open more nights a week, but lack of volunteers, or funding for staff, can prevent this”

It is perhaps worth mentioning at this point that, during the production of this report, the Youth café initiative not only won two local awards¹⁵, but also put in a bid, which was successful, for £50,000 worth of funding in order to expand the reach of the Youth Café. In addition, in the last year, Colchester Borough Homes have given £5,000 to fund the Saturday morning drama club.

The Greenstead Community Centre and The Greenstead Community Association, which all residents of Greenstead automatically become members of by virtue of their residency in the ward, is a charity managed by a board of trustees. The charity funds the Community Centre, recruiting and employing all paid staff at the centre. This fact was commented on both within this section of the questionnaire to which five interviewees responded, and elsewhere within the questionnaire by a number of other interviewees. Two interviewees pointed to a possible division in existence, one commenting that:

“sometimes there is a difference of opinion between trustees of the GCA and staff at the Greenstead Community Centre....tensions have arisen in the past”

The other interviewee speaking in relation to this as an issue however stated that

“I suppose it’s inevitable – the trustees may have their specific ideas about how the Centre should be being managed, and those actually doing the managing....well they might have different ideas”

This may warrant further research. As stated, just two interviewees identified this to be a concern, and so in order to assess whether this would warrant further investigation, interviewees

¹⁵ In October 2006, the Greenstead Community Centre were nominated for a youth award in the Community involvement section, but unfortunately did not win. However, also in October 2006, the Greenstead Community Centre won an award in the Community Business section, at the Evening Gazette-sponsored Colchester Business Awards.

could be revisited, and asked specifically about this. This could identify whether there is a problem, or whether the concern expressed is held by very few.

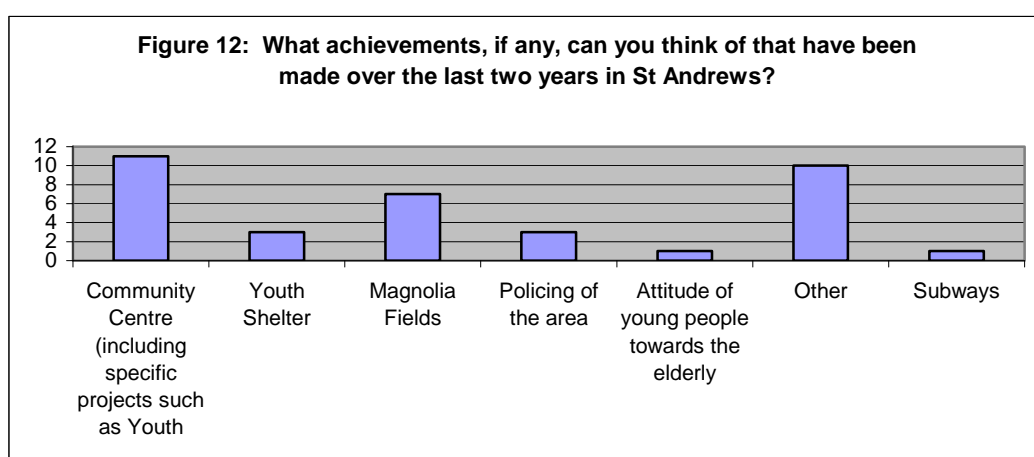
Issues common to both the development of the centre, and the café, were stated around the marketing and running of the café prior to it being developed with the support of residents, and local young people (on Friday afternoons the café becomes the Youth café; at all other times of the week it is run by local volunteers as the Filling Station café). The specifics of what took place will not be detailed here, other than that a contract was signed with an external catering company, which did not prove a success for a number of reasons. The interviewee commented:

“we learnt from the bad experience we had with {catering company}. We couldn’t make it work. The idea was to sell the notion of healthy eating – but for so many reasons, locally it did not appeal. Now that the café is being run by local people, by volunteers, its completely different. There’s a different environment in the centre. Its drawing more and more people in”

A number of interviewees commented at other stages about this “change in environment” at the centre, for example:

“the facilities on offer at the centre have really been developed. The café has become really popular...it’s a large estate, so its always hard to engage lots of people...but in the last six months or so its taken off.”

Indeed, as indicated in Figure 12 below, of all 20 interviewees answering the question “what achievements can you think of, if any, that have been made in St Andrews ward over the last two years”, ten (50%) commented on the community centre¹⁶. This was in a number of contexts; several mentioned specifically the success of the Youth Café, whilst others commented more generally on the increase in the number of facilities and activities available at the centre. There was an indication from some that this improvement in amenities at the centre, as shown in the above quote, has increased in the last few months. The question was an open question, such that these ten interviewees selected the response “community centre” of their own accord, rather than selecting from a list of options.



¹⁶ The total responses shown in Figure 12 is 36; this is because a number of interviewees stated more than one achievement. As such the total figure is equal to the number of **responses**, rather than the number of **interviewees**

The very existence of the Community Centre as a venue enabled certain events to take place; for example the Volunteer Open Day, as outlined in section 1.2.2. This event is a good example of how the centre not only provides a community meeting venue, but how the centre itself has benefited from such events, as they gained two volunteers in the time immediately after the day (and this number has increased since). This evidences increased support locally for the centre, which events like this encourage. There is at this stage a plan to repeat the Volunteer Open Day in early 2007, again being held at the Community Centre.

7.2.4 Diverting young people in St Andrews from Anti Social Behaviour (ASB) and developing new facilities in accordance with what they would like to see in the area

Antisocial behaviour was seen as a major problem for people in St Andrews, according to the 2004 Community Strengths Assessment, being the most common type of issue that people said they had taken action to address. The second most common type of issue that people said they had taken action to address was the behaviour of young people in the ward. Events, services and facilities for younger people was given as the greatest priority by those interviewed within the household survey for the assessment.

What was recommended

In response to the concerns raised, the following necessary actions in relation to ASB, young people and young people's services were outlined as priorities to address, in response to the concerns raised.

- To engage with the United Solutions process to ensure the success of the problem solving groups.
- To support colleagues in Essex Police, Colchester Borough Council, Colchester Borough Homes, and Housing Associations to promote the use of new resources to combat anti-social behaviour such as Acceptable Behaviour Contracts and ASBOs.
- To map services for younger people currently available in St Andrews (and St Annes)
- To consult with younger people about the gaps that exist and their interest in new services
- To organise a planning event to help statutory and voluntary organisations develop new services for young people in the light of the mapping and consultation and to maintain improved co-ordination

What has been achieved?

In response to the stated objectives, and in an attempt to address gaps in the provision of activities for young people, the following have been developed:

Greenstead Centre United Solutions Group

Now disbanded, the United Solutions Group was formed to address some of the issues around antisocial behaviour in the ward. It achieved the following:

- The Magnolia lights project, which involved the installation of CCTV, lighting and a shelter to improve safety and security aspect for young people, in order to divert them from The Centre and therefore alleviate ASB in this area. The idea for the project came from local young people, with them taking responsibility for the purchase of the shelter.

- The Student Security United Solutions Group also instigated the 'Greenstead Goes Global' event, in which 120 pupils from local primary schools, plus 20 from Sir Charles Lucas, participated in a variety of cultural activities at the centre, from calligraphy and Muslim writing, to African drumming and dancing. This helped to raise cultural awareness among those participating
- The United Solutions group also provided the idea and the impetus for the Underpass project; Salary Brook South underpass was cleared and cleaned prior to permission being sought for local young people to work with students from Essex University on painting a mural within the underpass. This project was completed in late 2006.

Recruitment of Activity Co-ordinator (AC) at community centre

The AC has developed a number of activities/services for young people at Greenstead Community Centre some of which are commented on in section 1.2.3. They include:

- Youth Café – One, hour long session on a Friday for those aged between 11 and 16. Attracts approximately 20 young people per week. The young people run the group, supported by the AC
- Drama Club – Run by volunteers every Saturday for approx 30 young people.
- Five Day Cabaret – Annual event where approx 30 young people (8 – 16yrs) participate in five days of drama and art workshops, culminating in a show for friends and family
- Holiday activities – Funding from Big Lottery and the Children's Fund, has enabled the centre to plan and implement activities for young people during half terms and the Easter and Summer holidays over the last two years. This will continue for another year.

2004 Youth Activity Days at Sir Charles Lucas

Two days of activities and information for YP promoting FE, drug awareness, cultural diversity and leisure activities. Activities included:

- Cultural Diversity - Cultural games, Asian food, calligraphy, Arabic and Bangladeshi language
- Activities – Dancing and DJ Workshops
- Information stands – FE, drugs, careers
- Over 150 young people attended over the two days

In addition, PCSOs began to work in Essex in 2003, with four from the original pool being recruited to work in St Andrews ward. Neighbourhood Policing started in St Andrews in 2006, providing the ward not only with the support of the PCSOs, but in addition with officers dedicated to the area.

Evaluation

Within the evaluation of this section there will also be analysis of Anti Social Behaviour (ASB) in St Andrews ward, in an attempt to see whether incidents and offences in the ward have increased or decreased over the preceding two-three years, and also how this appears when broken down by small area, by road, and looking specifically at fluctuations in youth disorder over recent years.

Firstly however I will make reference to those questions in the interview relating to the achievements outlined.

Assessment of the Student Security United Solutions Group

The Student Security United Solutions Group instigated the 'Greenstead Goes Global' event, as outlined as one of the key achievements within this section. This event was integrated into Part 2 of the questionnaire, by asking interviewees at this stage whether they were involved in the planning and carrying out of this event. Just two of the twenty interviewees felt that they had had direct involvement with this project. Of these two, one felt that the project, overall, had been 'very successful', and one felt that it had been 'quite successful'. Both felt that the planning of the project was 'quite successful'.

When asked about what went particularly well during the event, one interviewee commented:

"the whole event was a success, kids were really enthralled by it, it was so enjoyable, throughout...it had quite a lasting impact on the young people involved"

The other interviewee responding to this question commented:

"The involvement of the University is tantamount to its success, any means by which the University students are more able to integrate with the rest of the local ward community has to be seen as beneficial."

Assessment of the actions of the United Solutions Group – Magnolia Fields development

In section two of the interview, which looked at specific actions carried out by the task group and other local groups or agencies, interviewees were asked about their involvement in the Magnolia lights, CCTV and shelter project. Four of the 20 interviewees felt that they had been directly involved.

Of these four, three felt the project had been very successful, and one felt it had been quite successful.

Two felt the planning of the project had been quite effective, and two felt the planning had been neither effective nor ineffective. When asked to elaborate on why they felt that that the planning had been neither effective nor ineffective, both stated the delays in completion of the project as their reason for stating this.

When asked to highlight any specific problems that were encountered during the carrying out of the project, both a lack of funding and a lack of liaison between agencies was identified. Two interviewees commented on issues with timescales, one stating that

"the project was constantly delayed, it seemed. The start date kept being put back"

In general there was a consensus that not much could be done to avoid the issues that arose, with much of it being put down to "red tape". As such few suggestions of how to manage the problems better were given. One interviewee however did comment:

"The project might have benefited from having a lead who has a little bit more of a problem chaser."

Assessment of the actions of the United Solutions Group - Underpass Project

Five of the 20 interviewees felt that they had had some direct involvement in the planning and completion of the painting of the mural in the Salary Brook South underpass.

Of these five, three felt the project had been very successful, one felt it had been “not at all successful”, and one chose not to comment, on the basis that the project, at the time of interviewing, was not far enough along to make a statement about its success¹⁷.

When asked about the planning of the project, three felt it had been very effective, one that it had been neither effective nor ineffective, and the same interviewee felt unable to comment.

One issue which was raised by three of the respondents were the delays caused by liaison with the County Council’s Highways department. They commented on the difficulties that had arisen in trying to gain a response from this department. The success, for two of the interviewees was largely accountable to:

“the dedication and commitment of specific individuals key to the project”.

Indeed, when asked to rate how well the problems were dealt with, three interviewees stated that the problems had been dealt with very well, one that they had been managed quite well, and again the same interviewee chose not to comment.

Recruitment of Activity Co-ordinator (AC) to Community Centre

No specific questions were posed about the recruitment of the Activity Coordinator (AC); it was felt that this was not the place of the Borough Council to evaluate specifically the work and intervention of a member of staff employed by the GCA (or, indeed, any other organisation).

Certain other questions did however reveal the positive impact that activities introduced by the AC have brought. Figure 12 for example outlines the achievements that have been made over the last two years in St Andrews; eleven interviewees stated the community centre, including specific projects such as the Youth Café, to have been a success.

2004 Youth Activity days at Sir Charles Lucas

The 2004 Youth Activity days at Sir Charles Lucas were also included in Part 2 of the questionnaire. Unfortunately, no interviewees felt that they had been directly involved in this project. A number of agencies were involved in the setting up and completion of this project. These included Colchester Borough Council, Sir Charles Lucas Arts College, Education Youth Service, Chinese Cultural Society, University of Essex ‘V-Team’, Children’s Society Drug and Alcohol Team, Connexions, Colchester Institute, University of Essex Cultural Society. However, whilst representatives from the University of Essex ‘V-Team’ and Sir Charles Lucas College were interviewed¹⁸, both had been put into post after the completion of the activity dates. The number of young people noted to have been in attendance is however tantamount to the success of this event (over 150, see “what has been achieved”).

¹⁷ It should be noted that the project was completed approximately one month after the interviews were completed.

¹⁸ Some of these other agencies involved, it was felt had not had a broad enough involvement in community work in St Andrews to warrant interviewing.

Anti Social Behaviour in St Andrews

As stated in the introduction to this section, included here will be an assessment of levels of Anti Social Behaviour in the ward, and how these have fluctuated over recent years. The data assessed is sourced from the Essex Police Headquarters and Crime Recording Unit. At the time of producing this report, data available was for financial years 2002/2003, 2003/2004 and 2004/2005. It is therefore for this three year period that data is analysed.

Perceptions of Anti Social Behaviour in the ward

Apart from one question in the interview, which asked for suggestions on how to alleviate the problems of ASB in St Andrews (see Section 1.3, which looks at future priorities and strategies for the ward), there were no specific questions in the interview which asked for comment on ASB in the ward. Three interviewees commented on the introduction of Police Community Support Officers, and more recently, Neighbourhood Policing teams¹⁹ to the ward as being a specific achievement that has been made in recent years. Additionally, a number of comments were made about ASB throughout the interviews at various points, highlighting perhaps the prevalence within people's minds of this issue.

Two interviewees for example commented on the fact that it takes a long time for change to occur in levels of ASB, specifically in areas such as this where it is such an entrenched part of life in the area. One of these interviewees discussed this in relation to Community Development work in the area:

“change takes a long time. It requires the building of trust. Its important as well that those trying to enact change regarding ASB are credible to the young people and are able to establish rapport”

The other interviewee stated *“any improvement is positive....but years of ASB have become acceptable here”*

The Neighbourhood Policing team for St Andrews were also interviewees (See Appendix 2), and they commented on some of the difficulties, as they saw it, to the community getting involved in initiatives aimed at changing levels of ASB:

“Things have improved a lot, but its difficult to get people involved or to come forward to work with young people – a lot of people are wary...and you can understand that”

Few interviewees commented on specific problem areas, although three did mention the Hunwick Road area, one stating that *“Hunwick Road has been a major problem area, but it has improved recently. There seem to be fewer major incidents”*.

¹⁹ As mentioned previously, PCSOs began to operate in St Andrews in December 2003. The Neighbourhood policing team was set up in early 2006, with officers being based at Ipswich Road Police Station. The Neighbourhood policing team are comprised of two sergeants, ten constables, one detective, four PCSOs and eight special constables, who all operate between St Annes and St Andrews ward (grouped together due to their close proximity, and the fact that ASB activity is often as such displaced between the two wards).

Indeed, in relation to this, the Neighbourhood Policing team also commented on improvements that had been, and were continuing to be, made in the Hunwick Road area:

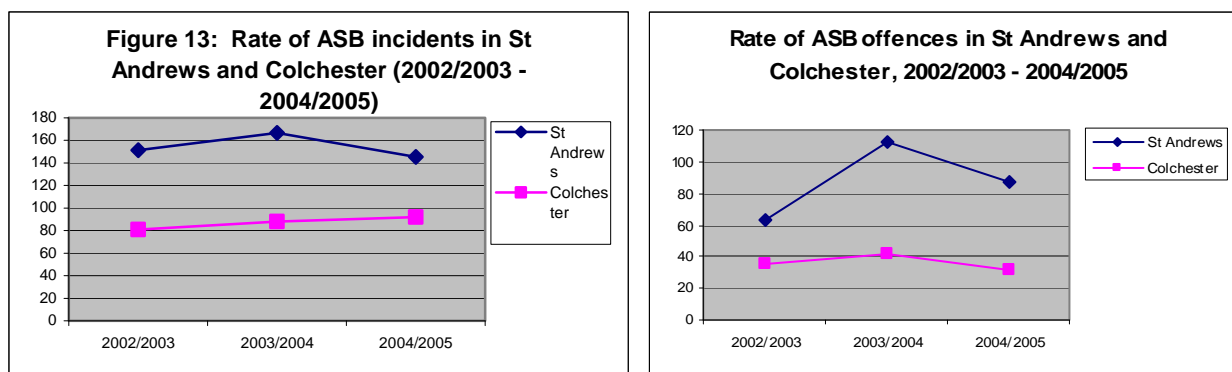
“there are general improvements there, like the new ramp which is DDA compliant, but also we’ve put in more CCTV, and lowered the railings so we can get a better grasp on whats going on round there”

Overall ASB incidents and offences in St Andrews 2002/2003 – 2004/2005

Figure 13 below shows fluctuations in total ASB incident²⁰ and offence rates for St Andrews, over the three year time period analysed. Most encouragingly, Figure 13 shows a slight increase in incident numbers between 2002/2003 and 2003/2004, but does however show a decrease in rates between the last two years of analysis. This decrease is to a lower rate than can be seen for the first year, being an overall decrease from a rate of 151.5 incidents per 1,000 population, to 145.4 in 2004/2005. Although this is quite a small decrease, and as such any interpretations on the basis of this should be interpreted cautiously, a decrease is nevertheless apparent.

Unfortunately for offence rates, although there is a decrease in rates of offences between 2003/2004 and 2004/2005, rates remain slightly higher in 2004/2005 than they were in 2002/2003 (86.7 in 2004/2005 compared with 63.5 in 2002/2003).

Figure 13 and 14 – Rates of ASB incidents and offences per 1,000 population in St Andrews and Colchester



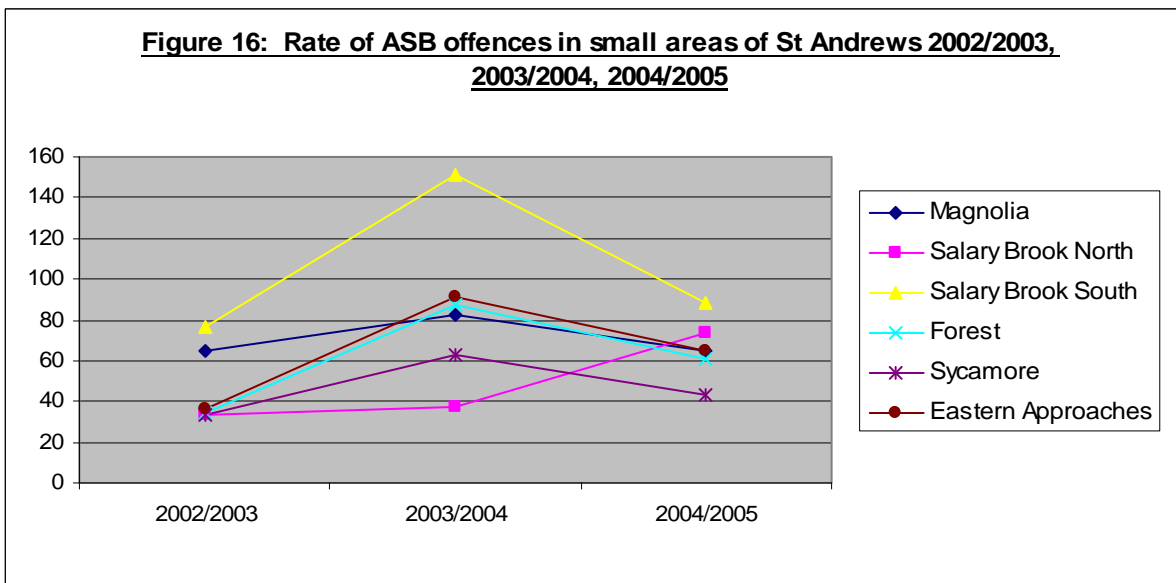
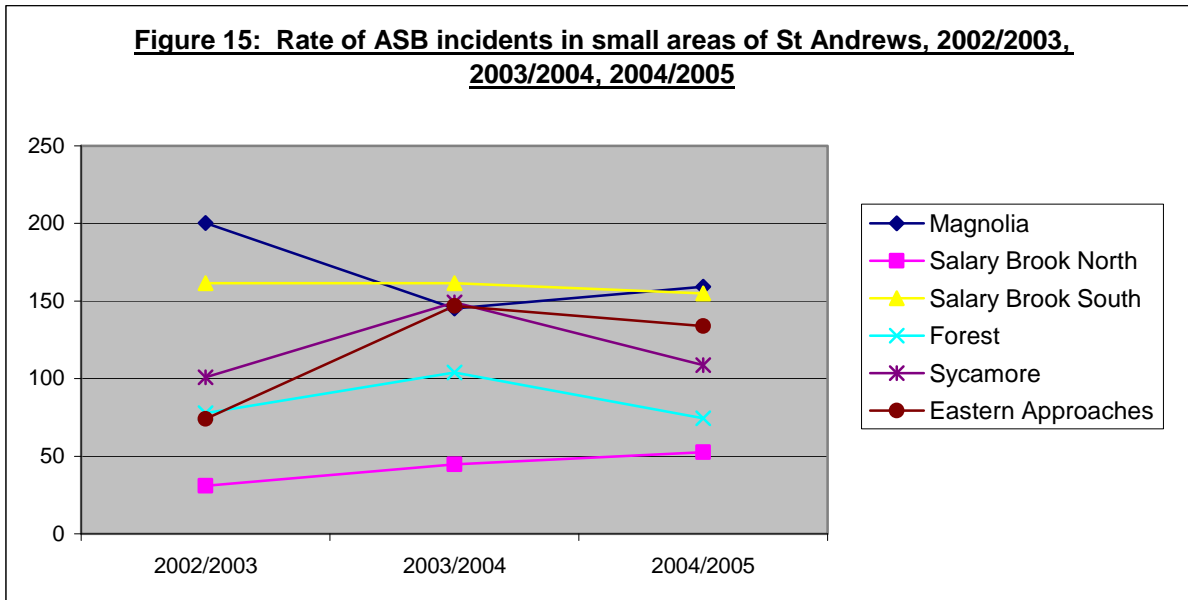
Source: Figure 13: Police Reported Crime, Essex Police Reported Crime Statistics and the Crime Recording System. Figure 14: Police Recorded Crime, Essex Police Recorded Crime Statistics and the Crime Recording System.

Figures 13 and 14 also compare the incident and offence rates in St Andrews with the rates in Colchester. It is evident from these figures that the rates of ASB are considerably higher in St Andrews than in Colchester; at times being more than double (in 2004/5 for example, the offence rate in St Andrews was 86.7 per 1,000 population, and 31 per 1,000 in Colchester).

²⁰ The difference between police recorded crime and police reported crime should be noted. Police reported crime data gives a unique perspective on the types of complaints that people have about their neighbourhood, being as it is based on perceptions. Police recorded crime is slightly more reliable in the sense that it is based on the number of offences. However, this data is also limited in that it is sensitive to police activities and operations. In other words, fluctuations in the number of offences recorded during any time period might be related, at least in part, to the police priorities at that time.

Incident and Offence Rates per 1,000 population by small area of St Andrews

Figures 15 and 16 below show incident and offence rates per 1,000 population by small area (lower level super output area) for St Andrews²¹.



Source: Figure 15: Police Reported Crime, Essex Police Reported Crime Statistics and the Crime Reporting System. Figure 16: Police Recorded Crime, Essex Police Recorded Crime Statistics and the Crime Recording System.

²¹ Figures 15 and 16 do not provide an idea of the overall number of offences and incidents occurring in St Andrews ward (as displayed in Figures 13 and 14) over the given time period, as those incidents and offences occurring on roads which stretch across more than one small area have been omitted. See footnote 22 for an explanation of why.

When looking at incidents alone in Figure 15, it is clear that Magnolia has a high level of perceived crime, for all three years of evaluation, as does Salary Brook South, whilst Salary Brook North and Forest show relatively low incident rates by comparison.

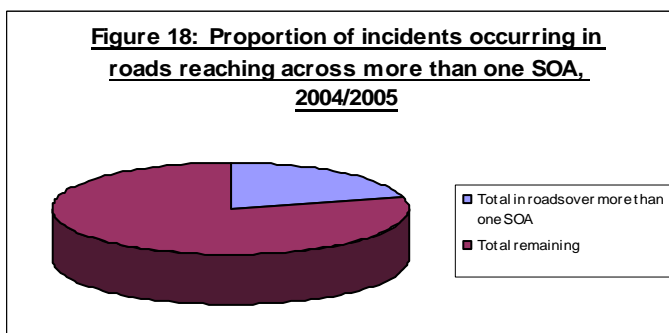
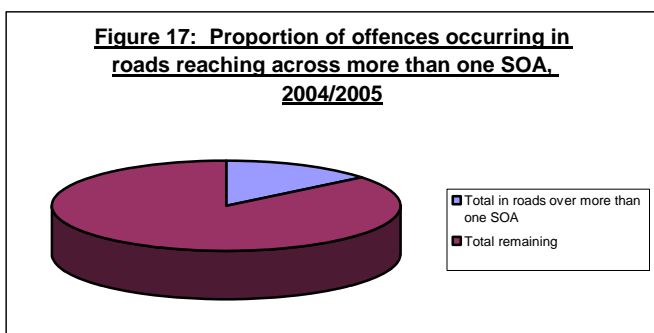
Whilst Magnolia does display high levels of perceived crime (as shown by ‘incidents’), actual offence rates are similar to other small areas in the rest of the ward, apart from Salary Brook South, which shows higher occurrences particularly in 2003/2004. Magnolia incorporates the area of land holding the Greenstead Community Centre, and the Centre shops. As such this small area is prone to larger numbers of people “hanging about”, as identified by some interviewees.

It is difficult to see any significant pattern of reduction in rates of incidents and offences from Figures 15 and 16. In particular those small areas which appear to have higher overall incident rates (Magnolia) and offence rates (Salary Brook South) show major fluctuations over the three years. However, rates of offences have reduced in five of the six small areas in St Andrews between 2003/2004 and 2004/2005. This seems to align with some of the comments made by interviewees regarding a feeling of increased safety and an overall decrease to anti social behaviour, in particular since the commencement of the Police Community Support Officers patrolling the area. Additionally, some comments have been made regarding the benefit of the presence of Community Street Wardens within the ward.

Total Incidents and Offences occurring on roads covering more than one small area

As noted in previous footnotes, Figures 15 and 16 do not incorporate those incidents and offences occurring over more than one small area²².

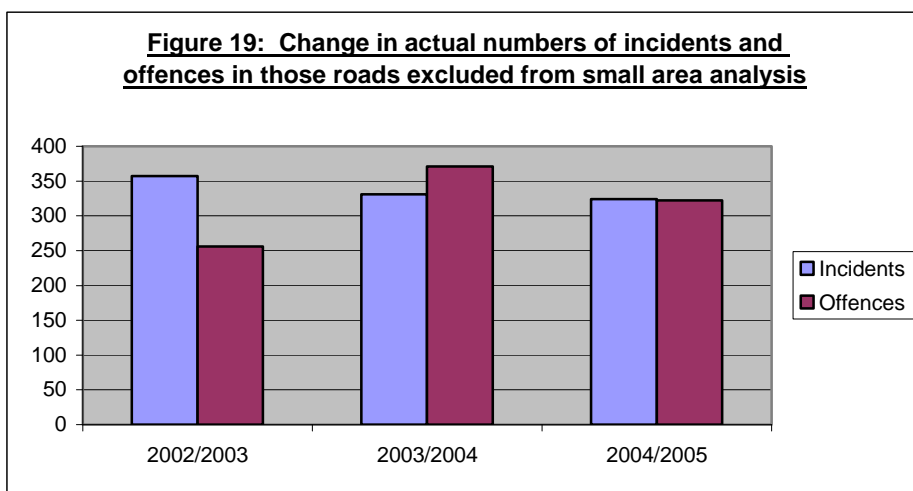
It is worth noting however that a large number of incidents and offences are occurring on these routes. Magnolia Drive, Hawthorne Avenue, Avon Way and Forest Road are all major thoroughfares within the ward, sitting across at least two small areas. The below charts have therefore been included, to indicate the proportion of overall incidents and offences on these roads, and thereafter the actual comparative numbers of incidents and offences occurring on them in the last year of analysis. St Andrews ward is characterised in part by having these major thoroughfares running across it, and as such it was felt that they were likely to be significant in ASB analysis, and should be included separately within this report.



Source: Figure 17: Police Recorded Crime, Essex Police Recorded Crime Statistics and the Crime Recording System. Figure 18: Police Reported Crime, Essex Police Reported Crime Statistics and the Crime Reporting System.

²² This decision was taken on the basis that, whilst recorded crime data does include postcodes with individual offences (and as such offences occurring on these roads can be pinpointed to a specific small area), reported crime data does not. As such a direct comparison between incident and offence numbers or rates cannot not be made, as reported crime only gives the road name, and is not more specific than this.

Figures 17 and 18 above indicate a higher proportion of total incidents, 21%, occurring on those roads not included in Figures 15 and 16, than is the case for total offences. For offences, 14% of total offences are occurring on those roads not included in Figures 15 and 16. Referring to Figure 20 below, it is encouraging however that the overall number of incidents occurring on these roads seems to be decreasing over the time period analysed. The picture is less clear for offence numbers, where it appears that there is an increase in overall offences between the first two years of analysis, followed by a decrease to 322 offences in the final year. Whilst this decrease is clear, the overall number of offences is still higher in this final year than it was in 2002/2003 (in 2002/2003, the number was 256). This indicates that these key roads in the ward are, as might be expected, reflecting the pattern seen across the entirety of the ward (as seen in Figures 13 and 14).

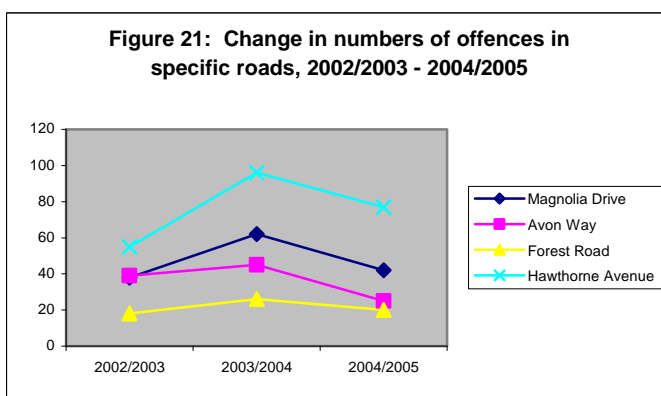
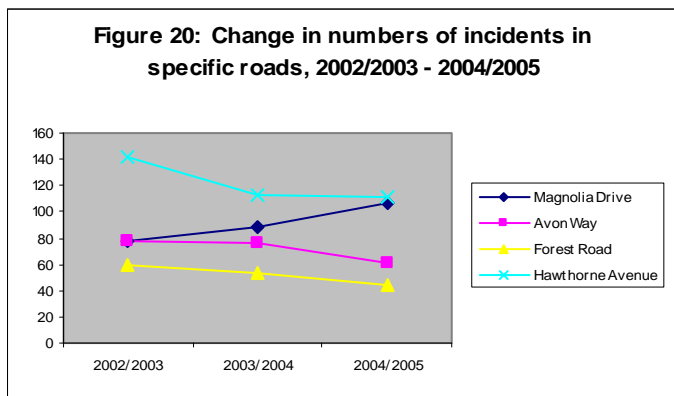


Sources: Police Reported Crime, Essex Police Headquarter Statistics and the Crime Reporting System and Police Recorded Crime, Essex Police Headquarter Statistics and the Crime Recording System.

It was tentatively suggested in the previous section that an increase in offence numbers may be being observed because of the increased dedicated police presence in the ward over this time period. If this is the case, it may follow that this has also influenced the fluctuations in incident rates. It may be the case, therefore, that an increase to police presence has led to an increase in the perceptions of safety, and therefore a decrease to call outs. This is however only a suggestion, and should be treated cautiously as such (particularly in view of the relatively small numbers of incidents/offences in question).

Changes in total ASB numbers in roads sitting across more than one small area

Figures 20 and 21: Change in total numbers of incidents and offences in those roads sitting across more than one small area



Sources: **Figure 20.** Police Reported Crime, Essex Police Headquarter Statistics and the Crime Recording System. **Figure 21:** Police Recorded Crime, Essex Police Headquarter Statistics and the Crime Recording System. **Notes:** It was not possible to specify a small areas for some roads as they are situated across more than one small area

In accordance with what has been seen in Figure 19 above, when the analysis is broken down by individual road for numbers of incidents and offences, three of the four roads for incidents are displaying an overall decrease in numbers. Hawthorne Avenue in particular displays a decrease over the given time period from 142 to 112 incidents.

For offences, the pattern again shows an increase followed by a decrease. Most notably, Hawthorne Avenue, for which a clear reduction was seen in incident numbers, shows a significant increase between the first two years of analysis (from 55 offences, to 96, and then back down to 77). This anomaly is particularly interesting in view of the results seen for this road for offence numbers; and it is likely that this has skewed the results seen in Figure 19; all other roads sitting over more than one small area show much more marginal fluctuations.

Comparison across roads in St Andrews

Figure 22 below shows the ten roads experiencing the highest total numbers of incidents and offences in 2004/2005.

Figure 22 Ten roads experiencing most frequently occurring incidents in St Andrews (2004/2005)

Source 1: ASB incidents

Rank	Road name	2004/2005 total
1	Hawthorne Ave	113
2	Magnolia Drive	108
3	Hunwicke Road	73
4	Greenstead Road	63
5	Avon Way	62
6	Hickory Avenue	58
7	Sycamore Road	56
8	Forest Road	44
9	Stanley Wooster Way	44
10	Heatley Way	38

Source 2: ASB offences

Rank	Road name	2004/2005 total
1	Hawthorne Avenue	77
2	Greenstead Road	46
3	Magnolia Drive	42
4	Sycamore Road	37
5	Hickory Avenue	30
6	Laburnum Grove	28
7	Hamlet Drive	25
8	Avon Way	25
9	Hunwicke Road	23
10	Stanley Wooster Way	21

Key (area road is located in)
Sycamore
Forest
Magnolia
Salary Brook North
Eastern Approaches
Salary Brook South
Across more than one area

Sources: 1. Police Reported Crime, Essex Police Headquarter Statistics and the Crime Recording System.
 2. Police Recorded Crime, Essex Police Headquarter Statistics and the Crime Recording System.
 Notes: It was not possible to specify a small areas for some roads as they are situated across more than one small area

Most problematic roads for ASB by small area

Figure 22 shows there is a fairly even distribution of roads from the six small areas in St Andrews situated within the top 10 for both ASB incidents and offences. For offences, there is one road in the top 10 located in five of the six small areas, and two roads for one small area (Magnolia). For incidents, there is one road in the top 10 located in four of the small areas, and two roads for one small area (Magnolia). This fairly even distribution is relatively unsurprising, in view of the fact that the small area analysis in Figures 15 and 16 did not find any one small area showing significantly higher incident or offence rates than the remaining small areas (although peaks were noticed in Salary Brook South, and Magnolia, they fluctuated across the given time period).

Interestingly, whilst in the bottom five for both incidents and offences, Magnolia has two roads within each of the top tens. Stanley Wooster Way in Magnolia appears in the top ten for both offences and incidents, and Heatley Way in Magnolia appears in the top ten for incidents, whilst Hamlet Drive in Mangnolia appears in the top 10 for offences.

Aside from those roads reaching across more than one small area, a road which scores highly for both is Greenstead Road in Eastern Approaches, ranking fourth for incidents, and second for offences. No other roads within Eastern Approaches sit within either of the two top tens.

Salary Brook North appears only in the top ten for offences, with Laburnum Grove having 28 recorded offences in 2004/2005, ranking it at 6 of the top 10 offences.

It is interesting to note that, whilst Hunwick Road scored quite highly in the top ten for incidents, it was much lower down for offences (third and ninth respectively). It may be the case that this road is perceived to be a problem with major anti-social behaviour problems (indeed, as mentioned below, it was commented on as such at the focus groups held with young people), but in reality, whilst a problematic road, there are other areas in the ward which warrant greater attention.

Problem areas for ASB according to interviews and Focus Groups

Young people at the focus groups were encouraged to talk about where they felt comfortable to go and “hang around”. At the second focus group, held at the Forest Road meeting room, one of the young people present commented on age differences in locations they chose to spend time at. Some spoke of the Magnolia Fields project, and one stated that it “attracted a lot of people, but mainly the older kids. We don’t feel that comfortable spending time there because everyone’s a lot older.” The same participant also stated

“the younger kids like us go to St Andrew’s field...but there’s nothing to do there, it’s boring”.

Two participants agreed that at times the Magnolia Fields site gets abused by the young people spending time there

“they don’t very often clear up after themselves, litter gets left everywhere.”

When questioned about the occurrences of anti-social behaviour, young people at both the first and second focus group mentioned Hunwick Road as a problem area. When asked what sorts of things they had seen happening in this area in particular, one responded

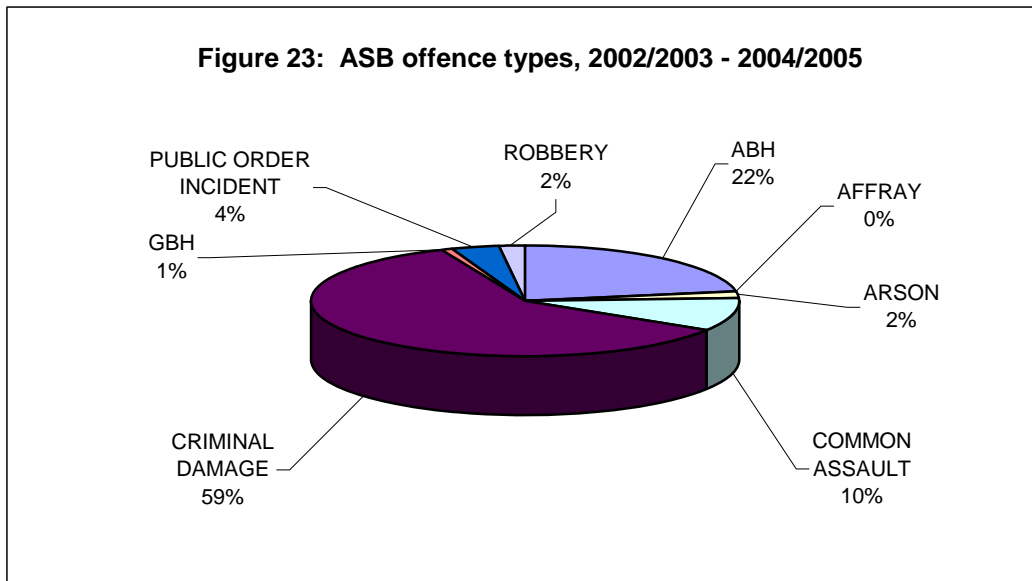
“There are lots of fights between younger and older people....the fights have definitely got worse...there have been lots of stabbings and shootings”.

I asked the young people at this focus group how bad they felt anti-social behaviour really was in the ward, by suggesting that they rate the severity of incidents on a scale of one to ten, where ten is “really bad”, and one was “not at all bad”. Most went for a rating of between five and seven. I then asked what they would do to help reduce the problem, if it was down to them. There was an interesting consensus reached amongst the second focus group where it was suggested that the main issue started out from excessive drinking, and that if there was one thing they would change if they could they would put measures in place that would put a drinking limit at midnight. They also commented on ‘bullying’ as an issue, and in particular stated that there are issues with adults bullying young people, which in turn led to significant disputes.

Types of ASB in St Andrews

ASB offences in St Andrews

Figure 23 shows the distribution of ASB offences in St Andrews, in total, over the three year period studied of 2002/2003 – 2004/2005, according to police Recorded Crime data.

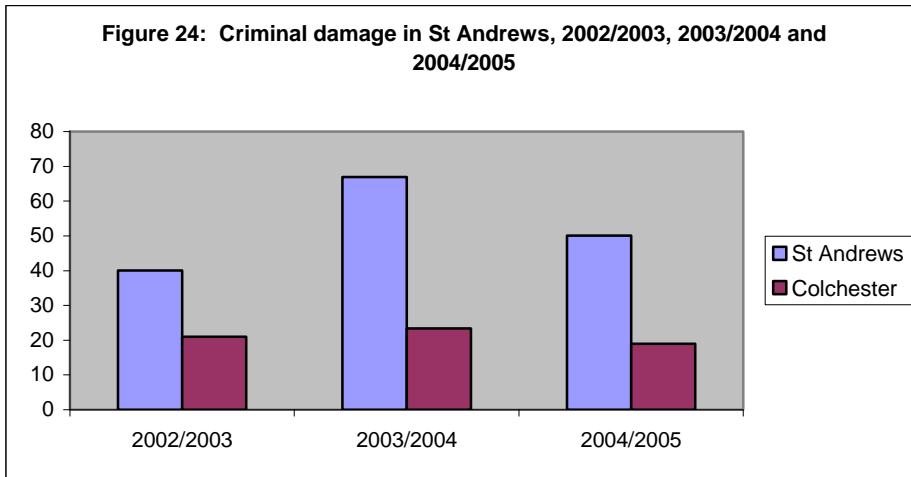


Source: Police Recorded Crime, Essex Police Headquarter Statistics and the Crime Recording System.

Criminal damage was by far the most common type of ASB offence recorded in St Andrews over the three year period, accounting for 59% of all ASB offences. Actual Bodily Harm (ABH) was the second most common ASB offence type (22% of all ASB offences).

It is interesting to note that, of the two other evaluations of this type completed at this point, criminal damage was similarly the most common offence type in both (accounting for example for 55% of all offences in Harbour ward).

Given that criminal damage is by far the most common offence type, the rate of criminal damage occurring is assessed in Figure 24 below by individual year.



Source: Police Recorded Crime, Essex Police Headquarter Statistics and the Crime Recording System.

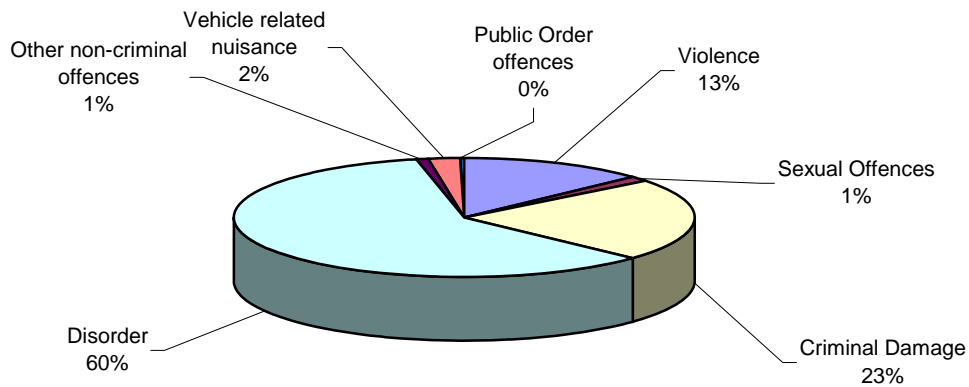
Figure 24 shows, as might be expected, a pattern of increase in criminal damage offences between 2002/2003 and 2003/2004, followed by a decreased in 2004/2005. This pattern is to be expected as it is in keeping with those patterns seen so far for overall offence rates in the ward, which have displayed the same increase in rates over the first two years of analysis, followed by a decrease in the second two years. Both for overall offences and for criminal damage alone, the rate shown in the final year in 2004/2005 is slightly higher than the rate seen in 2002/2003.

The rate of criminal damage is considerably higher in St Andrews ward than it is in Colchester borough as a whole; in 2004/2005 for example, St Andrews has as a rate of 50.1 per 1,000 population, compared with Colchester’s rate of 19 per 1,000 population. This is a significant difference, being more than double the Colchester rate.

ASB incidents in St Andrews

Figure 25 shows the variation in incident type reported in St Andrews over the three year time period analysed.

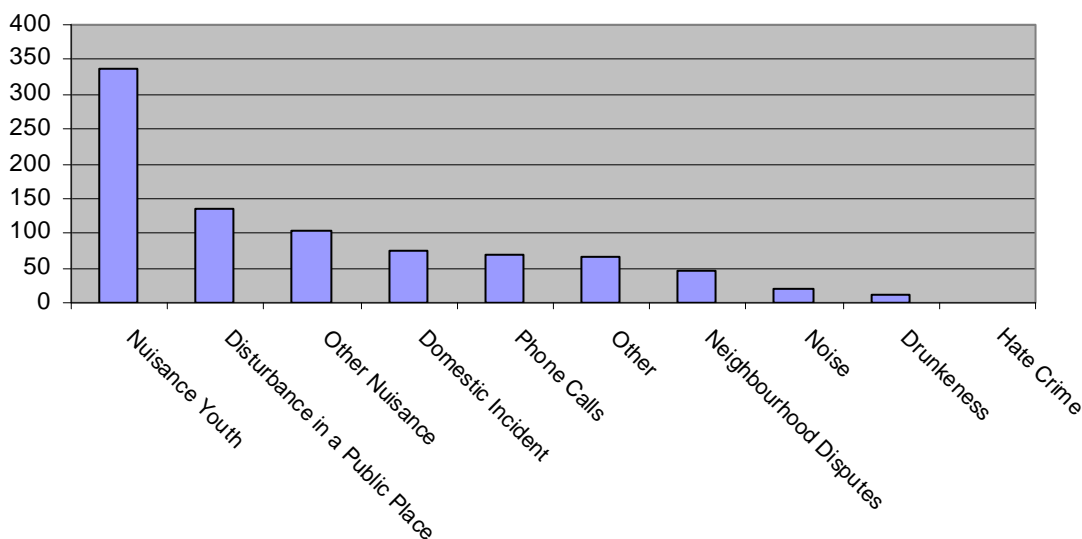
Figure 25: ASB incident types, 2002/2003 - 2004/2005



Source: Police Reported Crime, Essex Police Headquarter Statistics and the Crime Recording System.

Figure 25 above shows the distribution of ASB incidents in St Andrews in total, over the analysed time period of 2002/2003 – 2004/2005, according to police reported crime data. Figure 25 shows that disorder is by far the most common type of ASB incident reported, accounting for 60% of all ASB incidents. Disorder is made up of a wide range of incidents. Figure 26 below shows what is comprised within the disorder category, for the final year of analysis 2004/2005.

Figure 26: Incidents of disorder in St Andrews (2004/2005)



Notes: The following categories were devised using the data indicated: **Disturbance in public places:** Assault, Civil disputes, Disturbance and Fight. **Other disorder/nuisance:** Acc Damage, Air Weapon, Fire, Fireworks, Harrassment, Nuisance, Threats, and Trespass. **Domestic indicent:** Domestic (violent), and Domestic (Non Violent). **Other:** A number of incident types were identified as Anti Social Behaviour and did not fit neatly into the categories provided. It must be noted that these are not those incidents "officially" known as Anti Social Behaviour (no official definition exists), but rather are those which are judged to fit into that overarching category. See Appendix 3 for a list of those incidents "other" comprises here. **Phone Calls:** Abandoned 999, Hoax calls, Nuisance calls, Silent 999 calls, and other telephone calls. **Hate crime:** Homophobic and Racial indicents.

Figure 26 above shows that Nuisance Youth was the most common type of ASB incident reported to the police in St Andrews in 2004/2005. Youth disorder/nuisance was the most common type of disorder reported (338 incidents), followed by disturbance in a public place (135 incidents).

Nuisance youth in St Andrews has fluctuated over the three years of analysis. Whilst in 2002/2003 there were 366 incidents in this category, in 2003/2004 this had climbed to 391, and subsequently fell again in 2004/2005 to 338. However, as has been the pattern observed elsewhere in this analysis, this represents a significant increase between the first two years analysed, followed by a subsequent decrease. However, the final figure for 2004/2005 is less than the figure in 2002/2003, being 28 incidents less overall. This is particularly encouraging in view of the fact that, for other crime types such as criminal damage the 2004/2005 rate is higher than that in 2002/2003; nuisance youth is considered one of the major issues in St Andrews, and as such an overall reduction, albeit small, is worth noting.

7.2.5 Targeting community and voluntary groups for funding

Funding was seen as a significant problem for many groups in St Andrews. At the time, it was felt that there was a slight contradiction here, given that levels of funding for groups in this area is relatively high.

What was recommended?

In spite of relatively high levels of funding provided for this ward, it was nevertheless recommended in the St Andrews Community Strengths Assessment that the Colchester Community Voluntary Service (CCVS) outreach project should be supported for funding and business planning advice and training.

What has been achieved?

Figure 27 indicates the specific schemes for which funding was allocated, and within which Colchester Borough Council's Community Development team were involved. In particular, the Magnolia Fields project received part funding from the Borough Council, and was also supported by the Council's Community Development team through their involvement with the United Solutions group. Funding for the Greenstead Grapevine newsletter was bid for and granted by Colchester Borough Council Community Development.

Figure 27: Schemes for which funding was accessed with the assistance of Community Development intervention

Schemes Requiring Funding	Organisations involved
<p>Magnolia Field lights, CCTV and shelter</p> <ul style="list-style-type: none"> Funded by Essex County Council, United Solutions, Colchester Borough Council 	<p>Northern Community Policing Team, Colchester Police Crime Reduction Officer, Colchester Borough Ward Councillors, Essex Youth Service, Springboard Housing Association, Greenstead Community Association (Centre Manager), CBH, Colchester Borough Community Development, Neighbourhood Watch</p>
<p>Greenstead Youth Café, Drama Club and holiday activity programme</p> <ul style="list-style-type: none"> Funded by Big Lottery, Fowler, Smith and Jones Trust, Children’s Fund respectively 	<p>Greenstead Community Association and Colchester Borough Community Development</p>
<p>Greenstead Grapevine Newsletter</p> <ul style="list-style-type: none"> Essex Community Fund 	<p>Colchester Borough Community Development</p>
<p>St. Andrew’s Infant School caretakers house (resource centre) redecoration and refurbishment Funded by Probation Service</p>	<p>St. Andrew’s School (Head Teacher), Friends of St. Andrew’s, Probation Service (c/o Community Safety Team’s Cassandra Fallows)</p>

Evaluation

As stated in the original assessment, funding levels for groups in this ward have generally been seen to be fairly high (which, I would suggest, makes this recommendation a lower priority. Indeed, as seen in Figure 1, it is the priority for which interviewees seemed least convinced). Interviewees were asked at one stage in the interview whether their community or voluntary group have had any kind of funding advice and support over the last year, and if so, where they had accessed such advice. Eight interviewees stated that they had received advice on funding from some means.

Of these eight, five stated that they had received this advice mainly from staff at Colchester Borough Council, and three said that they had received guidance from CCVS. Of those who referenced the Council in providing the relevant information and support, one commented:

“receiving advice on how to make bids more likely to be successful is key to our work. Without that advice, we are so much less likely to gain any grants”

This quote and the fact that many of those groups who were accessing funding were aware of Colchester Borough Council as a resource is a positive move towards achieving the outcome suggested in the original Community Strengths Assessment. However assessment was not made within the interview process of whether groups who had *not* accessed the Council for funding advice were able to do so; to this extent it may be necessary for the Council to further promote their capacity to do this.

As mentioned in section 7.2.3, it is perhaps worth repeating here that during the course of production of this report, funding was successfully gained for the purpose of extending the reach of the Greenstead Community Centre Youth Café.

7.2.6 Building Equality by making services available for all

The 2004 St Andrews Community Strengths Assessment found “Building Equality” to be one of the key recommendations for the area. The groups interviewed at the time appeared confident about their ability to deal with equal opportunity issues, with many groups who were interviewed additionally stating that they had been involved in activities for challenging discrimination within their communities. However, very few showed signs of implementing equal opportunities in any systematic way. Given the relatively high levels of ethnic diversity in St Andrews²³ (compared with other wards in Colchester), this was seen as a priority in the 2004 report.

What was recommended

On the basis of the concerns outlined within the Community Strengths Assessment, the following recommendations were made under the heading of “Building Equality”:

- Ensure that the Community Development workers continue to remain abreast of trends and legislation pertaining to diversity and equality of opportunity
- Support community and voluntary groups to develop equal opportunities policies (particularly where they do not have one) to strengthen their organisations. Continue to support community and voluntary groups in responding to issues of diversity and equality of opportunity as they arise.
- Support the Tendring and Colchester Minority Ethnic Partnership to research the needs of local black and minority ethnic people to access services.
- Encourage local community and voluntary groups to consider the findings of the above research and amend their policies and practices accordingly in order to make their services accessible to all people within their target populations.

What has been achieved?

Achievements by the community as a whole in relation to this priority are as follows:

Global Voices

International students, from a variety of cultures, provide presentations on their cultures to assemblies and classes at the Primary Schools in Greenstead. This has been running since 2004.

English Lessons for Refugees

Student volunteers provide refugees (from St. Andrew’s and other areas of Colchester) with English lessons. These provide them with the opportunity to socialise and integrate with the local community.

²³ According to the Ethnicity Profile (Colchester Borough Council), which is based on the 2001 Census, St Andrews is the ward in Colchester with the second most ethnically diverse population, after Wivenhoe Cross. It should be noted however that much of this diversity may be partially owing to the location of Essex University accommodation being located in this ward. This is part of the reason why The Essex University ‘V’ Team have organised some of the events as outlined in this section.

Both of the above two projects were steered by the Essex University 'V' team.²⁴

'Greenstead Goes Global' event

One additional project, the success of which has been evaluated under section 1.2.4, but has relevance to this priority, is the Greenstead Goes Global Event in which 120 pupils from local primary schools, plus 20 from Sir Charles Lucas, participated in a variety of cultural activities, from calligraphy and Muslim writing, to African drumming and dancing. This helped to raise cultural awareness among those participating.

Some of the recommendations made against this priority are difficult to evaluate, as they are not directly related to actions implemented. In addition, owing to an oversight in the production of the questionnaire, it is not possible to gauge groups' feelings regarding the level of support they receive, or whether they have an existing equal opportunities policy.

Tackling equality issues and attempting to ensure that community and voluntary groups consider the importance of doing so is an ongoing concern, which may need to be prioritised further. It is particularly interesting to see that all respondents still view this as either a quite or very important priority, suggesting that further resources may need to be put into identifying the need of local groups' in developing equal opportunities policies. However, seven interviewees felt unsure about whether they were more confident about the community's ability to do this; which may suggest that there has not been a huge amount of progress in this area, in spite of the success of specific events as outlined.

7.2.7 What Now? What interviewees' feel still needs to be addressed in the area

For this final section of the findings, three of the questions included in the original questionnaire (see Appendix 1) are going to be analysed. Question 9 asked interviewees whether they had any other concerns about the local area, which they felt still needed to be addressed. Question 16 asked what the Community Development Worker could do, to further improve quality of life for people living in the area.

What other concerns did interviewees have about St Andrews ward?

Figure 28 below indicates the other concerns which interviewees felt could be addressed by the community, and the community development worker.

²⁴ See Appendix 2 for contact details and information covering the work of all organisations referenced in the text.

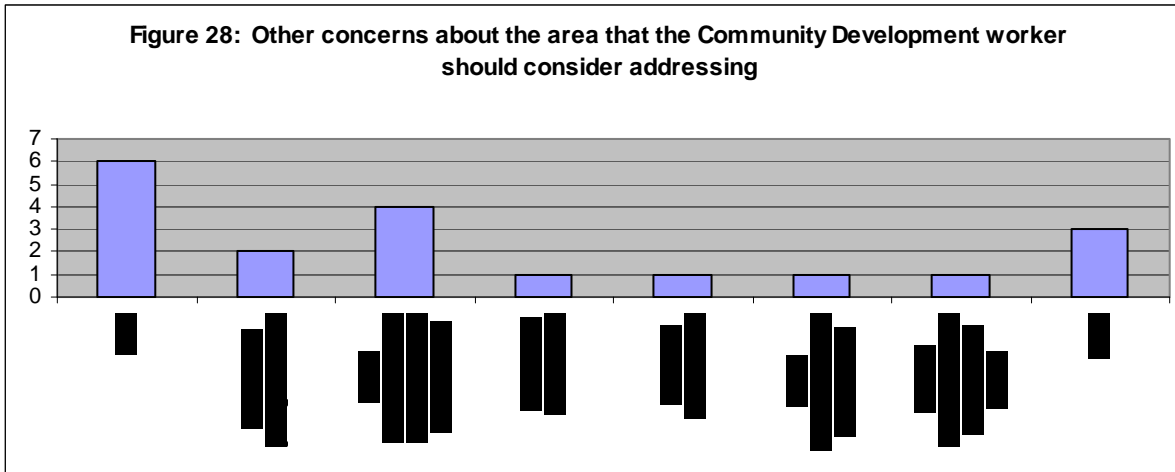


Figure 28 above indicates that the biggest concern locally, outside of those listed as priorities as outlined in section 7.1, is litter, with six of the twenty interviewees stating this to be a problem. Two of these six specifically mentioned the recent removal of the civic amenity site in the area which, they state, has caused an increase in flytipping in the area. One of these six also mentioned that there was a need for an increase to dog litter bins in the ward. One interviewee related this issue to one of the existing priorities for the area:

“there are two major issues in the ward. One is anti social behaviour, the other is litter. It is really between these two issues that the community should be focusing their time and attention on”

The second most commonly stated concern, was the need for better communication between groups, agencies and the council within the ward, which received four comments from interviewees. This was mentioned in a variety of contexts. One interviewee stated:

“sometimes information just gets passed between agencies and not acted upon....it needs to be made clear where actions lie so that they get enacted”

Two interviewees mentioned improvements to the reach of services for younger children, one stating that:

“there are a lot of activities available for older children, but for primary ages there is much less....we could do with services such as breakfast clubs and greater availability of pre-school child care”

The second interviewee making this point commented on the potential benefit of early intervention in the aim of reducing Anti Social Behaviour, and how extra funding and resources would assist developing this as a possibility.

Four additional comments shown in Figure 28, which were included as it was felt that they tied in with views seen elsewhere in this evaluation, were better engagement with young people, support for older people, an increased focus on enforcement (this interviewee was referring mainly to the litter problem in this context), and professionalism of community groups. This last comment was in relation to the level of responsibility that volunteers can often end up having, with relatively little training to that effect:

“there are a number of groups up and running in Greenstead that are not necessarily unprofessional, but just might not have had the adequate training to be able to be really effective in the positions they have found themselves in. we should focus on assisting them in that way”

Three other comments that were raised by interviewees were recycling, environmental concerns, and a specific issue with regards to the Northern Area Policing Team; this interviewee felt that the team were not accessible enough, as often a phone call to them would go straight to their answerphone.

What could the Community Development Worker do, to further improve quality of life in the area?

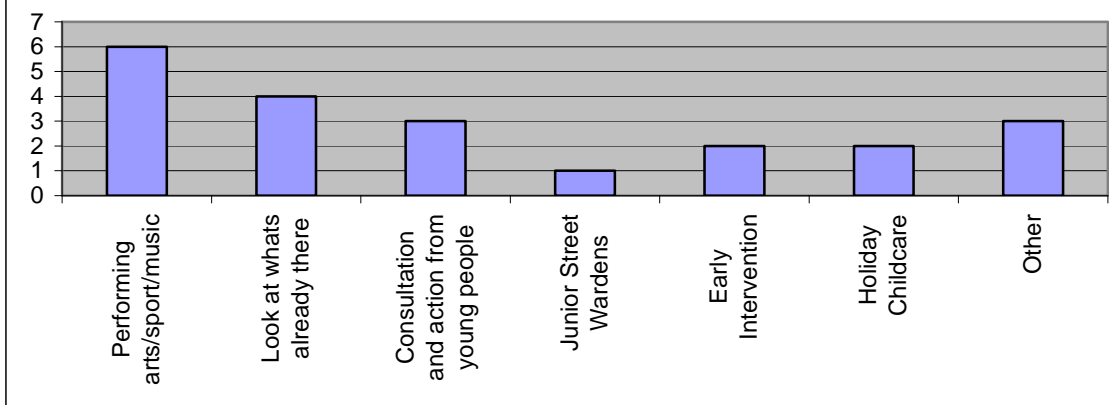
The second question that will be analysed, is question 16 as outlined in the above subheading. There were few comments that could be grouped together under a similar heading, unlike the previous questions' analysis. This is probably because a lot of those groups interviewed commented on their individual needs with regards to community development at this point. However, two individuals did feel that they could not comment, on the basis that it was passing judgement on another organisation's employee's capabilities. In addition, three individuals did mention that the community would benefit from the Community Development Worker having "more time to dedicate to the area". All three mentioned this in relation to their understanding that his time would soon be split between New Town and St Andrews' wards (see footnote 1). The list below outlines some of the additional comments:

- To help introduce and support a residents association or a young persons residents association
- Have activities monitored more; some of the events such as the Volunteer Open Day need a full evaluation to gauge the level of their success
- Community projects – like conservation may be useful, especially in view of the litter issues.
- Just to continue doing what is being done, specifically in building up trust and respect with the community. That takes time to see effects.
- Liaison with schools could be stronger. More frequent visits to primary and junior schools would help.
- Needs more specific approaches to be introduced. At the moment, increasing life chances by for example teaching people to cook would be beneficial. Experiment around food co-operatives, and gaining locally produced food at reasonable prices.
- Perhaps a greater presence with actual individual residents, rather than with groups and agencies.

What ideas do interviewees have about how to reduce ASB?

Finally, interviewees were also asked what other initiatives they felt might be successful in reducing ASB, still felt to be one of the most significant issues in the ward. Figure 29 below outlines the responses.

Figure 29: Other activities to organise that may be effective in reducing ASB



As seen in Figure 29 above, there was quite a high level of consensus regarding effective methods to reduce ASB. Six interviewees stated the benefits of increasing the numbers of performing arts, music and sports classes in the ward. This was raised in various ways, one stating the need to channel art and graffiti more constructively, and one stating the need for greater emphasis on these activities within schools.

Four interviewees felt that it was important to make better use of the resources that have been put into the ward over the last few years, one stating:

“There is a lot there already. Surely we could be putting resources into advertising and encouraging greater uptake of whats existing”

It is perhaps worth referring back at this point to the issue raised by some of the young people at the focus group carried out in July 2006. Two participants had stated that, living more in the Hunwick Road area of the ward, they were not aware of much of what was on offer at the Community Centre. It did not seem to occur to them, for example, to go to the Youth Café held there. As such, it may be necessary to target the young people in this area.

Three interviewees asked for greater consultation and action from young people. One referred to this by suggesting having young people more involved, perhaps in the Health for Greenstead forum. One brought up the possibility of conservation projects being encouraged as *“participatory, rather than just giving rewards which happens too much in areas of high ASB”*.

One further interviewee suggested a scheme of “junior street wardens” whereby allowing young people to get involved in enforcement, giving them a little more ownership over the ward. Early intervention was mentioned by two, as was holiday and early morning childcare (as seen in the previous section).

Three interviewees made other comments. One of these was a suggestion of bringing *“greater coherence between the three territories on the ward – Greenstead Centre, Bromley Road and Hunwicke”*. The remaining two were comments that were more cautious about the community’s ability to impact on this issue, one stated:

“we need to be realistic. Years of ASB in the area has meant that it has come to be accepted. We’re chipping away with all sorts of schemes...but it does take time”

And the second interviewee commenting on a greater need for realistic goals stated:

“it is about the level of respect that young people can earn. Activities are great, but its about the wider community, about changing mindsets and the assumption that young people are all troublemakers”.

What further roles would interviewees like CBC to have? What other support would interviewees like from CBC?

Interviewees were also asked what further roles Colchester Borough Council could have to support their work, or the work of their group in the area. There was a mixed response to this. Perhaps owing to the fact that it was the last question in the questionnaire, a lot of people failed to comment on this at any great length! 19 of the 21 interviewees did make some comment, however.

There was little consensus amongst interviewees responding to this question, apart from around two issues. Four interviewees commented that they would like a greater, more structured level of advice, around completion of funding forms, and skills sharing. Some of those commenting did state that they got assistance already from the council in this regard, but all stated they would like to see a more structured approach to this kind of assistance. One stated:

“Sustainable community groups and the council could offer up more support in areas of expertise that [we – community group] don’t know about - CBC has lots of knowledge regarding employment law, health and safety issues, and policy etc. We could do with some learning events around issues such as this”

It is worth perhaps referring here to one of the recommendations around Building equality, which stated a need to assist community and voluntary groups in producing equal opportunities policies. It may be worth considering at this point the potential value of a learning event, which could focus on assistance as outlined by the above interviewee, and additionally on assistance around the building of equal opportunities policies.

Two interviewees mentioned at this point concerns about resources for community development being reduced for St Andrews, both commenting on the Community Development Worker’s responsibilities being split between New Town and St Andrews in the future.

Apart from these two issues, responses to this question tended to be specific to individuals groups, or very generic. One interviewee for example mentioned *“increased funding”* that would benefit their group, and another mentioned the close partnership working that might be needed on a key new project being undertaken by that organisation. Two interviewees did refer to levels of existing support however, one stating that there *“is a lot of support already in place in the ward”*, and another stating that *“it is a 2- way process, we need to keep the Community Development Worker informed about our actions if we want them to inform us of anything else we can get involved in in the ward”*.

Appendices

Appendix 1: ST ANDREWS INTERVIEW

We are hoping you will help the council's community development team by completing this survey. The responses you give us will help us to evaluate our role in the community development work carried out in the St Andrews area. It will also be used to identify further needs in the community.

Please be assured that anything you tell us will be completely confidential. You will not be identified as an individual or organisation in relation to anything you tell us.

Please read each question carefully and complete as directed.

Name of person completing form:

Are you a resident of St Andrews? How long have you been living in the area?

Are you a member of a community/voluntary group working in St Andrews (such as residents association, church, school)? How long have you been a part of this group? What role do you have in the group?

Community / voluntary group name:

.....

Do you work in the area? If so how long have you been working in the area?

.....

Do you work for a statutory organization (eg. a school, police)?

.....

Contact telephone number:

.....

Email Address:

.....

Part 1:

The first part of the interview will look at the general priorities set out for the Community Development Worker, against interviewees' awareness of them and belief in the communities' capability to impact on them. It will look at how community activity, communication and quality of life has altered since the Community Strengths Assessment for the ward was completed, and what impact the intervention of Colchester Borough Council and the Community Development Worker in particular had in these processes.

INVOLVEMENT IN ST ANDREWS COMMUNITY INVESTMENT

Background to the Council's involvement

Colchester Borough Council completed an assessment of the St Andrews area in 2004, setting priorities for where community development work should be focused in the future. The extent to which these priorities have been tackled both independently by the Council and through collaboration with other community, voluntary and statutory groups is now being evaluated.

1. When did you first become involved in community work in the St Andrews area?

In the last month	
In the last one to three months	
In the last three to six months	
In the last six to 12 months	
In the last 12 months	
More than 5 years ago	

2. How regularly, if at all, do you or your group hold or attend meetings about the St Andrews area? *I / someone from my group ... (please tick)*

Weekly	
Monthly	
Every 3 – 6 months	
Annually	

3. Which/what are the names of the meetings about the area that you attend?

.....

.....

4. What are your main objectives for working in the St Andrews area?

.....
.....
.....

5. Do you feel that Colchester Borough Council has helped you to achieve your objectives? *(please tick)*

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Unsure	<input type="checkbox"/>
N/A	<input type="checkbox"/>

6. If yes, please can you explain how the Council has helped you to meet these objectives.

.....
.....
.....
.....
.....

OBJECTIVES IDENTIFIED BY THE COMMUNITY STRENGTHS ASSESSMENT

Please answer the following questions according to your current knowledge of needs and concerns in the St Andrews area

7. To what extent would you describe each of the following as important concerns for the St Andrews community to address?

(please tick just one response for each item)

	Very important	Quite important	Neither important nor unimportant	Not very important	Not at all important	Unsure
a) Diverting young people in St Andrews from Anti Social Behaviour						
b) Developing new facilities for young people						
c) Targeting community groups for funding , business planning advice and training						
d) Support local meeting places , specifically the Greenstead Community Association and the Greenstead Community Centre						
e) Building equality by making services available to all, and to help groups develop equality and diversity policies.						
f) Promote and encourage community participation and volunteering						
g) Promote and support joint working and networking						

8. If you find this not very important or not at all important, please explain why:

(if not applicable, please indicate by ticking the space provided)

	Why?	N/A
a) Diverting young people in St Andrews from Anti Social Behaviour		
b) Developing new facilities for young people		

c) Target community groups for funding , business planning advice and training		
d) Support local meeting places , specifically the Greenstead Community Association and the Greenstead Community Centre		
e) Building equality by making services available to all, and to help groups develop equality and diversity policies.		
f) Promote and encourage community participation and volunteering		
g) Promote and support joint working and networking		

9. If you have any other concerns about the local area that you feel the St Andrews community, and the Community Development Worker, should consider addressing, please describe these and why you feel that these should be addressed.

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MAKING A DIFFERENCE

10. Has your confidence in the community's ability to make an impact on each of these issues in the St Andrews area increased or decreased over the last two years? Why is this?

(please tick one response for each item and explain your answer in the space provided)

	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
a) Diverting young people in St Andrews from Anti Social Behaviour						
Why?	<p>.....</p> <p>.....</p>					

	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
b)) Developing new facilities for young people in accordance with what they want to see in the area						
Why?	<p>.....</p> <p>.....</p>					

	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
c) Target community groups for funding , business planning advice and training						
Why?	<p>.....</p> <p>.....</p>					

	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
d) Support local meeting places , specifically the Greenstead Community Association and the Greenstead Community Centre						

Why?	<p>.....</p> <p>.....</p>
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Building equality by making services available to all, and to help groups develop equality and diversity policies.	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
Why?	<p>.....</p> <p>.....</p>					

Promote and encourage community participation and volunteering	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
Why?	<p>.....</p> <p>.....</p>					

g) Promote and support joint working and networking	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
Why?	<p>.....</p> <p>.....</p>					

COMMUNITY ACHIEVEMENTS

11. What achievements, if any, can you think of that have been made in the St Andrews area over the last two years?
 (please describe in the space provided)

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12. Can you think of any other activities the St Andrews community could organise that may be effective in diverting young people from anti-social behaviour?

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Improving quality of life

13. One objective for the St Andrews Community Development Worker is to improve the quality of life for people living in the St Andrews area. Do you feel quality of life has... over the last two years?

Improved a lot	
Improved a little	
Neither improved nor worsened	
Worsened a little	
Worsened a lot	
Unsure	

If you feel that quality of life has improved a little or a lot

14. In what way, if at all, do you think the St Andrews Community Development Worker has helped to improve quality of life for people in the St Andrews area? (Relating where possible to the objectives set out in question...)

.....
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.....
.....

15. Can you think of any factors that may prevent the Community Development Worker from significantly improving quality of life for people in the St Andrews area? *These may be internal factors (e.g. relating to the effectiveness of local groups or agencies), or external factors (i.e. wider issues relating to the community).*

.....

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16. What do you feel the Community Development Worker could do to further improve quality of life for people living in the area? *(please describe in the space provided)*

.....

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.....

Communication

17. To what extent do you agree or disagree that communication between community and voluntary groups and other professionals (e.g. the council) in St Andrews has improved over the last two years? *(please tick)*

Strongly agree	
Slightly agree	
Neither agree nor disagree	
Slightly disagree	
Strongly disagree	
Unsure	

18. If you agree strongly or slightly, to what extent do you feel that the improved communication is due to the work and involvement of the Community Development Worker? (please tick)

Strongly agree	
Slightly agree	
Neither agree nor disagree	
Slightly disagree	
Strongly disagree	
Unsure	
N/A	

Community Activity

19. To what extent do you agree or disagree that there has been more community activity in St Andrews over the last two years? N.B. By community

activity we mean local people coming together to develop initiatives as well as partnerships with other organisations to make a positive change in their local community. (please tick)

Strongly agree	
Slightly agree	
Neither agree nor disagree	
Slightly disagree	
Strongly disagree	
Unsure	
N/A	

INVOLVEMENT WITH THE LOCAL COMMUNITY

20. To what extent would you agree or disagree that the community / voluntary group/organisation you work with has become more involved with the local community over the last two years? (please tick)

Strongly agree	
Slightly agree	
Neither agree/nor disagree	
Slightly disagree	
Strongly disagree	
Unsure	

For those that Strongly agree or Slightly agree

21. In what way? *(please describe in the space provided)*

.....

.....

.....

.....

22. To what extent would you agree or disagree that this increased involvement with the local community is connected to the work and involvement of the Community Development Worker at Colchester Borough Council? *(please tick)*

Strongly agree	<input type="checkbox"/>
Slightly agree	<input type="checkbox"/>
Neither agree/nor disagree	<input type="checkbox"/>
Slightly disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Unsure	<input type="checkbox"/>

23. Do you think there have been more local residents involved in your community / voluntary group/organisation over the last 2 years? *(please tick)*

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Unsure	<input type="checkbox"/>

For those that Strongly agree or Slightly agree

24. To what extent would you agree or disagree that this increase in the number of local residents involved in your community / voluntary group/organisation is connected to the work and involvement of the Community Development Worker at Colchester Borough Council? *(please tick)*

Strongly agree	
Slightly agree	
Neither agree/nor disagree	
Slightly disagree	
Strongly disagree	
Unsure	

25. What else do you think might have caused this increase in local participation? *(please describe)*

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SUPPORT

Ask community and voluntary groups only

26. Over the last year, has your community / voluntary group had any of the following types of outside advice? *(please tick all that apply)*

Management issues	
Funding advice	
Managing money	
If other help, please specify where from: (e.g. advice on organising events)	

Ask community and voluntary groups only

27. Over the last year has your community / voluntary group needed outside advice about any of the following issues but not been able to get it? *(please tick all that apply)*

Management issues	
Funding advice	
Managing money	
If other help, please specify where from: (e.g. advice on organising events)	

Ask community and voluntary groups only

28. If yes, why was this? *(please describe)*

.....

.....

.....

.....

Ask all

29. To what extent do you agree or disagree that you feel more supported by Colchester Borough Council in your work with the local community over the last two years? *(please tick)*

Strongly agree	<input type="checkbox"/>
Slightly agree	<input type="checkbox"/>
Neither agree/nor disagree	<input type="checkbox"/>
Slightly disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>
Unsure	<input type="checkbox"/>

30. Are there any other ways in which you feel you could be more supported?

(please describe)

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.....

31. Please describe any other roles you think Colchester Borough Council could have to support the work of your group / your work in the area.

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PART 2

INDIVIDUAL PROJECTS

This second part of the interview is to be used for each of the following individual projects, and should be asked only to those who have been directly involved in the planning and carrying out of these projects:

- *Magnolia Lights, CCTV, and Shelter*
- *Greenstead Goes Global event*
- *Underpass Projects*
- *Youth café and development of services at the Community Centre*
- *Volunteer Open Day*
- *2004 Youth Activity Days at Sir Charles Lucas*

Part 2 should be repeated for each interviewee for each of the above projects with which they have had involvement.

1. In what way were you involved in this project?

.....

.....

.....

.....

2. Overall, how would you rate the success of this project? (so far...for ongoing e.g. development of services at C.C)

Very successful	
Quite successful	
Neither successful/unsuccessful	
Not very successful	
Not at all successful	
Unsure	

3. How effective do you think the planning of this project was? (or continues to be...for ongoing)

Very effective	
Quite effective	
Neither effective nor ineffective	
Not very effective	
Not at all effective	
Unsure	

4. Can you think of anything that went particularly well during the planning and completion of this project?

.....

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.....

5. Can you think of any significant problems that were encountered during the carrying out of this project? If so, please describe these below:

.....

.....

.....

.....

6. How well do you think these problems were handled? (please tick)

Very well	
Quite well	
Neither well nor badly	
Not very well	
Not at all well	
Unsure	
N/A	

7. Can you think of any way in which these problems could have been handled better? *If yes, please describe below:*

.....

.....

.....

.....

Appendix 2

A total of 20 people from across each the following community / voluntary groups or statutory sector representatives were interviewed:

Colchester Borough Homes, Community Initiatives Officer

Colchester Credit Union

CYPSYP representative

Evergreens

Signpost

University of Essex 'V' (Volunteer) Team

Sure Start

Community Street Wardens

Greenstead Community Centre/Greenstead Community Association

Local Ward Councillors

Essex Youth Service

Hazelmere Infants and Junior School

Mobile Creche/Toy Library

Sir Charles Lucas Arts College,

Northern Community Police Team,

Neighbourhood Watch

Maureen and David Brooks (active in the local community)

Family Support Worker (at Hazelmere Infants and Junior)

St Andrews Infants and Nursery School

