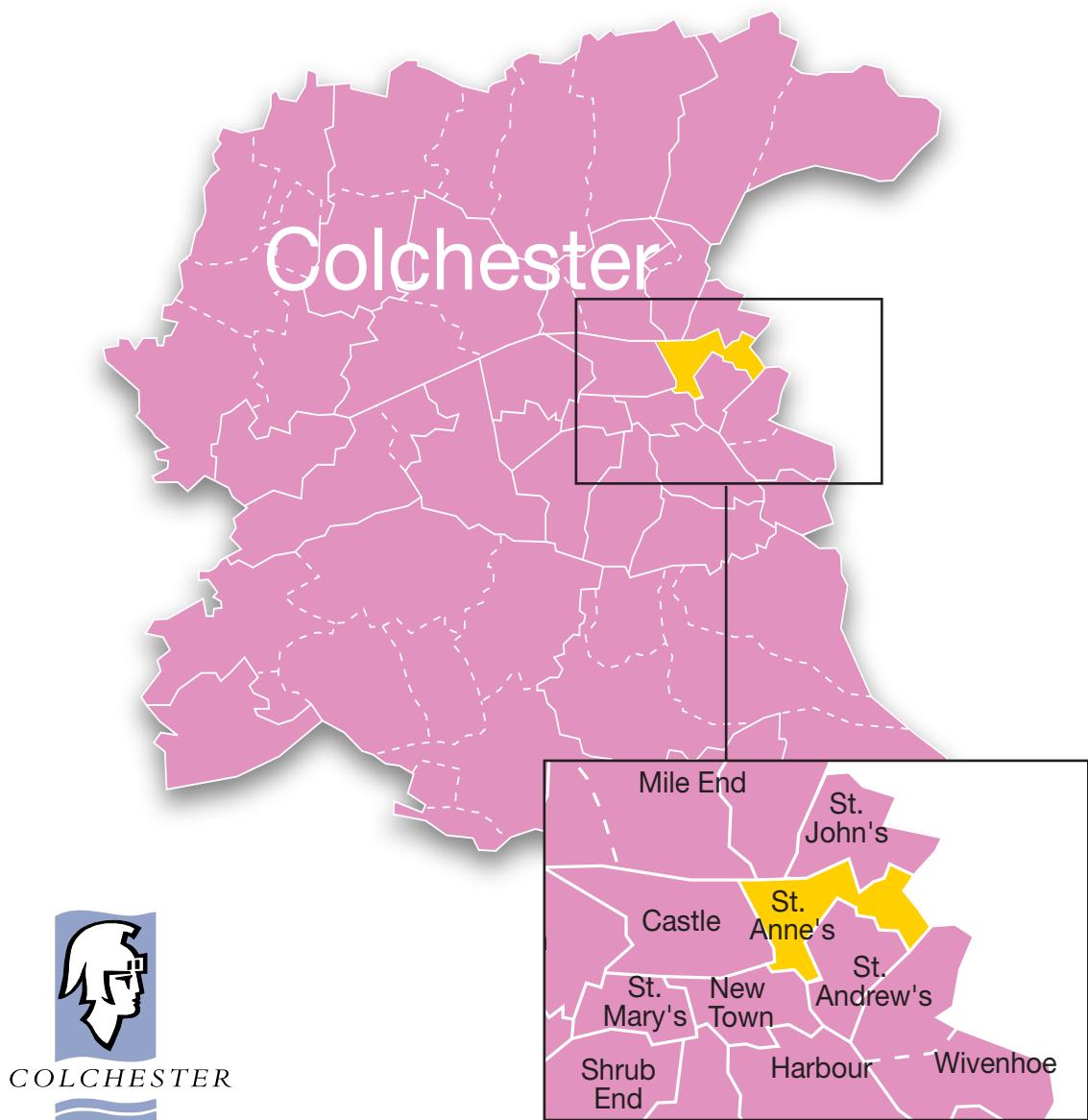


# Discovering Need, Developing Solutions

## St Anne's Ward Community Strengths Assessment



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## **ST ANNE'S WARD COMMUNITY STRENGTHS ASSESSMENT**

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### **GENERAL INFORMATION**

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For more information about this community assessment please contact:

Mandy Jones, Research Co-ordinator **01206 282501** or  
Matt Sterling, Community Development Co-ordinator **01206 282577**

### **Useful Community Development and Research Contacts**

Emma West, Project and Research Officer  
Colchester Borough Council **01206 282501**

Fay Mathers, Community Development Worker (St Anne's)  
Colchester Borough Council **01206 282968**

Richard Brown, Community Development Worker (St Andrews)  
Colchester Borough Council **01206 282966**

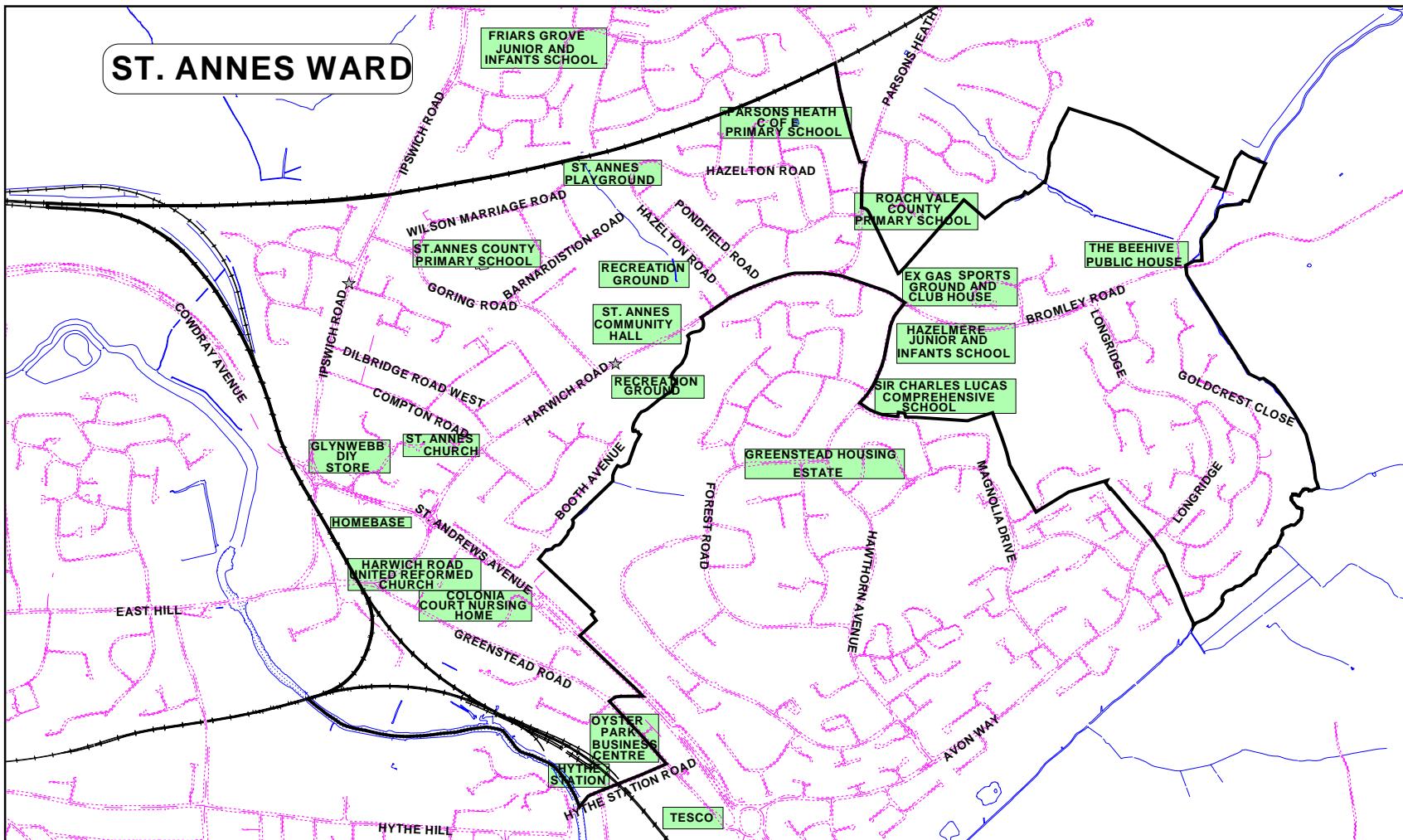
Bridget Tighe, Investment Co-ordinator  
Colchester Borough Council **01206 282104**

John Buchanan, Environmental Initiatives Officer  
Colchester Borough Council **01206 282278**

Digby Chacksfield Community Development Worker (Hythe and Northern Approach) Colchester Borough Council, Colne Housing, North British Housing Association and Suffolk Heritage Housing Association **01206 864619**

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## **1. INTRODUCTION AND METHODOLOGY**

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### **1.1 Background to the research**

- 1.1.1 This is the last of four community assessments that the Social and Economic Regeneration Group at Colchester Borough Council are undertaking 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 Andrew's wards are currently available online at [www.colchester.gov.uk](http://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 this report is 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 Anne's ward. As mentioned above, St Anne'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 Anne's ward was the second most deprived ward 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 over 200 residents in St Anne's. This amounts to a survey of approximately 6.5% of all the households in the ward. This was 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 needed addressing, in terms of community needs and gaps in the delivery of services to St Anne'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 11 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*

- 1.4.5.1 A total of 12 interviews were conducted with organisations that provide support to community and voluntary groups in St Anne's to achieve their objectives. These interviews looked at support currently delivered in St Anne'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.

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## **2 EXECUTIVE SUMMARY OF MAIN FINDINGS**

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### **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
  - Leisure, recreation and social activities
  - Funding
  - Local meeting places
  - Building equality
  - Community participation
  - Joint working and support
- 2.1.3 The first three sections - Anti-Social Behaviour, Younger People and Leisure, Recreation and Social Activities are closely linked. For instance, respondents see anti-social behaviour as a problem in the neighbourhood and younger people have been identified as the main cause. Providing better leisure, recreation and social activities in St Anne's are seen as an important step in improving the situation.
- 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 Anne'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 the original text where actual data can be found.

## **2.2 Anti-social behaviour**

- 2.2.1 Anti-social behaviour was seen as a problem for people in St Anne's. This was the most common type of issue that people said they had taken practical action to address. More specifically, the issues that they said they had addressed included noise, vandalism, racial harassment and people causing a general nuisance (see Section 4.6.5). 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 It is relevant to note that anti-social behaviour was recognised as a problem in a previous consultation in St Anne's. The St Anne's Participatory Consultation (2000), which led to the formation of St Anne's Forum, revealed that anti-social behaviour was a priority issue. In response, Essex Police have been working with St Anne's Forum to identify areas where anti-social behaviour is more common, supporting local community and voluntary groups to tackle anti-social behaviour and increasing the confidence of local people to report incidents as they occur.

## **2.3 Younger people**

- 2.3.1 The needs and behaviour of younger people were a recurrent theme throughout the research process and closely connected to the issue of anti-social behaviour discussed above.
- 2.3.2 Problems relating to younger people were the second most common type of issue that people in St Anne's said they had taken practical action to address. Some examples of the types of issues surrounding younger people that were raised included noise, crime, playing football in the street and younger people having nowhere to play (see Section 4.6.6).
- 2.3.3 Improving the facilities for younger people was seen as the second priority of all the services listed (see Section 4.13.2).
- 2.3.4 Activities for children and teenagers were the most common type of suggestion that people gave when asked to give ideas for additional groups that they would welcome within their community. More specifically, these included Brownies, Guides, Scouts, Cubs and general sports activities for children (see Section 4.9.1).

- 2.3.5 Similarly, events / services for younger people were the most common suggestion given for things people would like to see in the new Community Centre. Over one quarter of the people specified that services needed to be geared at children and only slightly fewer said they should target teenagers. Examples of the types of suggestions that people gave include 'holiday activities', 'seasonal entertainment for children', '[something for] kids and youth to get them off the street', 'job training for younger people who have never worked', 'a youth club' and a 'kids disco' (see Section 4.11.3).
- 2.3.6 As noted above, anti-social behaviour in St Anne's has been highlighted through previous consultation as a priority issue (see Section 2.2.3). The St Anne's Participatory Consultation (2000) found that anti-social behaviour and abusive behaviour on the streets of St Anne's were closely connected to the lack of facilities for children and teenagers. In direct response to this issue, St Anne's Forum organised a two week event providing activities for younger people in St Anne's during the summer holidays (Summer 2003), and a 10 week DJ workshop programme for younger people in 2004.
- 2.3.7 Another popular request was for services and activities for younger children and mothers. Suggestions included mother and toddlers groups, coffee mornings for young mums, 'small children interaction', crèches and play-schools (see Section 4.11.7). Activities for young children may be more of a pressing need for some people since Sure Start targets its work with people in a specific geographical area within St Anne's.

## **2.4 Leisure, recreation and social activities**

- 2.4.1 Leisure and recreation services also emerged as priorities for local people. Almost one third of people interviewed in the household survey rated local leisure and recreation activities as poor or very poor (see Section 4.12.5).
- 2.4.2 Social events were the most common popular response, after activities for younger people (as discussed in Section 2.3.5 above) when asked to give suggestions for services or events that they would like to see in the new Community Centre. A particularly popular suggestion within this category was Bingo. Other suggestions included tea dances, coffee mornings, community events to bring young and old people together, quizzes and a young wives group. Sports / keep fit / dancing were also common requests (see Sections 4.11.4, 4.11.6).
- 2.4.3 Activities for older people were another popular request when asked about services and events that would be welcomed in the new community centre. More specifically, these included lunches for

elderly people, coffee mornings, keep-fit for people over 50, and general occasions for social gatherings (see Section 4.11.5).

- 2.4.4 This is important since St Anne's has a high number of older people in its population. According to the 2001 Census, St Anne's had 1189 people aged over 65, ranking the seventh highest of all 27 wards in Colchester.
- 2.4.5 Another type of activity that many people suggested for the new community centre was fundraising for charity. More specific events that were proposed included 'jumble sales' and 'bring and buy sales' (see Section 4.11.8).

## **2.5 Funding**

- 2.5.1 Funding was rated as the most common problem facing community and voluntary groups in St Anne's. Just two of the 11 groups that were interviewed said funding was not a problem and almost half of the groups interviewed rated this as a serious problem (see Section 5.3.2).
- 2.5.2 Over half of the groups interviewed had sought funding advice on at least one occasion over the past three years. The majority had approached an officer from Colchester Borough Council for this advice (see Section 5.4.6).
- 2.5.3 Funding levels for groups in St Anne's were fairly mixed. Whilst almost one quarter of groups said that they received funding of £100,000 and over in the previous year, the same proportion again said they received less than £1,000 (see Section 5.4.4).
- 2.5.4 Interviews with support organisations revealed that five of the six organisations interviewed that provide funding to groups in Colchester said they funded at least one community or voluntary group in St Anne's at the time of completing the questionnaire (see Section 6.3.1).

## **2.6 Resource issues and local meeting places**

- 2.6.1 Of all the resources and equipment listed, meeting space was most widely perceived as a problem for community and voluntary groups in St Anne's. Just under half of the groups interviewed said that this was at least an occasional problem (see Section 5.4.12).
- 2.6.2 Over one third of people that were interviewed for the household survey felt that local meeting places were poor or very poor (see Section 4.12.4).

- 2.6.3 It is perhaps worth mentioning that St Anne's Forum have secured funding for a new community centre in St Anne's, which is due to open in 2005. The availability of this community resource may alleviate some of these problems.
- 2.6.4 Although groups generally appeared to be well resourced, use of a printer was a 'significant problem' for some of the groups interviewed (see Section 5.4.11).

## **2.7 Building equality**

- 2.7.1 The groups interviewed appeared very confident about their ability to deal with equal opportunities issues. All 11 groups interviewed agreed (strongly or slightly) that they had the skills or experiences necessary to deal with equal opportunities issues (see Chart 22).
- 2.7.2 Nearly one half of the groups interviewed said they had been involved in some kind of an activity for challenging discrimination within their community, for example, through awareness raising events (see Section 5.6.3).
- 2.7.3 Just three of the groups interviewed said they had neither a written equal opportunities policy nor a statement of equality within their constitution. Two of these groups said they would be interested in receiving help to develop these (see Section 5.6.1).
- 2.7.4 Language barriers in communicating with the local community and access to childcare for members to access activities were rated the least problematic of all issues listed. Over one half of the groups interviewed said that language barriers were no problem. Similarly, over one half of groups said that child-care was no problem. However, this does not necessarily mean that these access issues are not problems for people in St Anne's. Further examination would be needed to examine the possible existence and then the extent of any of these access issues (see Section 5.3.5 - 5.3.8).
- 2.7.5 Interviews with the support organisations revealed that support is available to community and voluntary groups in St Anne's in promoting diversity. For example, St Anne'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).
- 2.7.6 However, less than one half of the community and voluntary groups interviewed said that they had received support for their work on equal opportunities. Over one half of all groups interviewed said they would not know where to get advice on equal opportunities issues should they need it (see Section 5.6.4).

2.7.7 As mentioned above, the majority of 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 (see Section 5.3.7). This could reflect reality, or it could reflect a lack of awareness on the part of community and voluntary groups in St Anne's in addressing issues of diversity and equality of opportunity. Further investigation would be needed to determine whether this was the case.

## **2.8 Community participation**

- 2.8.1 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 4.6.1).
- 2.8.2 Almost one quarter of groups said that recruiting and retaining volunteers was a significant problem (see Section 5.3.3).
- 2.8.3 Just 10 of all 224 people interviewed for the household survey had come into contact with any of the local groups listed as a volunteer (see Section 4.8.4).
- 2.8.4 However, over one quarter of people said they would be willing to get more involved in local groups. Over half of all people interviewed said that lack of time prevented them from getting involved in local groups (see Sections 4.10.1 - 4.10.3).

## **2.9 Joint working and support**

- 2.9.1 Community and voluntary groups in St Anne's generally seemed well connected and supported by the support organisations that were interviewed. For instance, as mentioned above, five of the six support organisations that offer funding to groups in Colchester funded groups in St Anne's at the time of completing questionnaire. Additionally, ten support organisations said they offered staff time to community and voluntary groups in St Anne's. All eight of the support organisations that said they could provide information to community and voluntary groups in Colchester currently do so in St Anne's (see Section 6.2.4).
- 2.9.2 More than half of the community and voluntary groups interviewed had been involved in joint working with the local Council over the previous year (see Sections 5.7.6).
- 2.9.3 Less than half said they had been involved in joint working with other statutory agencies and less than half were members of formal networks (see Sections 5.7.6, 5.7.7). There were however, very few suggestions for how local networks could be improved.

- 2.9.4 More than half of the groups interviewed said they would be interested in support to identify their training needs (see Section 5.5.4).
- 2.9.5 As discussed in Section 2.7.3 above, two of the three community and voluntary groups in St Anne's that said they had 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).
- 2.9.6 On a similar note, as discussed in Section 2.7.6, over half of the groups interviewed said they would not know where to get advice on equal opportunities should they need it (see Section 5.6.4).

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### **3. RECOMMENDATIONS**

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#### **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 as the Executive Summary (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 Anne's. In fact, this issue has already been recognised by the St Anne's Forum.
- 3.2.2 **Recommendation 1:** Encourage reporting of persistent problems to United Solutions.
- 3.2.3 **Recommendation 2:** Liase with United Solutions to glean good practice that can be applied to St Anne's.
- 3.2.4 **Recommendation 3:** 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.
- 3.2.5 **Recommendation 4:** Work with Colchester Neighbourhood Watch to launch a watch scheme for St Anne's estate
- 3.2.6 **Recommendation 5:** Organise a 'Safer St Anne's' event with the St Anne's Forum, Essex Police and other stakeholders to identify opportunities for improving services to tackle anti-social behaviour.

#### **3.3 Younger people**

- 3.3.1 Needs of younger people was a prominent theme emerging from this research. In connection with the issue discussed above, younger people were closely associated with anti-social behaviour in the neighbourhood. People in St Anne's were keen to provide activities

for younger people and create opportunities for them to be positively involved in the community.

- 3.3.2 Many events / services for younger people were given when asked for ideas for services / events for the new community centre. Another popular request was for services for younger children and mothers.
- 3.3.3 **Recommendation 6:** Map services for younger people currently available in St Anne's (and St Andrew's) and feed this information into the 'Safer St Anne's' event.
- 3.3.4 **Recommendation 7:** Ensure that the suggested activities for younger people, and children and mothers that were proposed for the new community centre are considered when the centre opens. Sure Start may be able to provide particular expertise in developing services for younger children and their families.

#### **3.4 Leisure, recreation and social activities**

- 3.4.1 Leisure, recreation and social activities emerged as priorities for local people. A vast range of events was suggested when asked for ideas for activities for the new community centre. Activities for older people were a common request, which may be especially important in St Anne's since it has a high number of older people in the population.
- 3.4.2 **Recommendation 8:** In connection with recommendation 6, ensure that the suggested leisure, recreation and social activities for the new St Anne's Community Centre are considered, particularly those that are geared to specific groups of people i.e. older people and younger people.
- 3.4.3 **Recommendation 9:** Encourage voluntary and community groups as well as statutory services to use the centre to deliver such services.

#### **3.5 Funding**

- 3.5.1 Funding was seen as a significant problem for many groups in St Anne'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.
- 3.5.2 **Recommendation 10:** Support the Colchester Community Voluntary Service (CCVS) outreach project to target community groups in St Anne's for funding and training advice.

### **3.6 Resource issues and local meeting places**

- 3.6.1 Access to local meeting places was rated as the most problematic for groups of all the resources listed. A number of groups had low levels of satisfaction with the premises they used.
- 3.6.2 It is important to note that the St Anne's Forum have secured funding for a new Community Centre in St Anne's which is due to open in 2005. 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.
- 3.6.3 **Recommendation 11:** Work with the steering committee for the new community centre to build a strong managerial team.
- 3.6.4 **Recommendation 12:** Support the management committee for the new community centre to ensure that when the new St Anne's Community Centre opens it meets the needs of individuals and groups in the area while adopting a sustainable business plan.
- 3.6.5 **Recommendation 13:** Encourage local community and voluntary groups to use the centre.
- 3.6.6 **Recommendation 14:** In connection with recommendations 6 and 7, ensure that suggested recreational and social activities are considered for the new community centre when it opens.
- 3.6.7 **Recommendation 15:** Use the new community centre – when it opens – to make equipment and resources (such as computers and printers) available to community and voluntary groups. In the meantime, make equipment available from the resource centre.

### **3.7 Building equality**

- 3.7.1 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.
- 3.7.2 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.
- 3.7.3 Although the majority of groups in St Anne'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 receiving help to develop these.

- 3.7.4 **Recommendation 16:** Ensure that the Community Development Workers continue to remain abreast of trends and legislation pertaining to diversity and equality of opportunity.
- 3.7.5 **Recommendation 17:** 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.

### **3.8 Community participation**

- 3.8.1 A small segment of people in the neighbourhood feel that they are less integrated in community life.
- 3.8.2 Recruiting and retaining volunteers was a common problem for groups in St Anne's. Very few of the people interviewed had come into contact with any local community and voluntary groups as a volunteer. However, more than one quarter of the people interviewed said they would be willing to get more involved in local groups.
- 3.8.3 **Recommendation 18:** Work with the St Anne's Forum to publicise community activity in St Anne's more effectively.
- 3.8.4 **Recommendation 19:** Work with local residents and the Federation of Residents' Associations to launch a Residents' Association for St Anne's.

### **3.9 Joint working and support**

- 3.9.1 Community and voluntary groups in St Anne's generally seem well supported and networks between community and voluntary groups and statutory organisations in this area appear to be relatively strong.
- 3.9.2 **Recommendation 20:** Continue to support the St Anne's Forum to provide an opportunity for agencies to share information, exchange good practice and plan joint working.

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## **4. RESULTS OF THE HOUSEHOLD SURVEY**

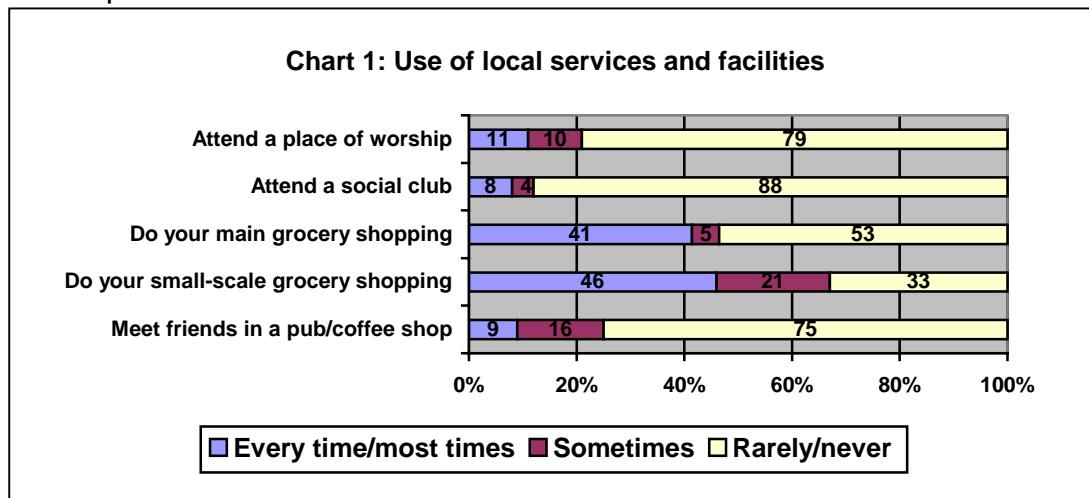
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### **4.1 Introduction**

- 4.1.1 This chapter looks at community needs in St Anne's that were identified from a household survey that was carried out through face to face interviews with over 200 people in St Anne'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 three out of every four people interviewed (74.6%) 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, just over half of the people interviewed said that they prefer the services offered elsewhere (54.0%). The second most common response was from people that do not use pubs and coffee shops anywhere (46.0%) (see Chart 2 overleaf).

*(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 Anne's are most likely to do in their local neighbourhood. Approximately one in every two people interviewed (46.0%) said that they use local shops for small-scale grocery shopping every time or most times, and one in five people (20.5%) said they do this sometimes.

4.2.4 Again, almost one in two of the people interviewed (41.1%) said that they do their main grocery shopping in their neighbourhood every time or most times. However, a slightly higher proportion of people said they rarely or never use local supermarkets for their main grocery shop (52.7%).

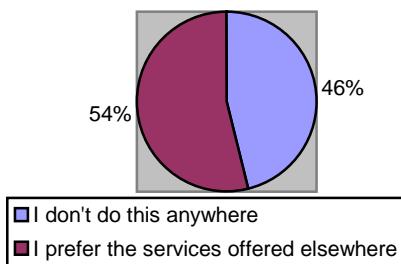
*(c) Attending a social club*

4.2.5 The vast majority of people said that they rarely or never attend a local social club in their neighbourhood (87.9%). When asked why they do not attend local social clubs, nearly all of these people (93.8%) said that they do not do this anywhere. Just 6.0% of people said they prefer the services offered elsewhere (see Chart 3 overleaf).

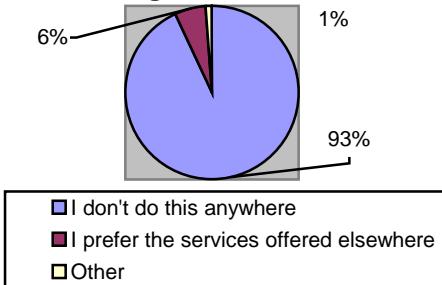
*(d) Attending local places of worship*

4.2.6 Only a little over one in ten of the people interviewed (10.7%) said that they attend a place of worship in their local neighbourhood every time, most times or sometimes. The majority of people (79.0%) 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 96.6% of people said that they do not do this anywhere (see Chart 4 overleaf).

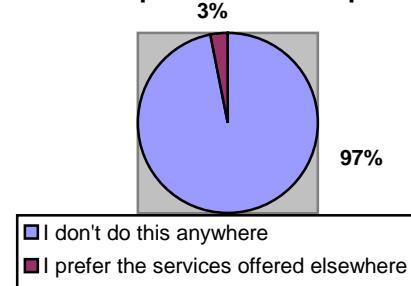
**Chart 2: Reasons for not using local pubs and coffee shops**



**Chart 3: Reasons for not attending local social clubs**

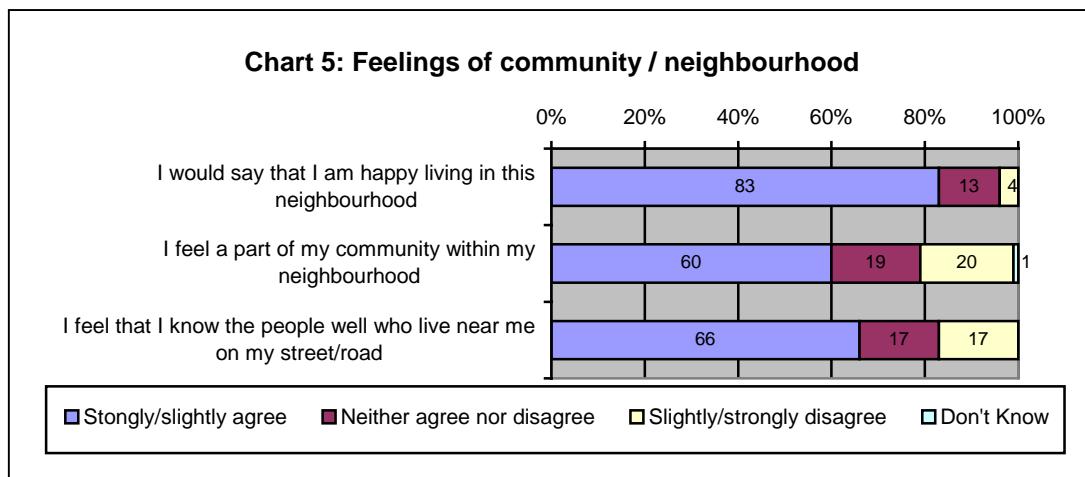


**Chart 4: Reasons for not attending local places of worship**



### 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.

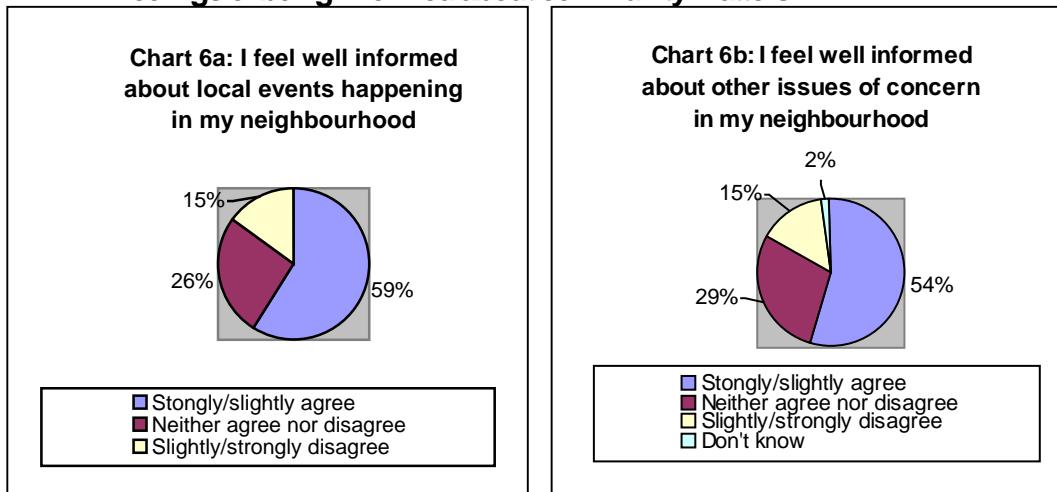


- a) *I would say that I am happy living in this neighbourhood*
- 4.3.2 Chart 5 above shows that the majority of people (83.0%) said that they were happy living in their neighbourhood. Just 4.5% of people said they disagree (slightly or strongly) with this statement.
- b) *I feel a part of my community within my neighbourhood*
- 4.3.3 Chart 5 also shows that almost two in three of the people interviewed (60.1%) agreed (slightly or strongly) to the statement that they felt a part of the community within their neighbourhood. Just one fifth of people disagreed (slightly or strongly) with this statement (19.7%).
- c) *I feel that I know the people well who live near me on my road/street*
- 4.3.4 Again, Chart 5 shows that approximately two in three people (65.6%) agreed (slightly or strongly) with the statement that they knew the people well who lived near them on their street or road. Just under one fifth of people disagreed with this statement (17.0%).

#### **4.4 Information about local events and issues**

- 4.4.1 Charts 6a and 6b below show the extent to which the people 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 Well over half of the people interviewed (58.5%) agreed (slightly or strongly) that they felt well informed about local events happening in their neighbourhood. Again, the proportion of people that disagreed (slightly or strongly) with this statement was substantially smaller (15.2%).

- 4.4.3 Chart 6a shows that more than half of the people interviewed (54.1%) agreed (slightly or strongly) that they felt well informed about issues of concern in their neighbourhood. A much smaller proportion, just 17%, disagreed (slightly or strongly) with this statement.

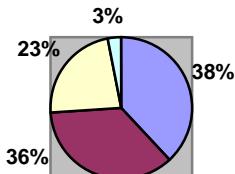
#### **4.5 Involvement in decision making**

- 4.5.1 People were asked how satisfied they were 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 Anne’s feel satisfied with their ability to influence decisions that affect their neighbourhood.

**Chart 7a: As an individual**

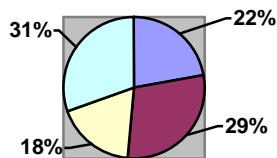


■ Strongly/slightly agree  
■ Neither agree nor disagree  
□ Slightly/strongly disagree  
□ Don't know/not applicable

*a) As an individual*

4.5.2 More than one in three people (38.4%) agreed (slightly or strongly) that they felt satisfied with their ability to influence decisions as an individual. A slightly lower proportion of people said that they disagreed (slightly or strongly) with this statement (22.8%).

**Chart 7b: Working informally with other people from my neighbourhood**

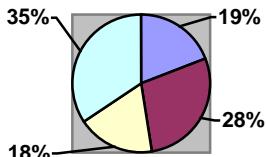


■ Strongly/slightly agree  
■ Neither agree nor disagree  
□ Slightly/strongly disagree  
□ Don't know/not applicable

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

4.5.3 Nearly a third of people did not feel that they could answer this part of the question (30.4%) and almost the same amount of people (29.1%) said that they neither agree nor disagreed with this statement. 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 4.6.4).

**Chart 7c: As a member of an organised community group**



■ Strongly/slightly agree  
■ Neither agree nor disagree  
□ Slightly/strongly disagree  
□ Don't know/not applicable

*c) As a member of an organised community group*

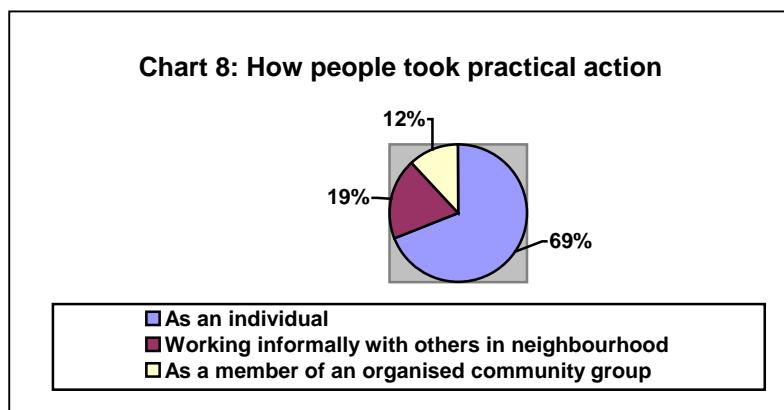
4.5.4 Again, almost one third of people did not feel that they

could answer this part of the question (33.9%) and nearly the same again (27.7%) said that they neither agree nor disagreed. Again, this is not surprising since most people have not attempted to resolve an issue that affected their neighbourhood as a member of an organised community group in the last two years (see Section 4.6.4).

4.5.5 People appeared to be more satisfied (and have more experience) in the ability to influence decisions as an individual than as a member of an organised community group.

## **4.6 How people took practical action**

- 4.6.1 The majority of people had not taken any action to resolve an issue that affected their neighbourhood in the last two years (85.3%). Just 31 people (13.8%) said that they had taken practical action.
- 4.6.2 As noted in Sections 4.5.4 and 4.5.5 above, this could explain why the majority of people were unable to say how satisfied they were with their ability to influence decisions that affected their neighbourhood working informally with others from their neighbourhood or as a member of an organised community group.
- 4.6.3 Chart 8 below shows how people who said they had taken practical action to resolve an issue that affected their neighbourhood were involved.



- 4.6.4 Chart 8 shows that the majority of these people (69.2%, 21 people) said they had taken action as individuals and 19.2% (nine people) had taken action through their normal work with other people in their neighbourhood. Just one person had taken action through their role as a member of an organised community group.

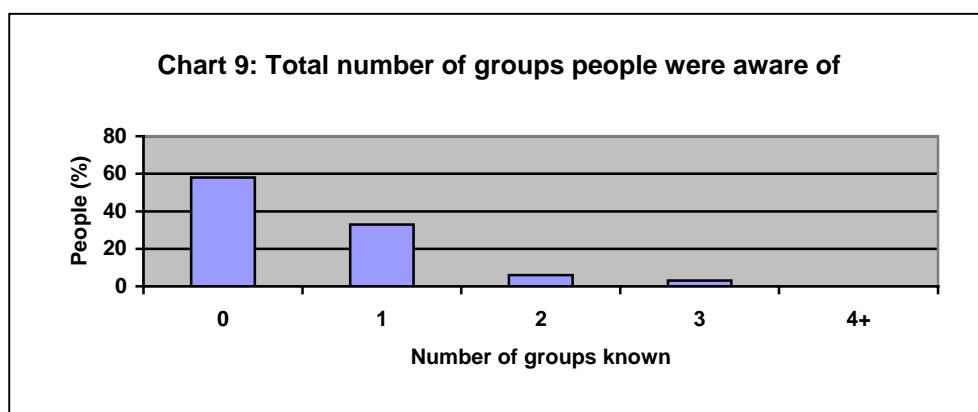
### *Issues that people addressed when taking practical action*

- 4.6.5 When asked about the specific issues that they had addressed when taking practical action, a broad range of issues were raised. The most common theme that emerged was action against the antisocial behaviour of other people in the neighbourhood including noise, vandalism, racial harassment and general nuisance (11 people).
- 4.6.6 Another common theme that people mentioned was problems relating to young people (seven people). These included noise, crime, playing football in the street and the fact that young people have nowhere else than the streets to play. Four people mentioned complaints regarding parking or traffic. Another four people mentioned issues regarding the streets and local environment e.g. the state of the streets, broken pavements and unwanted fencing.

- 4.6.7 When asked exactly how action was taken to address this issue, the most common response that people gave was that they contacted the council or a local councillor (19 people). Contacting the police was another common response (12 people). Six people mentioned other routes for tackling their issues, which included speaking to the newspapers, an individual or a community group.

#### **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 Citizens Advice Bureau was the group that the highest proportion of people stated they were aware of (27.7%, 62 people). The Mothers and Toddlers Group at St Anne's Church was the group known by the second highest proportion of people (9.8%, 22 people) and Older Voices was known by the third highest (6.3%, 14 people).
- 4.7.2 Chart 9 below shows, however, that well over half of the people interviewed could not think of any groups at all (57.5%) and one third of people (33.0%) could only think of one group.



- 4.7.3 People were then asked to identify the community and voluntary groups that they had heard of in their neighbourhood from a list of five groups in St Anne's that had been identified at this stage of the research process \*. Of these groups, the Citizen's Advice Bureau (61.2%, 137 people) was known by the highest proportion of people. The Mothers and Toddlers Group at St Anne's Church was known by the second highest proportion of people (36.2%, 81 people) and the Colchester United Community Sports Trust was the third highest (27.2%, 61 people).

\*This question of the household survey listed five 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 11 community and voluntary groups, however, were eventually interviewed in St Anne'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 Anne's, the Citizens Advice Bureau had the highest number of users. A total of 50 people that were interviewed said they had used this group. Of all the groups listed, St Anne's Youth Society (SAYS) had been used by the fewest people (one user) and Older Voices had the second lowest (nine users). However, it may not be surprising that these groups had the fewest users since each of these groups only serve very specific sectors of the community (i.e. young people and older people). Additionally, since all people that were interviewed for the household survey were over the age of 18, very few of them were likely to be users of SAYS.
- 4.8.3 Other community and voluntary groups in St Anne's that people said they had used were Neighbourhood Watch (four people), the Ladies Club (three people), the Residents Association (three people), the Beavers, Brownies and Guides (one person), the Hockey and Cricket club (one person), the RSPCA (one person) and the Scouts (one person).
- 4.8.4 Just 10 people of all 200 people interviewed said they had volunteered for community and voluntary groups in St Anne's. Four people said they had volunteered for St Anne's Youth Society, four people said they had volunteered for the Mothers and Toddlers group at St Anne's Church and two people said they had volunteered for Older Voices.

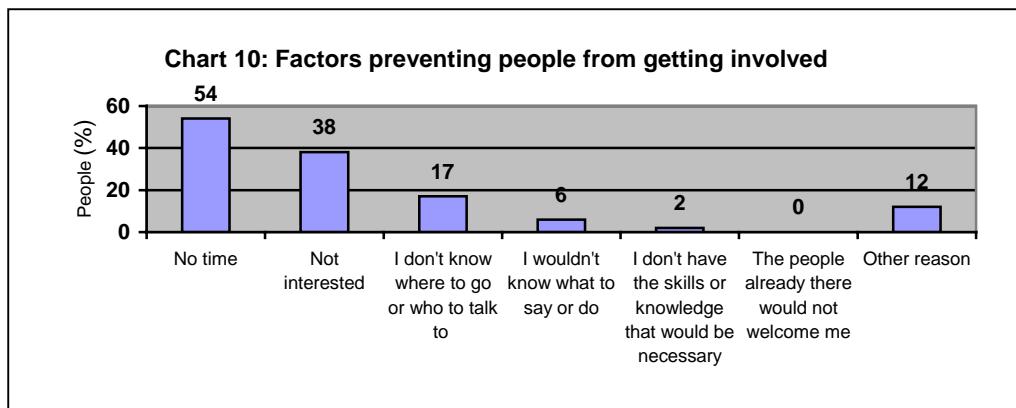
#### **4.9 Suggestions for additional groups**

- 4.9.1 A total of 29 people suggested groups that they would welcome in their community that they currently do not have. The most common suggestion was to provide activities for children and teenagers (14 people). More specifically, these suggestions included Brownies, Guides, Scouts, Cubs, a social club and sports activities for children.
- 4.9.2 Three people suggested self-help groups, one of whom specified that a 'support group for parents to meet up' would be helpful and another suggestion was for a group for people with Parkinson's Disease. Three people suggested groups for women and two suggested a Neighbourhood Watch group.
- 4.9.3 There were eight other suggestions, which included: a bridge club, a flower club, general social events, meeting places for groups, a nursery school, a Philipino gathering, and the police \*.

*\* This last response indicates a misunderstanding of the function of community and voluntary groups.*

## 4.10 Involvement in local groups

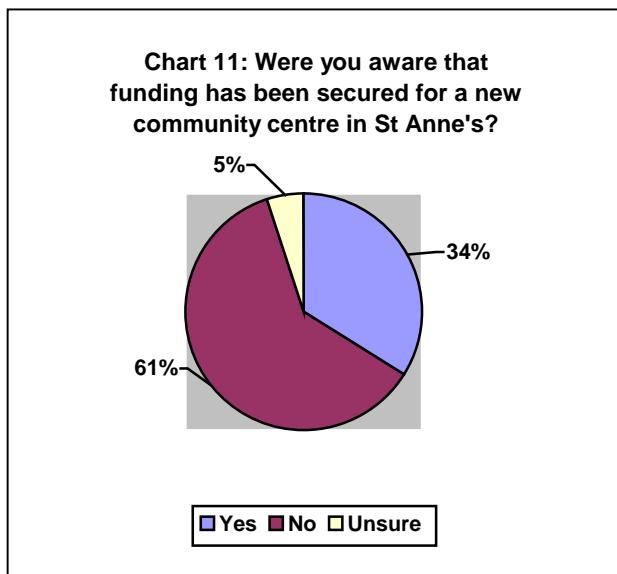
- 4.10.1 Just over one quarter of people that were interviewed (25.4%) said that they would be willing to be more involved in local groups.
- 4.10.2 Chart 10 below shows responses that people gave when asked about factors that might prevent them getting more involved in local groups.



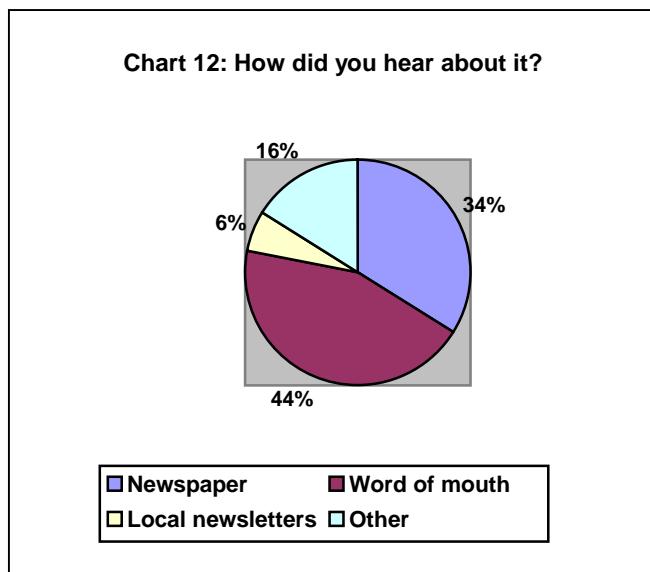
- 4.10.3 The most common reason that people gave was not enough time (54.0%). Lack of interest was the reason given by 37.9%, and 17.4% said they did not know where to go or who to talk to about getting involved.

## 4.11 St Anne's Community Centre

- 4.11.1 Chart 11 below shows that more than one in every three people (34.4%) were aware that the St Anne's forum had secured funding for a new community centre before taking part in the survey.



- 4.11.2 When asked how they heard about it, Chart 12 below shows that the most common response was by word of mouth (44.3%). More than one in three people said that it was through newspapers (34.3%) and just 5.7% of people had heard about it through local newsletters (such as St Anne's Forum newsletters or St Anne's Youth Society newsletters).



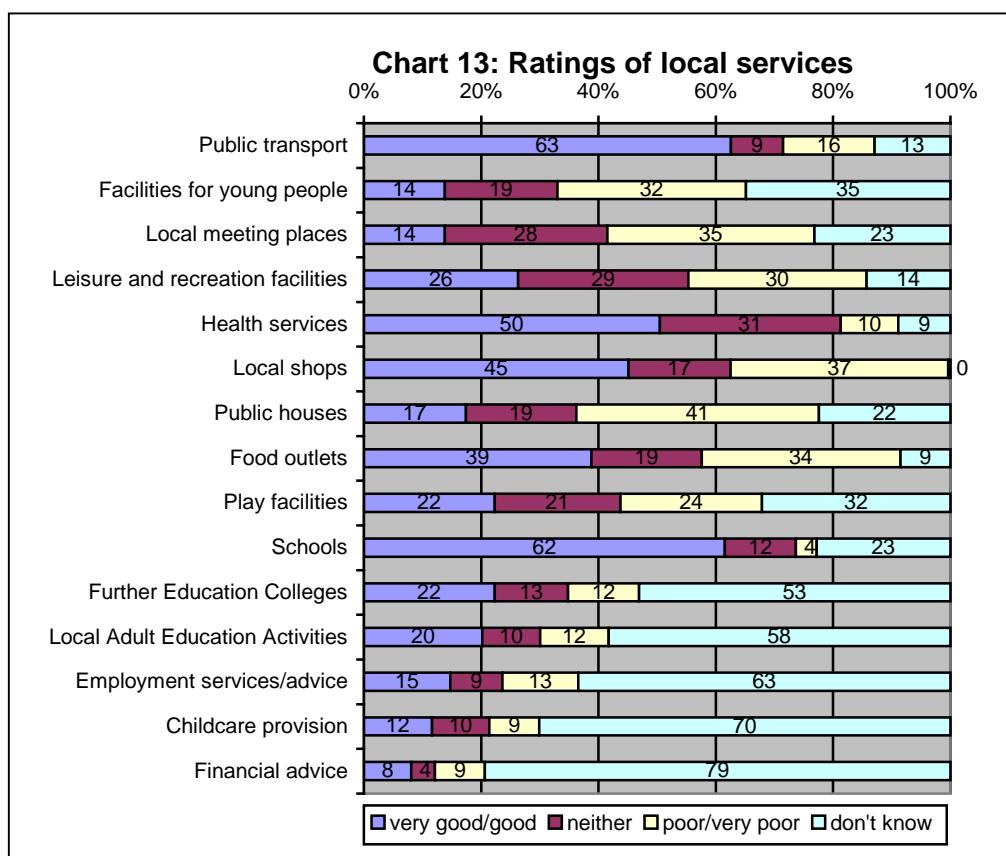
*Services and events people would welcome in the community centre*

- 4.11.3 People were then asked about specific services or events that they would like to see provided in the new community centre when it opened. Of the 132 people that responded to this question, the most common idea was to provide events/services for young people (44%). 27.6% of people who wanted events and/or services for young people specified that they need to be targeted specifically at children and 20.6% said that they should be targeted at teenagers. Examples of the types of suggestions that people gave include 'holiday activities', 'seasonal entertainment for children', ' [something for] kids and youth to get them off the street', 'job training for young people who have never worked', 'a youth club' and 'a kids disco'.
- 4.11.4 Social events were the next most popular response, with 36 people giving a variety of different ideas. A particularly popular suggestion within this category was Bingo, which was raised by 10 people. Other social activities that people suggested were 'tea dances', 'coffee mornings', 'community events to bring the community together, young and old', 'quizzes' and 'a young wives group'.
- 4.11.5 Another popular suggestion was activities for older people (20 people). Suggestions for these services included lunches for elderly people (four people), coffee mornings (2 people) and general occasions for social gatherings.

- 4.11.6 Another common request was to have sports / keep fit / dancing at the community centre (12 people). Suggestions for these activities include a ‘dance groups’, ‘badminton’, ‘keep fit classes’, ‘keep fit for people over 50’ and ‘after school sports clubs’.
- 4.11.7 12 people also suggested services / activities for younger children and mothers, such as ‘mum and toddlers groups’, ‘coffee mornings for young mums’, ‘small children interaction’, ‘crèches’ and ‘play-schools’.
- 4.11.8 Many people were interested in fundraising events for charity (10 people), with suggestions such as ‘jumble sales’, ‘bring and buy sales’.
- 4.11.9 There were 17 ‘Other’ suggestions, which included ‘diet clubs’, ‘adult education classes’, ‘children’s library’, discussion groups’, ‘book clubs’, ‘wine tasting clubs’, a ‘snooker hall’, ‘self help groups for people with social problems i.e. alcohol, drugs’, cooking classes’ and a ‘Philipino club’.

## 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 Nearly two in every three people (62.5%) said that they felt public transport in their area was either good or very good. However, 15.6% of people felt that this service was poor or very poor.

*b) Facilities for young people*

- 4.12.3 Just 13.8% of people said they felt that facilities for young people were good or very good. Many people were unsure 34.8% or said that they were neither good nor poor (19.2%).

*c) Local meeting places*

- 4.12.4 Again, a large proportion of people did not know how to rate local meeting places (23.2%). Over one third of people (35.3%) said that local meeting places were either poor or very poor. It is worth noting however that, as highlighted in the previous section, funding has been secured for a new community centre for St Anne's to be built in 2005. This may have a considerable effect on people's perceptions of local meeting places.

*d) Leisure and recreation facilities*

- 4.12.5 Just over one quarter of people (26.3%) said that leisure and recreation facilities in their neighbourhood were good or very good. On the other hand, 30.3% of people said that these facilities were poor or very poor.

*e) Health services*

- 4.12.6 One half of people interviewed (50.4%) said they felt that health services in their area were good or very good. Just 9.8% of people said that health services were poor or very poor.

*f) Local shops*

- 4.12.7 There was a considerable difference in opinion in relation to local shops. These were rated as good or very good by 44.1% of people. However, a similar proportion of people (37.1%) rated them as poor or very poor.

*g) Public Houses*

- 4.12.8 41.3% of the people interviewed rated public houses in their neighbourhood as poor or very poor. 22.3% of people said that they did not know how to rate public houses in their neighbourhood and 18.8% of people said they were neither good nor poor.

*h) Food Outlets*

4.12.9 Like local shops, there was also a considerable difference in opinion in relation to local food outlets. When asked to rate local food outlets, 38.8% of people said that they were good or very good. Conversely, 34.0% of people said that they were poor or very poor.

*i) Play facilities*

4.12.10 43.8% of people still rated local play facilities as good or very good. On the other hand, 32.1% of people said they did not know how to rate play facilities. Similarly, the majority of people interviewed (70%) said they were unable to rate childcare provision (See Section 4.12.15). In both cases this could reflect the fact that people without young children may not use these services and therefore feel unable to comment.

*j) Schools*

4.12.11 Schools were the service that the highest proportion of people rated positively. Some 61.6% of people felt that schools in their area are good or very good. Only 3.6% of people rated the schools in their neighbourhood as poor or very poor.

*k) Further education colleges*

4.12.12 Almost a quarter of the people interviewed (22%) said that further education colleges in their neighbourhood were good or very good. On the other hand, over half of the people interviewed (53%) 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*

4.12.13 Just one in five of the people interviewed (20%) felt that local adult education activities were good or very good. Majority of the people interviewed (68%) felt that this question did not apply to them or they did not know the answer.

*m) Employment services / advice*

4.12.14 Nearly three quarters of the people interviewed (72%) said that they did not know how to rate employment or advice services or did not feel that it was applicable for them to rate them. Of those that did answer the question, the most common response was that these services are good or very good (15%).

*n) Childcare provision*

4.12.15 The majority of people (70%) said that they could not rate childcare provision or did not feel that it was applicable to them. Similarly, many people said they were unable to rate play facilities (32.1%) (See Section 4.12.10). In both cases this could reflect the fact that people without young children may not use these services and therefore feel unable to comment.

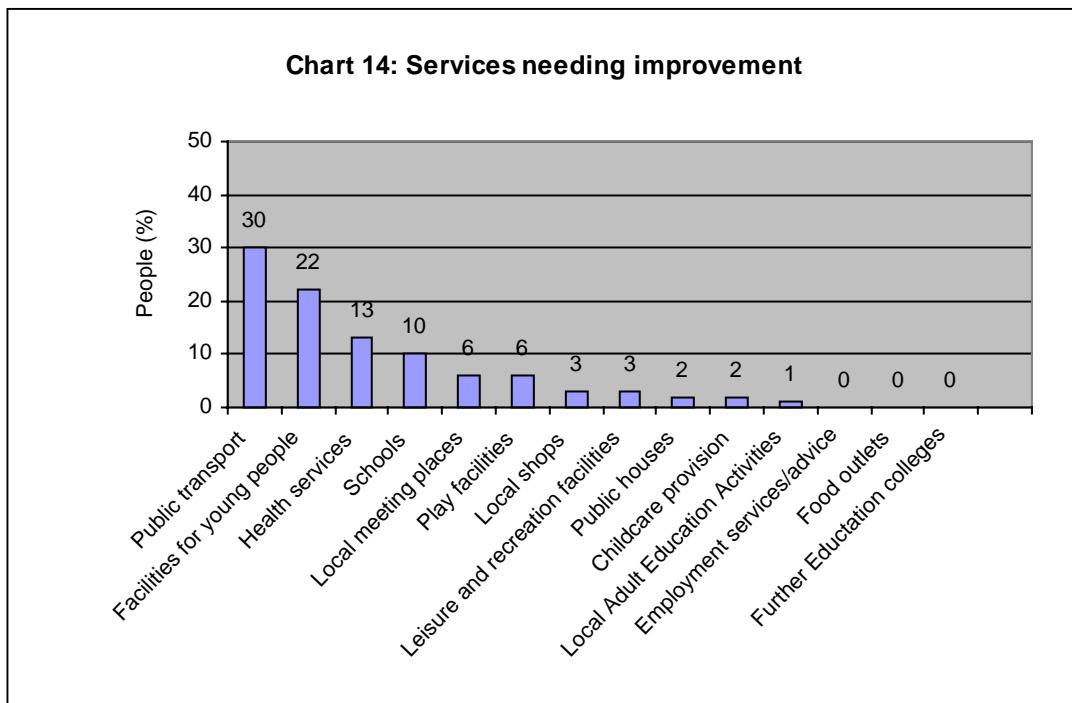
4.12.16 The remaining responses were distributed fairly equally between those that said they were good or very good (12%), neither good nor bad (9%) and poor or very poor (10%).

*o) Financial advice*

4.12.17 A small percentage of the people (8%) said that financial advice services were good or very good. Just 9% of people felt that they were poor or very poor. The majority of the people interviewed (83%), 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.



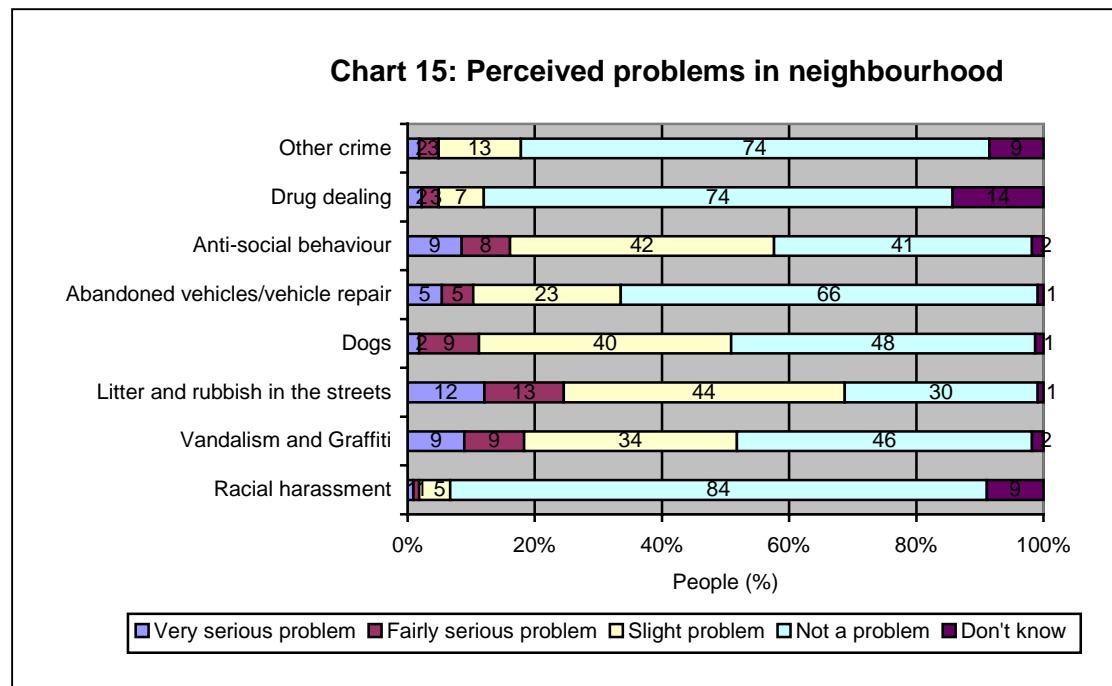
- 4.13.2 Of the services listed, improving public transport was clearly seen as the priority for the greatest proportion of people (30.0%). Facilities for young people were rated second highest (22.1%) and health services were third highest (12.9%).

## **4.14 Safety**

- 4.14.1 Almost all of the people questioned agreed (slightly or strongly) that they feel safe in their neighbourhood during the day (86.6%).
- 4.14.2 As in most communities, people clearly feel less safe in their neighbourhood at night. Just 53.6% of people agreed (slightly or strongly) with the statement that they feel safe in their neighbourhood at night. However, only 32.4% of people actually disagreed (slightly or strongly), which suggests that there were many people that were unsure.

## 4.15 Problems

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



- 4.15.2 Litter and rubbish in the streets was the issue that the largest proportion of people raised. Nearly one in four people (24.6%) felt that litter and rubbish was a problem (very serious or fairly serious) in their neighbourhood. Vandalism and graffiti came next highest, with 18.3% of people rating this as a problem (very serious or fairly serious). Anti-social behaviour followed closely behind, with 16.1% of people rating this as a problem (very serious or fairly serious).

### *Racial Harassment*

- 4.15.3 As in the three other areas where this research has already been conducted, racial harassment was the issue that fewest people raised to be a problem. Just 1.8% of people felt that this was a problem (very serious or fairly serious), and 4.9% of people felt that it was a slight problem. However, this is the issue that the largest proportion of people seemed unsure about – 84.4% of people said that they did not know if racial harassment was a problem in their neighbourhood.

- 4.15.4 Although the majority of people interviewed do not rate racial harassment as a problem, this may be attributed to lack of awareness due to the fact that the sample was predominantly White British (97.3%). Although this is broadly representative of the total population of St Anne's, the majority of those interviewed are unlikely to be victims of racial abuse because they are not from Black or minority ethnic groups.

## 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 social club 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 The vast majority of people interviewed said they were happy living in their neighbourhood. However, exactly one fifth of people indicated that they did not feel a part of their neighbourhood and just under one fifth of people 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 Well over half of the people interviewed agreed (slightly or strongly) that they felt well informed about local events happening in their neighbourhood. Similarly, a little over half of the people interviewed agreed (slightly or strongly) that they felt well informed about other issues of concern in their neighbourhood. Significantly fewer people said they disagree (slightly or strongly) with either of these statements.

### *d) Involvement in decision making*

4.16.4 More than one third of people indicated that they were satisfied with their ability to influence decisions as an individual. Almost as many people, however, said that they neither agree nor disagree with this statement.

4.16.5 Smaller proportions of those interviewed indicated that they were 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.

4.16.6 In fact, well over half of those interviewed said they 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 just 31 people had attempted to take practical action to resolve an issue that affected their neighbourhood within the last two years.

4.16.7 Of these people who said they had attempted to take practical action, 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, vandalism, racial harassment and general nuisance. Another common theme was that people mentioned related specifically to young people, including noise, playing football in the streets. A few people responded to issues relating more generally to the streets and local environment.

*e) Community and voluntary group awareness*

4.16.8 The three groups in St Anne's that were known by the largest number of people without prompting were the Citizen's Advice Bureau, the Mothers and Toddlers Group at St Anne's Church and Older Voices. More than half of the people interviewed, however, were not aware of any community groups in their neighbourhood and one third of people could only think of one group without prompting.

4.16.9 Again, the Citizens Advice Bureau and the Mothers and Toddlers Group at St Anne's Church were the mostly commonly known when asked to identify the groups that they were aware of from a list of community and voluntary groups in their neighbourhood. The Colchester United Community Sports Trust was known by the third highest proportion of people.

*f) Involvement in community and voluntary groups*

4.16.10 The Citizens Advice Bureau had the highest number of users from the sample of people interviewed of all the groups in St Anne's. St Anne's Youth Society (SAYS), on the other hand, had the lowest level of users and Older Voices had the second lowest. Just 10 people out of all 200 interviewed said they had volunteered for any of these community and voluntary groups.

*g) Ideas for groups*

4.16.11 The most common idea for community and voluntary groups that people said they would welcome in their community were activities for children and teenagers. Others suggestions included groups for women, self-help groups, general social events, a nursery school and a Philipino gathering.

*h) Involvement in local groups*

4.16.12 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) St Anne's Community Centre*

4.16.13 A little over one third of people were aware that St Anne's Forum had secured funding for a new community centre. 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 – teenagers and children. Social events were the next most popular response, followed by activities for older people. Sports / keep fit / dancing, services / activities for younger children and mothers, and fundraising events for charity were also common requests.

*k) Local services*

4.16.14 Public transport, schools and health services received the highest proportions of good or very good ratings of all the services listed. Public houses, local shops and local meeting places received the highest proportion of poor or very poor ratings of all the services listed.

*l) Services needing improvement*

4.16.15 The services that people saw as the highest priorities for improvement were public transport and facilities for young people.

*m) Safety*

4.16.16 Almost all of the people interviewed said that they felt safe in their neighbourhood during the day. On the other hand, almost one third of people disagreed (slightly or strongly) to the statement that they felt safe in their neighbourhood at night.

*n) Problems*

4.16.17 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. Anti-social behaviour followed closely as the issue rated a problem by the next highest proportion. Racial harassment was the issue that fewest people raised as a problem. In fact, the vast majority of people interviewed said that this was not a problem in their neighbourhood.

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## 5. RESULTS OF INTERVIEWS WITH COMMUNITY AND VOLUNTARY GROUPS

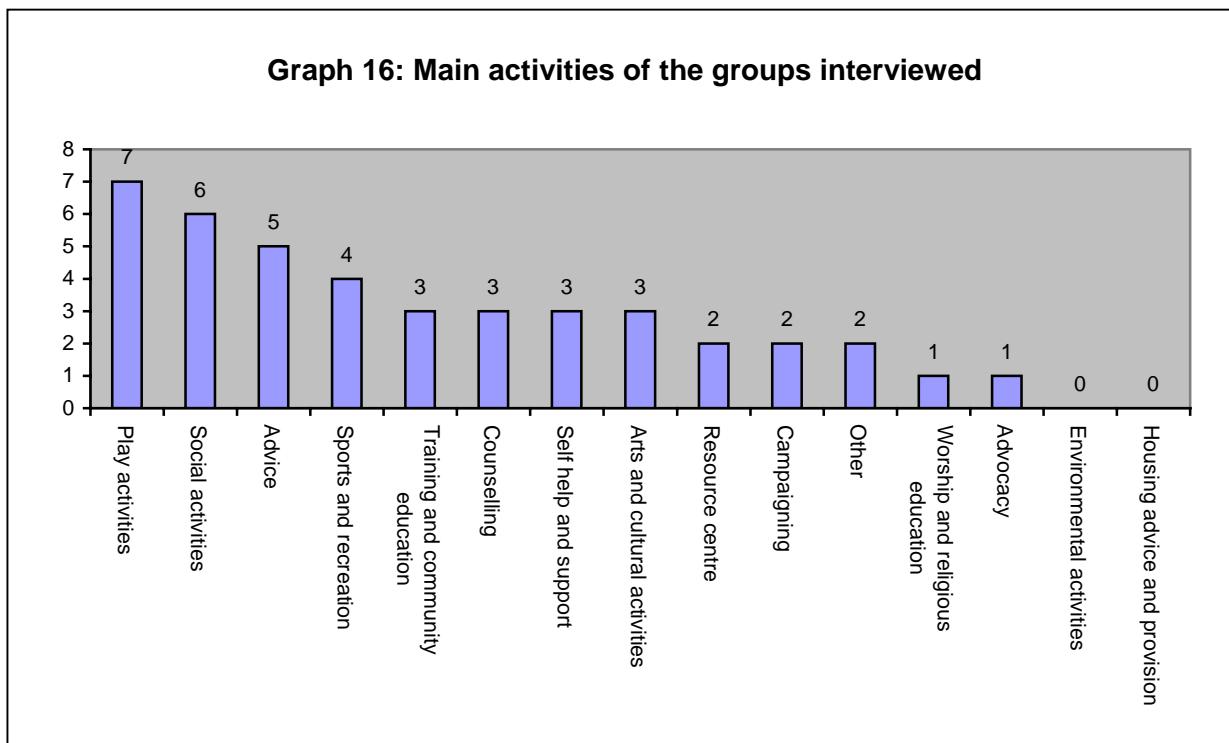
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### 5.1 Introduction

- 5.1.1 This chapter looks at the findings of interviews with community and voluntary groups in St Anne'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. **The 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 1.

## 5.2 The groups interviewed

- 5.2.1 A total of 11 community and voluntary groups were interviewed. Chart 16 below shows the range of activities in which the community and voluntary groups in St Anne's are involved.

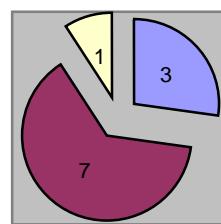


- 5.2.2 Chart 16 shows that the most common type of activity carried out by these groups was play activities (seven groups). Social activities were the second most common type of activity (six groups) and advice was the third (five groups). Housing advice and provision and environmental activities were not provided by any of the organisations.

### *Communities served*

- 5.2.3 Chart 17 overleaf shows that most of the groups interviewed (seven out of 11 groups) served only a specific target group in the population. Just three groups said that they provide a service to all members of the community.

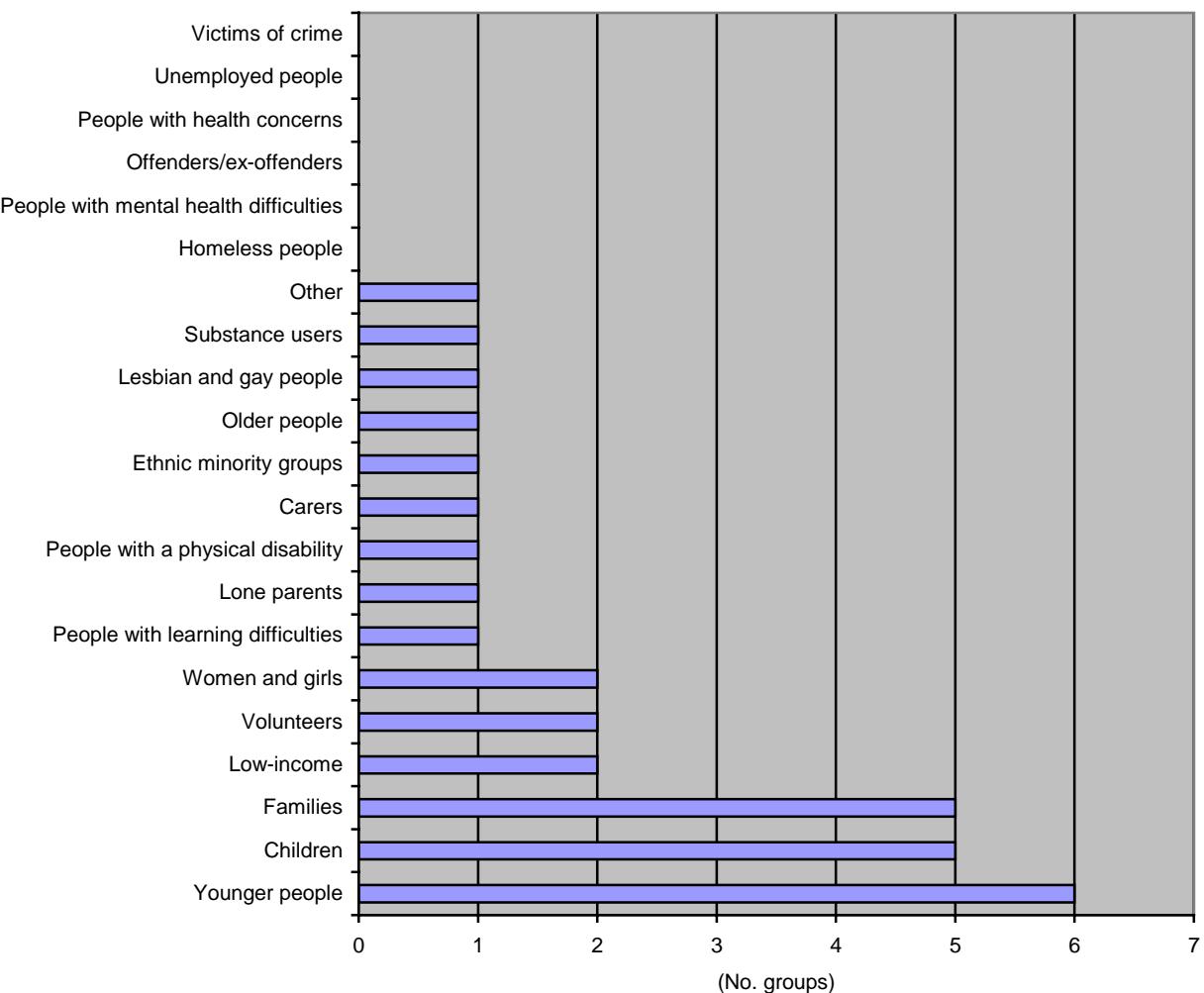
**Chart 17: Communities Served**



- 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 below shows which people were served by the 10 groups that targeted their services at specific communities rather than all members of the community.

**Graph 18: Specific communities served by groups**



- 5.2.5 Chart 18 shows that the most common community served by the groups in St Anne's were younger people (six groups). Exactly half of the groups interviewed targeted children (five groups) and families (five groups). The next highest number of groups served people on a low income (two groups), volunteers (two groups) and women and girls (two groups).
- 5.2.6 Other populations that these groups targeted were people with a learning disability (one group), lone parents (one group), people with a physical disability (one group), carers (one group), ethnic minority groups (one group), older people (one group), lesbian and gay people (one group) and substance users (one group).
- 5.2.7 Segments of the population stated in the questionnaire and not specifically targeted by any of these groups were homeless people, offenders, people with mental health difficulties, ex-offenders, people with health concerns, unemployed people and victims of crime.

#### *Geographical remit of groups*

- 5.2.8 All of the groups interviewed had a base in St Anne's. When asked about their geographical remit, half of the groups said they mainly served people in the St Anne's area (five groups). Three groups said that they worked with people in the whole of Colchester and beyond and two groups said that they worked in the local neighbourhood only.

#### *Number of years active in the community*

- 5.2.9 Groups were asked to specify approximately how long they have been active in St Anne'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**

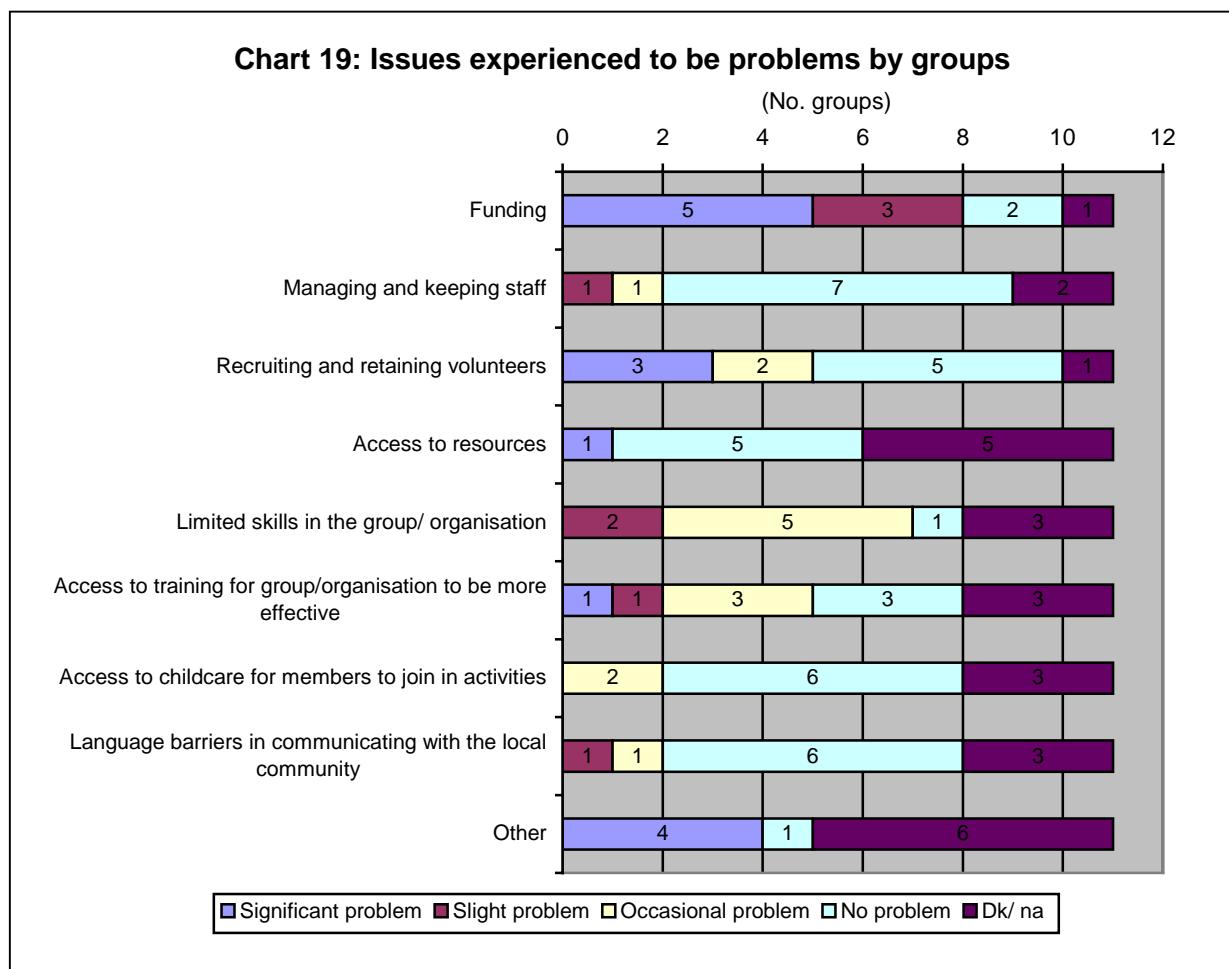
Less than one year	1-2 years	3-4 years	5-10 years	10+ years
1	3	2	3	2

- 5.2.10 Figure 1 shows that four of the groups had been active in St Anne's for less than two years. On the other hand, five of the groups had been active for at least five years.

## 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 Anne's. The issues that respondents were asked about include funding, recruiting and retaining volunteers and access to resources. Groups were able to respond to a scale 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. Just two of the 11 groups that were interviewed said that funding was not a problem. Almost one half of the groups interviewed (five groups) rated this as a serious problem and three groups said it was a slight problem.

- 5.3.3 Recruiting and retaining volunteers was the second most common problem experienced by groups. Three groups said this was a significant problem and two groups said it was a slight problem. On the other hand, five groups said it was not a problem.
- 5.3.4 A number of groups found limited skills in their organisation were a slight or occasional problem (seven groups). Another closely connected issue that was found to be problematic for almost half of the groups interviewed was access to training for their organisation to be more effective. Five groups said that this was at least occasionally problematic.

*Least common problems for groups*

- 5.3.5 Access to childcare for members to access activities was seen as an occasional problem for just two groups. Six groups said that this was not a problem and three groups said that they do not know or that this was not applicable.
- 5.3.6 Managing and keeping staff was another issue that the majority of groups said was not a problem (7 groups). Just two groups said this was a slight or occasional problem.
- 5.3.7 More than half of the groups interviewed (six groups) said that language barriers in communicating with the local community were not a problem. Three groups said they did not know or that this was not applicable.
- 5.3.8 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.

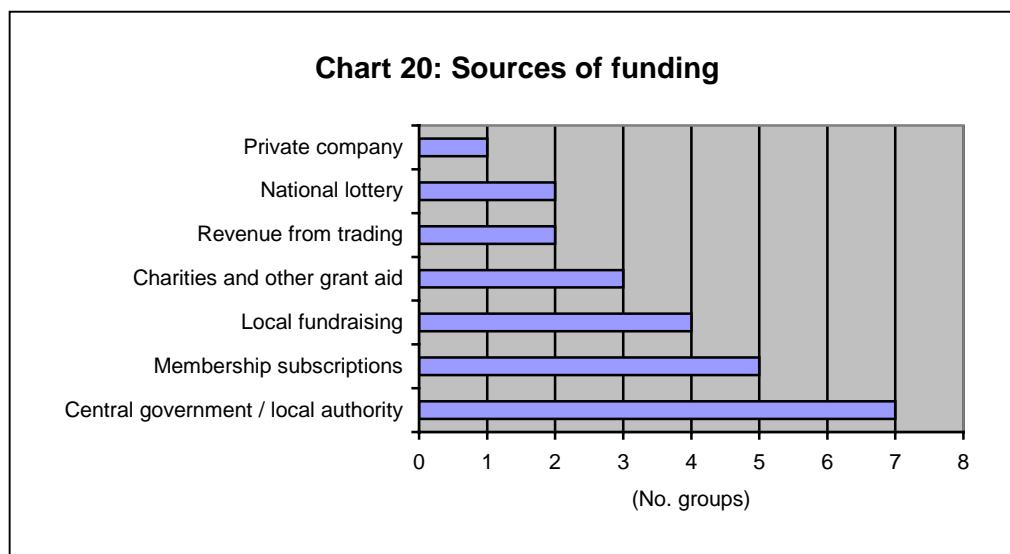
*Other issues*

- 5.3.9 Four groups mentioned that they experience ‘other’ issues to be a problem. When asked for more detail about the local issues they considered problematic, two groups mentioned the lack of community meeting places.
- 5.3.10 One group mentioned the lack of suitable open spaces to carry out activities. Another group said that they had difficulty encouraging participants and making contact with members of the local community. Another response was that publicising the group tended to be an issue.

## 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. This shows that the most common source of funding for groups in St Anne's was central government or a local authority (seven groups). More specifically, these included Colchester Borough Council, Essex County Council and central government.



- 5.4.2 Other common sources of funding were membership subscriptions (five groups), local fundraising (four groups) and charities and other grant aid (three groups).

### *Levels of funding*

- 5.4.3 Figure 3 below shows the approximate levels of funding that the groups said 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+	Don't know	Not applicable
0	3	2	1	2	0	3	0	

- 5.4.4 Figure 3 reveals that levels of funding were fairly mixed. Three groups received less than £1,000 and two groups received between £1,000 and £9,999. In contrast, three groups received significantly higher levels of income, with funding of £100,000 and over.

### *Fundraising*

- 5.4.5 Almost half of the groups had a designated person responsible for fundraising (four groups).
- 5.4.6 Over half of the groups interviewed said that they had sought funding advice on at least one occasion over the past three years (six groups). When asked whom they had approached for advice, the most common response was that they had spoken to an officer from Colchester Borough Council (five groups). The only other group who had sought funding advice said that they had spoken to various agencies but did not specify whom.

### *Premises*

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

***Figure 4: Premises used by groups***

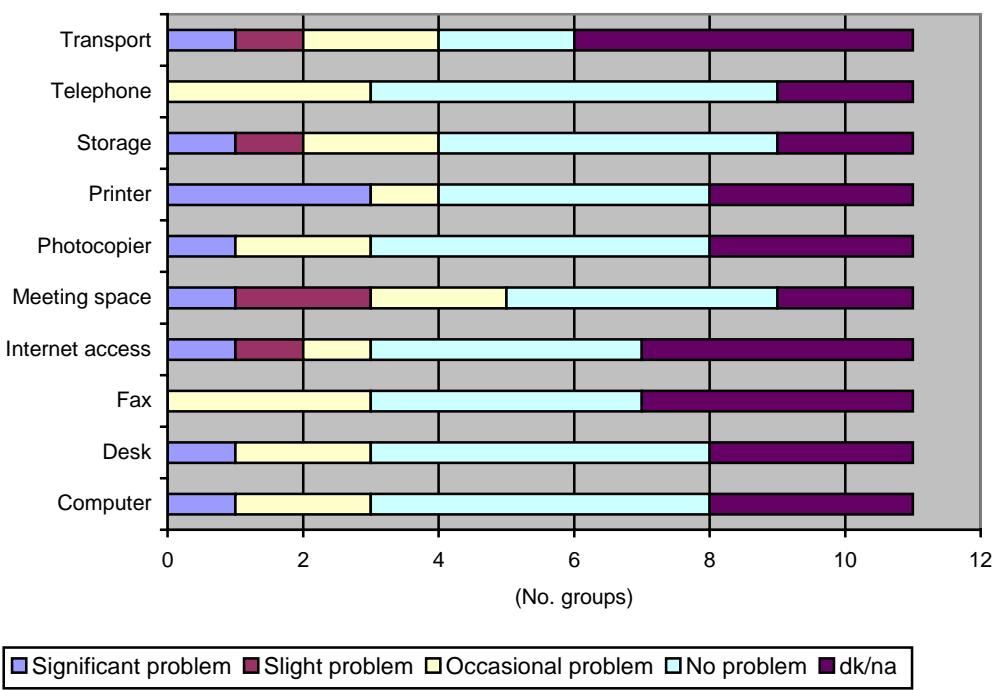
Ownership of a building	Shared ownership of building	Renting a building	Free use of building	Other arrangement
1	0	3	2	2

- 5.4.8 Figure 4 shows that just one of the eight groups that answered this question had ownership of the building that they used. None of the groups interviewed had shared ownership of the building that they used. The most common response was that they rented a building (three groups). Two groups had free use of a building. Of the two groups that said they had 'other' arrangements for using premises, one group said they had no meeting place at all and the other said they rent a building but also have free use of another building.
- 5.4.9 Eight of the 11 groups said they had high to medium levels of satisfaction with the premises they used. Three groups rated their satisfaction level as low.

### *Resources and equipment*

- 5.4.10 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.

**Chart 21: Access to resources**



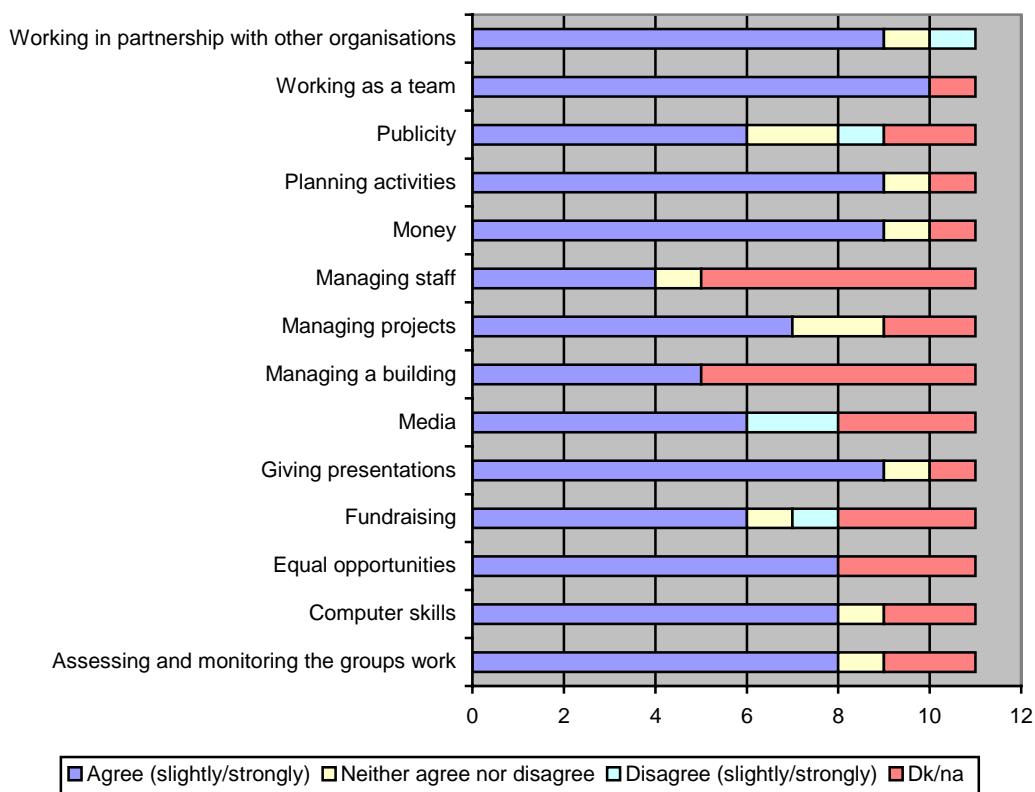
- 5.4.11 Chart 21 shows that, of the resources and equipment listed, use of a printer was the most frequently cited as a 'significant problem' for groups in St Anne's (three groups).
- 5.4.12 Meeting space was most widely perceived as a problem in St Anne's overall. Five groups said that meeting space was at least an occasional problem.

## 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, 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.

**Chart 22: To what extent do you agree that each of these skills and experience areas of your active members meet the needs of your organisation?**



- 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 meet their organisation's needs. For example, 10 of the 11 groups interviewed agreed (slightly or strongly) that they had the skills and experiences to work as a team. The majority of groups agreed (strongly or slightly) that they had the skills and experiences for working in partnership with other organisations (nine groups), giving presentations (nine groups), planning activities (nine groups) and money (nine groups).
- 5.5.3 Interestingly, only four groups agreed (slightly or strongly) that the skills and experiences of their active members in managing staff meet the needs of their group. Six groups said that they did not know how to answer this question or that it was not applicable to their group.

### *Training*

- 5.5.4 Nine of the 11 groups interviewed said that they had received training over the last year. Seven 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, four groups said they had received advice on management issues, six had received funding advice (as mentioned above) and three had received advice on managing money. Other topics of advice that groups had received related to the environment (one group) and promotion and publicity (one group).
- 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 More than half of the groups interviewed (seven 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. Two of these groups said they would be interested in having help to develop an equal opportunities policy or statement of equality.

### *Challenging discrimination*

- 5.6.2 Only five of the 11 groups interviewed answered this question. Figure 5 below shows the methods that these groups used to challenge discrimination.

**Figure 5: Methods used to challenge discrimination**

Awareness raising events	Running campaigns	Providing translators/interpreters	Funding equal opportunities initiatives	Other
3	0	1	1	0

- 5.6.3 The most common response was that they held awareness raising events (three groups). One group said that they provided translators or interpreters and one group said that they funded equal opportunities initiatives.

### *Support received in building equal opportunities*

- 5.6.4 Four groups said that they receive support for their work on equal opportunities. Six groups said they would not know where to go to get advice on equal opportunities issues should they need it.

## 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. Nine of the 11 groups used at least one of the methods listed and seven groups used at least two methods.

***Figure 6: Accountability to community***

Newsletters	Regular Feedback Meetings	Annual Election of Representatives	Other
4	3	3	5

- 5.7.2 Figure 6 shows that the most common means through which groups were accountable to their community was through newsletters (four groups). Three groups used regular feedback meetings and three groups used annual elections of representatives.

- 5.7.3 Five groups said they used other methods of accountability to the community. These included, church council, direct feedback on projects, evaluation forms and word of mouth.
- 5.7.4 Figure 7 below shows the approaches that were used by groups to find out about community needs. Eight of the 11 groups interviewed used at least one of the approaches listed. Five of these groups used at least two approaches to finding out about community need.

***Figure 7: Approaches to finding out community needs***

Questionnaires	Consultation Meetings	Outreach work	Other
5	4	6	1

- 5.7.5 Figure 7 shows that the most common approach to finding out about community needs was through outreach work (six groups). Five groups used questionnaires and four groups used consultation meetings (four groups). The one group that mentioned an 'other' approach to finding out about community needs said that this was 'listening'.

### *Joint working and formal networks*

- 5.7.6 More than half of the groups interviewed (six groups) said that they had been involved in joint working with the local council over the previous year and four groups said they had been involved in joint working with other statutory agencies.
- 5.7.7 Just four of the 11 groups interviewed said they were members of formal networks. When asked for ideas about how these networks could be improved, comments included:
- *'they could publicise the groups in their newsletter'*
  - *'training events, access to resources (i.e. funding), raising awareness of issues and opportunities to help solve problems'*

### *Barriers*

- 5.7.8 Two of the four groups that said they participate in local networks responded when asked whether there were any barriers that prevent their fuller participation in local networks. One group commented that the forums were not focused enough. Time constraints were seen as the main barrier for the other group.

## **5.8 Conclusions**

### *The groups interviewed*

- 5.8.1 A total of 11 community and voluntary groups were interviewed. The most common activities carried out by these groups were play activities, social activities and advice.
- 5.8.2 Most of the 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 sectors of the population that these groups worked with were children and families.
- 5.8.3 Approximately half of the groups interviewed had been active in St Anne's for at least five years, whilst approximately half had been active for less than 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. Additionally, a significant number of groups found limited skills in their organisation was a problem. Access to training was another issue for some of the groups.

- 5.8.5 Issues that were typically seen as less problematic for groups in St Anne's were access to childcare for members to access activities, managing and keeping staff and language barriers in communicating with the local community. 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*

- 5.8.6 The most common sources of funding for groups in St Anne's was central government or a local authority, including Colchester Borough Council and Essex County Council. Other common sources of funding were membership subscriptions, local fundraising and charities and other grant aid.

- 5.8.7 Levels of funding were fairly mixed. Whilst three groups received more than £100,000, another three groups received less than £1,000. As noted above, funding was rated as a common problem for groups in St Anne's. Further investigation could be required to examine the specific types of funding problems experienced by groups.

- 5.8.8 Almost half of the groups interviewed had a designated person responsible for fundraising. Six groups said that they had sought funding advice on at least one occasion over the past three years.

- 5.8.9 When asked about their premises, three groups rated their satisfaction with the premises they used as low. In fact, when asked about their access to resources and equipment, meeting space was most widely perceived as a problem.

#### *Building Skills*

- 5.8.10 On the whole, the groups interviewed seemed fairly confident that the skills and experiences of their active members met their organisation's needs. All but one of the groups interviewed agreed (slightly or strongly) that they had the skills and experiences for working as a team and the majority agreed (slightly or strongly) that they had the skills in working in partnership with other organisations, giving presentations, planning activities and money.

- 5.8.11 The majority of groups interviewed had received training over the last year. Most groups said they would be interested in having help to identify their group's training needs.

#### *Building Equality*

- 5.8.12 Just three groups said that they had neither a written equal opportunities policy nor a statement of equality within their

constitution. Of these, two groups said they would be interested in having help developing one.

- 5.8.13 When asked about activities for challenging discrimination, the most common response was that they have held awareness raising events. One group said that they provide translators or interpreters and another said that they fund equal opportunities initiatives.
- 5.8.14 Less than half of the groups interviewed said that they receive support for their work on equal opportunities.

#### *Building Involvement*

- 5.8.15 The most common means through which groups were accountable to their community was through newsletters. Other methods of accountability that groups mentioned included, church councils, direct feedback on projects, evaluation forms and word of mouth.
- 5.8.16 The most common approach to finding out about community needs was through outreach work.
- 5.8.6 More than half of the groups interviewed said that they had been involved in joint working with the local council over the previous year. Just under half of the groups interviewed said they had been involved in joint working with other statutory agencies. Just four groups said they were members of formal networks.

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## 6. RESULTS OF SUPPORT ORGANISATIONS INTERVIEWS

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### 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 Anne's. Details of the 11 organisations that were interviewed are listed in Appendix 2.

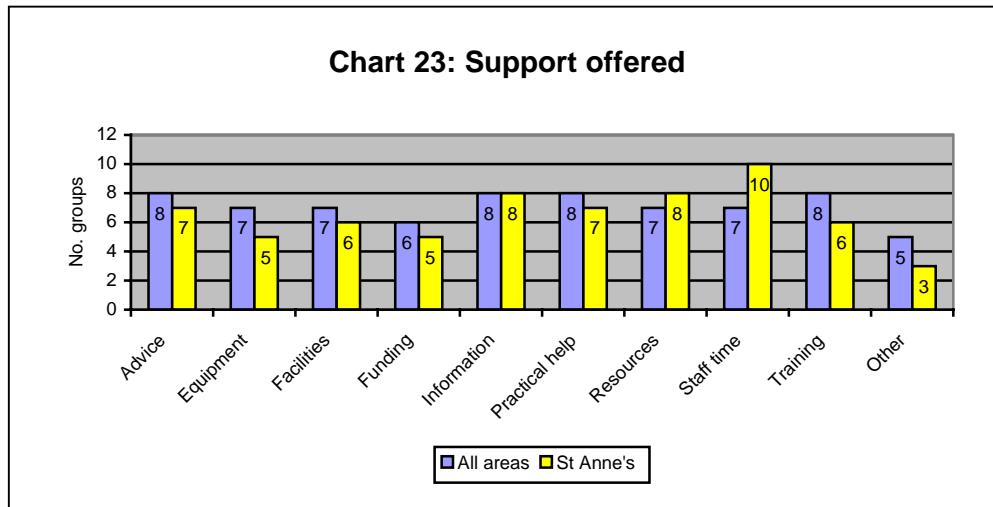
*Support organisations: definition*

- 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 that were identified, which may provide any one or more of these forms of support to community and voluntary groups in St Anne's were interviewed.
- 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 11 organisations interviewed offered 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 Anne's.



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

- Advice (eight organisations)
- information (eight organisations)
- practical help (eight organisations)
- training (eight organisations)
- equipment (seven organisations)
- facilities (seven organisations)
- resources (seven organisations)
- Staff time (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, meeting rooms and forums about health issues.

6.2.4 Chart 23 also shows that a large proportion of these support organisations were actively working with groups in St Anne’s. For example, all seven of these support organisations that said they could offer staff time to community and voluntary groups in Colchester said that they were doing so in St Anne’s. In fact, a total of 10 support organisations said they currently offer staff time to groups in St Anne’s. Again, all seven of the organisations that said they could provide resources were doing so specifically for community and voluntary groups in St Anne’s. In fact, a total of eight support organisations said they currently provide resources to groups in St Anne’s. Similarly, all eight of the organisations that said they could provide information were doing so specifically for community and voluntary groups in St Anne’s.

### *Organisational Policies*

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

- 10 of the 11 support organisations that were interviewed had an equal Opportunities policy. One of the two remaining organisation said that they are working towards one.

- Seven organisations had a policy for consulting and involving local people.
- Seven organisations had a community development policy.

**Figure 8 Organisational policies**

<b>Policies</b>	<b>No. Organisations</b>
Equal Opportunities	10
Consulting and involving local people	7
Community Development	7

### 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. Of these, five said that they currently provide funding or grant aid to community and voluntary groups in St Anne'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. Some of these were available free of charge whilst others incurred a charge.

**Figure 9 Resources available to groups**

<b>Type of resource</b>	<b>Free</b>	<b>Charge</b>	<b>Total</b>
Meeting space	3	3	6
Use of a computer	3	1	4
Kitchen	2	1	3
Desk space	3	1	4
Photocopying facilities	1	2	3
Access to the Internet	2	1	3
Transport	2	1	3
Storage space	1	0	1
Use of a phone	2	0	2
Fax facilities	0	1	1
Administration of courses	0	1	1
None of the above			1

- Whilst there was some variability in the number of organisations that said they could offer each kind of equipment and resource, all equipment and resources listed were offered by at least one of the support organisations.

- 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 is the resource that the largest number of support organisations could offer community and voluntary groups (seven), three of which could offer this free of charge, and one could offer a discount for 'not-for-profit' groups.
- All but one of the support organisations interviewed 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 to give them an address.

## 6.4 Building Skills

### *Training*

- 6.4.1 Four of the 11 groups that were interviewed said that they provide or organise training for community and voluntary groups in Colchester.

***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	1	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
Media	2	Working with projects and agencies	1

- 6.4.2 Figure 10 shows that these organisations offer training courses on a wide range of subjects which may be helpful to community and voluntary groups.

- 6.4.3 Of the 16 training subjects listed in Figure 10, seven have been delivered to groups in St Anne's in the last three years. These include: community work skills (two groups), money (two groups), computer skills (two groups), publicity (one group), fundraising (one group), presentation skills (one group) and media (one group).
- 6.4.4 Training topics that had not been delivered to any community and voluntary groups in St Anne's include: equal opportunities, evaluation, managing staff, planning activities, managing a building, training for trustees / management committee members, working as a team / resolving conflicts, working in partnership and working with projects and agencies.

#### *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 can be delivered depends on the remit of the particular organisation. For example, whilst an organisation such as the Primary Care Trust might provide training on health related topics, Sure Start is more likely to offer training on topics more specific to the health and 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 Five support organisations (including the initial four mentioned above) 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 overleaf shows that a range of support is available for community and voluntary groups should they wish to run their own training courses.
- The resources most widely available for groups to run their own training were rooms (seven organisations) and training materials (seven organisations) and support in developing new courses (seven organisations)
  - A large number of support organisations said they could provide guidance for participants (six organisations).
  - Just two support organisations that said they could not offer any of these forms of support for groups to run their own training.

***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	7
Guidance for participants	6
Childcare	4
Administration of courses	4
Grants	4
Other	4
None	2

- 6.4.9 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 Primary Care Trust (PCT) might be able to loan training materials about health care and social welfare issues, e.g. training videos or games. This would be relevant to a group with a very specific agenda.

#### *Provision of Advice*

- 6.4.10 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***

Advice provided	No. Organisations
Support with volunteer issues	7
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 (seven organisations) and team building (six organisations).
- Finances and bookkeeping was the least common of the listed topics (four organisations).

- Three of the 12 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 Interviews with the support organisations revealed that support is available to community and voluntary groups in St Anne's in promoting diversity. For example, St Anne'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.
- 6.5.2 Figure 13 shows the range of support that is available to community and voluntary groups in St Anne's in promoting diversity.

***Figure 13: Support available to groups in promoting diversity***

<b><i>Supporting diversity</i></b>	<b>No. Organisations</b>
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 that was 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).
- Three organisations said that they provide translators / interpreters. Two of these organisations stated that this service would usually be provided indirectly through Language Line.
- One of the support organisations mentioned that the work they do includes the running of campaigns, e.g. anti-racism campaigns.

- 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.
- Additionally, one organisation stated that they are working through adult education to provide specialised training to people for whom English is a second language. This should create more opportunities for these people.

## 6.6 Building involvement

***Figure 14: Helping to build involvement***

<b>Issues</b>	<b>No. Organisations</b>
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	4

### *Helping to build involvement*

- 6.6.1 Figure 14 below reveals the issues that the support organisations that were interviewed are able to help with in involving people and contributing to local decision-making.
- The most common way in which support organisations help to build involvement is 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.
  - Four 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 that 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 the delivery of local services (seven organisations).
- 6.6.3 Regeneration programs was the issue that the second largest number of organisations highlighted as a topic that they can help groups to have a say in.
- 6.6.4 Five organisations can help community and voluntary groups to have their say in developing local projects.
- 6.6.5 Just two organisations said that they were not involved in any of these activities for helping community and voluntary groups to have their say.

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

<b><i>Helping groups to have a say in:</i></b>	<b><i>No. Organisations</i></b>
Delivery of local services	8
Regeneration programs	7
Developing local projects	6
Policies of the council and other statutory agencies	4
None of the above	2

- 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 community and voluntary groups*

- 6.7.1 When asked how they might be able to further support community and voluntary groups in St Anne's, a common response given by support organisations was that this might be done by further developing community networks and partnership working.
- 6.7.2 Two support organisations said that having additional employees that were dedicated to working in this area (for example community development workers) would increase their capacity and enable them to increase their level of support to community and voluntary groups in this area. Another support organisation said that having their existing community development worker working from the community

on a regular basis would increase their ability to support groups in this area.

#### *Blocks*

- 6.7.3 When asked about the main blocks to being able to increase their support for community and voluntary groups, seven of the 11 support organisations mentioned lack of time and / or resources. Another factor that came out was partnership policy creating barriers for some organisations.
- 6.7.4 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.
- 6.7.5 All of the above comments regarding blocks to increasing their level of support related to their work generally, and there were not any comments that related specifically to St Anne's.

#### **6.8 General comments**

##### *On joint working/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 Anne's appear to have a wide range of support available to them and accessed by them. This support includes funding, staff time, resources and information.

### *Funding*

- 6.9.2 Five of the six of the support organisations that said they fund community and voluntary groups in Colchester currently fund groups in St Anne's.

### *Staff time*

- 6.9.3 Ten support organisations currently offer staff time to community and voluntary groups in St Anne's.

### *Information*

- 6.9.4 Eight of the support organisations interviewed said they could provide information to community and voluntary groups in St Anne's.

### *Resources*

- 6.9.5 Eight support organisations that said they offer resources to community and voluntary groups in St Anne's.

- 6.9.6 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.

### *Meeting space*

- 6.9.7 There is some availability of meeting space available to community and voluntary groups in the St Anne's area. Half of the space that was available was free of charge, whilst the other half incurred a charge.

### *Helping groups identify their training needs*

- 6.9.8 Helping groups to identify their training needs appears to be somewhat limited. The help that is available tends to be delivered to groups that are already connected to or specifically approach these support organisations for advice. In fact, this area of support has also been identified as lacking in the other wards where this research has already been carried out (Berechurch and Harbour).

*Support in promoting diversity*

- 6.9.9 Support to community and voluntary groups in promoting diversity was limited in all aspects. In fact, four of the 11 support organisations interviewed said they do not provide any support to community and voluntary groups in promoting diversity.
- 6.9.10 Help writing equal opportunities policies / statements was the type of support that was most widely available.

*Building Involvement*

- 6.9.11 Many of the support organisations said that they could help community and voluntary groups to work jointly with statutory agencies.
- 6.9.12 Support was also available to help them to work jointly with other community and voluntary groups, to find out about the needs of the local community / users, to work with the council and to form and run networks.

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## **7. APPENDICES**

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1. List of community and voluntary groups and support organisations interviewed
2. Household survey interview form
3. Community and voluntary group interview form
4. Support organisation interview form

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**APPENDIX 1: Household survey interview form**

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**Colchester Borough Council**  
**Community Development**  
**Household Survey**  
**2003**

**St Anne's**



*Sheffield Science Park,  
Arundel Street,  
Sheffield,  
S1 2NS*

**RESPONDENT DETAILS:**

NAME	<input type="text"/>
ADDRESS	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
POSTCODE	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
PHONE NO. (including code)	<input type="text"/>

**INTERVIEWER DETAILS:**

NAME	<input type="text"/>
SIGNATURE	<input type="text"/>
DATE	<b>2003</b>
RESP. NO.	<input type="text"/>

**INTRODUCTION**

My name is . . . . and I am carrying out a survey on behalf of the Council's community development team. Here is my identity card. I would like to ask you some questions about local community needs. Anything you tell me is completely confidential and will be used for statistical purposes only. Would you be willing to help?

**START INTERVIEW HERE:**

**ABOUT YOURSELF:**

1. Are you:	Female <input type="checkbox"/> 1	Male <input type="checkbox"/> 2	Q2
2. How old are you?	(please write in) <input type="text"/> <input type="text"/>		Q3
3. What is your employment status?	Full time employed <input type="checkbox"/> 1	Student <input type="checkbox"/> 5	TICK ONE ONLY
	Part time employed <input type="checkbox"/> 2	Unemployed <input type="checkbox"/> 6	SHOW CARD A
	Retired <input type="checkbox"/> 3	Other (please specify below) <input type="checkbox"/> 7	
Responsible for looking after home/ dependants	<input type="checkbox"/> 4	<input type="text"/>	Q4

**4. What is your ethnic group?**

A. White

British  1      Irish  2  
Any other White background  3

B. Mixed

White & Black Caribbean  4  
White & Black African  5  
White & Asian  6  
Any other Mixed background  7

C. Asian or Asian British

Indian  8      Pakistani  9  
Bangladeshi  10  
Any other Asian background  11

D. Black or Black British

Caribbean  12      African  13  
Any other Black background  14

E. Chinese or other ethnic group

Chinese  15      Other ethnic group  16

TICK  
ONE  
ONLY  
  
SHOW  
CARD  
B

Q5

5. Do you have any of the following qualifications?		TICK ALL THAT APPLY SHOW CARD C
No qualifications <input type="checkbox"/> 1		
GCSE/O'levels <input type="checkbox"/> 2		
A'levels <input type="checkbox"/> 3		
Apprenticeship <input type="checkbox"/> 4		
Vocational training (BTEC/NVQ) <input type="checkbox"/> 5		
Degree <input type="checkbox"/> 6		
Higher degree <input type="checkbox"/> 7		
Other (please specify below) <input type="checkbox"/> 8		
Q6		
<b>YOUR HOUSEHOLD:</b>		
6. In your household:		TICK ONE ONLY PER ROW
Yes <input type="checkbox"/>	No <input type="checkbox"/>	
A. Is anyone aged 65 or over (including yourself?) <input type="checkbox"/> 1 <input type="checkbox"/> 2		
B. Do you have a child/ children aged under 4? <input type="checkbox"/> 1 <input type="checkbox"/> 2		
C. Do you have a child/ children aged under 16? <input type="checkbox"/> 1 <input type="checkbox"/> 2		
D. Do you have a child/ children aged over 16? <input type="checkbox"/> 1 <input type="checkbox"/> 2		
E. Do you live on your own? <input type="checkbox"/> 1 <input type="checkbox"/> 2		
F. Does anyone attend a further education college <input type="checkbox"/> 1 <input type="checkbox"/> 2		
G. Does anyone attend a University <input type="checkbox"/> 1 <input type="checkbox"/> 2		
H. Does anyone attend Adult Education/Evening Classes <input type="checkbox"/> 1 <input type="checkbox"/> 2		
7. Is your house or flat:		
Rented from the local Council <input type="checkbox"/> 1		
Rented from a housing association <input type="checkbox"/> 2		
Rented privately <input type="checkbox"/> 3		
Owned privately <input type="checkbox"/> 4		
8. Do you or your household have your own car (or other motor vehicle)		TICK ONE ONLY SHOW CARD D
Yes <input type="checkbox"/> 1		
No <input type="checkbox"/> 2		
<b>ONLY ASK Q9 IF RESPONDENT DOES NOT HAVE THEIR OWN CAR/MOTOR VEHICLE. OTHERS GO TO Q10.</b>		TICK ONE ONLY
9. Do you sometimes have access to a car (or other motor vehicle) if you need it?		
Yes <input type="checkbox"/> 1		
No <input type="checkbox"/> 2		
Q10		

<b>INVOLVEMENT WITH YOUR NEIGHBOURHOOD:</b>					
10. How often do you do each of the following activities in your neighbourhood?					
A. Meet friends in a pub/coffee shop					
Every time <input type="checkbox"/> 1	Most times <input type="checkbox"/> 2	Sometimes <input type="checkbox"/> 3	Rarely <input type="checkbox"/> 4	Never <input type="checkbox"/> 5	Don't know/ N.A. <input type="checkbox"/> 6
Why don't you do this in your own neighbourhood?					
I prefer the services that are offered elsewhere <input type="checkbox"/> 1					
I don't do this anywhere <input type="checkbox"/> 2					
Other (please specify below) <input type="checkbox"/> 3					
B. Do your main grocery shopping					
Every time <input type="checkbox"/> 1	Most times <input type="checkbox"/> 2	Sometimes <input type="checkbox"/> 3	Rarely <input type="checkbox"/> 4	Never <input type="checkbox"/> 5	Don't know/ N.A. <input type="checkbox"/> 6
Why don't you do this in your own neighbourhood?					
I prefer the services that are offered elsewhere <input type="checkbox"/> 1					
I don't do this anywhere <input type="checkbox"/> 2					
Other (please specify below) <input type="checkbox"/> 3					
C. Do your small-scale grocery shopping					
Every time <input type="checkbox"/> 1	Most times <input type="checkbox"/> 2	Sometimes <input type="checkbox"/> 3	Rarely <input type="checkbox"/> 4	Never <input type="checkbox"/> 5	Don't know/ N.A. <input type="checkbox"/> 6
Why don't you do this in your own neighbourhood?					
I prefer the services that are offered elsewhere <input type="checkbox"/> 1					
I don't do this anywhere <input type="checkbox"/> 2					
Other (please specify below) <input type="checkbox"/> 3					
D. Attend a social club					
Every time <input type="checkbox"/> 1	Most times <input type="checkbox"/> 2	Sometimes <input type="checkbox"/> 3	Rarely <input type="checkbox"/> 4	Never <input type="checkbox"/> 5	Don't know/ N.A. <input type="checkbox"/> 6
Why don't you do this in your own neighbourhood?					
I prefer the services that are offered elsewhere <input type="checkbox"/> 1					
I don't do this anywhere <input type="checkbox"/> 2					
Other (please specify below) <input type="checkbox"/> 3					

<b>E. Attend a place of worship</b>											
Every time <input type="checkbox"/> 1	Most times <input type="checkbox"/> 2	Sometimes <input type="checkbox"/> 3	Rarely <input type="checkbox"/> 4	Never <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6						
Why don't you do this in your own neighbourhood?											
<p>I prefer the services that are offered elsewhere <input type="checkbox"/> 1</p> <p>I don't do this anywhere <input type="checkbox"/> 2</p> <p>Other (please specify below) <input type="checkbox"/> 3</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>											
<b>F. Attend an Adult Education/Evening Class</b>											
Every time <input type="checkbox"/> 1	Most times <input type="checkbox"/> 2	Sometimes <input type="checkbox"/> 3	Rarely <input type="checkbox"/> 4	Never <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6						
Why don't you do this in your own neighbourhood?											
<p>I prefer the services that are offered elsewhere <input type="checkbox"/> 1</p> <p>I don't do this anywhere <input type="checkbox"/> 2</p> <p>Other (please specify below) <input type="checkbox"/> 3</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>											
<b>11. How much do you agree or disagree with the following statements:</b>											
<p><b>A. I feel that I know the people well who live near me on my street/road</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Strongly agree <input type="checkbox"/> 1</td> <td>Slightly agree <input type="checkbox"/> 2</td> <td>Neither agree nor disagree <input type="checkbox"/> 3</td> <td>Slightly disagree <input type="checkbox"/> 4</td> <td>Strongly disagree <input type="checkbox"/> 5</td> <td>Don't know/ N.A. <input type="radio"/> 6</td> </tr> </table>						Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6
Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6						
<b>TICK ONE ONLY PER ROW</b> <b>SHOW CARD F</b>											
<p><b>B. I feel a part of my community within my neighbourhood</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Strongly agree <input type="checkbox"/> 1</td> <td>Slightly agree <input type="checkbox"/> 2</td> <td>Neither agree nor disagree <input type="checkbox"/> 3</td> <td>Slightly disagree <input type="checkbox"/> 4</td> <td>Strongly disagree <input type="checkbox"/> 5</td> <td>Don't know/ N.A. <input type="radio"/> 6</td> </tr> </table>						Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6
Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6						
<b>TICK ONE ONLY PER ROW</b> <b>SHOW CARD F</b>											
<p><b>C. I would say that I am happy living in this neighbourhood</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Strongly agree <input type="checkbox"/> 1</td> <td>Slightly agree <input type="checkbox"/> 2</td> <td>Neither agree nor disagree <input type="checkbox"/> 3</td> <td>Slightly disagree <input type="checkbox"/> 4</td> <td>Strongly disagree <input type="checkbox"/> 5</td> <td>Don't know/ N.A. <input type="radio"/> 6</td> </tr> </table>						Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6
Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6						
<b>TICK ONE ONLY PER ROW</b> <b>SHOW CARD F</b>											
<b>12. How much do you agree or disagree with the following statements:</b>											
<p><b>A. I feel well informed about local events happening in my neighbourhood</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Strongly agree <input type="checkbox"/> 1</td> <td>Slightly agree <input type="checkbox"/> 2</td> <td>Neither agree nor disagree <input type="checkbox"/> 3</td> <td>Slightly disagree <input type="checkbox"/> 4</td> <td>Strongly disagree <input type="checkbox"/> 5</td> <td>Don't know/ N.A. <input type="radio"/> 6</td> </tr> </table>						Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6
Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6						
<b>TICK ONE ONLY PER ROW</b> <b>SHOW CARD F</b>											
<p><b>B. I feel well informed about Adult Education Activity in my neighbourhood</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Strongly agree <input type="checkbox"/> 1</td> <td>Slightly agree <input type="checkbox"/> 2</td> <td>Neither agree nor disagree <input type="checkbox"/> 3</td> <td>Slightly disagree <input type="checkbox"/> 4</td> <td>Strongly disagree <input type="checkbox"/> 5</td> <td>Don't know/ N.A. <input type="radio"/> 6</td> </tr> </table>						Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6
Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6						

<b>12. (continued) How much do you agree or disagree with the following statements:</b>											
<p><b>C. I feel well informed about other issues of concern in my neighbourhood</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Strongly agree <input type="checkbox"/> 1</td> <td>Slightly agree <input type="checkbox"/> 2</td> <td>Neither agree nor disagree <input type="checkbox"/> 3</td> <td>Slightly disagree <input type="checkbox"/> 4</td> <td>Strongly disagree <input type="checkbox"/> 5</td> <td>Don't know/ N.A. <input type="radio"/> 6</td> </tr> </table>						Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6
Strongly agree <input type="checkbox"/> 1	Slightly agree <input type="checkbox"/> 2	Neither agree nor disagree <input type="checkbox"/> 3	Slightly disagree <input type="checkbox"/> 4	Strongly disagree <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6						
<b>Q13</b>											
<p><b>13. How satisfied or dissatisfied are you with the opportunities for influencing decisions that affect your neighbourhood:</b></p> <p><b>A. As an individual</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Very satisfied <input type="checkbox"/> 1</td> <td>Fairly satisfied <input type="checkbox"/> 2</td> <td>Neither satisfied nor dissatisfied <input type="checkbox"/> 3</td> <td>Fairly dissatisfied <input type="checkbox"/> 4</td> <td>Very dissatisfied <input type="checkbox"/> 5</td> <td>Don't know/ N.A. <input type="radio"/> 6</td> </tr> </table>						Very satisfied <input type="checkbox"/> 1	Fairly satisfied <input type="checkbox"/> 2	Neither satisfied nor dissatisfied <input type="checkbox"/> 3	Fairly dissatisfied <input type="checkbox"/> 4	Very dissatisfied <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6
Very satisfied <input type="checkbox"/> 1	Fairly satisfied <input type="checkbox"/> 2	Neither satisfied nor dissatisfied <input type="checkbox"/> 3	Fairly dissatisfied <input type="checkbox"/> 4	Very dissatisfied <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6						
<b>TICK ONE ONLY PER ROW</b> <b>SHOW CARD G</b>											
<p><b>B. If you work informally with other people from your neighbourhood</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Very satisfied <input type="checkbox"/> 1</td> <td>Fairly satisfied <input type="checkbox"/> 2</td> <td>Neither satisfied nor dissatisfied <input type="checkbox"/> 3</td> <td>Fairly dissatisfied <input type="checkbox"/> 4</td> <td>Very dissatisfied <input type="checkbox"/> 5</td> <td>Don't know/ N.A. <input type="radio"/> 6</td> </tr> </table>						Very satisfied <input type="checkbox"/> 1	Fairly satisfied <input type="checkbox"/> 2	Neither satisfied nor dissatisfied <input type="checkbox"/> 3	Fairly dissatisfied <input type="checkbox"/> 4	Very dissatisfied <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6
Very satisfied <input type="checkbox"/> 1	Fairly satisfied <input type="checkbox"/> 2	Neither satisfied nor dissatisfied <input type="checkbox"/> 3	Fairly dissatisfied <input type="checkbox"/> 4	Very dissatisfied <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6						
<b>Q14</b>											
<p><b>C. As a member of an organised community group</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Very satisfied <input type="checkbox"/> 1</td> <td>Fairly satisfied <input type="checkbox"/> 2</td> <td>Neither satisfied nor dissatisfied <input type="checkbox"/> 3</td> <td>Fairly dissatisfied <input type="checkbox"/> 4</td> <td>Very dissatisfied <input type="checkbox"/> 5</td> <td>Don't know/ N.A. <input type="radio"/> 6</td> </tr> </table>						Very satisfied <input type="checkbox"/> 1	Fairly satisfied <input type="checkbox"/> 2	Neither satisfied nor dissatisfied <input type="checkbox"/> 3	Fairly dissatisfied <input type="checkbox"/> 4	Very dissatisfied <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6
Very satisfied <input type="checkbox"/> 1	Fairly satisfied <input type="checkbox"/> 2	Neither satisfied nor dissatisfied <input type="checkbox"/> 3	Fairly dissatisfied <input type="checkbox"/> 4	Very dissatisfied <input type="checkbox"/> 5	Don't know/ N.A. <input type="radio"/> 6						
<p><b>14. Have you taken any practical action in an attempt to resolve an issue that affected your neighbourhood in the last two years?</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Yes <input type="checkbox"/> 1</td> <td>No <input type="checkbox"/> 2</td> <td>Unsure <input type="checkbox"/> 3</td> </tr> </table>						Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2	Unsure <input type="checkbox"/> 3			
Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2	Unsure <input type="checkbox"/> 3									
<b>TICK ONE ONLY</b>											
<p><b>15. When taking this action were you involved:</b></p> <p>As an individual <input type="checkbox"/> 1</p> <p>If you work normally with other people from your neighbourhood <input type="checkbox"/> 2</p> <p>As a member of an organised community group <input type="checkbox"/> 3</p>											
<b>Q15</b>											
<p><b>ONLY ASK Q15 IF RESPONDENT HAS TAKEN PRACTICAL ACTION TO RESOLVE A NEIGHBOURHOOD ISSUE. OTHERS GO TO Q17.</b></p>											
<p><b>16. If you can, please give a short description of the action that you took:</b></p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>											
<b>Q17</b>											

**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 If Yes ✓	Q18 If Yes ✓	Q19		
				User	Volunteer	Neither
A	S.A.Y.S. (St Anne's Youth Service)	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
B	Mothers and Toddlers Group (St Anne's Church)	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
C	Colchester United Sports Trust	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
D	Citizens Advice Bureau	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
E	Older Voices	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
F	Other (please specify) .....	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q20

<p><b>20. Are there any types of group that you can think of that you currently do not have within your community but would welcome?</b></p> <p>Yes (please specify below) <input type="checkbox"/> 1</p> <p>No <input type="checkbox"/> 2</p> <p><input type="checkbox"/></p> <p>Q21</p>	<p>TICK ONE ONLY</p> <p>Q21</p>	<p><b>23. If you were to get involved with a local group, what would you expect to get out of it?</b></p> <p>Satisfaction at improving local life <input type="checkbox"/> 1</p> <p>Chance to meet other people <input type="checkbox"/> 2</p> <p>Opportunity for an enjoyable evening out <input type="checkbox"/> 3</p> <p>Opportunity for new activities <input type="checkbox"/> 4</p> <p>Personal interest <input type="checkbox"/> 5</p> <p>Gain skills to help get a job/better job <input type="checkbox"/> 6</p> <p>Personal improvement/development <input type="checkbox"/> 7</p> <p>Improve the prospects of my family <input type="checkbox"/> 8</p> <p>Other (please specify below) <input type="checkbox"/> 9</p> <p><input type="checkbox"/></p> <p>Q24</p>	<p>TICK ALL THAT APPLY</p> <p>SHOW CARD K</p>
<p><b>21. Would you be willing to be more involved in any local groups?</b></p> <p>Yes <input type="checkbox"/> 1</p> <p>No <input type="checkbox"/> 2</p> <p>Unsure <input type="checkbox"/> 3</p> <p><input type="checkbox"/></p> <p>Q22</p>	<p>TICK ONE ONLY</p> <p>Q22</p>	<p><b>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?</b></p> <p>Yes <input type="checkbox"/> 1</p> <p>No <input type="checkbox"/> 2</p> <p>Unsure <input type="checkbox"/> 3</p> <p><input type="checkbox"/></p> <p>Q25</p>	<p>Q25</p>
<p><b>22. What, if anything, currently stops you getting more involved in local groups?</b></p> <p>Not interested <input type="checkbox"/> 1</p> <p>No time <input type="checkbox"/> 2</p> <p>The people already there would not welcome me <input type="checkbox"/> 3</p> <p>I wouldn't know what to do or say <input type="checkbox"/> 4</p> <p>I don't have the knowledge or skills that would be necessary <input type="checkbox"/> 5</p> <p>I don't know where to go or who to talk to <input type="checkbox"/> 6</p> <p>Other (please specify below) <input type="checkbox"/> 7</p> <p><input type="checkbox"/></p> <p>Q23</p>	<p>TICK ALL THAT APPLY</p> <p>SHOW CARD J</p>		

<b>COMMUNITY CENTRE</b>		<b>OFF-ROAD PUBLIC FOOTPATHS</b>	
<p><b>25. Before taking part in this survey, were you aware that St Anne's forum has secured funding for a new community centre?</b></p> <p>Yes <input type="checkbox"/> 1      Q26</p> <p>No <input type="checkbox"/> 2      Q27</p> <p>Unsure <input type="checkbox"/> 3      Q27</p> <p><b>ONLY ASK Q26 IF RESPONDENT HAD HEARD OF THE FUNDING AVAILABLE FOR A NEW COMMUNITY CENTRE. OTHERS GO TO Q27.</b></p>			
<p><b>26. How did you hear about it?</b></p> <p>Newspaper <input type="checkbox"/> 1</p> <p>Word of mouth <input type="checkbox"/> 2</p> <p>Local newsletters <input type="checkbox"/> 3</p> <p>Involvement with St Anne's Forum <input type="checkbox"/> 4</p> <p>Involvement with other community group <input type="checkbox"/> 5</p> <p>Sure Start open day <input type="checkbox"/> 6</p> <p>Architects Market Place <input type="checkbox"/> 7</p> <p>Other (please specify below) <input type="checkbox"/> 8</p> <p><input type="text"/></p>	<p>TICK ONE ONLY</p> <p>SHOW CARD L</p> <p>Q27</p>	<p>28. How frequently do you use the off-road public footpaths in your neighbourhood?</p> <p>Every day <input type="checkbox"/> 1</p> <p>Several times a week <input type="checkbox"/> 2</p> <p>At least once a week <input type="checkbox"/> 3</p> <p>Less than once a week <input type="checkbox"/> 4</p> <p>Never <input type="checkbox"/> 5</p> <p>Q29</p>	
<p><b>27. What specific services/events would you like to be provided in the community centre?</b></p> <p><input type="text"/></p>	<p>PROBE</p> <p>Q28</p>	<p>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?</p> <p>More frequently <input type="checkbox"/> 1</p> <p>About the same <input type="checkbox"/> 2</p> <p>Less frequently <input type="checkbox"/> 3</p> <p>Don't know <input type="checkbox"/> 4</p> <p>Q30</p>	<p>PROBE</p>
		<p>30. What improvements, if any would you like to see made to the off-road public footpath system in your neighbourhood?</p> <p><input type="text"/></p>	<p>Q31</p>

## 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	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	
B	Facilities for young people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	
C	Local meeting places	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	
D	Leisure and recreation facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4	
E	Health services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5	
F	Local shops	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6	
G	Public houses	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 7	<input type="checkbox"/> 7	
H	Food outlets	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 8	<input type="checkbox"/> 8	<input type="checkbox"/> 8	
I	Play facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 9	<input type="checkbox"/> 9	<input type="checkbox"/> 9	
J	Schools	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 10	<input type="checkbox"/> 10	<input type="checkbox"/> 10	
K	Further Education Colleges	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 11	<input type="checkbox"/> 11	<input type="checkbox"/> 11	
L	Local Adult Education Activities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 12	<input type="checkbox"/> 12	<input type="checkbox"/> 12	
M	Employment services/advice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 13	<input type="checkbox"/> 13	<input type="checkbox"/> 13	
N	Childcare provision	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 14	<input type="checkbox"/> 14	<input type="checkbox"/> 14	
O	Financial advice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 15	<input type="checkbox"/> 15	<input type="checkbox"/> 15	
M	Other (please specify)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 16	<input type="checkbox"/> 16	<input type="checkbox"/> 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	<input type="checkbox"/> 1	Slightly agree	<input type="checkbox"/> 2	Neither agree nor disagree	<input type="checkbox"/> 3	Slightly disagree	<input type="checkbox"/> 4	Strongly disagree	<input type="checkbox"/> 5	Don't know/ N.A.	<input type="checkbox"/> 6
----------------	----------------------------	----------------	----------------------------	----------------------------	----------------------------	-------------------	----------------------------	-------------------	----------------------------	------------------	----------------------------

*B. I feel safe in my local neighbourhood at night*

Strongly agree	<input type="checkbox"/> 1	Slightly agree	<input type="checkbox"/> 2	Neither agree nor disagree	<input type="checkbox"/> 3	Slightly disagree	<input type="checkbox"/> 4	Strongly disagree	<input type="checkbox"/> 5	Don't know/ N.A.	<input type="checkbox"/> 6
----------------	----------------------------	----------------	----------------------------	----------------------------	----------------------------	-------------------	----------------------------	-------------------	----------------------------	------------------	----------------------------

## 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	<input type="checkbox"/> 1	Fairly serious problem	<input type="checkbox"/> 2	Slight problem	<input type="checkbox"/> 3	Not a problem	<input type="checkbox"/> 4	Don't know	<input type="checkbox"/> 5
----------------------	----------------------------	------------------------	----------------------------	----------------	----------------------------	---------------	----------------------------	------------	----------------------------

*B. Litter and rubbish in the streets*

Very serious problem	<input type="checkbox"/> 1	Fairly serious problem	<input type="checkbox"/> 2	Slight problem	<input type="checkbox"/> 3	Not a problem	<input type="checkbox"/> 4	Don't know	<input type="checkbox"/> 5
----------------------	----------------------------	------------------------	----------------------------	----------------	----------------------------	---------------	----------------------------	------------	----------------------------

TICK  
ONE  
ONLY  
PER  
ROW  
SHOW  
CARD  
O

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

*C. Dogs*

Very serious problem	<input type="checkbox"/> 1	Fairly serious problem	<input type="checkbox"/> 2	Slight problem	<input type="checkbox"/> 3	Not a problem	<input type="checkbox"/> 4	Don't know	<input type="checkbox"/> 5
----------------------	----------------------------	------------------------	----------------------------	----------------	----------------------------	---------------	----------------------------	------------	----------------------------

*D. Abandoned vehicles/vehicle repair*

Very serious problem	<input type="checkbox"/> 1	Fairly serious problem	<input type="checkbox"/> 2	Slight problem	<input type="checkbox"/> 3	Not a problem	<input type="checkbox"/> 4	Don't know	<input type="checkbox"/> 5
----------------------	----------------------------	------------------------	----------------------------	----------------	----------------------------	---------------	----------------------------	------------	----------------------------

*E. Anti-social behaviour*

Very serious problem	<input type="checkbox"/> 1	Fairly serious problem	<input type="checkbox"/> 2	Slight problem	<input type="checkbox"/> 3	Not a problem	<input type="checkbox"/> 4	Don't know	<input type="checkbox"/> 5
----------------------	----------------------------	------------------------	----------------------------	----------------	----------------------------	---------------	----------------------------	------------	----------------------------

*F. Racial harassment*

Very serious problem	<input type="checkbox"/> 1	Fairly serious problem	<input type="checkbox"/> 2	Slight problem	<input type="checkbox"/> 3	Not a problem	<input type="checkbox"/> 4	Don't know	<input type="checkbox"/> 5
----------------------	----------------------------	------------------------	----------------------------	----------------	----------------------------	---------------	----------------------------	------------	----------------------------

*G. Drug dealing*

Very serious problem	<input type="checkbox"/> 1	Fairly serious problem	<input type="checkbox"/> 2	Slight problem	<input type="checkbox"/> 3	Not a problem	<input type="checkbox"/> 4	Don't know	<input type="checkbox"/> 5
----------------------	----------------------------	------------------------	----------------------------	----------------	----------------------------	---------------	----------------------------	------------	----------------------------

*H. Other crime*

Very serious problem	<input type="checkbox"/> 1	Fairly serious problem	<input type="checkbox"/> 2	Slight problem	<input type="checkbox"/> 3	Not a problem	<input type="checkbox"/> 4	Don't know	<input type="checkbox"/> 5
----------------------	----------------------------	------------------------	----------------------------	----------------	----------------------------	---------------	----------------------------	------------	----------------------------

TICK  
ONE  
ONLY  
PER  
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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, chiropodist)	<input type="checkbox"/> 6	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q37

**37. Which one service that you use makes the most difference to you?**

Hospital staff (doctors, nurses, other healthcare professionals based at the hospital)  1

GP  2

Nursing staff (e.g. practice nurse, health visitor, district nurse)  3

Other healthcare professionals (e.g. physiotherapist, counsellor) (please specify below)  4

GP Care Advisor  5

Other (e.g. self help groups, voluntary organisations) (please specify below)  6

TICK  
ONE  
ONLY  
SHOW  
CARD  
S

Q10

**39. Which health services would you most like to see developed in your neighbourhood?**

Q40

**40. Why would you most like to see this developed in your neighbourhood?**

**38. Why does this service make the most difference to you?**

Q38

Q39

**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 Anne's**

**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 AIDS 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:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Postcode:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

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:** \_\_\_\_\_

**Date:** \_\_\_\_\_

---

## **APPENDIX 2: Community & voluntary groups and support organisations interviewed**

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Brownies  
Colchester Borough Council (Tenant Participation Officer and Community Development Team)  
Colchester Borough Homes  
Colchester Community Voluntary Services  
Colchester Co-operative Resource Centre  
Colchester Mobile Crèche  
Colchester Primary Care Trust  
Colchester United Community Sports Trust  
Greenshoots (Essex County Council)  
Home Start / Good Start  
St Anne's Church  
St Anne's Community Association  
St Anne's Community School  
St Anne's Forum  
St Anne's Parent and Toddler Group  
St Anne's Parent Group and Crèche  
St Anne's Youth Society  
Sure Start  
The Salvation Army  
The University of Essex (Student Community Action Volunteer Co-ordinator)

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**APPENDIX 3: Community & voluntary group 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**

.....

.....

**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 ( <i>please specify</i> )	15		

---

**Q7. Does your group provide services/activities for:**

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

**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 (see map)	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: (please state issues)	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 (please specify)                              | 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	3
Paid employees of the group	4
Other professionals from other organizations / agencies (e.g. health professionals)	5
Other (please specify) _____	

**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 |
| (please specify)_____                            |   |
| b) National Lottery                              | 2 |
| (please specify)_____                            |   |
| c) Private company                               | 3 |
| d) Charities and other grant aid                 | 4 |
| e) Membership subscriptions                      | 5 |
| f) Local fundraising                             | 6 |
| g) Revenue from trading                          | 7 |
| h) Other sources of income (please specify)_____ | 8 |
|  | 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 (*Please go to question 23c*)  
*(Please specify source of advice)* \_\_\_\_\_  
No 2 (*Please go to question 23d*)

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

- Excellent
- Good
- Fair
- Poor

**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 (please add below)			

## **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 (please describe) _____	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 ( <i>please describe</i> )        | 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 ( <i>please describe</i> )   | 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 ( <i>please describe</i> ) | 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 ( <i>please specify</i> )_____                | 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**

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

## Building skills

**Q10. Do you directly provide or organise any training for community and voluntary groups? (please code)**

Yes                    1     (*Please go to Q11*)

No                    2     (*Please go to Q14*)

**Q11. If yes, please indicate which of the following topics are covered in the training your organisation provides, and in which of the following wards this training has been taken up in the last three years**

*(please circle any that apply)*

<b>Topic</b>	<b>Training offered?</b>	<b>Take up in specific wards</b>			
		Berechurch	Harbour	St Andrews	St Anne's
a) Publicity i.e. Producing newsletters, leaflets, posters etc.	Yes/No	1	2	3	4
b) The media: i.e. Press releases, getting on with the media, etc.	Yes/No	1	2	3	4
c) Money: i.e. bookkeeping, accounts, etc.	Yes/No	1	2	3	4
d) Presentation skills	Yes/No	1	2	3	4

**Q11 Continued...**

<b>Topic</b>	<b>Training offered?</b>	<b>Take up in specific wards</b>			
		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

**Q11 Continued...**

		<b>Take up in specific wards</b>			
<b>Topic</b>	<b>Training offered?</b>	Berechurch	Harbour	St Andrews	St Anne's
n) Working in partnerships	Yes/No	1	2	3	4
o) Working with projects and agencies	Yes/No	1	2	3	4
p) Training for trustees/management committee members	Yes/No	1	2	3	4
q) Other <i>(please state)</i> _____	Yes/No	1	2	3	4

**Q12. Do you provide or organise tailor-made training for community and voluntary groups, e.g. training sessions designed particularly for one community group?**

Yes                    1      (*Please go to Q13*)

No                    2      (*Please go to Q14*)

**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

**Q14. Do you work with community and voluntary groups to help them identify their training needs?**

- Yes                    1      (Go to Q 15)  
No                    2      (Go to Q 16)

**Q15. Please describe the work that you do to help community and voluntary groups identify their training needs:**

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

(Now go to Q17)

**Q16. Would you be able and willing to work with community and voluntary groups to help them identify their training needs?**

- Yes                    1  
No                    2

**Q17. Which of the following resources and/or support can you offer community and voluntary groups so that they can run their own training? (Please code any that apply)**

- |                                     |   |
|-------------------------------------|---|
| Childcare                           | 1 |
| Grants                              | 1 |
| Rooms                               | 1 |
| Training materials, e.g. flipcharts | 1 |
| Administration of courses           | 1 |
| Support in developing new courses   | 1 |
| Guidance for participants           | 1 |
| Other (please specify)              | 1 |

---

None of the above                    1

**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

---

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

---

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 (please specify)	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 ( <i>please describe</i> )                                    | 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:**

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## 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 |
| <hr/>   |   |
| (f) None of the above   | 1 |

**Q28. Please describe the nature of this help.**

---

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**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:**

---

---

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## 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.**

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