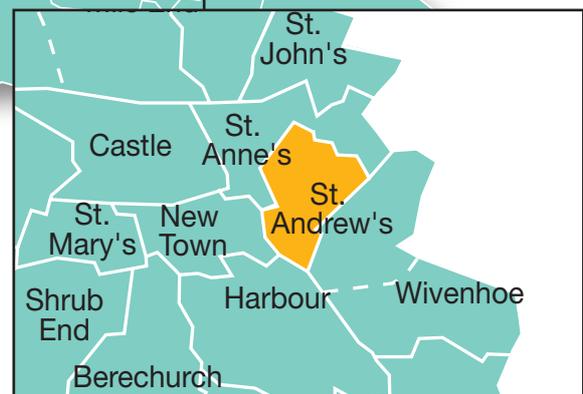


Discovering Need, Developing Solutions

St Andrew's Ward Community Strengths Assessment



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ST ANDREW'S WARD COMMUNITY STRENGTHS ASSESSMENT

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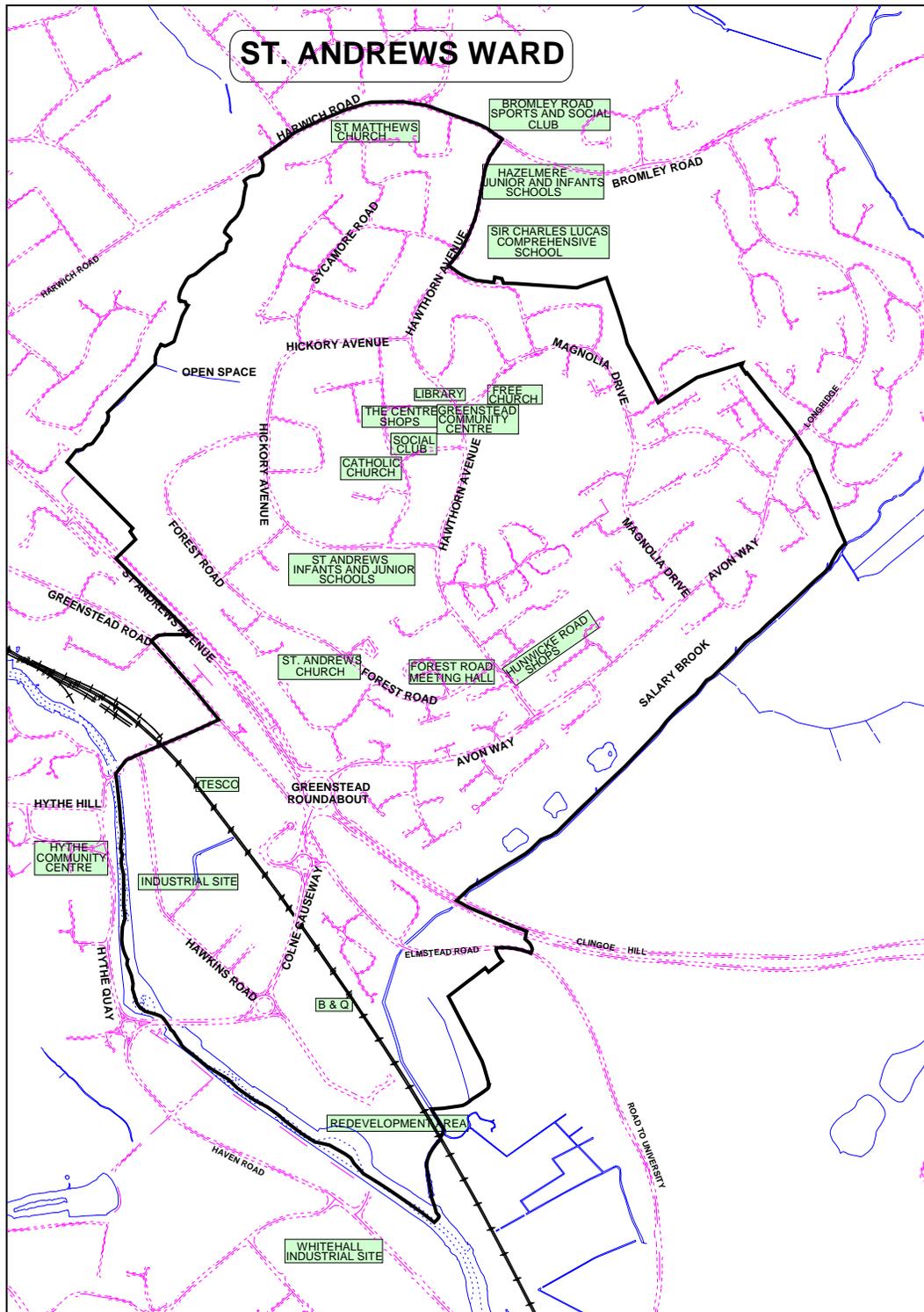
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1. INTRODUCTION AND METHODOLOGY

1.1 Background to the research

1.1.1 This was the third of four community assessments that the Social and Economic Regeneration Group at Colchester Borough Council have undertaken in local authority wards that have been identified as 'deprived' in the Government's Index of Multiple Deprivation 2000 (IMD 2000). The completed reports for Harbour, Berechurch and St Anne's wards are currently available online at www.colchester.gov.uk (to find these, click on the 'Research and Statistics' link, then 'Community Research'). Alternatively, you may telephone us if you would prefer to receive a paper copy (see Community Development and Research Contacts listed on page 4).

1.1.2 The purpose of producing this report was to increase local knowledge about characteristics and needs in these wards. These needs have been established from consultation with residents about their neighbourhood and community. This is accompanied by analysis from interviews with community and voluntary groups about the strengths and needs of their organisations and interviews about the support that these groups receive.

1.1.3 Research has shown that a vibrant community and voluntary sector and increased community involvement can have a significant and positive impact on social exclusion in areas of deprivation. Future community development work will be planned largely around the findings of this research.

1.2 Structure of the report

This report is divided into six main chapters:

Chapter 1: Introduction and methodology

Chapter 2: Executive summary of main findings

Chapter 3: Recommendations

Chapter 4: Results of household survey

Chapter 5: Results of interviews with community and voluntary groups

Chapter 6: Results of interviews with support organisations

1.3 Geography and boundaries used

- 1.3.1 This report looks at community needs in St Andrew's ward. As mentioned above, St Andrew's ward was initially selected along with three other wards as the target area for this research on the basis of its score on the Index of Multiple Deprivation (ID 2000). This highlighted that St Andrew's ward was the most deprived ward of all 27 wards in the borough. Details of the ward boundary can be viewed on the map on page 5.

1.4 Methodology

- 1.4.1 This research involved three separate parts:

- a) A household survey
- b) Interviews with community and voluntary groups
- c) Interviews with support organisations

The details of each of these methods are outlined below.

a) Household survey

- 1.4.2 A household survey was carried out in Jan/Feb 2004. This involved face to face interviews with 224 residents in St Andrew's ward. This amounts to a survey of approximately 5.5% of all the households in the ward. This is the standard sample size for each of the four wards where this research was carried out.

- 1.4.3 The survey asked people about their level of involvement in the community. It also explored the issues that they felt need addressing, in terms of community needs and gaps in the delivery of services to St Andrew's. A copy of the survey that was used is included in Appendix 1.

b) Interviews with community and voluntary groups

- 1.4.4 A total of 19 interviews were conducted with representatives from local community and voluntary groups. These interviews looked at the strengths, levels of organisation and the needs of these groups. A list of the groups interviewed is included in Appendix 2 and a copy of the interview form is included in Appendix 3.

c) Interviews with support organisations

- 1.4.5 A total of 12 interviews were conducted with organisations that provide support to community and voluntary groups in St Andrew's to achieve their objectives. These interviews looked at support currently delivered in St Andrew's, as well as support available. The list of organisations interviewed is included in Appendix 2 and a copy of the interview form that was used is contained in Appendix 4.

2 EXECUTIVE SUMMARY OF MAIN FINDINGS

2.1 Introduction

- 2.1.1 This summary integrates the findings from each of the methodologies used throughout the research. Methodologies used include a household survey, interviews with community and voluntary groups and interviews with support organisations (see chapter 1 for more detail). Recommendations for tackling each of the issues highlighted in this section of the report are contained in Chapter 3.
- 2.1.2 The main findings that emerged from the research shaped the structure of this chapter. It is organised under the following sections:
- Anti-social behaviour
 - Younger people
 - Funding
 - Resource issues and local meeting places
 - Building equality
 - Community participation
 - Joint working and support
- 2.1.3 The first two sections - Anti-social behaviour and Younger people are closely linked. For instance, anti-social behaviour was seen as a problem in the neighbourhood and respondents identified younger people as the main cause. Providing better leisure and recreation facilities in St Andrew's and activities aimed at younger people were seen as a solution to this problem.
- 2.1.4 The next sections, Funding, and Resource Issues and Local Meeting Places were identified mostly from the interviews with community and voluntary groups. These relate to the ability of community and voluntary groups in St Andrew's to carry out their objectives with the available resources.
- 2.1.5 The last three sections, Building Equality, Community Participation and Joint Working and Support, relate to the ways in which community and voluntary groups try to involve and include people and the extent to which support organisations assist them in doing so.
- 2.1.6 For conciseness and to avoid duplication, this chapter does not contain data. All references to research findings, however, signpost back to from the original text where actual data can be found.

2.2 Anti-social behaviour

- 2.2.1 Anti-social behaviour was seen as a major problem for people in St Andrew's. This was the most common type of issue that people said they had taken practical action to address. More specifically, the issues they said they had addressed included noise, drug abuse and vandalism (see Section 4.6.2). Many people also commented on the disruptive / abusive behaviour of younger people in the neighbourhood (see Section 2.3 for more detail about this aspect of the issue).
- 2.2.2 Anti-social behaviour was also the issue most commonly rated as a problem after litter and rubbish, and vandalism and graffiti (although these issues may all be described as forms of anti-social behaviour) (see Section 4.15.2).
- 2.2.3 Additionally, two community and voluntary groups stated (unprompted) that anti-social behaviour of people within the neighbourhood hindered them in meeting their groups' objectives (see Section 5.3.6).

2.3 Younger people

- 2.3.1 The needs and behaviour of younger people were a recurrent theme throughout the research process and is closely connected to the issue of anti-social behaviour discussed above.
- 2.3.2 The household survey revealed that disruptive / abusive behaviour of younger people in the neighbourhood was the second most common type of issue that people said they had taken practical action to address (see Section 4.6.2).
- 2.3.3 More than one third of household survey interviewees felt local facilities for younger people were inadequate. In fact, facilities for younger people received the highest level of poor or very poor ratings of all the services listed (see Section 4.12.4).
- 2.3.4 Indeed, improving the facilities for younger people was by far seen as the highest priority of all the services listed. Nearly three times more people rated this as the service to which they would give highest priority than public transport, the service that was prioritised by the next highest proportion (see Section 4.13.2).
- 2.3.5 When household survey interviewees were asked to give any ideas for additional groups that they would welcome within their community, the most common types of suggestion given were activities for teenagers and activities for children (see Section 4.9.1).

- 2.3.6 Similarly, events / services for younger people were the most common suggestions made when people were asked for ideas for services or events that they would like to see in the new Greenstead Community Centre (see Section 4.11.3).
- 2.3.7 It is perhaps worth noting that the difficulties surrounding younger people and anti-social behaviour in this area have been recognised and that activities to tackle these issues have gained momentum over the last year in St Andrew's. For instance, two United Solutions Problem Solving groups (multi-agency, time limited teams) have been set up specifically to deal with these issues.

2.4 Funding

- 2.4.1 Funding was rated as the most common problem facing community and voluntary groups in St Andrew's. Almost two thirds of groups interviewed said that funding was a significant problem (see Section 5.3.2).
- 2.4.2 Almost half of groups had a dedicated person responsible for fundraising. Nearly two thirds of groups had sought funding advice on at least one occasion over the past three years. The majority had approached a funding body such as Colchester Borough Council or National Lottery funding (see Sections 5.4.7, 5.4.8).
- 2.4.3 It is interesting to note, however, that funding levels for groups in St Andrew's was generally fairly high. Nearly one third of groups said that they received funding of £100,000 and over in the previous year. Just one group said they did not receive any revenue or funding and one group received less than £1,000 (see Sections 5.4.5, 5.4.6).
- 2.4.4 Interviews with support organisations revealed that all six of the organisations interviewed that provide funding to groups in Colchester said they funded at least one community or voluntary group in St Andrew's at the time of completing the questionnaire (see Section 6.2.1).

2.5 Resource issues and local meeting places

- 2.5.1 Of all the resources and equipment listed, meeting space was rated as the most problematic for community and voluntary groups in St Andrew's. Just under half of the groups interviewed said that this was a significant problem (see Section 5.4.13).
- 2.5.2 One group said they felt that the lack of an appropriate venue for meetings was a barrier to fuller participation in local networks (see Section 5.7.9).

- 2.5.3 According to the support organisations that were interviewed, however, several meeting places were available to community and voluntary groups. Some of these were free of charge, whilst others said that they incurred a charge (see Section 6.3.2).
- 2.5.4 It is perhaps worth mentioning that the new Greenstead Community Centre opened during the course of the research. The timing of this may have had an impact on the findings of the research. The recent availability of this community facility may alleviate some of these problems.
- 2.5.5 Responses to the household survey seem to confirm that the timing of the research might have impacted on the findings since many interviewees were not sure of how to rate local meeting places.
- 2.5.6 Over one third of people said they did not know how to rate meeting places in St Andrew's. Of those that did have an opinion about meeting places, the responses were divided evenly between those who felt that they were good or very good and those who felt that they were poor or very poor (see Section 4.12.5).
- 2.5.7 Although groups generally appeared to be well resourced, storage space was rated as a problem by many of the groups interviewed. Meeting space was also a problem for many of the groups interviewed (see Sections 5.4.13, 5.4.14).

2.6 Building equality

- 2.6.1 The groups interviewed appeared confident about their ability to deal with equal opportunities issues. All 17 groups that answered this question agreed (strongly or slightly) that they had the skills or experiences necessary to deal with equal opportunities issues (see Section 5.5.2).
- 2.6.2 Many community and voluntary groups interviewed said they had been involved in activities for challenging discrimination within their communities. For example, more than one third of groups had done this through awareness raising events (see Section 5.6.3).
- 2.6.3 Just three of all 19 groups interviewed said they had neither a written equal opportunities policy nor a statement of equality within their constitution. All three of these groups, however, said they would be interested in receiving help to develop these (see Section 5.6.1).
- 2.6.4 Although the majority of groups conveyed commitment and concern about these issues, very few groups showed signs of implementing or monitoring equal opportunities in any systematic way. For instance, many groups said that they tried to be open and accessible and that

they would be prepared to challenge any incidents of discrimination that occurred within their group (see Section 5.6.3).

- 2.6.5 Community and voluntary groups rated language barriers in communicating with the local community and access to childcare for members to access activities as the least problematic of all issues listed. Three quarters of the groups interviewed said that language barriers were no problem and over one half of groups said that child care was no problem. However, this does not necessarily mean that these are not problems for these groups, but that they were not perceived as such by those interviewed. Further examination would be needed to investigate the possible existence, and then the extent of, any of these access issues (see Section 5.3.4).
- 2.6.6 Interviews with the support organisations revealed that support is available to community and voluntary groups in St Andrew's in promoting diversity. For example, St Andrew's has a Community Development worker who is able to offer advice and support to groups on these issues, but this tends to be delivered to groups as issues arise (see Section 6.5.1).
- 2.6.7 Over half of the community and voluntary groups interviewed, however, said that they received support for their work on equal opportunities. Ten of these organisations were either 'very satisfied' or 'satisfied' with the quality of support that they received on implementing equal opportunities (see Section 5.6.4).
- 2.6.8 As mentioned above, the majority of the groups interviewed felt that they had the necessary skills and experience to deal with equal opportunities issues and many people felt that language barriers were not an issue. This could reflect reality, or it could reflect a lack of awareness on the part of community and voluntary groups in St Andrew's in addressing issues of diversity and equality of opportunity. Further investigation would be needed to determine whether this was the case.
- 2.6.9 Since St Andrew's has the second most ethnically diverse population of all 27 wards in Colchester (according to 2001 Census) it could be that many people from black and minority ethnic groups are not accessing local services. One possible explanation for this could be that many of these people are accessing services at the University of Essex. However, this might be because they feel that St Andrew's is not particularly friendly to people from black and minority ethnic groups. In fact, this aspect of diversity is particularly important in relation to St Andrew's since a number of racial incidents have recently occurred in this area.

2.7 Community participation

- 2.7.1 Whilst three quarters of people interviewed for the household survey said that they were happy living in their neighbourhood, almost one

third of people said they did not feel a part of their community. Again, almost one third of people said they do not know the people that live near them on their road or street. This combination of responses could suggest that a significant proportion of the population felt they were less integrated in community life (see Sections 4.3.2, 4.3.3, 4.3.4).

- 2.7.2 Similarly, whilst approximately half of the people interviewed said they felt well informed about issues of concern in their neighbourhood, almost as many people disagreed (slightly or strongly) (see Section 4.4.2).
- 2.7.3 The vast majority of people said they had not taken practical action in an attempt to resolve an issue that affected their community in the last two years (see Section 4.5.7).
- 2.7.4 Interviews with community groups revealed that recruiting and retaining volunteers appeared to be a common problem for groups in St Andrew's (see Section 5.3.3).
- 2.7.5 Just four of all 200 people interviewed for the household survey had come into contact with any of the local groups listed as a volunteer (see Section 4.8.3).
- 2.7.6 However, nearly one quarter of people said they would be willing to get more involved in local groups. The most common factor that prevents people from getting involved in local groups is lack of time (almost half of all people interviewed) (see Sections 4.10.1, 4.10.2).

2.8 Joint working and support

- 2.8.1 Community and voluntary groups in St Andrew's generally seemed well connected and supported by the support organisations that were interviewed. For instance, as mentioned above, all six of the support organisations that offer funding to groups in Colchester currently fund groups in St Andrew's at the time of completing questionnaire. Additionally, all eight of the support organisations that said they offered staff time to community and voluntary groups were doing so in St Andrew's. All seven of the support organisations that said they could provide information to community and voluntary groups in Colchester currently do so in St Andrew's (see Section 6.2.4).
- 2.8.2 More than half of the community and voluntary groups interviewed had been involved in joint working with the local Council over the previous year and half said they had been involved in joint working with other statutory agencies. The majority of groups were members of formal networks (see Sections 5.7.6, 5.7.7).

- 2.8.3 Suggestions for ways of improving local networks include having more focussed meetings that are relevant and lead to action (see Section 5.7.7).
- 2.8.4 Almost half of groups interviewed said they would be interested in support to identify their training needs (see Section 5.5.4).
- 2.8.5 As discussed in Section 2.6.3 above, all three of the community and voluntary groups in St Andrew's that said they have neither an equal opportunities policy nor a statement of equality within their constitution said they would be interested in receiving help to develop their practices (see Section 5.6.1).

3. RECOMMENDATIONS

3.1 Introduction

3.1.1 Below is a short list of recommendations that have been proposed in the light of findings about local needs that emerged from this research. These recommendations are organised under the same thematic section headings under which the Executive Summary was structured (see Chapter 2). Each issue is briefly documented along with suggested recommendations as to how they might be tackled. These recommendations are intended as a starting point to instigate further community action and are by no means an exhaustive list.

3.2 Anti-social behaviour

3.2.1 Anti-social behaviour was widely perceived as a problem in St Andrew's. In fact, this issue has already been recognised, particularly in relation to the behaviour of younger people and United Solutions Problem Solving groups have been set up to tackle these issues.

3.2.2 **Recommendation 1:** Engage with the United Solutions process to ensure the success of the problem solving groups.

3.2.3 **Recommendation 2:** 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 Anti-Social Behaviour Orders.

3.3 Younger people

3.3.1 Younger people were a prominent theme emerging from this research. In connection to the issue discussed above, younger people were closely associated with anti-social behaviour in the neighbourhood. People in St Andrew's are keen to provide activities for younger people and create opportunities for them to be more involved in the community.

3.3.2 **Recommendation 3:** Map services for younger people currently available in St Andrew's (and St Anne's).

3.3.3 **Recommendation 4:** Consult with younger people about the gaps that exist and their interest in new services.

- 3.3.4 **Recommendation 5:** 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.

3.4 Funding

- 3.4.1 Funding was seen as a significant problem for many groups in St Andrew's. It is not clear why such a large proportion of groups felt that funding was a problem since levels of funding for groups in this area is generally relatively high.

- 3.4.2 **Recommendation 6:** 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.

3.5 Local meeting places

- 3.5.1 Access to local meeting places was rated as the most problematic for groups of all the resources listed. Although many groups were satisfied with the premises they used, a number of groups had low levels of satisfaction with the premises they used.

- 3.5.2 It is important to note that the new Greenstead Community Centre opened during the course of the research. The extent to which the timing of this research may have impacted upon these findings is not clear. It is hoped that the recent availability of this facility may alleviate some of these problems. However, one group suggested that affordability might be an issue for some groups in accessing the community centre.

- 3.5.3 **Recommendation 7:** 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.

3.6 Building equality

- 3.6.1 Community and voluntary groups appeared fairly confident that they had the skills and experiences necessary to deal with equal opportunities issues. Although the majority of groups conveyed commitment and concern about these issues, very few showed signs of implementing equal opportunities in any systematic way or addressing issues proactively.

- 3.6.2 For example, language barriers in communicating with the local community were not seen to be a problem for the majority of groups.

However, since St Andrew's has one of the most ethnically diverse populations of all 27 wards in Colchester (according to 2001 Census) it could be that many black and minority ethnic (BME) groups are not accessing local services. One possible explanation for this could be that many of these people are accessing services at the University of Essex. However, this might be because they feel that St Andrew's is not particularly friendly to people from black and minority ethnic groups. In fact, this aspect of diversity may be particularly important in relation to St Andrew's since a number of racial incidents have recently occurred in this area.

- 3.6.3 Support is available for community and voluntary groups in building equality and most groups appeared to be satisfied with the support available for dealing with issues of diversity as they arose.
- 3.6.4 Although the majority of groups in St Andrew's said that they had an equal opportunities policy or a statement of equality within their constitution, a handful of groups said that they had neither of these and said they were interested in having help to develop these.
- 3.6.5 **Recommendation 8:** Ensure that the Community Development workers continue to remain abreast of trends and legislation pertaining to diversity and equality of opportunity.
- 3.6.6 **Recommendation 9:** 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.
- 3.6.7 **Recommendation 10:** Support the Tendring and Colchester Minority Ethnic Partnership to research the needs of local black and minority ethnic people to access services.
- 3.6.8 **Recommendation 11:** 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.

3.7 Community participation

- 3.7.1 A small segment of people in the neighbourhood feel that they are less integrated in community life.
- 3.7.2 Recruiting and retaining volunteers was a common problem for groups in St Andrew's. Very few of the people interviewed had come into contact with any local community and voluntary groups as a volunteer. However, almost one quarter of the people interviewed said they would be willing to get more involved in local groups.

3.7.3 **Recommendation 12:** In connection with Recommendation 7, support the Greenstead Community Association to produce the Greenstead Grapevine newsletter. Ensure that the newsletter encourages participation and involvement of all sections of the community (see Recommendation 9).

3.7.4 **Recommendation 13:** Work with the voluntary sector, Greenstead Community Association, and the University to organise promotional events to encourage wider community participation and volunteering.

3.8 Joint working and support

3.8.1 Community and voluntary groups in St Andrew's generally seem well supported (with the possible exception of issues regarding diversity and equality of opportunity) and networks between community and voluntary groups and statutory organisations in this area appear to be relatively strong.

3.8.2 **Recommendation 14:** Continue to support the 'Health for Greenstead' networking forum to provide an opportunity for agencies to share information, exchange good practice and plan joint working.

4. RESULTS OF THE HOUSEHOLD SURVEY

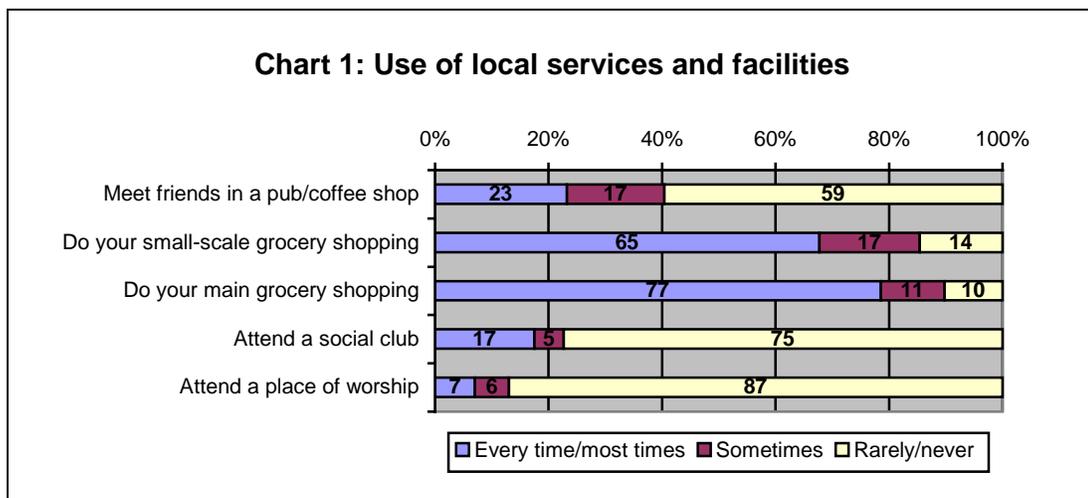
4.1 Introduction

4.1.1 This chapter looks at community needs in St Andrew's that were identified from a household survey that was carried out through face to face interviews with over 200 people in St Andrew's.

4.1.2 N.B. Data in charts is presented to no decimal places, whilst data in text is presented to one decimal place for greater accuracy.

4.2. Use of local services and facilities

4.2.1 Chart 1 shows the frequency of which people said they use local services and facilities for various activities, as opposed to using the services and facilities in other areas. The activities that were included in this question are labelled in Chart 1.



(a) Meeting friends in pubs or coffee shops

4.2.2 Chart 1 above reveals that nearly two out of every three people interviewed (59.2%) said that they rarely or never socialise in local pubs or coffee shops. When these people were asked to explain why they do not use these services in their neighbourhood, the most common response (66%) was that they do not use pubs and coffee shops anywhere (see Chart 2 overleaf). The second most common response was that they prefer the services offered elsewhere (21.4%).

(b) Shopping

4.2.3 Chart 1 shows that of all the activities that were listed in this question, it is grocery shopping that people in St Andrew's are most likely to do in their local neighbourhood. The majority of people interviewed (76.8%) do their main grocery shopping in their neighbourhood every time or most times. Just 10% of people said they rarely or never use local supermarkets for their main grocery shop.

4.2.4 Almost as many people (65.4%) said that they use their local shops for small-scale grocery shopping every time or most times, and 17.3% said they do this sometimes. Just 14.1% stated that they rarely or never use local shops for small scale grocery shopping.

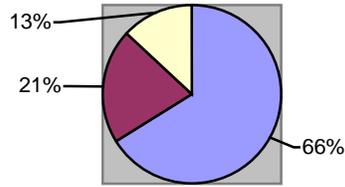
(c) Attending a social club

4.2.5 Very few people attend a local social club in their neighbourhood. In fact, nearly three out of every four people interviewed (74.9%) said that they rarely or never attend a local social club. When asked why they do not attend local social clubs, 84.5% of people said that they do not do this anywhere. Nearly 10% of people said they prefer the services offered elsewhere (see Chart 3 overleaf).

(d) Attending local places of worship

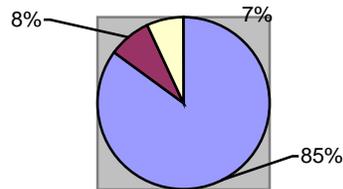
4.2.6 Less than one in 10 of the people interviewed (7.3%) said that they attend a place of worship in their local neighbourhood every time or most times. The majority of people (74.9%) said they never or rarely attend a local place of worship. When asked to give a reason for never or rarely attending local places of worship, some 98% of people said that they do not do this anywhere (see chart 4 overleaf).

Chart 2: Reasons for not using local pubs and coffee shops



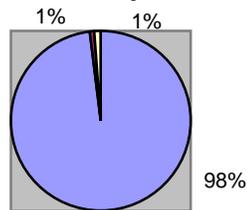
- I don't do this anywhere
- I prefer the services offered elsewhere
- Other

Chart 3: Reasons for not attending local social clubs



- I don't do this anywhere
- I prefer the services offered elsewhere
- Other

Chart 4: Reasons for not attending local places of worship

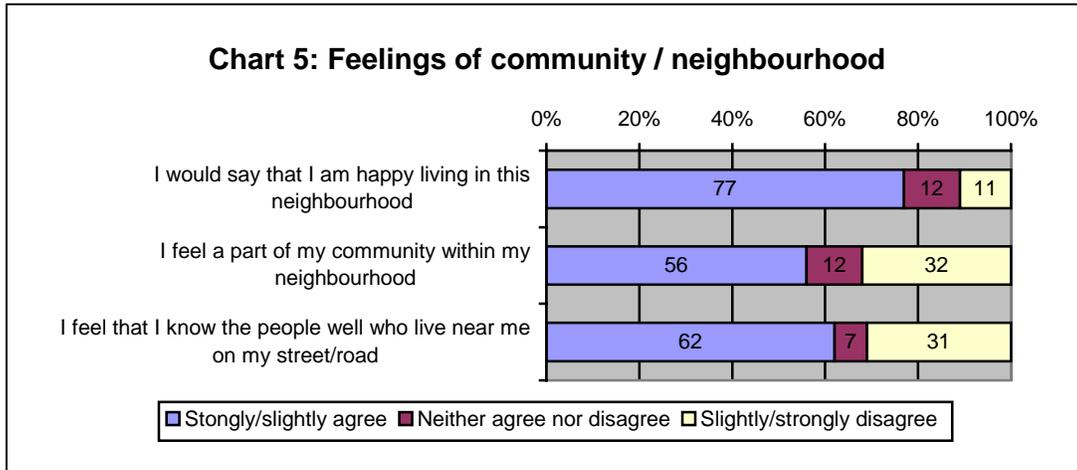


- I don't do this anywhere
- I prefer the services offered elsewhere
- Other

4.3 Feelings of community / neighbourhood

4.3.1 Chart 5 below shows the proportion of people that agreed to various statements about neighbourhood involvement and feelings of community.

a) *I would say that I am happy living in this neighbourhood*



4.3.2 The majority of people (76.6%) said that they are happy living in their neighbourhood. Only a little more than one in 10 people (11%) said they disagree (slightly or strongly) with this statement.

b) *I feel a part of my community within my neighbourhood*

4.3.3 More than half the people interviewed (55.9%) agreed (slightly or strongly) to the statement that they feel a part of the community within their neighbourhood. Nearly one in three people disagreed (slightly or strongly) with this statement.

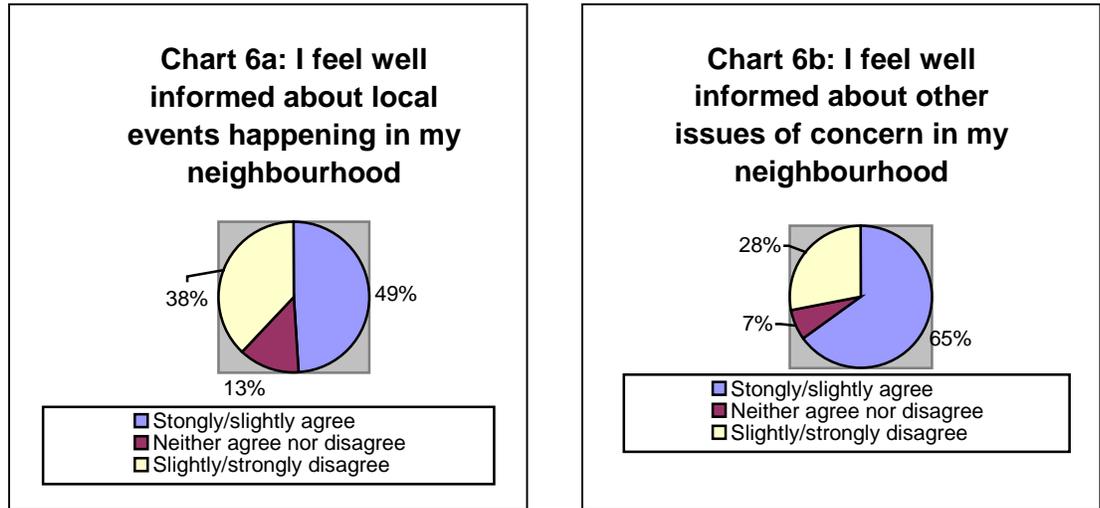
c) *I feel that I know the people well who live near me on my road/street*

4.3.4 Some 62% of people said they know the people well who live near them on their street or road.

4.4 Information about local events and issues

4.4.1 Charts 6a and 6b below show the extent to which the people that were interviewed feel informed about local events and issues of concern in their neighbourhood.

Chart 6a and 6b: Feelings of being informed about community matters



4.4.2 Almost half of the people interviewed (49%) said that they feel well informed about other issues of concern in their neighbourhood. However, almost as many people (38%) said they strongly or slightly disagree with this statement.

4.4.3 More than half of the people interviewed said they feel well informed about local events happening in their neighbourhood.

4.5 Involvement in decision making

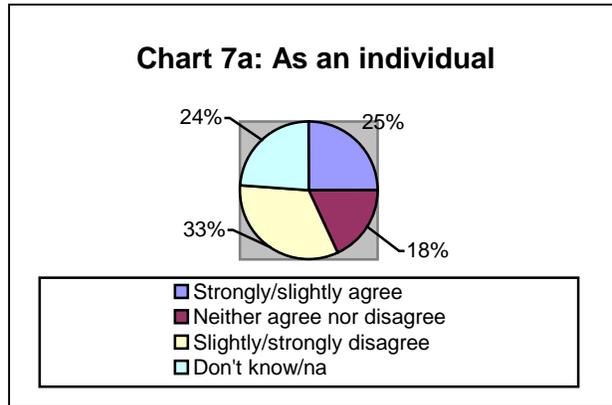
4.5.1 People were asked how satisfied they are with their ability to influence decisions that affect their neighbourhood, working under the following conditions:

- 'as an individual'
- 'working informally with others from my neighbourhood'
- 'as a member of an organised community group'

Charts 7a, b and c overleaf show that, overall, only a small proportion of people in St Andrew's feel satisfied with their ability to influence decisions that affect their neighbourhood.

a) *As an individual*

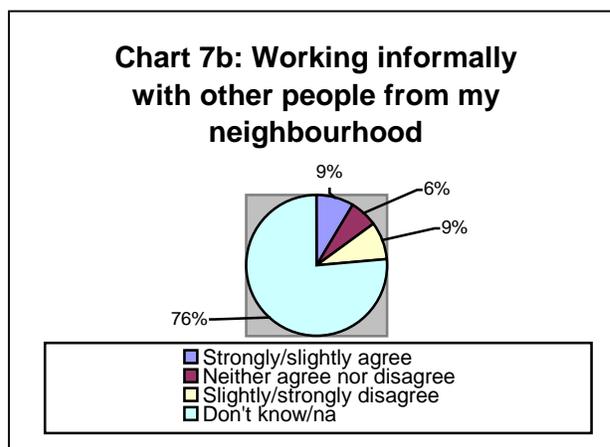
4.5.2 Chart 7a below shows that just 25.1% of people agreed (slightly or strongly) that they are satisfied with their ability to influence decisions as an individual. A slightly larger proportion of people said that they disagree (slightly or strongly) with this statement (33.0%).



b) *Working informally with others from my neighbourhood'*

4.5.3 Chart 7b below shows that three in four people did not feel that they could answer this part of the question (75.4%). In fact, this is not surprising since most people had not attempted to resolve an issue that affected their neighbourhood by working informally with others from their neighbourhood in the last two years (see Section 4.5.9).

4.5.4 Of the people that did give a definite response to this question, it is interesting to note that equal proportions agreed (slightly or strongly) and disagreed (slightly or strongly).

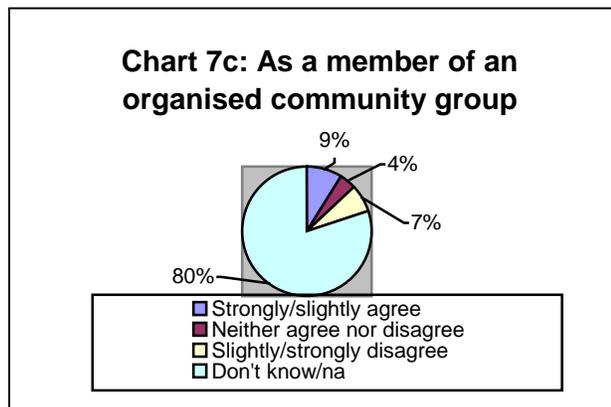


c) As a member of an organised community group

4.5.5 Chart 7c below shows that the majority of people did not feel that they could answer this part of the question (80.1%). Again, this is not surprising since most people have not attempted to take practical action in an attempt to resolve an issue that affected their neighbourhood as a member of an organised community group in the last two years (see Section 4.5.9).

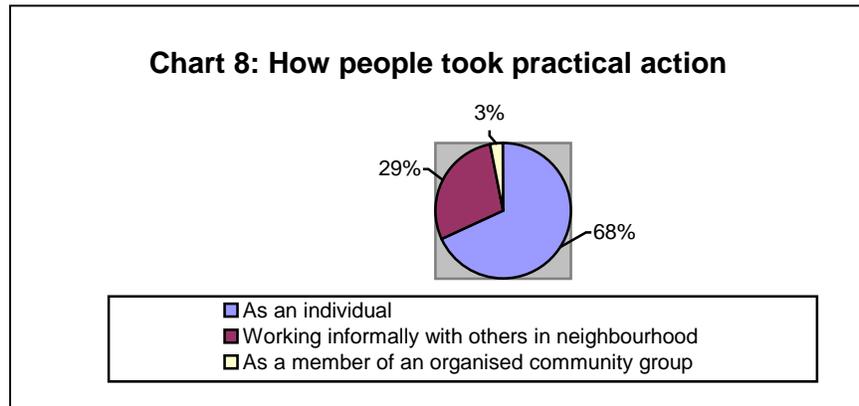
4.5.6 It is interesting to note that equal proportions of people agreed (slightly or strongly) that they were satisfied with their ability to influence decisions as a member of an organised community group (8.9%), to the proportion who responded that they were satisfied working informally with others from their neighbourhood (8.9%).

4.5.7 In fact, almost nine out of 10 people (85.6%) said that they have not taken practical action in an attempt to resolve an issue that affected their neighbourhood in the last two years.



4.6 How people took practical action

4.6.1 Chart 8 overleaf shows the way these people who took action were involved. This shows that the majority (69%) said they had taken action as individuals, 29% had taken action through their normal work with other people in their neighbourhood and just 3% had taken action through an organised community group. The fact that many people had not taken action through working informally with others from their neighbourhood or as a member of an organised community group could explain why the majority of people were unable to say how satisfied they were with their ability to influence decisions in this way (see Charts 7 b and 7c).



Issues that people addressed when taking practical action

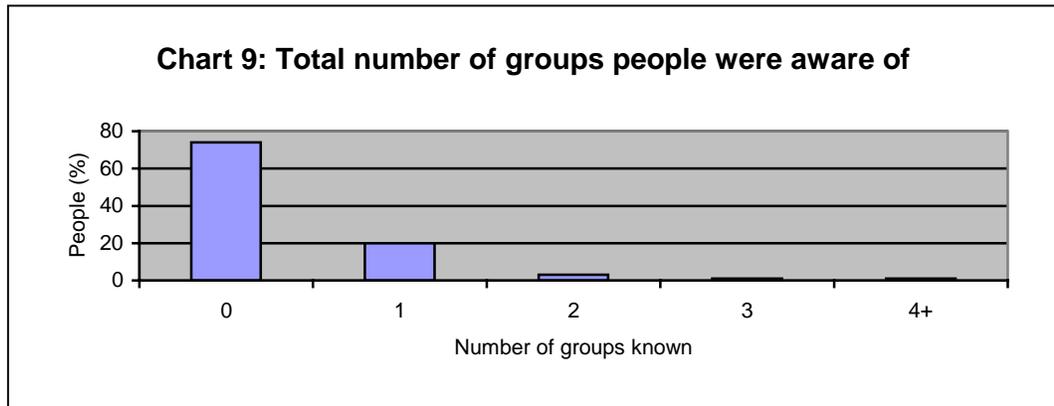
4.6.2 When asked about the specific issues that they addressed when taking practical action, a broad range of issues was raised. The most common theme that emerged was action against the antisocial behaviour in the neighbourhood including noise, drug abuse and vandalism (15 people). Another common issue that people mentioned was disruptive/abusive behaviour of young people in the neighbourhood (seven people)*. In addition, seven people raised other issues that they had acted against. These included an abandoned car, preventing a new roadway being put through the neighbourhood and litter.

* Activities to tackle issues surrounding young people and anti-social behaviour have gained momentum over the last year in St Andrew’s. For instance, two United Solutions Problem Solving groups (multi-agency, time-limited teams) have been set up specifically to deal with these issues.

4.7 Community and voluntary group awareness

4.7.1 People were asked to state any local community and voluntary groups that they could think of without prompting. The Greenstead Community Association was the group that the highest proportion of people stated they were aware of (12.6%). Sure Start was known by the second highest proportion of people (7.9%) and the Citizen’s Advice Bureau was known by the third highest (5.3%).

4.7.2 In fact, the majority of people are not aware of any community groups in their neighbourhood without prompting. Chart 9 overleaf shows that three in four people could not think of any groups at all (74.4% of people). The number of groups that people could think of which came up second highest was one group (19.9% of people).



- 4.7.3 People were then asked to identify the community and voluntary groups that they had heard of from a list of seventeen groups in St Andrew's that had been identified at this stage of the research process *. Of these groups, the Citizen's Advice Bureau was known by the highest proportion of people (77%, 147 people). Greenstead Community Association was known by the second highest proportion of people (57.1%, 109 people), and Signpost Greenstead was known by the third highest proportion (35.6%, 68 people).

*This question of the household survey listed 17 groups that had been identified at the beginning of the research process when the household survey was designed (see Appendix 2, question 17 of household survey). A total of 19 community and voluntary groups, however, were eventually interviewed in St Andrew's (see Chapter 5). The additional groups were identified through interviews with community and voluntary groups and responses to questions such as this in the household survey.

4.8 Involvement in community and voluntary groups

- 4.8.1 People were then asked to identify the local community and voluntary groups that they had come into contact with, and whether this was as a volunteer or user.
- 4.8.2 Of all the groups in St Andrew's, the Citizens Advice Bureau had by far the highest level of users from the people interviewed (15.2%, 29 users). Signpost Greenstead and Sure Start had both been used by the second highest level of people (4.7%, 9 users).
- 4.8.3 Just four people of all 200 people interviewed said they had volunteered for community and voluntary groups in St Andrew's. One person said they had volunteered for Kids Club and one person said they had volunteered for the Salary Brook Working Group. The other two people said they had volunteered for groups other than those listed, but did not specify which groups these were.

4.9 Suggestions for additional groups

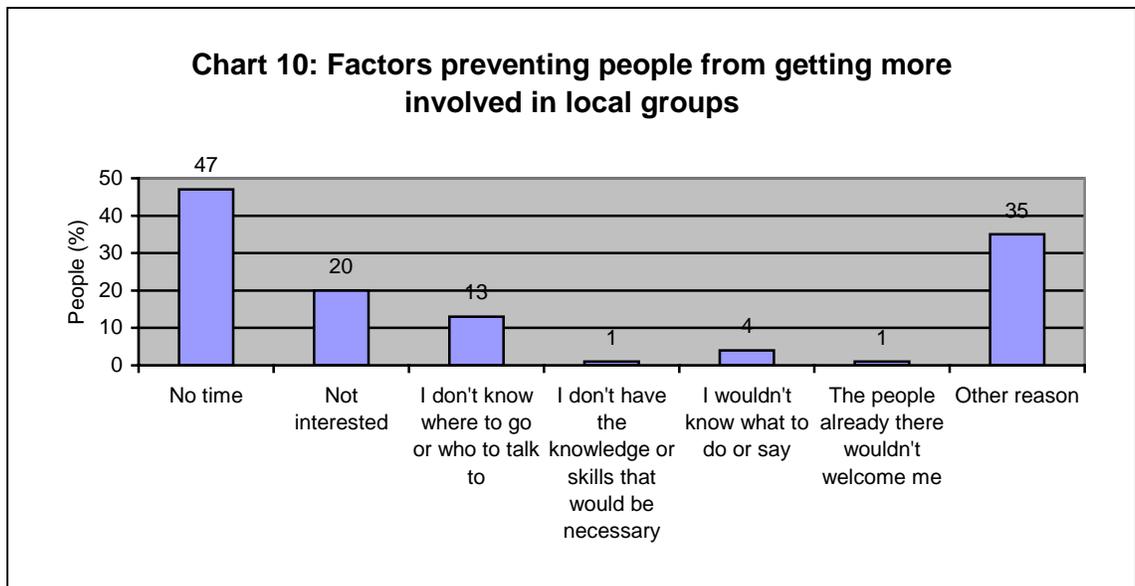
4.9.1 A total of 32 suggestions were received about groups and activities that people in St Andrew's would welcome in their community. The most common ideas were:

- Activities for teenagers (8 responses).
- Activities for children (7 responses).
- Neighbourhood watch (6 responses).
- Other suggestions included clubs for older people, sports clubs (such as bowls or football) and County and Western evenings.

4.10 Involvement in local groups

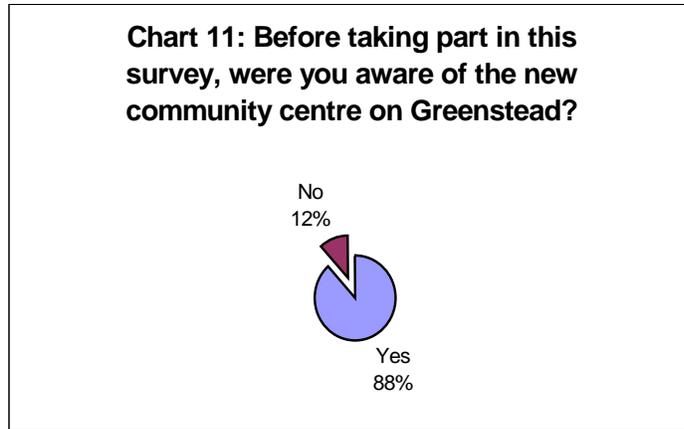
4.10.1 Nearly one quarter of people that were interviewed (22.5%) said that they would be willing to be more involved in local groups.

4.10.2 Chart 10 below shows responses that people gave when asked about factors that might prevent them getting more involved in local groups. The most common reasons that people gave was not enough time (47%). Just 20% of respondents attributed lack of interest and 13% said they did not know where to go or who to talk to. A large proportion of people (35%) said another reason was responsible but did not specify what this was.

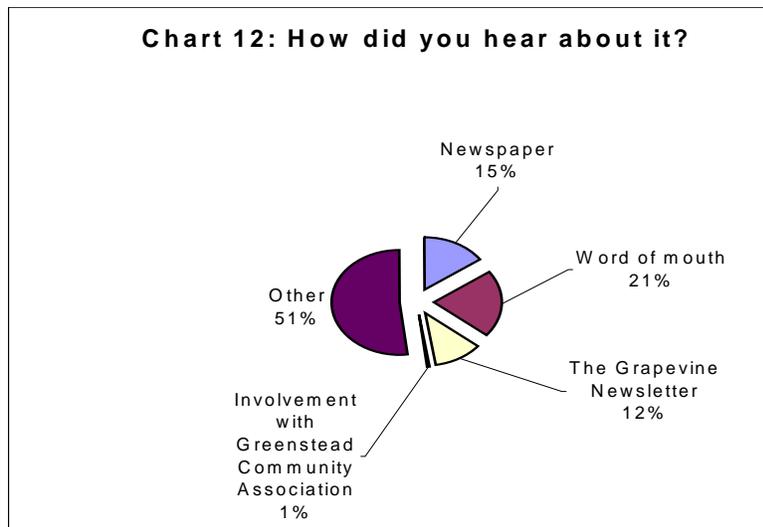


4.11 Greenstead Community Centre

4.11.1 Chart 11 below shows that the majority of people (88%) were aware of the new community centre on Greenstead before taking part in the survey.



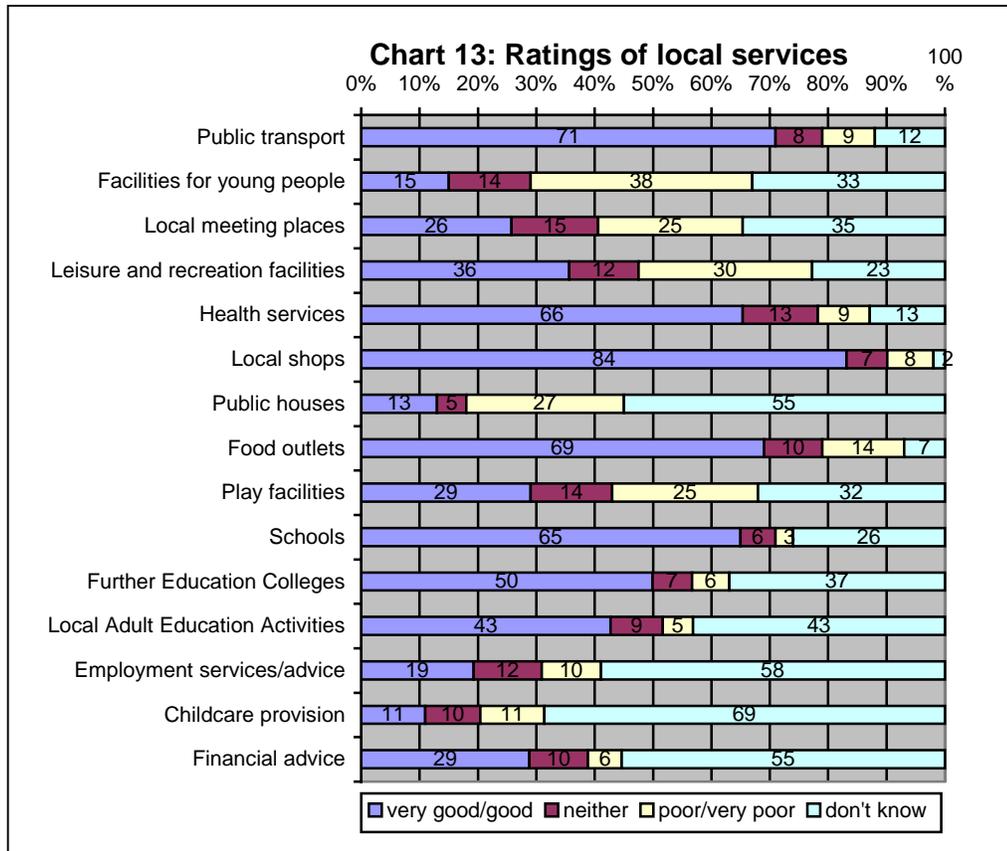
4.11.2 Chart 12 below shows that, when asked how they heard about the new community centre, more than one in five people said that it was by word of mouth. Other common responses were through the newspapers (15%) or through the Greenstead Grapevine – a local newsletter (12%). The most common response, however, was that they heard about it through other sources (51%). When asked for more detail about these ‘other’ sources, 99% of people said that they had seen the centre being built in passing.



- 4.11.3 People were then asked about specific services or events that they would like to see provided in the community centre. Of the 87 people that responded to this question, the most common idea was to provide events/services for young people (40 people). Seven of these people specifically said that such services need to be targeted specifically at teenagers and another seven said that they should be targeted at children. Examples of the comments that people gave include 'anything to do with pop music for kids', 'anything to keep the kids off the streets', '[a place] where kids are kept under control, '[bring in] Youth Services to help them with sport'.
- 4.11.4 A variety of social events were the next most common type of request (17 responses). These included ideas, such as 'musical events with live bands', 'parties', 'facilities for mixed age groups to get together', 'a place to drink alcohol', 'bingo', 'evening coffee sessions' and 'quizzes'.
- 4.11.5 Another common request was to have sports / keep fit / dancing at the community centre (11 people). Suggestions for these activities include an 'indoor bowls club', 'line dancing', 'keep fit for older people', 'sequence dancing' and 'yoga'.
- 4.11.6 Nine people requested facilities / activities for older people. However, these requests were very general and did not specify the kinds of facilities / activities that they would like to see provided for older people.
- 4.11.7 Four people requested facilities for younger children, such as 'a soft play area for babies', 'more playgroups that are open daily without parents', 'kids clubs' and 'playschools'.
- 4.11.8 There were 15 'Other' suggestions, which included three requests for arts and craft activities and two requests for women's social events. Other suggestions within this category include a 'big library', a 'fruit and veg shop', 'police post', 'home safety', 'facilities for handicapped families' and 'political meetings'.

4.12 Local services

4.12.1 Chart 13 below shows the ratings that were given to a range of local services, including public transport, facilities for young people and local meeting places.



a) Public transport

4.12.2 The majority of people interviewed (71.1%) said that they felt public transport in their area was either good or very good. Only 9.5% of people felt that this service was poor or very poor.

4.12.3 It is worth noting that it emerged from qualitative interviews that many people on Greenstead estate were frustrated with public transport in their neighbourhood because one of the bus routes had recently been cancelled. This discontent with public transport does not appear to have shown up in this section of the household survey. Interestingly, however, when asked to prioritise local services in terms of those that most need improvement, public transport was as the service that received the second highest number of responses (see Section 4.15.2).

b) Facilities for young people

- 4.12.4 More than one in three people felt facilities for young people were poor or very poor (38.1%). Just 15.3% of people felt facilities for young people were good or very good.

c) Local meeting places

- 4.12.5 A large proportion of people did not know how to rate local meeting places (34.7%). The remainder of responses were evenly split between people that felt they were good or very good (25.8%) and people that felt they were poor or very poor (24.7%).

N.B. The new Greenstead Community Centre was in the process of being built at the time of conducting the interviews.

d) Leisure and recreation facilities

- 4.12.6 More than one in three people interviewed (35.8%) said that leisure and recreation facilities were good or very good. On the other hand, 30% of people said that these facilities were poor or very poor.

e) Health services

- 4.12.7 The majority of people appeared to be satisfied with health services in their neighbourhood. Approximately two out of three people interviewed (66%) felt that health services in their area were good or very good. Just 8.9% of people said that health services were poor or very poor.

f) Local shops

- 4.12.8 Local shops have been given the most positive rating of all the services discussed. The majority of people (83.7%) rated them as good or very good.

g) Public Houses

- 4.12.9 More than half of the people interviewed (55.0%) said that they did not know how to rate public houses in their neighbourhood. This is not surprising since there is in fact no public house on Greenstead estate – the geographical area that the majority of people in St Andrew's are likely to associate with their neighbourhood. In addition, some 59% of people said they never or rarely use local pubs/coffee shops (see Section 4.2.2). Of those that did give public houses a rating, the most common response (27%) was that they are poor or very poor.

h) Food Outlets

4.12.10 Food outlets were another local service that many people rated highly. More than two in three people (68.9%) rated food outlets in their area as good or very good.

l) Play facilities

4.12.11 Ratings of local play facilities were very mixed. One in four people (24.7%) rated play facilities in their neighbourhood as poor or very poor, whilst a slightly higher proportion of people said they were good or very good (29.5%). Many people (31.6%) did not know how to rate the play facilities in the neighbourhood. It is possible that this group of respondents were unaware of how to rate play facilities as they did not have young children.

j) Schools

4.12.12 People in St Andrew's seemed generally happy with the schools in their area. Some 65.4% of people felt that schools in their area are good or very good. Only 3.1% of people rated the schools in their neighbourhood as poor or very poor.

k) Further education colleges

4.12.13 Exactly half of the people interviewed (50.0%) said that further education colleges in their neighbourhood were good or very good. On the other hand, more than one in three people (36.6%) said that they did not know or did not feel that the question was applicable to them. It is possible that this group of respondents were unaware of how to rate further education colleges because they had not had direct experience of using this service.

l) Local adult education activities

4.12.14 Almost half of the people interviewed (42.6%) felt that local adult education activities were good or very good. Almost exactly the same proportion of people (43.2%), however, felt that this question did not apply to them or did not know the answer. It is possible that this group of respondents were unaware of how to rate further local adult education activities because they had not had direct experience of using this service.

m) Employment services / advice

4.12.15 Almost two in every three people that were interviewed (58.1%) said that they did not know the answer to this question or did not feel that it was applicable to them. Of those that did answer the question, the most common response was that these services are good or very good.

n) Childcare provision

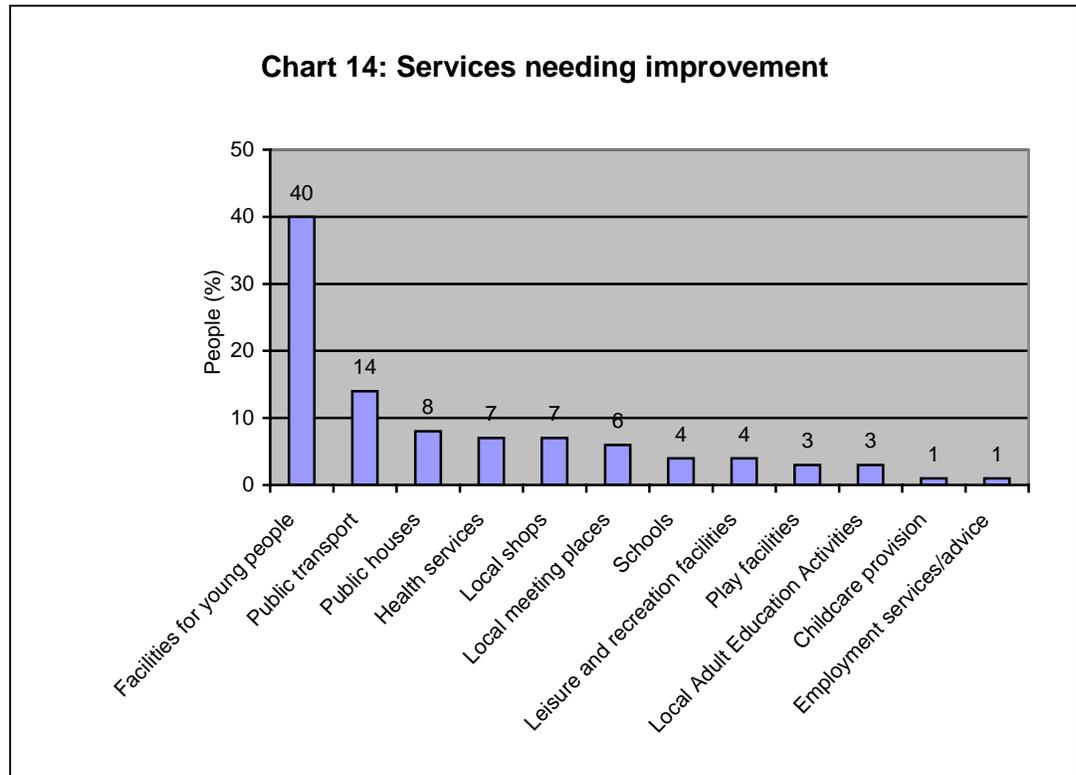
- 4.12.16 The majority of people (68.6%) said that they could not answer this question or did not feel that it was applicable to them. Again, it is possible that this group of respondents were not sure of how to rate childcare provision because they had not had direct experience of using this service.
- 4.11.17 The remaining responses were distributed fairly equally between those that said they were good or very good (11.1%), neither good nor bad (9.5%) and poor or very poor (10.1%).

o) Financial advice

- 4.12.18 Nearly one in three people said that financial advice services were good or very good. Just 6% of people felt that they were poor or very poor.
- 4.12.19 More than half of the people interviewed (54.5%), however, said that they could not answer this question or did not feel that it was applicable to them. Again, it is possible that this group of respondents were unaware of how to rate financial advice because they had not had direct experience of using this service.

4.13 Services needing improvement

4.13.1 Chart 14 below shows the services that people said were most in need of improvement.



4.13.2 Of the services listed, improving the facilities for young people was clearly seen as the priority for the greatest proportion of people (40%). Public transport came second, with 14% of people rating this service in need of improvement.

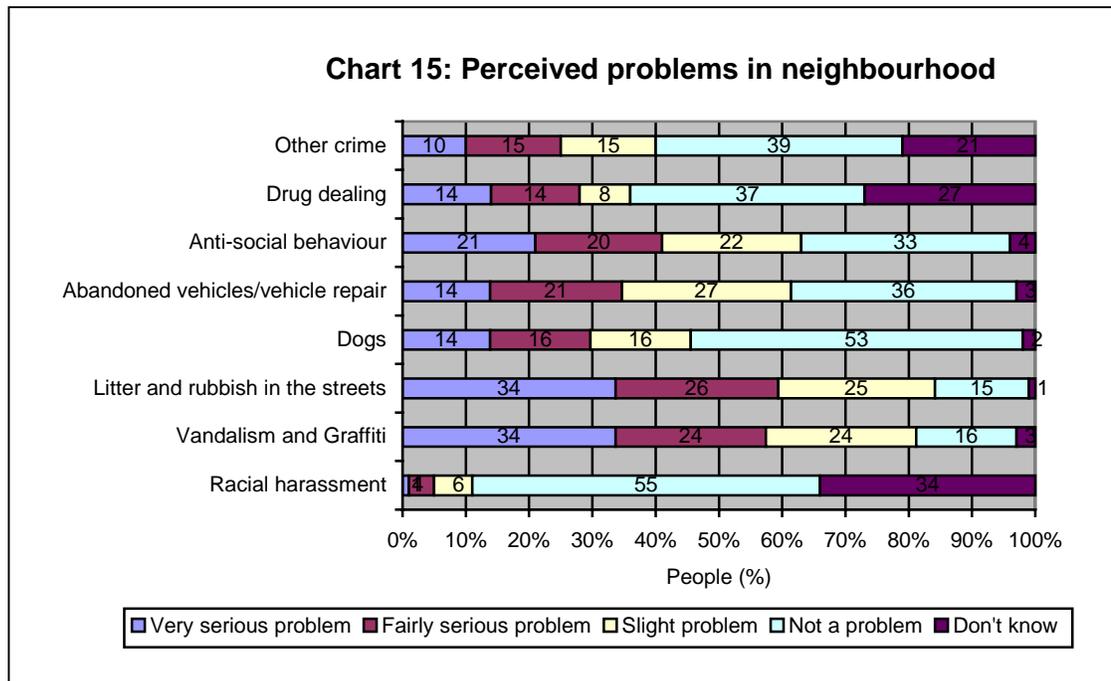
4.14 Safety

4.14.1 Almost all of the people questioned said that they feel safe in their neighbourhood during the day (89.0%).

4.14.2 People clearly feel less safe in their neighbourhood at night. 50.8% of people slightly or strongly disagreed to the statement that they feel safe in their neighbourhood at night.

4.15 Problems

4.15.1 Chart 15 below shows responses when people were asked how much of a problem various issues are in their neighbourhood.



4.15.2 Litter and rubbish in the streets and vandalism and graffiti were the issues that the largest proportion of people raised. A total of 56.2%, that is more than one in two people, felt that litter and rubbish were a very serious or fairly serious problem. A total of 54.1% of people, again more than one in two people, felt that vandalism and graffiti were a very serious or fairly serious problem. Other issues that followed closely behind in terms of very serious or fairly serious ratings were anti-social behaviour (41.0%) and abandoned vehicles/vehicle repair (34.5%).

a) Racial Harassment

4.15.3 Racial harassment was the issue that fewest people raised to be a very serious, slightly serious or fairly serious problem (11% in total). However, this is the issue that the largest proportion of people seemed unsure about. 33.5% of people said that they did not know if racial harassment was a problem in their neighbourhood.

4.15.4 The low levels of people reporting racial harassment to be a problem could reflect the fact that the sample is predominantly White British (94.8%). The majority of those interviewed are therefore unlikely to be victims of racial abuse.

4.15.5 Of the eight individuals from black and minority ethnic backgrounds that were interviewed, one person raised racial harassment to be a

problem. However, the views of this small section of the community cannot be seen as representative of the black and minority ethnic population. This is an issue that could be explored in more detail in future.

4.16 Conclusions

a) Use of local services and facilities

4.16.1 The household survey revealed that of all the activities listed, it was small or large-scale grocery shopping that people were most likely to carry out using the services and facilities in their neighbourhood. People were least likely to attend a place of worship in their neighbourhood. When asked for reasons, however, the vast majority of people said they do not do this anywhere.

b) Feelings of community / neighbourhood

4.16.2 Three quarters of the people interviewed said they were happy living in their neighbourhood. However, nearly one third of people indicated that they did not feel a part of their neighbourhood. One third of people also indicated that they did not know the people well who live near them on their street or road.

c) Information about local events and issues

4.16.3 Almost half of the people interviewed said that they feel well informed about other issues of concern in their neighbourhood. However, almost as many people said they strongly or slightly disagree with this statement. More than half of the people interviewed said they feel well informed about local events happening in their neighbourhood.

d) Involvement in decision making

4.16.4 More than one third of people indicated that they were not satisfied with their ability to influence decisions as an individual. The majority of those interviewed, however, did not feel that they could say how satisfied they were with their ability to influence decisions either when working informally with other people from their neighbourhood or when working as a member of an organised community group. This is not surprising since most people had not attempted to take practical action to resolve an issue that affected their neighbourhood within the last two years.

4.16.5 Of those people that said they had attempted to take practical action, more than two thirds had done so as an individual and very few (3%) had taken action through an organised community group. The most common type of issue that the people addressed was action against the anti-social behaviour of other people in the neighbourhood

including noise, drug abuse and vandalism. Another common issue was disruptive / abusive behaviour of young people in the neighbourhood.

e) Community and voluntary group awareness

4.16.6 The three groups in St Andrew's that were known by the largest number of people without prompting were the Greenstead Community Association, Sure Start (although this is a government initiative, it is a local community based project that works in partnership with community and voluntary groups), and the Citizens Advice Bureau. Three quarters of people, however, could not think of any community groups in their neighbourhood without prompting.

4.16.7 When asked to state those that they were aware of from a list of 17 local community and voluntary groups, the Citizen's Advice Bureau was known by the highest proportion of people. Greenstead Community Association was known by the second highest proportion of people and Signpost Greenstead was the third highest.

f) Involvement in community and voluntary groups

4.16.8 Of all the groups in St Andrew's, the Citizens Advice Bureau had by far the highest level of users from the people interviewed. Signpost Greenstead and Sure Start had jointly been used by the second highest level of people. Just 4 people of all 200 people interviewed said they had volunteered for community and voluntary groups in St Andrew's. One person said they had volunteered for Kids Club and one person said they had volunteered for the Salary Brook Working Group. The other two people said they had volunteered for groups other than those listed, but did not specify which groups these were.

g) Ideas for groups

4.16.9 The most common ideas for groups that people said they would welcome in their community were activities for teenagers, activities for children and neighbourhood watch.

h) Involvement in local groups

4.16.10 Nearly one quarter of people that were interviewed said that they would be willing to be more involved in local groups. When asked about factors that prevent them getting more involved in local groups, the most common reason was lack of time.

i) Greenstead Community Centre

4.16.11 The vast majority of people interviewed were aware of the new community centre on Greenstead. When asked about specific services or events that they would like to see provided in the

community centre, the most common idea was to provide events/services for young people. Social events were the next most common type of request. Sports / keep fit / dancing were also common requests. Facilities and activities for older people were also suggested by a number of people.

k) Local services

4.16.12 Local shops, public transport and food outlets received the highest proportions of good or very good ratings of all the services listed. Facilities for young people received the highest proportion of poor or very poor ratings of all the services listed. More than one third of people felt facilities for young people were poor or very poor. Leisure and recreation facilities were also rated as poor or very poor by almost one third of people.

l) Services needing improvement

4.16.13 Improving the facilities for young people was clearly seen as the priority for the highest proportion of people. Public transport was seen as a priority for the second highest proportion of people.

m) Safety

4.15.14 The vast majority of people said that they felt safe in their neighbourhood during the day. On the other hand, a little over half of all people disagreed (slightly or strongly) to the statement that they felt safe in their neighbourhood at night.

n) Problems

4.15.15 Litter and rubbish in the streets and vandalism and graffiti were the issues that the highest proportions of people rated as problems in their neighbourhood. Other issues that followed closely were anti-social behaviour and abandoned vehicles/vehicle repair. Racial harassment was the issue that fewest people raised as a problem. However, this seems to be the issues that people are most unsure of how to rate since approximately one third of people said that they did not know if racial harassment was a problem in their neighbourhood.

5. RESULTS OF INTERVIEWS WITH COMMUNITY AND VOLUNTARY GROUPS

5.1 Introduction

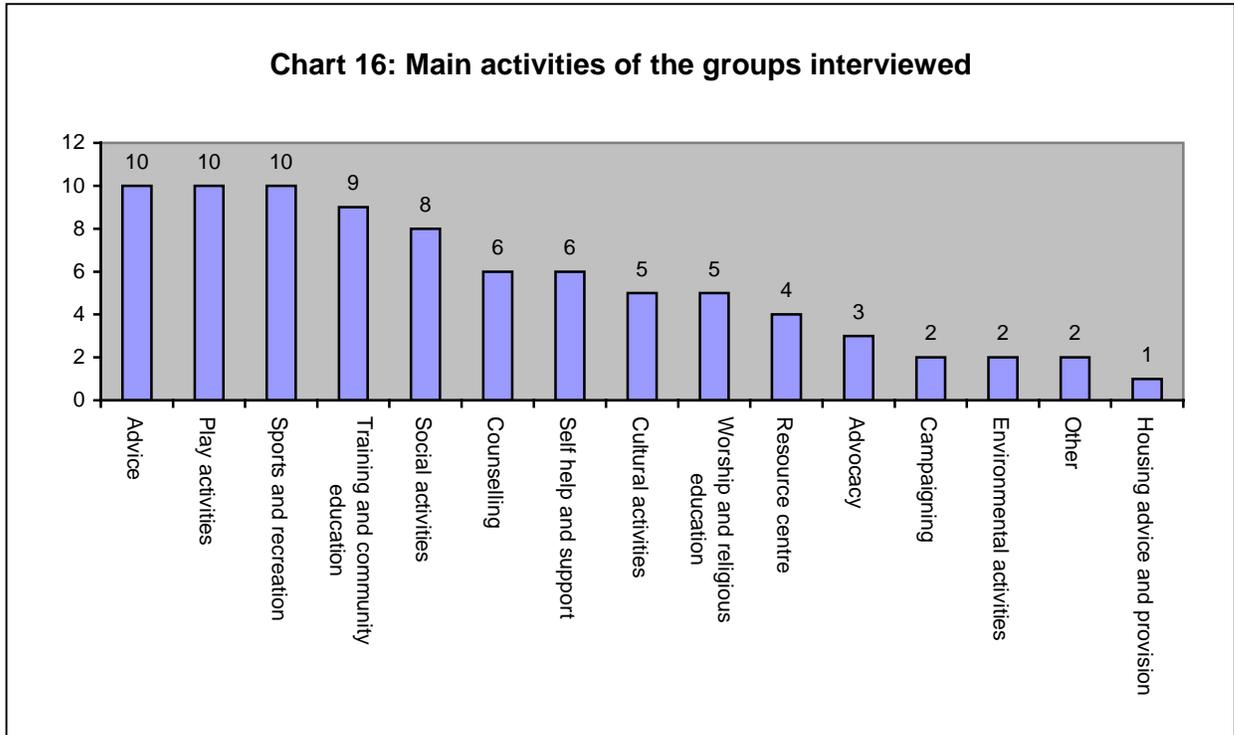
5.1.1 This chapter looks at the findings of interviews with community and voluntary groups in St Andrew's. The focus is on the collective activity of these groups, rather than the responses of individual groups. The purpose of these interviews was to establish the needs and potential role of these groups in the community as a whole. This chapter is comprised of the following sections:

1. **Groups Interviewed:** highlights the general characteristics of the groups interviewed. More specifically, examining the kinds of activities that these groups were involved in, their geographical and demographic remit, the number of years they had been active in the local community and the number of active members involved in the local community.
2. **Building Organisations:** looks at the development of groups and explores the most common and the least common problems that they reported.
3. **Money Matters:** includes issues such as levels and sources of funding, fundraising, premises used by groups and access to resources and equipment.
4. **Building Skills:** examines the extent to which the skills and experiences of the groups enabled them to meet their objectives and the way in which they got help with training.
5. **Building Equality:** looks at strategies employed by groups to implement equal opportunities and challenge discrimination within their community.
6. **Building Involvement:** explores how the groups interviewed involved people from the community and related with other groups and agencies.

5.1.2 N.B. Some organisations, for example schools and churches, were interviewed because they had a significant level of local community based involvement, although they might not usually be considered to be community and voluntary groups. These organisations have been referred to as 'community and voluntary groups' throughout this report. Further details about the community and voluntary groups that were interviewed can be found in Appendix 2.

5.2 The groups interviewed

5.2.1 A total of 19 community and voluntary groups were interviewed. Chart 16 below shows the range of activities in which the community and voluntary groups in St Andrew's were involved.

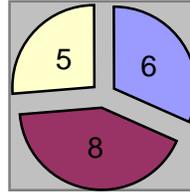


5.2.2 The most common activities carried out by these groups were advice, play activities and sports and recreation activities. Chart 16 shows that each of these activities were provided by 10 of the 19 groups interviewed. Training and community education and social activities was also provided by a high number of groups (nine). Housing advice and provision, on the other hand, was the least common activity of the groups interviewed (one group).

Communities served

5.2.3 Chart 17 overleaf shows that nearly half of the groups interviewed served only a specific target group in the population (eight groups). Nearly one third of groups (six groups) said that they provide a service to all members of the community. Five groups said that they provide some services for all members of the community and some for specific target groups.

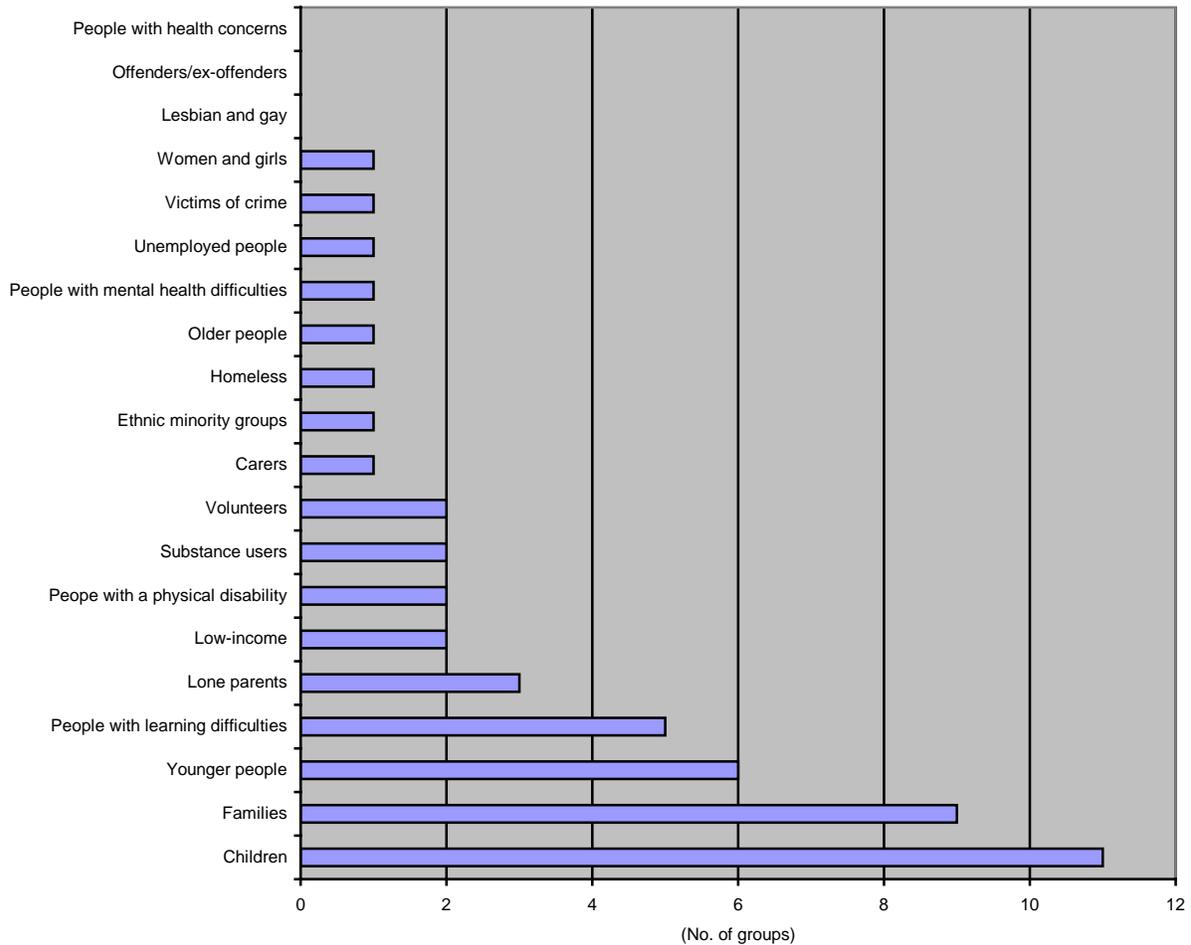
Chart 17: Communities Served



- All members of the community
- Only a specific target group
- Some services for all members of the community, and some for specific target groups

- 5.2.4 Chart 18 overleaf shows which people were served by the 14 groups that targeted their services at specific communities rather than all members of the community. The majority of these groups targeted children (11 groups) and families (nine groups). The next highest number of groups (6 groups) served younger people.
- 5.2.5 Other populations that these groups targeted were people with learning difficulties (five groups), lone parents (three groups), people on a low income (two groups), people with a physical disability (two groups), substance users (two groups), volunteers (two groups), carers (one group), ethnic minority groups (one group), homeless people (one group), older people (one group) and people with mental health difficulties (one group) unemployed people (one group), victims of crime (one group) and women and girls (one group).
- 5.2.6 The only segments of the population that were listed which were not served by any of these groups were lesbian and gay people, offenders and ex-offenders and people with health concerns.

Chart 18: Specific communities served by groups



Geographical remit of groups

5.2.7 All of the groups interviewed had a base in St Andrew’s. When asked about their remit, more than half of the groups said they mainly served people in the St Andrew’s area (10 groups). Six groups said that they worked with people in the whole of Colchester and beyond and just two groups said that they worked in the local neighbourhood only.

Number of years active in the community

5.2.8 Groups were asked to specify approximately how long they have been active in St Andrew’s. Figure 1 below shows the number of groups that had been active for 1-2 years, 3-4 years, 5-10 years and more than 10 years.

Figure 1: Number of years groups had been active in St Anne's

Less than one year	1-2 years	3-4 years	5-10 years	10+ years
1	3	2	3	2

5.2.9 Figure 1 shows that almost half of the groups interviewed had been active for more than 10 years and six groups had been active for 5-10 years, indicating that the majority of groups interviewed (13 out of 19) were fairly well established in the community. On the other hand, four of the groups interviewed had been active in St Andrew's for just one to two years.

Number of active members that live in the area

5.2.10 Groups were asked how many active members they had that live in the neighbourhood. Figure 2 below shows responses to this question.

Figure 2: No. active members that live in the area

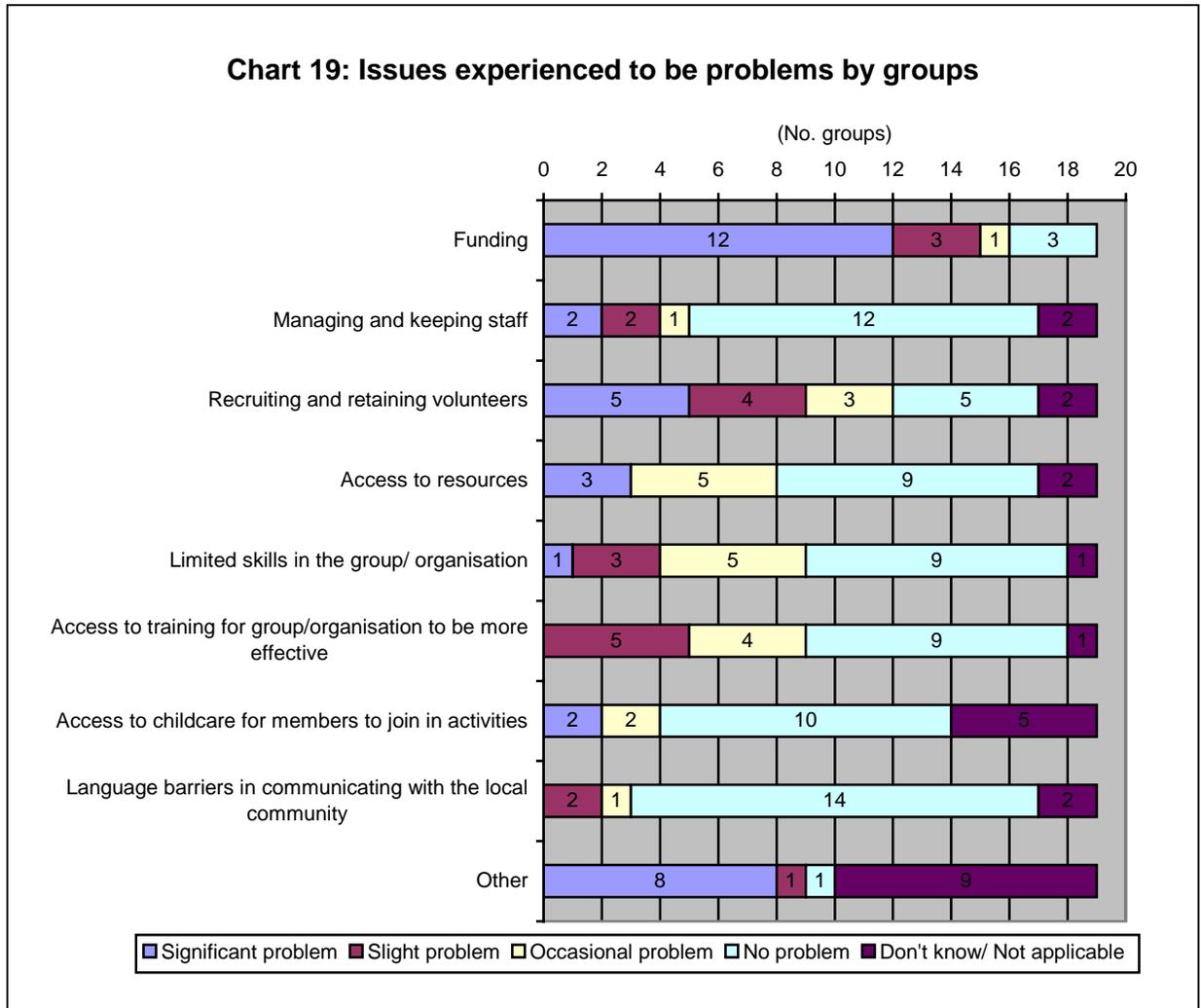
1 only	2-4	5-6	7-9	10+	n/a
1	4	2	2	6	2

5.2.11 Figure 2 shows that almost one third of groups interviewed (six groups) said that they had more than 10 active members. On the other hand, five groups said they had less than five active members.

5.3 Building Organisations

Problems

5.3.1 Chart 19 below shows the extent to which various issues were experienced as a problem by the groups interviewed in St Andrew's. The issues that respondents were asked about included funding, recruiting and retaining volunteers and access to resources. Groups were able to respond with the scale displayed in Graph 19, ranging from 'significant problem' to 'no problem'.



Most common problems experienced by the groups interviewed

- 5.3.2 Overall, funding was clearly the issue that the largest numbers of groups experienced as a problem. A total of 12 groups rated this as a serious problem and three groups said it was a slight problem. Only three groups said that funding was no problem.
- 5.3.3 Recruiting and retaining volunteers was the second most common problem experienced by groups. Five groups said this was a significant problem, four groups said it was a slight problem and three groups said it was an occasional problem.

Least common problems for groups

- 5.3.4 Language barriers in communicating with the local community was rated the least problematic issue. Just three groups rated this as a slight or occasional problem. In fact, 14 of the 19 groups interviewed said that language barriers were not a problem for them. Access to childcare for members to access activities was a problem for just four groups. Managing and keeping staff was another issue that most groups did not consider a problem (12 groups).
- 5.3.5 However, this does not necessarily mean that these are not problems, but that the representatives from the groups interviewed did not perceive them as such. Further investigation would be needed to examine the existence and then the extent of any of these access issues.

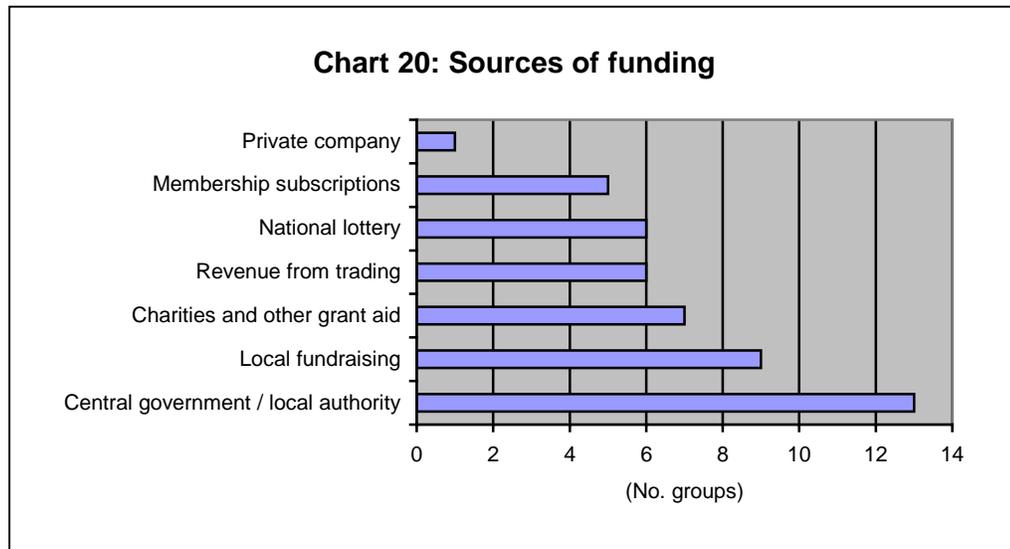
Other issues

- 5.3.6 Nine groups mentioned that they experience 'other' issues to be a problem for them. When asked for more detail about these local issues that they considered problematic, two groups stated anti-social behaviour.
- 5.3.7 Three groups felt that the community lacked suitable meeting places. One commentator felt that the new community centre was too expensive and therefore inaccessible to their group.
- 5.3.8 One group said that they had an 'initiative overload' from central and local government and that this led to a problem with 'clarity of purpose'. Another group said that they felt they had insufficient support from County Council for community projects. For example, in terms of funding and that they had a very limited time for completing funding bids.
- 5.3.9 Another group mentioned that they needed a co-ordinated transport scheme such as a community mini bus in St Andrew's.

5.4 Money Issues

Sources of funding

- 5.4.1 Chart 20 below shows the sources from which the groups interviewed said they receive their funding.



- 5.4.2 Chart 20 shows that the most common source of funding for groups in St Andrew's was central government or a local authority (13 groups). More specifically, groups said that these were Colchester Borough Council, Essex County Council (including the Early Years Partnership, the Local Education Authority). and the New Opportunities Fund (NOF).

- 5.4.3 Other common sources of funding were local fundraising (nine groups), charities and other grant aid (seven groups), revenue from trading (six groups), the National Lottery (six groups) and membership subscriptions (five groups).

Levels of funding

- 5.4.4 Figure 3 below shows the approximate levels of funding that the eighteen community groups who answered this question stated that they received in that financial year (April 2003-2004).

Figure 3: Levels of funding (£)

No revenue / funding	1- 999	1,000- 9,999	10,000- 19,999	20,000- 49,999	50,000- 99,999	100,000+	DK / NA
	1	3	1	2	1	6	3

- 5.4.5 Figure 3 reveals that just one group said they did not receive any revenue or funding and another group received less than £1,000.

- 5.4.6 In contrast, nearly one third of groups said they had received significantly higher levels of income, with funding of £100,000 and over.

Fundraising

- 5.4.7 Almost half of the groups had a designated person responsible for fundraising (nine groups).
- 5.4.8 A total of 12 of the 19 groups interviewed said that they had sought funding advice on at least one occasion over the past three years. When asked who they had approached for advice, the most common responses were that they had spoken to an officer from Colchester Borough Council (five groups) or the National Lottery fund (three groups). Other sources of advice stated include the New Opportunities Fund (NOF), the Single Regeneration Budget (SRB), Essex Sports Trust and the Early Years Partnership.

Premises

- 5.4.9 Figure 4 below shows the range of premises used by the groups interviewed.

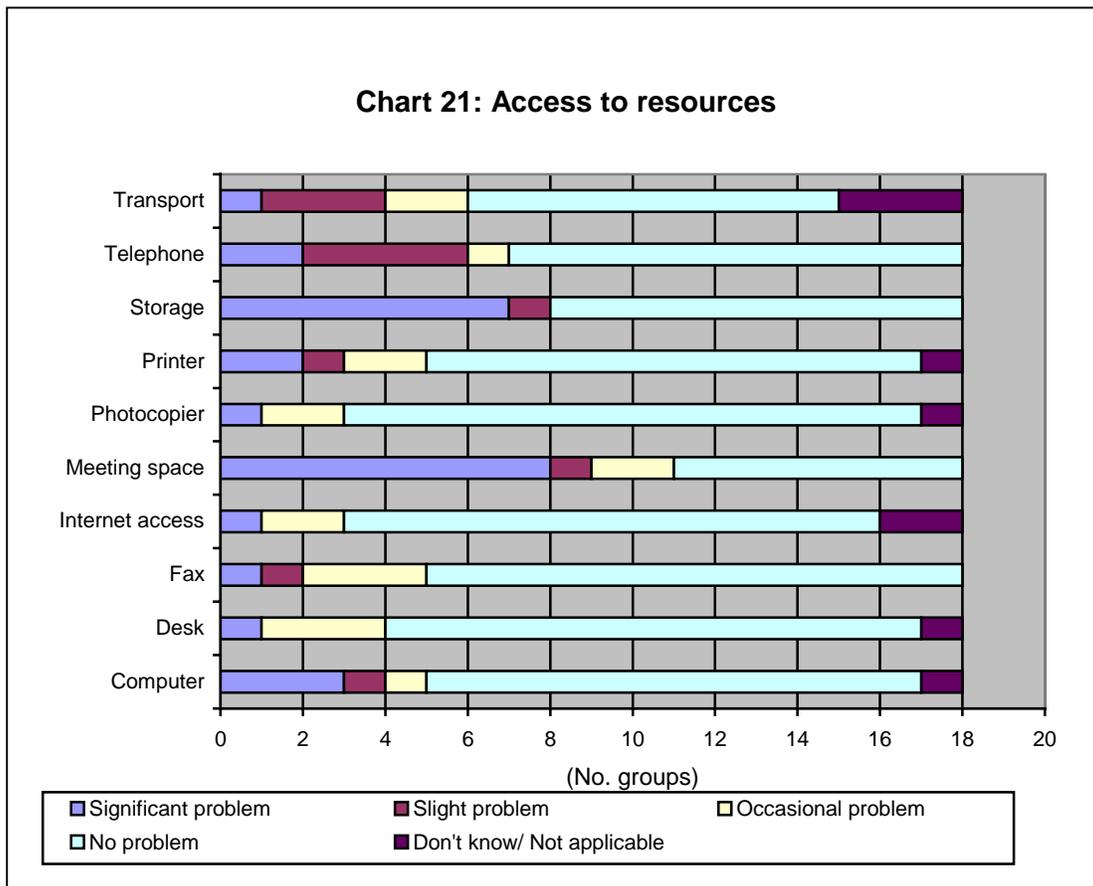
Figure 4: Premises used by groups

Ownership of a building	Shared ownership of building	Renting a building	Free use of building	Other arrangement
4	2	7	3	1

- 5.4.10 Figure 4 shows that just four of the 19 groups interviewed said they had ownership of the building that they used and two had shared ownership. The most common response was that they rented a building. Three groups had free use of a building.
- 5.4.11 11 of the 19 groups said they had high to medium levels of satisfaction with the premises they used. Just four groups rated their satisfaction level as low.

Resources and equipment

- 5.4.12 Chart 21 overleaf shows the responses that were given when groups were asked to indicate from a list of various resources and equipment which ones, if any, they have difficulty accessing that cause a problem in meeting their groups' objectives. The list included meeting place, telephone, fax, desk, photocopier, computer, Internet access, storage space and transport.



5.4.13 Chart 21 shows that, of the resources and equipment listed, meeting space was most widely perceived as a problem in St Andrew's. Just under half of the groups interviewed (eight groups) said that meeting space caused a significant problem; one group said that this caused a slight problem and two groups said that it caused an occasional problem.

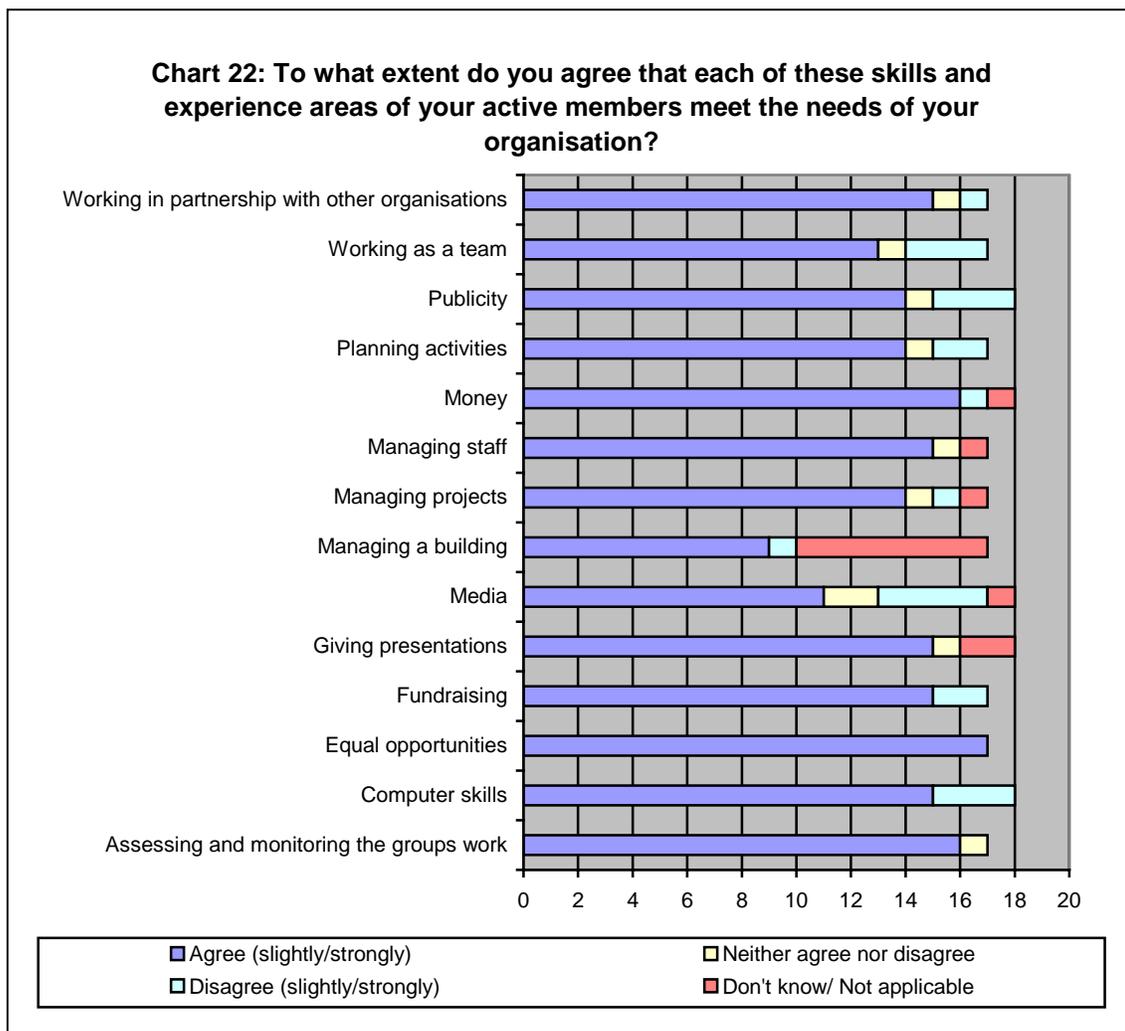
5.4.14 Storage space caused a significant problem for the next highest number of groups (seven groups), although even more groups said that storage was no problem. (10 groups).

5.4.15 N.B. Much of this research before and shortly after the opening of the Greenstead Community Centre. The recent availability of this community facility may alleviate some of these problems.

5.5 Building Skills

Skill and experience levels

5.5.1 Chart 22 overleaf shows the responses that were given when groups were asked to rate how strongly they felt the skills of their active members met the needs of their organisations. The skills that they were asked to rate included: publicity, the media, money, giving presentations, computer skills, managing staff, managing a building, managing projects, equal opportunities, fundraising, planning activities, assessing and monitoring the groups work, working as a team and working in partnership with other organisations.



5.5.2 Chart 22 shows that, on the whole, the groups interviewed seemed fairly confident that the skills and experiences of their active members met their organisation's needs. All 17 groups that answered this question agreed (slightly or strongly) that they had the skills and experiences to deal with equal opportunities issues. Other skills areas in which groups appeared confident include assessing and monitoring

their work (16 groups agreed strongly or slightly) and money (16 groups agreed strongly or slightly).

5.5.3 Skills areas that might need further development for some groups include:

- the media (four groups*)
- computer skills (three groups*)
- working as a team (three groups*)
- publicity (three groups*)
- planning activities (two groups*)
- fundraising (two groups*)
- working in partnership with other organisations (one group*)
- money (one group*)
- managing projects (one group*)
- managing a building (one group*)

**disagreed (slightly or strongly) that the skills and experiences of their active members met their organisations' needs*

Training

5.5.4 15 of the 16 groups that answered this question said that they had received training over the last year. Almost one half of the groups interviewed (eight groups) said they would be interested in getting help with identifying their group's training needs.

Advice

5.5.5 When asked about any advice that they had received from an outside organisation over the last year, twelve groups said they had received funding advice (as mentioned above), seven said they had received advice on management issues and five had received advice on managing money. Seven groups said they had received advice on topics other than those listed. These included promotion and publicity, planning and monitoring community work, staff recruitment, staff and personnel, training.

5.5.6 Two groups said they had needed outside advice over the last year but not been able to get it.

5.6 Building equality

Equal opportunities policies

- 5.6.1 The majority of groups interviewed (14 groups) said they had a written equal opportunities policy. Just three groups said that they had neither a written equal opportunities statement nor a statement of equality within their constitution. All three groups said they would be interested in having help to develop an equal opportunities policy or statement of equality.

Challenging discrimination

- 5.6.2 Figure 5 below shows the methods that the groups interviewed had used to challenge discrimination.

Figure 5: Methods used to challenge discrimination

Awareness Raising Events	Running campaigns	Providing translators/ interpreters	Funding equal opportunities initiatives	Other
7	1	4	3	7

- 5.6.3 The most common response was that they hold awareness raising events (seven groups). Four groups said that they provide translators or interpreters and three groups said that they fund equal opportunities initiatives. Seven groups mentioned other activities. These included 'challenging incidents of discrimination as they occur', 'holding a problem solving group that responds to student complaints', 'multi-cultural events' and 'raising issues with parents'.

Support received in building equal opportunities

- 5.6.4 Eleven groups said that they receive support for their work on equal opportunities. Ten of these organisations were either 'very satisfied' or 'satisfied' with the quality of support that they received on implementing equal opportunities.

5.7 Building involvement

Consulting and involving the community

- 5.7.1 Figure 6 shows the responses that groups gave when they were asked about the ways in which they were accountable to their local community.

Figure 6: Accountability to community

Newsletters	Regular Feedback Meetings	Annual Election of Representatives	Other
12	11	11	7

- 5.7.2 The most common means through which groups were accountable to their community was through newsletters (12 groups). Other common responses were that they used regular feedback meetings (11 groups) and annual election of representatives (11 groups).
- 5.7.3 Seven groups said they used other methods of accountability. These included direct feedback on projects, evaluation forms, informal discussions with clients and membership on local forums.
- 5.7.4 Figure 7 below shows the approaches that were used by groups to find out about community needs.

Figure 7: Approaches to finding out community needs

Questionnaires	Consultation Meetings	Outreach work	Other
11	10	7	5

- 5.7.5 Figure 7 shows that the most common approaches to finding out about community needs were questionnaires (11 groups) and consultation meetings (10 groups). Other methods that were highlighted were referrals from other professionals (three groups), through research that has already been carried out (one group) and through working with local people on a day-to-day basis.

Joint working and formal networks

- 5.7.6 More than one half of the groups interviewed (11 groups) said that they had been involved in joint working with the local council over the previous year and one half of groups (10 groups) said they had been involved in joint working with other statutory agencies.

5.7.7 Seventeen of the 19 groups interviewed said they were members of formal networks. When asked for ideas about how these networks could be improved, comments included:

- *'by having fewer meetings, keeping these more focussed, with fixed agendas'*
- *'the group hasn't met for at least six months. Could we have meetings on a ward by ward basis?'*
- *'the group needs specific projects/action points for all groups'*
- *'better information sharing'*
- *'more action as a result of meetings – less discussion and moaning'*
- *'needs the power to make decisions. Most decisions are made centrally at Chelmsford'*
- *'rationalise meetings'*
- *'provide more money'*
- *'more identification of actions / opportunities for joint working, linking of projects'*

Barriers

5.7.8 When asked whether there were any barriers that prevent their fuller participation in local networks, a common frustration was lack of time (six groups). For example, one group commented that:

'We have become more insular due to spending time with goals set by government, therefore less time to do other work'.

5.7.9 Several of these groups sited an excess of paperwork and other office based work as an issue that prevents them from becoming more involved in local networks. Other factors that were raised were: *'lack of communication and commitment'*, *'lack of a functioning local network relevant to our activities'* and *'lack of an appropriate venue'*.

5.8 Conclusions

The groups interviewed

- 5.8.1 A total of 19 groups were interviewed. The most common activities carried out by these groups were advice, play activities and sports and recreation activities. Training and community education and social activities were also provided by a high number of groups. Housing advice and provision was the least common type of activity.
- 5.8.2 Two thirds of all groups interviewed said that they either served only a specific target group in the population or provided some services for all members of the community and some for specific target groups. The most common demographic that these groups worked with were children and families. The only populations of the population that were listed which were not served by any of these groups were lesbian and gay people, offenders and ex-offenders and people with health concerns. The geographical remit of more than half of the groups was mainly the St Andrew's area.
- 5.8.3 The majority of groups interviewed had been active in St Andrew's for more than 10 years and six groups had been active for 5-10 years, indicating that on the whole they were fairly well established in the community. Just four of the groups interviewed had been active in St Andrew's for only one to two years.

Building Organisations

- 5.8.4 Overall, funding was clearly the issue that the largest numbers of groups experienced as a problem. Recruiting and retaining volunteers was the second most common problem.
- 5.8.5 'Other' issues that emerged include a lack of suitable community meeting places. One commentator felt that the new community centre was too expensive and therefore inaccessible to some local groups. Another group mentioned that they needed a co-ordinated transport scheme such as a community mini bus. Anti-social behaviour of people in the neighbourhood was another issue that some groups found problematic.
- 5.8.6 Issues that were typically seen as less problematic for groups in St Andrew's were language barriers in communicating with the local community, access to childcare for members to access activities and managing and keeping staff. However, this does not necessarily mean that these are not problems, but that the representatives from the groups interviewed did not perceive them as such. Further investigation would be needed to examine the existence and then the extent of any of these access issues.

Money Matters

- 5.8.7 The most common source of funding for groups in St Andrew's was central government or a local authority. More specifically, these included the Colchester Borough Council, county council, Essex County Council (including the Early Years Partnership and the Local Education Authority) and the New Opportunities Fund (NOF). Other common sources of funding stated were local fundraising, charities and other grant aid, revenue from trading (six groups), National Lottery and membership subscriptions.
- 5.8.8 Nearly one third of groups received funding of £100,000 and over. Just one group did not receive any revenue or funding and another group received less than £1,000. Although the level of funding for groups in St Andrew's was generally fairly high, funding was rated as a common problem. It is not clear why this is the case. Possible explanations could be that perhaps the need in St Andrew's is greater than the funding allocated. Perhaps sustainability of initiatives is a problem, especially in relation to repeated applications or the process of securing and administering funds. This is beyond the remit of this study but perhaps further work will shed light on the funding problems experienced by groups in this area.
- 5.8.9 Almost half of the groups had a designated person responsible for fundraising (nine groups). Nearly two thirds of the groups interviewed said that they had sought funding advice on at least one occasion over the past three years. When asked whom they had approached for advice, the majority had spoken to a funding body.
- 5.8.10 When asked about their premises, more than half of the groups interviewed said they had high to medium levels of satisfaction with the premises they used. Just four groups rated their satisfaction level as low. In fact, when asked about resources and equipment, more than half of the groups interviewed said that meeting space was problematic. One commentator felt that the new community centre was too expensive and therefore inaccessible to some local groups. Another explanation is that the timing of this research may have had an impact on responses. Many interviews with community and voluntary groups took place before and shortly after the opening of the Greenstead Community Centre. The recent availability of this community facility may alleviate some of these problems.
- 5.8.11 Storage space was another issue that caused a significant problem for many groups.

Building Skills

- 5.8.12 On the whole, the groups interviewed seemed fairly confident that the skills and experiences of their active members meet their organisation's needs. All 17 groups that answered this question agreed (slightly or strongly) that they had the skills and experiences to

deal with equal opportunities issues. Other skills areas in which groups appeared confident include assessing and monitoring their work and dealing with money.

- 5.8.13 There were a number of skill areas that might need further development for some groups. These include computer skills, working as a team, the media, working in partnership with other organisations, publicity, planning activities, money, managing projects, managing a building and fundraising.
- 5.8.14 The majority of groups interviewed had received training over the last year. Almost half of the groups said they would be interested in having help to identify their group's training needs.

Building Equality

- 5.8.15 The majority of groups interviewed had a written equal opportunities policy or a statement of equality within their constitution. Just three groups said that they had neither of these, all of whom said they would be interested in having help developing an equal opportunities policy or statement of equality.
- 5.8.16 When asked about activities for challenging discrimination, more than one third of groups said that they have held awareness raising events. Four groups said that they provide translators or interpreters and three groups said that they fund equal opportunities initiatives. Other activities that were mentioned include 'challenging incidents of discrimination as they occur', 'holding a problem solving group that responds to student complaints', 'multi-cultural events' and 'raising issues with parents'.
- 5.8.17 Just over half of the groups interviewed said that they receive support for their work on equal opportunities. Ten of these organisations were either 'very satisfied' or 'satisfied' with the quality of support that they received on implementing equal opportunities.

Building Involvement

- 5.8.18 The most common means through which groups were accountable to their community was through newsletters. Other common responses were regular feedback meetings and an annual election of representatives.
- 5.8.19 Other methods of accountability that people mentioned include annual governors meetings, direct feedback on projects, evaluation forms, informal discussions with clients and membership on local forums.
- 5.8.20 The most common approaches to finding out about community needs were questionnaires and consultation meetings. Other methods that were highlighted were referrals from other professionals, research

that has already been carried out and through working with local people on a day-to-day basis.

- 5.8.21 More than half of the groups interviewed said that they had been involved in joint working with the local council over the previous year and half said they had been involved in joint working with other statutory agencies. The majority of groups interviewed said they were members of formal networks. When asked for ideas about how these networks could be improved, common suggestions were having more focused meetings that are relevant and lead to action.
- 5.8.22 When asked whether there were any barriers that prevent their fuller participation in local networks, a common frustration was lack of time and an excess of paperwork. Other factors that were raised were: *'lack of communication and commitment'*, *'the lack of a functioning local network relevant to our activities'*, *'lack of an appropriate venue'*.

6. RESULTS OF INTERVIEWS WITH SUPPORT ORGANISATIONS

6.1 Introduction

6.1.1 This chapter contains the results of the interviews with organisations that provide support to voluntary and community groups in St Andrew's. Details of the nine organisations interviewed are listed in Appendix 2.

Support organisations: definition

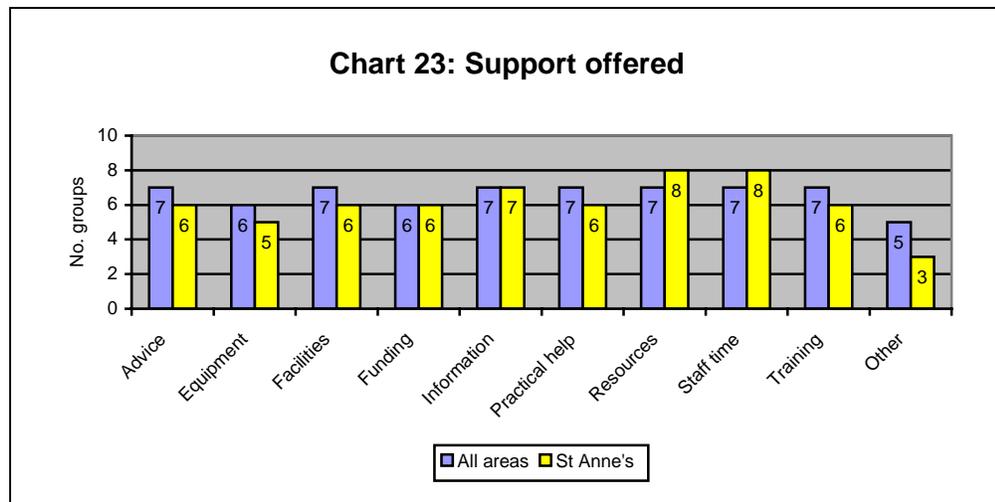
6.1.2 'Support' in the context of this survey may take the form of practical help, training, advice, funding, facilities, resources, equipment, information or staff time. All organisations identified which may provide any one or more of these forms of support to community and voluntary groups in St Andrew's were interviewed. Support organisations could include for example, statutory organisations, churches and larger voluntary organisations.

6.1.3 Any one organisation may only be providing a limited range of support from the full checklist available. Throughout this study where an organisation is providing any such support they will be defined as 'support organisations'.

6.2 The organisations interviewed

Support offered

6.2.1 Chart 23 below shows the range of support that the nine organisations interviewed offer to community and voluntary groups in Colchester. It also shows the number of organisations that provided each type of support to groups specifically in St Andrew's.



6.2.2 Chart 23 shows that the most common types of support that the organisations interviewed offered to community and voluntary groups in Colchester included:

- advice (seven organisations)
- facilities (seven organisations)
- information (seven organisations)
- practical help (seven organisations)
- resources (seven organisations)
- staff time (seven organisations)
- training (seven organisations)

6.2.3 Five support organisations said that they provided some ‘other’ type of support to community and voluntary groups in Colchester. When asked to specify what this support was, responses included military contacts, public liability insurance, recruiting volunteers to work with community and voluntary groups, a transport scheme and a discount on the use of facilities / equipment for ‘not-for-profit’ groups.

6.2.4 Chart 23 also shows that a large proportion of the support organisations was actively working with groups in St Andrew’s. For example, eight support organisations said they were currently providing staff time and eight said they were providing resources to community and voluntary groups in St Andrew’s (when in fact only seven organisations said they could offer either of these resources to groups in Colchester as a whole). Again, all seven of the organisations that said they could provide information were doing so specifically for community and voluntary groups in St Andrew’s. again, all six of the support organisations that fund

Organisational policies

6.2.5 Figure 8 below shows the number of support organisations that had equal opportunities policies, policies for consulting and involving local people and community development policies.

Figure 8 Organisational policies

<i>Policies</i>	<i>No. Organisations</i>
Equal Opportunities	9
Consulting and involving local people	6
Community Development	6

- All nine of the support organisations interviewed had an Equal Opportunities policy.
- Six organisations had a policy for consulting and involving local people.
- Six organisations had a Community Development policy.

6.3 Building organisations

Funding/grant aid

- 6.3.1 As shown in Chart 23 above, six organisations said that they currently offer funding to community and voluntary groups in Colchester. In fact, all six of these said that they currently provide funding or grant aid to community and voluntary groups in St Andrew's.

Practical support of groups - equipment and resources

- 6.3.2 As shown in Figure 9 below, the support groups interviewed said they provided a range of equipment and resources to community and voluntary groups. This shows that some of these were available free of charge whilst others incurred a charge.

Figure 9 Resources available to groups

Type of resource	Free	Charge	Total
Meeting space	3	2	5
Desk space	3	1	4
Use of a computer	3	0	3
Kitchen	2	1	3
Photocopying facilities	1	2	3
Transport	2	1	3
Access to the Internet	2	0	2
Use of a phone	2	0	2
Storage space	1	0	1
Fax facilities	0	1	1
Administration of courses	0	1	1

- Whilst there was some variability in the number of organisations that said they could offer each kind of equipment and resources, all equipment and resources listed were offered by at least one support organisation.
- Fax facilities and administration of courses were the only types of equipment and resources that were not available free of charge from any of the support organisations.
- Meeting space was the resource that the largest number of support organisations offered community and voluntary groups (five), three of which can offer this free of charge.
- Desk space was the next most commonly available resource, as offered by four support organisations.
- All of the support organisations said that they were able to offer at least one of these resources to community and voluntary groups.
- Four organisations mentioned other resources that they were able to offer community and voluntary groups. These included

provision of volunteers, a resource library, use of children's toys and use of a shared mailbox.

6.4 Building Skills

Training

- 6.4.1 Four of the nine groups interviewed said that they provided or organised training for community and voluntary groups in Colchester.
- 6.4.2 Figure 10 shows that organisations offer training courses on a range of subjects, many of which may be helpful to community and voluntary groups.

Figure 10: Training subjects offered by support organisations

Type of training	No. Organisations	Type of training	No. Organisations
Community work skills	3	Evaluation	2
Publicity	2	Money	3
Equal opportunities	2	Computer skills	2
Fundraising	2	Managing staff	1
Planning activities	2	Working as a team/ resolving conflicts	1
Training for trustees/ management committee members	2	Working in partnership	1
Presentation skills	2	Managing a building	1
The media	2	Working with projects and agencies	1

- 6.4.3 Of the 16 training subjects listed in Figure 10, 10 had been delivered to groups in St Andrew's in the last three years.

Provision of tailor-made training

- 6.4.5 Three of the support organisations stated that they could provide tailor-made training to community and voluntary groups. As might be expected, however, the topic of training that could be delivered depends on the remit of the particular organisation. A possible example of this may be that an organisation such as the Primary Care Trust (PCT) might provide training on health related topics, Sure Start is more likely to offer training on topics more specific to the health care of young children.

Helping to identify training needs

- 6.4.6 Four of the support organisations stated that they work with community and voluntary groups to identify their training needs. However, this help tends to be delivered to groups that are already

connected to, or specifically approach these support organisations for advice.

- 6.4.7 The same four organisations said that they would be able and willing to work with community and voluntary groups to identify their training needs in future.

Support available for groups to run their own training

- 6.4.8 Figure 11 shows that a range of support is available for community and voluntary groups should they wish to run their own training courses.

Figure 11: Support available for groups to run their own training

Support offered	No. Organisations
Rooms	7
Training materials	7
Support in developing new courses	6
Guidance for participants	6
Childcare	4
Administration of courses	4
Grants	4
Other	3
None	1

- The resources most widely available for groups to run their own training were rooms (seven organisations) and training materials (seven organisations).
- Support in developing new courses was common (six organisations), as was guidance for participants (six organisations).
- Six organisations said that they could offer guidance for participants.
- Just one support organisation said they could not offer any of these forms of support for groups to run their own training.
- Three organisations said that they could offer some other form of support for groups to run their own training. However, these materials tended to be quite specific to the type of organisation that was offering them. For example, Colchester PCT said they could loan training materials about health care and social welfare issues, e.g. training videos or games.

Provision of Advice

- 6.4.9 Figure 12 below shows the number of support organisations that said they could offer advice on various topics that might be relevant to community and voluntary groups.

Figure 12: Provision of advice

<i>Advice provided</i>	<i>No. Organisations</i>
Support with volunteer issues	6
Team building	6
Meetings and committee skills	5
Planning	5
Using the media	5
Managing projects	5
Developing the organisation	5
Funding	5
Finances and bookkeeping	4
None of the above	3

- The most common topics of advice offered were support with volunteer issues (six organisations) and team building (six organisations).
- Finances and bookkeeping was the least common of the listed topics (four organisations).
- Three of the 9 support organisations said that they could not offer any advice to community and voluntary groups.

6.5 Building equality

Support in promoting diversity

- 6.5.1 Figure 13 below shows the range of support that is available to community and voluntary groups in promoting diversity.

Figure 13: Support available to groups in promoting diversity

<i>Supporting diversity</i>	<i>No. Organisations</i>
Help writing equal opportunities policies / statements	5
Other	5
Providing training on diversity / cultural awareness issues	4
Advice on equal opportunities practice, e.g. recruitment	4
Funding for equal opportunities initiatives, e.g. increased access	4
Not at all	4
Provision of translators / interpreters	3
Running campaigns, e.g. anti-racism campaigns	2

- Four organisations said that they do not provide any support to community and voluntary groups in promoting diversity.
- Helping to write equal opportunities policies / statements was the support most widely available from the organisations that were interviewed (five organisations).
- Also common were training on diversity / cultural awareness issues (four organisations), advice on equal opportunities practice, e.g. recruitment (four organisations) and funding for equal opportunities initiatives, e.g. increased access (four organisations).
- In fact, St Andrew's has a Community Development worker who is able to offer advice and support to groups on these issues. This advice tends to be delivered to groups as issues arise rather than on a systematic basis.
- Three organisations said that they provide translators / interpreters and funding for equal opportunities initiatives. This was through Language Line.
- One of the support organisations mentioned that the work they do includes the running of campaigns, e.g. anti-racism campaigns. This was promoted through cultural awareness in schools.
- Five organisations said that they support community and voluntary groups in promoting diversity in other ways. Two of which said that their main work on promoting diversity was done indirectly, through Tendring And Colchester Minority Ethnic Partnership (TACMEP), who they fund and support to do race equality work / diversity training in Colchester.
- Two support organisations fund community and voluntary groups in St Andrew's. Groups that are funded by these organisations are required to conform to equal opportunities policies. These groups are accountable through Key Performance Indicators, which monitor the extent to which the services they deliver are accessible to all people. These indicators also provide a framework for groups to think about how they could develop their practices to offer wider access.
- Additionally, CCVS said that they are working through adult education to provide specialised training to people for whom English is a second language.

6.6 Building involvement

Helping to build involvement

- 6.6.1 Figure 14 reveals the issues that the support organisations that were interviewed are able to help with in involving people and contributing to local decision-making.

Figure 14: Helping to build involvement

Issues	No. Organisations
Work jointly with the other community and voluntary groups	5
Find out about the needs of the local community / users	5
Work jointly with the council	5
Work jointly with other statutory agencies	7
Form and run networks	5
Be accountable to their own community / users	3
None of the above	3

- The most common way in which support organisations helped to build involvement was by helping community and voluntary groups to work jointly with other statutory agencies (seven organisations).
- Five organisations said that they could help with each of the following: to work jointly with other community and voluntary groups, to find out about the needs of the local community / users, work jointly with the council and to form and run networks.
- Just three organisations said that they could help community and voluntary groups to be accountable to their own community / users.
- Three organisations said that they do not offer help with any of the issues listed.

Helping community and voluntary groups to have their say

- 6.6.2 Figure 15 overleaf shows delivering local services was the issue that the largest number of support organisations said that they could help local community and voluntary groups to have their say in is in (seven organisations).
- 6.6.3 Six organisations said that they could help community and voluntary groups have their say in Regeneration.
- 6.6.4 Six organisations said they could help community and voluntary groups to have their say in developing local projects.

Figure 15: Helping community and voluntary groups to have their say

<i>Helping groups to have a say in:</i>	<i>No. Organisations</i>
Delivery of local services	7
Regeneration programs	6
Developing local projects	5
Policies of the council and other statutory agencies	4
None of the above	2

6.6.5 Just two organisations said that they were not involved in any of the ways identified in figure 15 to help community and voluntary groups have their say.

6.6.6 When asked to describe how they help to build the capacity of community and voluntary groups to involve people and contribute to local decision making, the most common response was through involvement in community forums and steering groups. Five of the six support organisations that answered this question mentioned this form of involvement.

6.7 Looking ahead

Supporting local groups

6.7.1 When asked how they might be able to further support community and voluntary groups in St Andrew's, a common response was helping to develop community networks and partnership working.

Blocks

6.7.2 The main blocks to increasing support for community and voluntary groups were considered to be lack of time and / or resources. Five organisations said that their main block was funding, four said that it was time, and three said that it was resources. In commentated noted that the loss of Single Regeneration Budget funding has had a significant impact on the work that they can carry out in St Andrew's.

6.7.3 Additionally, legal restrictions inhibited one organisation. These were restrictions in being able to offer rooms free of charge and running services for children and young people.

6.8 General comments on joint working and support

- 6.8.1 *'There is a lot of overlap between the services provided by the voluntary and statutory sector and it is only by working in partnership that groups can co-ordinate and prevent duplication'.*
- 6.8.2 *'Our work doesn't always relate to ward boundaries or a geographic agenda. Our remit tends to be more general and relates to specific health issues. However, we realise that many health inequality issues are connected to socio-economic factors, so there would be an argument for targeting our work in specific geographical areas'.*

6.9 Conclusions

- 6.9.1 On the whole, community and voluntary groups in St Andrew's appeared to access a wide range of support available to them and accessed by them. This included funding, staff time, resources and information.

Funding

- 6.9.2 All six of the support organisations that said they funded community and voluntary groups in Colchester funded groups in St Andrew's at the time of the questionnaire.

Staff time

- 6.9.3 All nine of the support organisations that offered staff time to community and voluntary groups in Colchester were providing this support in St Andrew's.

Resources

- 6.9.4 All eight of the support organisations that said they offer resources to community and voluntary groups in Colchester were currently providing this support to groups in St Andrew's.
- 6.9.5 Of the wide range of resources and equipment listed, all were offered by at least one support organisation. Fax facilities and administration of courses were the only resources listed that were not offered free of charge by any of the support organisations.

Information

- 6.9.6 All eight of the support organisations that said they can offer information to community and voluntary groups in Colchester were doing so in St Andrew's.

Meeting places

- 6.9.7 There appeared to be a wide range of meeting places available to community and voluntary groups in the St Andrew's area. A number

of meeting places were available, some free of charge, whilst others incurred a charge.

Support in promoting diversity

- 6.9.8 Support is available to community and voluntary groups in promoting diversity. Helping to write Equal Opportunities Policies was the aspect of support that the highest number of support organisations interviewed said they were able to offer community and voluntary groups. Four support organisations said that they did not provide any support to community and voluntary groups in promoting diversity.
- 6.9.9 In fact, two of the support organisations fund community and voluntary groups in St Andrew's. Groups that are funded by these organisations are required to conform to equal opportunities policies. These groups are accountable through Key Performance Indicators, which monitor the extent to which the services they deliver are accessible to all people. These indicators also provide a framework for groups to think about how they could develop their practices to offer wider access. Additionally, St Andrew's has a Community Development worker who is able to offer advice and support to groups on these issues, but this tends to be delivered to groups as issues arise.

Building Involvement

- 6.9.10 Community and voluntary groups appeared to be well supported in helping to build the involvement of people in their communities. Many of the support organisations said that they could help community and voluntary groups to work jointly with statutory agencies.
- 6.9.11 Support was also available to help community and voluntary groups work jointly with other groups, to find out about the needs of the local community / users to work with the council and to form and run networks.

APPENDICES

APPENDIX 1: Household survey interview form

APPENDIX 2: Community and voluntary groups and support organisations interviewed

APPENDIX 3: Community and voluntary groups interview form

APPENDIX 4: Support organisations interview form

APPENDIX 1 : Household survey interview form

E. Attend a place of worship

Every time 1 Most times 2 Sometimes 3 Rarely 4 Never 5 Don't know/ N.A. 6

↓ ↓

Why don't you do this in your own neighbourhood?

I prefer the services that are offered elsewhere 1

I don't do this anywhere 2

Other (please specify below) 3

F. Attend an Adult Education/Evening Class

Every time 1 Most times 2 Sometimes 3 Rarely 4 Never 5 Don't know/ N.A. 6

↓ ↓

Why don't you do this in your own neighbourhood?

I prefer the services that are offered elsewhere 1

I don't do this anywhere 2

Other (please specify below) 3

11. How much do you agree or disagree with the following statements:

A. I feel that I know the people well who live near me on my street/road

Strongly agree 1 Slightly agree 2 Neither agree nor disagree 3 Slightly disagree 4 Strongly disagree 5 Don't know/ N.A. 6

B. I feel a part of my community within my neighbourhood

Strongly agree 1 Slightly agree 2 Neither agree nor disagree 3 Slightly disagree 4 Strongly disagree 5 Don't know/ N.A. 6

C. I would say that I am happy living in this neighbourhood

Strongly agree 1 Slightly agree 2 Neither agree nor disagree 3 Slightly disagree 4 Strongly disagree 5 Don't know/ N.A. 6

Q12

12. How much do you agree or disagree with the following statements:

A. I feel well informed about local events happening in my neighbourhood

Strongly agree 1 Slightly agree 2 Neither agree nor disagree 3 Slightly disagree 4 Strongly disagree 5 Don't know/ N.A. 6

B. I feel well informed about Adult Education Activity in my neighbourhood

Strongly agree 1 Slightly agree 2 Neither agree nor disagree 3 Slightly disagree 4 Strongly disagree 5 Don't know/ N.A. 6

12. (continued) How much do you agree or disagree with the following statements:

C. I feel well informed about other issues of concern in my neighbourhood

Strongly agree 1 Slightly agree 2 Neither agree nor disagree 3 Slightly disagree 4 Strongly disagree 5 Don't know/ N.A. 6

Q13

13. How satisfied or dissatisfied are you with the opportunities for influencing decisions that affect your neighbourhood:

A. As an individual

Very satisfied 1 Fairly satisfied 2 Neither satisfied nor dissatisfied 3 Fairly dissatisfied 4 Very dissatisfied 5 Don't know/ N.A. 6

B. If you work informally with other people from your neighbourhood

Very satisfied 1 Fairly satisfied 2 Neither satisfied nor dissatisfied 3 Fairly dissatisfied 4 Very dissatisfied 5 Don't know/ N.A. 6

C. As a member of an organised community group

Very satisfied 1 Fairly satisfied 2 Neither satisfied nor dissatisfied 3 Fairly dissatisfied 4 Very dissatisfied 5 Don't know/ N.A. 6

Q14

14. Have you taken any practical action in an attempt to resolve an issue that affected your neighbourhood in the last two years?

Yes 1 No 2 Unsure 3

Q15

Q17

ONLY ASK Q15 IF RESPONDENT HAS TAKEN PRACTICAL ACTION TO RESOLVE A NEIGHBOURHOOD ISSUE. OTHERS GO TO Q17.

15. When taking this action were you involved:

As an individual 1

If you work normally with other people from your neighbourhood 2

As a member of an organised community group 3

Q16

16. If you can, please give a short description of the action that you took:

Q17

TICK ONE ONLY PER ROW
SHOW CARD F

TICK ONE ONLY PER ROW
SHOW CARD F

TICK ONE ONLY PER ROW
SHOW CARD G

TICK ONE ONLY

TICK ONE ONLY
SHOW CARD H

VOLUNTARY GROUPS AND ACTIVITIES:

17. Please tell me which community groups or voluntary organisations you know about around here which you use or take part in? CODE UNPROMPTED. TICK ALL THAT APPLY.

18. Now please look at this card and tell me if you have heard of any of the following organisations listed on it? SHOW CARD I. TICK ALL THAT APPLY.

ASK Q19 FOR ALL ORGANISATIONS TICKED IN Q18.

19. Do you come into contact with this organisation as a user or a volunteer? TICK ALL THAT APPLY.

CIRCLE START	GROUP	Q17	Q18	Q19		
		If Yes ✓	If Yes ✓	User	Volunteer	Neither
A	Christian Youth Organisation	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
B	Citizens Advice Bureau	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
C	Colchester Credit Union	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
D	Colchester United Community Support Trust	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
E	Good Start	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
F	Home Start	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
G	Homework Club	<input type="checkbox"/> 7	<input type="checkbox"/> 7	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
H	Kids Club	<input type="checkbox"/> 8	<input type="checkbox"/> 8	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
I	Mobile Creche/Toy Library	<input type="checkbox"/> 9	<input type="checkbox"/> 9	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
J	Older Voices Fora	<input type="checkbox"/> 10	<input type="checkbox"/> 10	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
K	Salary Brook Working Group	<input type="checkbox"/> 11	<input type="checkbox"/> 11	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
L	Signpost Greenstead	<input type="checkbox"/> 12	<input type="checkbox"/> 12	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
M	St Edmunds Football Club	<input type="checkbox"/> 13	<input type="checkbox"/> 13	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
N	Sure Start	<input type="checkbox"/> 14	<input type="checkbox"/> 14	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
O	Elim Church Youth Group	<input type="checkbox"/> 15	<input type="checkbox"/> 15	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
P	Youth Services	<input type="checkbox"/> 16	<input type="checkbox"/> 16	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Q	Greenstead Community Association	<input type="checkbox"/> 17	<input type="checkbox"/> 17	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
R	Other (please specify)	<input type="checkbox"/> 18	<input type="checkbox"/> 18	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q20

20. Are there any types of group that you can think of that you currently do not have within your community but would welcome?

Yes (please specify below) 1

No 2

Q21

21. Would you be willing to be more involved in any local groups?

Yes 1

No 2

Unsure 3

Q22

22. What, if anything, currently stops you getting more involved in local groups?

Not interested 1

No time 2

The people already there would not welcome me 3

I wouldn't know what to do or say 4

I don't have the knowledge or skills that would be necessary 5

I don't know where to go or who to talk to 6

Other (please specify below) 7

Q23

23. If you were to get involved with a local group, what would you expect to get out of it?

Satisfaction at improving local life

Chance to meet other people

Opportunity for an enjoyable evening out

Opportunity for new activities

Personal interest

Gain skills to help get a job/better job

Personal improvement/development

Improve the prospects of my family

Other (please specify below)

TICK ALL THAT APPLY
SHOW CARD K

Q24

24. If there was to be a radio station run by people from the community featuring local news, views and musical talent, would you consider listening to it?

Yes

No

Unsure

Q25

COMMUNITY CENTRE

25. Before taking part in this survey, were you aware of the new community centre on Greenstead?

Yes **Q26**

No

Unsure Q27

ONLY ASK Q26 IF RESPONDENT HAD HEARD OF THE NEW COMMUNITY CENTRE ON GREENSTEAD. OTHERS GO TO Q27.

26. How did you hear about it?

Newspaper

Word of mouth

The Grapevine Newsletter

Involvement with Greenstead Community Association

Involvement with other community group

Other (please specify below)

TICK ONE ONLY
SHOW CARD L

Q27

27. What specific services/events would you like to be provided in the community centre?

PROBE

Q28

OFF-ROAD PUBLIC FOOTPATHS

28. How frequently do you use the off-road public footpaths in your neighbourhood?

Every day

Several times a week

At least once a week

Less than once a week

Never

Q29

29. Over the next year, do you intend to use the off-road public footpaths in your neighbourhood more frequently, less frequently, or approximately as frequently as you do now?

More frequently

About the same

Less frequently

Don't know

Q30

30. What improvements, if any would you like to see made to the off-road public footpath system in your neighbourhood?

PROBE

Q31

LOCAL SERVICES:

31. How do you rate the following services in your local area. **SHOW CARD M. TICK ONE ONLY PER ROW.**

32. From the local services that we have just talked about, please tell me which **THREE** services you feel are most in need of improvement in order of priority. **SHOW CARD N. ONE TICK ONLY IN EACH COLUMN.**

CIRCLE START		Q31						Q32		
		Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know/ N.A.	First Priority	Second Priority	Third Priority
A	Public transport	1	2	3	4	5	6	1	1	1
B	Facilities for young people	1	2	3	4	5	6	2	2	2
C	Local meeting places	1	2	3	4	5	6	3	3	3
D	Leisure and recreation facilities	1	2	3	4	5	6	4	4	4
E	Health services	1	2	3	4	5	6	5	5	5
F	Local shops	1	2	3	4	5	6	6	6	6
G	Public houses	1	2	3	4	5	6	7	7	7
H	Food outlets	1	2	3	4	5	6	8	8	8
I	Play facilities	1	2	3	4	5	6	9	9	9
J	Schools	1	2	3	4	5	6	10	10	10
K	Further Education Colleges	1	2	3	4	5	6	11	11	11
L	Local Adult Education Activities	1	2	3	4	5	6	12	12	12
M	Employment services/advice	1	2	3	4	5	6	13	13	13
N	Childcare provision	1	2	3	4	5	6	14	14	14
O	Financial advice	1	2	3	4	5	6	15	15	15
M	Other (please specify)	1	2	3	4	5	6	16	16	16

Q33

SAFETY

33. How much do you agree or disagree with the following statements:

A. I feel safe in my local neighbourhood during the day

Strongly agree (1) Slightly agree (2) Neither agree nor disagree (3) Slightly disagree (4) Strongly disagree (5) Don't know/ N.A. (6)

B. I feel safe in my local neighbourhood at night

Strongly agree (1) Slightly agree (2) Neither agree nor disagree (3) Slightly disagree (4) Strongly disagree (5) Don't know/ N.A. (6)

TICK ONE ONLY PER ROW
SHOW CARD O

Q34

PROBLEMS IN THE AREA

34. How much do you consider that each of the following is a problem in your neighbourhood:

A. Vandalism and Graffiti

Very serious problem (1) Fairly serious problem (2) Slight problem (3) Not a problem (4) Don't know (5)

B. Litter and rubbish in the streets

Very serious problem (1) Fairly serious problem (2) Slight problem (3) Not a problem (4) Don't know (5)

TICK ONE ONLY PER ROW
SHOW CARD P

34. (Continued) How much do you consider that each of the following is a problem in your neighbourhood:

C. Dogs

Very serious problem (1) Fairly serious problem (2) Slight problem (3) Not a problem (4) Don't know (5)

D. Abandoned vehicles/vehicle repair

Very serious problem (1) Fairly serious problem (2) Slight problem (3) Not a problem (4) Don't know (5)

E. Anti-social behaviour

Very serious problem (1) Fairly serious problem (2) Slight problem (3) Not a problem (4) Don't know (5)

F. Racial harassment

Very serious problem (1) Fairly serious problem (2) Slight problem (3) Not a problem (4) Don't know (5)

G. Drug dealing

Very serious problem (1) Fairly serious problem (2) Slight problem (3) Not a problem (4) Don't know (5)

H. Other crime

Very serious problem (1) Fairly serious problem (2) Slight problem (3) Not a problem (4) Don't know (5)

TICK ONE ONLY PER ROW
SHOW CARD P

HEALTH SERVICE:

**35. Which of the following health services do you use?
SHOW CARD Q. TICK ALL THAT APPLY.**

ASK Q36 FOR ALL HEALTH SERVICES TICKED IN Q35.

36. How often do you use this particular health service? SHOW CARD R. TICK ONE ONLY PER ROW.

CIRCLE START	GROUP	Q35 If Yes ✓	Q36		
			Once a year or less	Between 1 and 4 times per year	More than 4 times per year
A	GP	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
B	Nurse	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
C	Midwife	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
D	Health visitor	<input type="checkbox"/> 4	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
E	Hospital care Dentist	<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
F	Other health professional (e.g. physiotherapist, chiroprapist)	<input type="checkbox"/> 6	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q37

<p>37. Which one service that you use makes the most difference to you?</p> <p>Hospital staff (doctors, nurses, other healthcare professionals based at the hospital) <input type="checkbox"/> 1</p> <p>GP <input type="checkbox"/> 2</p> <p>Nursing staff (e.g. practice nurse, health visitor, district nurse) <input type="checkbox"/> 3</p> <p>Other healthcare professionals (e.g. physiotherapist, counsellor) (please specify below) <input type="checkbox"/> 4</p> <p>GP Care Advisor <input type="checkbox"/> 5</p> <p>Other (e.g. self help groups, voluntary organisations) (please specify below) <input type="checkbox"/> 6</p>	<p>TICK ONE ONLY</p> <p>SHOW CARDS</p> <p>Q10</p> <p>Q38</p>
<p>38. Why does this service make the most difference to you?</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>	<p>Q39</p>

<p>39. Which health services would you most like to see developed in your neighbourhood?</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>	<p>Q40</p>
<p>40. Why would you most like to see this developed in your neighbourhood?</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>	

If the respondent has a child aged under 4 go to page 8, otherwise thank the respondent and close the interview.



Colchester Borough Council Community Development Household Survey 2003

St Andrews

ONLY COMPLETE IF THE RESPONDENT HAS A CHILD AGED UNDER 4 YEARS.

YOU MAY BE AWARE THAT THE SURE START SCHEME OPERATES IN THE GREENSTEAD AND ST ANNE AREAS. THIS IS A PROGRAMME THAT AIMS TO IMPROVE THE HEALTH AND WELL-BEING OF FAMILIES AND CHILDREN AGED UNDER 4. SURE START WOULD LIKE TO CONTACT FAMILIES WITH YOUNG CHILDREN TO OFFER THEM SUPPORT, FOR INSTANCE, ACCESS TO CHILDCARE OR HEALTH SERVICES. WOULD YOU LIKE US TO PASS YOUR DETAILS ONTO SURE START?

It is important for us that we provide you with all the information that you need, but will only do so with your consent. If you agree for your details to be passed on, please complete and sign this form and hand it back to the interviewer.

Name:	<input type="text"/>
Address:	<input type="text"/> <input type="text"/> <input type="text"/>
Postcode:	<input type="text"/>
Telephone:	<input type="text"/>
E-mail:	<input type="text"/>

I agree to this information being passed to Colchester Borough Council. I understand that I may be contacted in the future by the Council, but that my details will not be used for any other purposes or passed on to any other organisations.

Signed:	<input type="text"/>
Date:	<input type="text"/>

APPENDIX 2: Community & voluntary groups and support organisations interviewed

Christian Youth Organisation
Citizens Advice Bureau
Colchester Borough Council (Tenant Participation Officer and Community Development Team)
Colchester Borough Homes
Colchester Community Voluntary Services (CCVS)
Colchester Co-operative Resource Centre
Colchester Credit Union
Colchester Kids Club – Greenstead Group
Colchester Mobile Crèche
Colchester Primary Care Trust (Partnership Support Manager)
Colchester United Community Sports Club
Elim Church
Greenshoots (Essex County Council)
Greenstead Community Association
Hazelmere Infant School
Hazelmere Junior School
Home Start / Good Start
Older Voices
Salary Brook Housing Group
Sir Charles Lucas Arts College
Springboard Housing
St Andrew's Infant School
St Andrew's Junior School
St Anne's Church
St Edmunds Youth Football Club
Sure Start
The Pre-school, Greenstead Social Club
The University of Essex (Student Community Action Volunteer Co-ordinator)

APPENDIX 3: Community & voluntary groups interview form

Resource One: The Community Groups Survey

Please bring the following documents to support your interview:

- Map of ward
- List of community and voluntary groups
- Show cards

Q1. Contact details of group

Name of group:

.....

Q2. Address:

.....

.....

Post code:

.....

Phone number

.....

Email address:

.....

Q3. Name and role of person completing form:

.....

Q4. Contact details (if different from above):

Name and role

.....

Q5. Address:

.....

.....

Post code:

.....

Phone number

.....

Email address:

.....

Q6. Please indicate below, the main activities of the group: (please circle)

Advice	1	Advocacy	2
Arts and cultural activities	3	Campaigning	4
Counseling	5	Environmental activities	6
Housing advice and provision	7	Play activities	8
Resource center	9	Social activities	10
Self help and support	11	Sports and recreation	12
Training and community education	13	Worship and religious education	14
Other (please specify)	15		

Q7. Does your group provide services/activities for:

All members of the community?	1	<i>If yes, please go to Question 8.</i>
Only a specific target group in the community, e.g. lone parents, older people etc?	2	<i>If yes, please go to Question 7</i>
Some services for all members of the community, and some for specific target groups?	3	<i>If yes, please go to Question 7.</i>

Q7. If you provide services for specific groups of people in the community, please indicate below the main groups that you work with or provide services for: (please circle any that apply)

Carers	1	Children	2
Ethnic minority groups	3	Families	4
<i>(please specify which ones)</i>			

Lesbian and gay	5	Homeless	6
Low-income groups	7	Lone parents	8
Older people	9	Offenders/ex-offenders	10
People with physical disabilities	11	People with learning difficulties	12
People with mental health difficulties	13	People with health concerns	14
<i>(please specify)</i> _____			
Substance users, e.g. alcohol, drugs, etc	15	Unemployed people	16
Victims of crime	17	Volunteers	18
Women and girls	19	Younger people	20
Other <i>(please specify)</i> _____	21		

Q8. Which part of the district does your group work in/serve?

(please show map and circle one code only)

Colchester and beyond (including district-wide)	1
Mainly the Berechurch area (<i>see map</i>)	2
Your local neighbourhood only	3
Other (please specify)	4

BUILDING ORGANISATIONS

This section is about the development of your group and problems you may be facing.

Problems

Q9. To what extent (if any) are the following issues a problem for the group in meeting its objectives? (please tick one box for each issue)

Issue	Significant problem	Slight problem	Occasional problem	No problem	Don't know	Not applicable
a) Funding	1	2	3	4	5	6
b) Managing and keeping staff	1	2	3	4	5	6
c) Recruiting and retaining volunteers	1	2	3	4	5	6
d) Access to resources, e.g. computers	1	2	3	4	5	6
e) Limited skills in the group /organisation	1	2	3	4	5	6
f) Access to training for group/ organisation to be more effective	1	2	3	4	5	6
g) Access to child care for members to join in activities	1	2	3	4	5	6
h) Language barriers in communicating with the local community	1	2	3	4	5	6
i) Any others: <i>(please state issues)</i>	1	2	3	4	5	6

Achievements

Q10. Please list some of your group's main achievements over the last two years.

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

Q11. How many years has the group been active in the Berechurch ward area?

- | | |
|--|---|
| Less than one year | 1 |
| 1-2 years | 2 |
| 3-4 years | 3 |
| 5-10 years | 4 |
| More than 10 years (please specify how long) _____ years | 5 |

Q12. How many active members does the group have that live in the area? (i.e. key members who help to organize or run things)

- | | |
|---|---|
| One only | 1 |
| 2-4 | 2 |
| 5-6 | 3 |
| 8-10 | 4 |
| More than 10 (please specify how many) _____ active members | 5 |

Q13. In an average week, what is the total number of voluntary hours provided by all your active members in the area?

- | | |
|--|---|
| Less than 5 hours | 1 |
| 6-15 hours | 2 |
| 16-30 hours | 3 |
| 30-50 hours | 4 |
| More than 50 hours (please specify approx. how many) _____ hours | 5 |

Q14. How many people who live in the area use your group's services in an average week? (Please note your total for the week can include people who attend more than once.)

- | | |
|---|---|
| Less than five people | 1 |
| 6-10 people | 2 |
| 11-20 people | 3 |
| 21-40 people | 4 |
| More than 41 people (please specify approx. how many) _____people | 5 |

Structure

Q15. Is your group: *(please circle more than one if appropriate)*

- | | |
|---|---|
| Community group / organisation without constitution | 1 |
| Community group / organisation with a constitution | 2 |
| Limited Company | 3 |
| Registered Charity | 4 |
| Co-operative | 5 |
| Trading as a community business/enterprise | 6 |
| Other <i>(please specify)</i> | 7 |

Q16. Does the group have a management committee? *(please circle)*

- | | | |
|-----|---|---------------------------------|
| Yes | 1 | <i>Please go to Question 17</i> |
| No | 2 | <i>Please go to Question 20</i> |

Q17. Please indicate below if any of the following types of people have places on the management committee. (please circle as many as relevant and indicate number who sit on the committee)

- | | |
|---|---|
| Council officers | 1 |
| Local councillors | 2 |
| Users/members/volunteers | |
| Paid employees of the group | 3 |
| Other professionals from other organizations / agencies (e.g. health professionals) | 4 |
| Other (please specify) _____ | 5 |

Q18. How many people are on your management committee?

- | | |
|--|---|
| 1-2 people | 1 |
| 3-4 people | 2 |
| 5-6 people | 3 |
| 7-8 people | 4 |
| 9 or more people (please specify how many) _____people | 5 |

Q19. On average, what proportion (%) of the management committee members regularly attend meetings?

- | | |
|---------------|---|
| Less than 25% | 1 |
| 26-50 % | 2 |
| 51-75% | 3 |
| 76-100% | 4 |

Please now go to Question 21

Q20. If there is no management committee, who has overall responsibility for running the group? (please circle as many as applicable)

- | | |
|------------------------------|---|
| Individual local resident | 1 |
| More than one local resident | 2 |
| Individual paid worker | 3 |
| More than one paid worker | 4 |
| Other (please specify) _____ | 5 |

Money matters

Q21a. Is the group currently funded from any of the following sources?

(please circle all that apply)

- | | |
|--|---|
| a) Central government/ Local authority | 1 |
| <i>(please specify)</i> _____ | |
| b) National Lottery | 2 |
| <i>(please specify)</i> _____ | 3 |
| c) Private company | 4 |
| d) Charities and other grant aid | 5 |
| e) Membership subscriptions | 6 |
| f) Local fundraising | 7 |
| g) Revenue from trading | 8 |
| h) Other sources of income <i>(please specify)</i> _____ | 9 |

Q21b. For each source given in Q21 please state for how long the funding is allocated:

- | | |
|-----------|-----------|
| (a) _____ | (f) _____ |
| (b) _____ | (g) _____ |
| (c) _____ | (h) _____ |
| (d) _____ | (i) _____ |
| (e) _____ | (j) _____ |

Q21c. Of these sources, which one provides the majority of the funding that you receive this year? *(Please circle one only)*

a / b / c / d / e / f / g / h / i / j

Q22. What is the group's approximate income this financial year? (please circle)

No revenue or funding	1
£1 to £1,000	2
£1,000–£9,999	3
£10,000–£19,999	4
£20,000–£49,999	5
£50,000–£99,999	6
£100,000 and over	7

Q23a. Does your group have a designated person who has overall responsibility for fundraising?

Yes	1
No	2

Q23b. Has your group sought funding advice on any occasion in the last 3 years? If yes, from whom?

Yes	1	<i>(Please go to question 23c)</i>
<i>(Please specify source of advice)</i> _____		
No	2	<i>(Please go to question 23d)</i>

Q23c. How would you rate the advice that you received?

Excellent	1
Good	2
Fair	3
Poor	4

Q23d. Where would you go for funding advice should you need it in future?

Q24. Does the group employ any paid workers who are working in the area?

- | | | |
|-----|---|---------------------------------|
| Yes | 1 | <i>Please go to Question 25</i> |
| No | 2 | <i>Please go to Question 26</i> |

Q25. Please indicate the number of paid full-time, part-time and session-based workers employed by your group who are working in the area:

- | | |
|--------------------------------|---|
| Total number of paid employees | 1 |
| Number of full-time | 2 |
| Number of part-time | 3 |
| Number of sessional staff | 4 |

Q26. What arrangements for using premises does the group have?

(please circle)

- | | |
|---|---|
| Ownership of a building | 1 |
| Shared ownership of building | 2 |
| Renting a building | 3 |
| Free use of building | 4 |
| Only able to meet at a member's home or in a public place | 5 |
| Other <i>(please specify)</i> _____ | 6 |

Q27. What level of satisfaction does your group have with its arrangements for using premises? *(please circle)*

- | | |
|---------------------|---|
| High satisfaction | 1 |
| Medium satisfaction | 2 |
| Low satisfaction | 3 |

Q28. Are the premises that you use wheelchair accessible? *(please circle)*

- | | |
|-------------------------------|---|
| Yes all premises used | 1 |
| Yes some of the premises used | 2 |
| No, none of the premises used | 3 |
| Don't know | 4 |

Q29. Does the building you use have wheelchair accessible toilets?

(please circle)

- Yes 1
 No 2

Q30. To what extent (if any) is access to the following resources a problem for the group / organisation in meeting its objectives? *(please tick one box for each Resource)*

Resource	Significant problem	Slight problem	Occasional problem	No problem	Don't know	Not applicable
Meeting -space	1	2	3	4	5	6
Telephone	1	2	3	4	5	6
Fax	1	2	3	4	5	6
Desk	1	2	3	4	5	6
Photocopier	1	2	3	4	5	6
Computer	1	2	3	4	5	6
Printer	1	2	3	4	5	6
Storage	1	2	3	4	5	6
Internet access	1	2	3	4	5	6
Transport	1	2	3	4	5	6

Q31. Do you currently have any of the following facilities or resources available for use by other community groups? *(please tick one box for each Facility/Resource)*

Facility/Resource	Free access	Charge for access	Notes on conditions of use
Telephone			
Fax			
Printer			
Photocopier			
Computer			
Internet			
Meeting Rooms			
Storage			
Transport			
Other <i>(please add below)</i>			

Planning activities

Q32. How does your group plan its future work?

.....
.....

Q33. Does the group have an action or business plan?

Yes	1	<i>Please go to Question 34</i>
No	2	<i>Please go to Question 35</i>

Q.34. How many years does the current action or business plan cover ?

(please circle)

Less than one year	1
One to five years	2
Over five years	3

BUILDING SKILLS

This section is about the way your group gets help with training and develops the skills, knowledge and confidence of the group's members.

Q35. To what extent do you agree that the skills and experience of your active members fully meet the needs of the organisation in this area.

Skill area	Strongly agree	Agree	Neither agree nor disagree	Disagree Strongly	Disagree	Don't know	Not applicable
Publicity – producing newsletters, leaflets, etc.	1	2	3	4	5	6	7
The media – press releases, getting on with the media	1	2	3	4	5	6	7
Money – bookkeeping and accounts	1	2	3	4	5	6	7
Giving presentations	1	2	3	4	5	6	7
Computer skills	1	2	3	4	5	6	7
Managing staff	1	2	3	4	5	6	7
Managing a building	1	2	3	4	5	6	7
Managing projects	1	2	3	4	5	6	7
Equal opportunities	1	2	3	4	5	6	7
Fundraising	1	2	3	4	5	6	7
Planning activities	1	2	3	4	5	6	7
Assessing and monitoring the group's work	1	2	3	4	5	6	7
Working as a team	1	2	3	4	5	6	7
Working in partnerships with other organisations	1	2	3	4	5	6	7
How the Council works	1	2	3	4	5	6	7
Other (<i>please specify</i>)	1	2	3	4	5	6	7

Q36. Over the last year, has your group received any training?

No

Yes (*please describe below*)

<i>Level of satisfaction (please tick one box)</i>					
Group member: E.g. Staff, volunteer, management committee members, etc,	Training type	Training provider	High	Medi um	Low
			1	2	3
			1	2	3
			1	2	3
			1	2	3

Q37. Which of the following are important to you in taking up training?

(please code as many as applicable)

Local venue	1
Town centre venue	2
Accessible venue	3
Daytime sessions	4
Evening sessions	5
Weekend sessions	6
Childcare	7
Use of community languages	8
Sessions for people from minority ethnic groups	9
Sessions for women	10
Participative style of training	11
Know the trainer already	12
Content is tailor made for group's needs	13
No cost	14
Low cost	15
Bursaries/grants available	16
Time off for training	17
Leads to a qualification	18

Q38. Has your group been involved in developing your members' skills

through any other kind of activity? *(please code any that apply)*

Mentoring schemes for members of group	1
Sharing skills through joint working	2
Reading books on practical skills for groups	3
Organising visits or exchanges to centres / projects	4
Secondments from other organisations to groups	5
Learning from experience/action	6
Other <i>(please describe)</i> _____	7

Q39. Would you be interested in getting help with identifying your group's training needs? (please circle)

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |

Getting advice

These questions are about the group getting advice and guidance from outside organisations that help it to be better organised.

Q40. Over the last year, has the group had any outside advice on any of the following issues? This could be advice from a statutory agency (e.g Community Development teams) or another voluntary organisation or umbrella agency (e.g. Colchester Community Voluntary Services)

(please circle any that apply)

- | | |
|--|---|
| Management issues | 1 |
| Funding advice | 2 |
| Managing money | 3 |
| If other help please specify where from (e.g. advice on organising events) _____ | 4 |

Q41. Over the last year has the group needed outside advice but not been able to get it? (please circle)

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |

Q43. If yes, why was this? (please describe) _____

BUILDING EQUALITY

This section is about ways in which your group is trying to help to build equality within your group and in communities.

Q44. Regarding equal opportunities, does your group have:

(please circle)

- | | | |
|--|---|--------------------------|
| A written equal opportunities policy? | 1 | Please go to question 45 |
| A statement of equality within its constitution? | 2 | Please go to question 45 |
| Neither of these | 3 | Please go to question 49 |

Q45. Please describe how the group is implementing equal opportunities. For instance, do you have any checks to ensure that your members are not discriminated against on the basis of gender, age, ethnicity or sexuality?

.....

.....

.....

.....

Q47. Please describe any ways in which this is being monitored

Q49. If you don't have an equal opportunities policy or statement of equality, would you be interested in having help to develop one?

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |

.Q50. Please indicate any other ways in which your group is taking any action to challenge discrimination: (please circle any that apply)

- | | |
|---|---|
| Awareness raising events | 1 |
| Running campaigns | 2 |
| Providing translators/interpreters | 3 |
| Funding equal opportunities initiatives | 4 |
| Other (please describe) | 5 |
-

Q51. Do you get any support from other organisations and agencies for your work on equal opportunities?

Yes (please state organisation)	1	<i>Please go to Question 52</i>
---------------------------------	---	---------------------------------

No	2	<i>Please go to Question 53</i>
----	---	---------------------------------

Q52. In general, how satisfied are you with the quality of support you receive on equal opportunities? (please circle)

- | | |
|------------------------------------|---|
| Very satisfied | 1 |
| Satisfied | 2 |
| Neither satisfied nor dissatisfied | 3 |
| Dissatisfied | 4 |
| Very dissatisfied | 5 |
| Don't know | 6 |

Q53. Do you need support or advice on equal opportunities issues but do not know how to get it?

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |

BUILDING INVOLVEMENT

This section is about the way in which your group involves people, and relates with other groups and agencies.

Q54. Please indicate below the ways in which your group is accountable to your community and / or users: (please circle any that apply)

Annual election of representatives	1
Newsletters	2
Regular feedback meetings	3
Other (please describe)	4

Q55. What approaches does the group use to find out the needs of the local community and/or users: (please circle any that apply)

Consultation meetings	1
Outreach work	2
Questionnaires	3
Other (please describe)	4

Q56. Has the group been involved in joint work over the last year with any of the following? (e.g. jointly running a campaign/festival/play-scheme / organization or training or new projects etc.

(If yes, please circle any that apply)

With the Council	1
With other statutory agencies (eg health authority)	2
Other (please specify)_____	3

Q57. Is the group a member of any formal networks?

Yes	1	<i>Please go to Question 58</i>
No	2	<i>Please go to Question 60</i>

Q58. Please list the formal networks that your group belongs to, and for each one that you mention, please rate their effectiveness for your organisation. Please rate them on a scale of 1 to 10, where 10 means that they are highly effective, and 1 means that they are highly ineffective.

.....

.....

.....

.....

.....

.....

59. Please describe any ways that you think the networks can better support the work of your group.

.....

.....

.....

.....

.....

Q60. Are there any barriers that you can think of that prevent your group's fuller participation in this network, for instance lack of time, or inaccessible meeting time or venue? If so, please describe.

.....

.....

.....

.....

Q61. How are you supported in getting involved in links with other community groups?

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

Q62. Looking at this list, please can you tell me if there are of any other locally-based community groups that you know of which have not been included here. Please give contact names and addresses where possible (*Show list of groups*).

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

Q63. Are there any general points or comments you would like to make?

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

APPENDIX 4: Support organisations interview form

General information

Q1. Name of organisation:

.....

Q2. Address:

.....

.....

Post code:

.....

Phone number :

.....

Email address:

.....

Q3. Name and role of person completing form:

.....

Q4. Contact details (if different from above):

Name and role

.....

Q5. Address:

.....

.....

Post code:

.....

Phone number:

.....

Email address:

.....

Q6. I am going to read a list of various forms of support you might offer to community and voluntary groups. Your organisation may be providing one or more of the different kinds of support, and it may come from various departments of your organisation.

As I read through the list, please tell me which of them you currently offer to community and voluntary groups in Colchester.

(Circle all relevant answers)

Practical help	1	Training	1
Advice	1	Funding	1
Facilities	1	Resources	1
Equipment	1	Information	1
Staff time	1	Other (Please specify)	1

Q7. For each form of support highlighted above, in which (if any) of the following wards do you currently provide this support to community and voluntary groups? (Please circle as many as applicable)

Support type	Berechurch	Harbour	St Andrews	St Anne's
Practical help	1	2	3	4
Training	1	2	3	4
Advice	1	2	3	4
Funding	1	2	3	4
Facilities	1	2	3	4
Resources	1	2	3	4
Equipment	1	2	3	4
Information	1	2	3	4
Staff time	1	2	3	4
Other (Please specify) _____	1	2	3	4

Q8. Please state any groups that you have supported in the last three years that operate in each of the following wards:

Berechurch

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

Harbour

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

St Andrews

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

St Anne's

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

Q11 Continued...

Topic	Training offered?	Take up in specific wards			
		Berechurch	Harbour	St Andrews	St Anne's
e) Computer skills i.e. word processing	Yes/No	1	2	3	4
f) Managing staff	Yes/No	1	2	3	4
g) Managing a building	Yes/No	1	2	3	4
h) Equal opportunities	Yes/No	1	2	3	4
i) Fundraising	Yes/No	1	2	3	4
j) Planning the group's / organisation's activities	Yes/No	1	2	3	4
k) Community work skills	Yes/No	1	2	3	4
l) Evaluation	Yes/No	1	2	3	4
m) Working as a team/resolving conflicts	Yes/No	1	2	3	4

Q13. Has any tailor-made training been conducted specifically for groups operating in any of the following wards in the last three years?

Berechurch

Yes 1

(Please describe the topic of this training)

No 2

Not sure 3

Harbour

Yes 1

(Please describe the topic of this training)

No 2

Not sure 3

St Andrews

Yes 1

(Please describe the topic of this training)

No 2

Not sure 3

St Anne's

Yes 1

(Please describe the topic of this training)

No 2

Not sure 3

Q18. Do you support the development of skills of community and voluntary groups through any of the following activities?

(please circle any that apply)

Mentoring schemes for members of community groups	1
Sharing skills through joint working	1
Running a resource library	1
Organising visits or exchanges	1
Secondments to groups	1
Learning from experience/action	1
Advice or helpline service	1
Support with volunteer issues	1
Others <i>(please describe)</i>	1
<hr/>	
None of the above	1

Advice

Q19. Does your organisation provide advice, either formally or informally, to community and voluntary groups on any of the following topics? *(Please circle any that apply)*

Using the media	1
Managing projects	1
Meetings and committee skills	1
Developing the organisation	1
Planning	1
Funding	1
Finances and bookkeeping	1
Support with volunteer issues	1
Team building	1
Others <i>(please specify)</i>	1
<hr/>	
None of the above	1

Building Organisations

Money

Q20. In which of the following wards (if any) does your organisation provide grant aid for community and voluntary groups? (please code)

	Yes	No
a) Berechurch	1	2
b) Harbour	1	2
c) St Andrews	1	2
d) St Anne's	1	2

Practical resources

Q21. Do you have any practical equipment or resources which community and voluntary groups can access and use?

(Please indicate if a charge is made by coding the appropriate box for each)

Resource/facility	Free	Charge
a) Use of telephone	1	2
b) Fax facilities	1	2
c) Desk space	1	2
d) Photocopying facilities	1	2
e) Use of a computer	1	2
f) Access to the Internet	1	2
g) Meeting space	1	2
h) Storage space	1	2
i) Kitchen	1	2
j) Transport	1	2
k) Administrative support	1	2
l) Other <i>(please specify)</i>	1	2
m) None of the above		

Q22. Any conditions or comments on use (e.g. the types of groups that can use these resources).

.....

Community work

Q23. Does your organisation employ any paid workers that spend time working with community groups in each of the following wards?

If yes, please state the type(s) of post (e.g children’s support worker, community development worker) and estimate the number of hours worked by each post holder in that particular ward.

(Code yes/no and enter details of post types in table below)

a) Berechurch

Yes 1

No 2

	Post type	Aprox. Number hours worked
Person 1		
Person 2		
Person 3		

b) Harbour

Yes 1

No 2

	Post type	Aprox. Number hours worked
Person 1		
Person 2		
Person 3		

c) St Andrews

Yes 1

No 2

	Post type	Aprox. Number hours worked
Person 1		
Person 2		
Person 3		

d) St Annes

Yes 1

No 2

	Post type	Aprox. Number hours worked
Person 1		
Person 2		
Person 3		

Building Equality

Q24. Do you support community and voluntary groups in promoting diversity in any of the following ways? (please circle any that apply)

- | | |
|---|---|
| (a) Help writing equal opportunities policies / statements | 1 |
| (b) Providing training on diversity/cultural awareness issues | 1 |
| (c) Advice on equal opportunities practice, e.g., recruitment | 1 |
| (d) Funding for equal opportunities initiatives, e.g., increased access | 1 |
| (e) Provision of translators/interpreters | 1 |
| (f) Running campaigns, e.g. anti-racism campaigns | 1 |
| (g) Other (please describe) | 1 |
| <hr/> | |
| h) Not at all | 1 |

Q25. Are there any other ways your organisation is working with community and voluntary groups to promote and implement equal opportunities?

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |

If yes, please describe:

Building Involvement

This section concerns ways organisations help to build the capacity of community and voluntary groups to involve people and contribute to local decision-making.

Q26. Do you help voluntary and community groups with any of these issues? *(please circle any that apply)*

- (a) Be accountable to their own community / users 1
- (b) Find out about the needs of the local community / users 1
- (c) Work jointly with other community and voluntary organisations 1
- (d) Work jointly with the Council 1
- (e) Work jointly with statutory agencies 1
- (f) Form and run networks 1
- (g) None of the above 1

Q27. Which of the following do you help community and voluntary groups to have a say in: *(please circle any that apply)*

- (a) Developing local projects 1
 - (b) Delivery of local services 1
 - (c) Regeneration programs 1
 - (d) Policies of the Council and other statutory agencies e.g., health authority 1
 - (e) Other *(please specify)* 1
-
- (f) None of the above 1

Q28. Please describe the nature of this help.

Q29. Does your organisation have a policy on any of the following:

(please circle any that apply)

- | | |
|---|---|
| (a) Equal opportunities | 1 |
| (b) Consulting and involving local people | 1 |
| (c) Community development | 1 |

If it is a written policy, please include a copy of each policy with this completed form. (If not please briefly describe below the aims of the policy):

Equal Opportunities

.....

Consulting and Involving local people

.....

Community Development

.....

Q30. Please describe any other ways in which your organisation supports and builds the strength of community and voluntary groups:

Links

Q31. Do you jointly plan your support for voluntary and community groups with any other organisation?

Yes 1

No 2

If yes, please state which organisations you work with:

Looking ahead

Q32. Please describe any potential ways that you can think of in which your organisation could further support community and voluntary groups in each of the following wards:

a) Berechurch

b) Harbour

c) St Andrews

d) St Anne's

Q33. What do you see as the main blocks to your organisation being able to increase its level of support for community and voluntary groups in general?

Q34. Please state any particular blocks to your organisation being able to increase its level of support for community and voluntary groups in each of the following wards:

a) Berechurch

b) Harbour

c) St Andrews

d) St Anne's

Q35. Can your organisation provide training and advice to other organisations, agencies or partnerships on community involvement?

(please code)

Yes 1

No 2

If yes, please describe:

Q36. When this community assessment is complete, we will try to bring people together to consider how to meet the needs of people and organisations in each of the wards that we have spoken about. Would you be interesting in attending an event?

Yes 1

No 2

If yes, please indicate which of the following wards you would be most interested in working with:

(code as many as applicable)

a) Berechurch 1

b) Harbour 1

c) St Andrews 1

d) St Anne's 1

Q40. Please add any general comments / points you wish to contribute.
