

# **SHRUB END COMMUNITY STRENGTHS ASSESSMENT**

**Colchester Borough Council  
2007**

## SHRUB END WARD COMMUNITY STENGTHS ASSESSMENT

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### GENERAL INFORMATION

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## CHAPTER 1. INTRODUCTION, GEOGRAPHICAL BOUNDARIES, AND METHODOLOGY

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### 1.1 Background to the research

- 1.1.1 This is the fifth Community Strength Assessment carried out by the Enterprise and Communities team at Colchester Borough Council in local authority wards that have been identified as priorities to tackle owing to their relative deprivation levels.
- 1.1.2 In 2004, reports were completed for Harbour, Berechurch and St Anne's wards. These wards were identified as deprived in the Government's Index of Multiple Deprivation 2000. All of these reports are currently available online at [www.colchester.gov.uk](http://www.colchester.gov.uk) (to find these, click on the "Knowing Your Community" link, and search under "c-consultation"). Alternatively, you may telephone us if you would prefer to receive a paper copy (see Community Development and Research Contacts listed on page 4).
- 1.1.3 In 2006, it was decided that the wards New Town and Shrub End would be added to the Community Development remit, as they were both shown to have pockets of deprivation within them, according to the Government's Index of Multiple Deprivation 2004<sup>1</sup> (see section 1.4 for a detailed description of the location of these 'pockets' within the ward).
- 1.1.2 The purpose of producing this report was to increase local knowledge about characteristics and needs in these wards. These needs have been established from consultation with residents about their neighbourhood and community. This is accompanied by analysis from interviews with community and voluntary groups about the strengths and needs of their organisations and interviews about the support that these groups receive.
- 1.1.3 Research has shown that a vibrant community and voluntary sector and increased community involvement can have a significant and positive impact on social exclusion in areas of deprivation. Future community development work will be planned largely around the findings of this research.

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<sup>1</sup> The 2004 Index differed from the 2000 Index in that it is based on small areas known as Lower Layer Super Output Areas (small areas), rather than wards. These are usually smaller than wards, and have an average population of 1500 people. They 'fit' into the existing ward boundaries. Shrub End had two of its seven small areas within the 40% most deprived of all 32,482 small areas in England.

## 1.2 Structure of the report

This report is divided into six main chapters:

Chapter 1: Introduction, geographical boundaries and methodology

Chapter 2: Executive summary of main findings

Chapter 3: Recommendations

Chapter 4: Results of household survey

Chapter 5: Results of structured interviews with community and voluntary groups

Chapter 6: Results of open interviews with support organisations

Appendices: Copies of the questionnaires used in the research

## 1.3 Geography and boundaries used

1.3.1 This report looks at community needs in Shrub End ward. As mentioned above, Shrub End ward has been recently identified as a priority ward for Colchester Borough Council's Community Development team (identified in 2006), from the results of The Government's 2004 Indices of Multiple Deprivation. This highlighted that Shrub End ward was amongst the most deprived of all 27 wards in the borough. Section 1.4 below puts Shrub End's position in the 2004 Indices of Deprivation in the context of Colchester and England as a whole. Details of the ward and small area boundaries can be viewed from the map on page xx.

## 1.4 Indices of Deprivation and ASB summary for Shrub End

1.4.1 Five of the seven small areas in Shrub End ward were not amongst the 40% most deprived in England according to their scores on the Index of Multiple Deprivation 2004 (IMD04). In fact some areas of the ward were highly affluent. For instance, the 'Layer Road' and 'Littlefields' areas of Shrub End were amongst the 11-20% *least* deprived in England.

In contrast, two small areas of Shrub End were relatively deprived. These areas were:<sup>2</sup>

- 'Iceni Square', which was amongst the 21-30% *most* deprived in England, and had the seventh highest level of deprivation of all 104 small areas in Colchester; and,
- 'Rayner Road', which was amongst the 31-40% *most* deprived in England, ranking 15 of all 104 small areas in Colchester.

This contrast between the *most* deprived and the *least* deprived small area within Shrub End on the IMD04 was more extreme than that of any of the other 26 wards in Colchester.

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<sup>2</sup> The small areas (Lower Super Output Areas) were named with the assistance of the local Community Development team to enable easier identification of the locality that these areas refer to. See page 43 for a detailed map of Shrub End showing these areas.

#### **1.4.2 The 'Iceni Square' Area**

The 'Iceni Square' area was amongst the 40% most affected in England on six of the seven domains of the ID04. It was particularly deprived on the Income Deprivation domain and the Education, Skills and Training Deprivation domain, situated amongst the 11-20% most affected in England on each of these domains. It was also amongst the 11-20% most affected on the Child Poverty Index <sup>3</sup>. The Living Environment Deprivation domain was the one domain on which it was not amongst the 40% most affected in England. However, as noted above, not one of the seven small areas in Shrub End were amongst the 40% most affected in England on this domain.

#### **1.4.3 The 'Rayner Road' area**

The Employment Deprivation domain and Crime domain affected the 'Rayner Road' area of Shrub End most of all seven domains in the ID04 situated amongst the 21-30% most affected in England on each of these domains. This area ranked 12 and 14 of all 104 small areas in Colchester on each of these domains, respectively.

This area was also amongst the 31-40% most affected in England on:

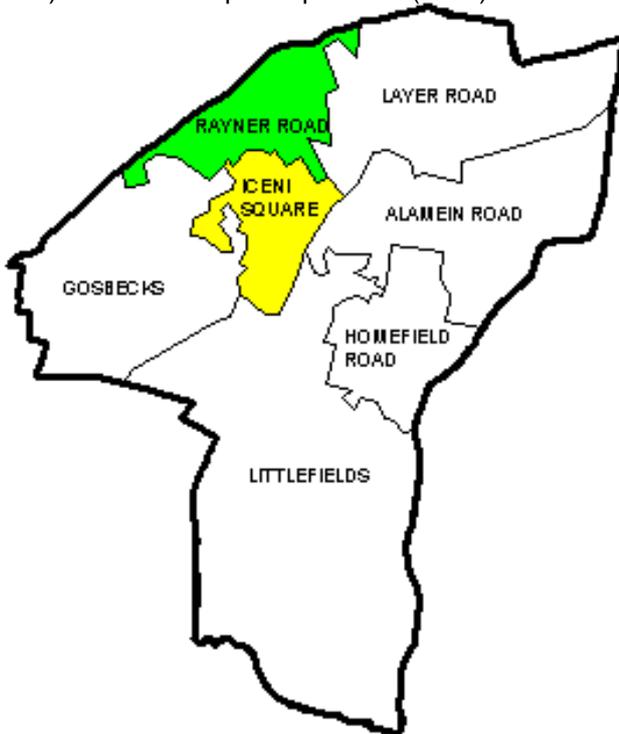
- Income Deprivation domain, ranking 15 of all 104 small areas in Colchester,
- Health Deprivation and Disability domain, ranking 19 of all 104 small areas in Colchester; and,
- Education, Skills and Training domain, ranking 22 of all 104 small areas in Colchester.

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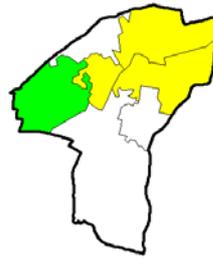
<sup>3</sup> The Child Poverty Index is a supplementary index, created from selective indicators included in the Income Deprivation domain.

# SHRUB END <sup>4</sup>

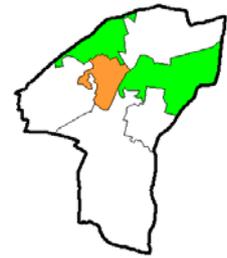
a) Index of Multiple Deprivation (2004)



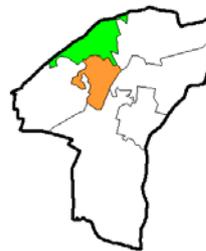
b) Barriers to Housing and Services Domain



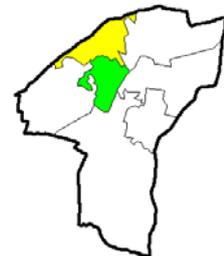
c) Education, Skills and Training Domain



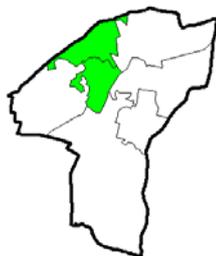
d) Income Deprivation Domain



e) Crime Domain



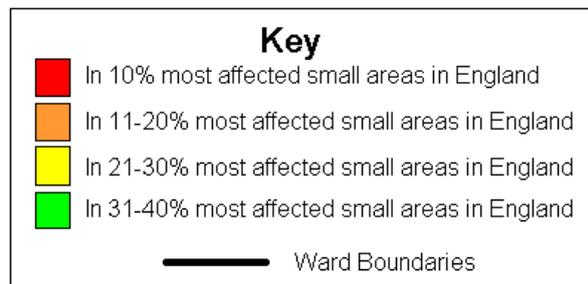
f) Health Deprivation and Disability Domain



g) Employment Deprivation Domain



h) Living Environment Deprivation Domain



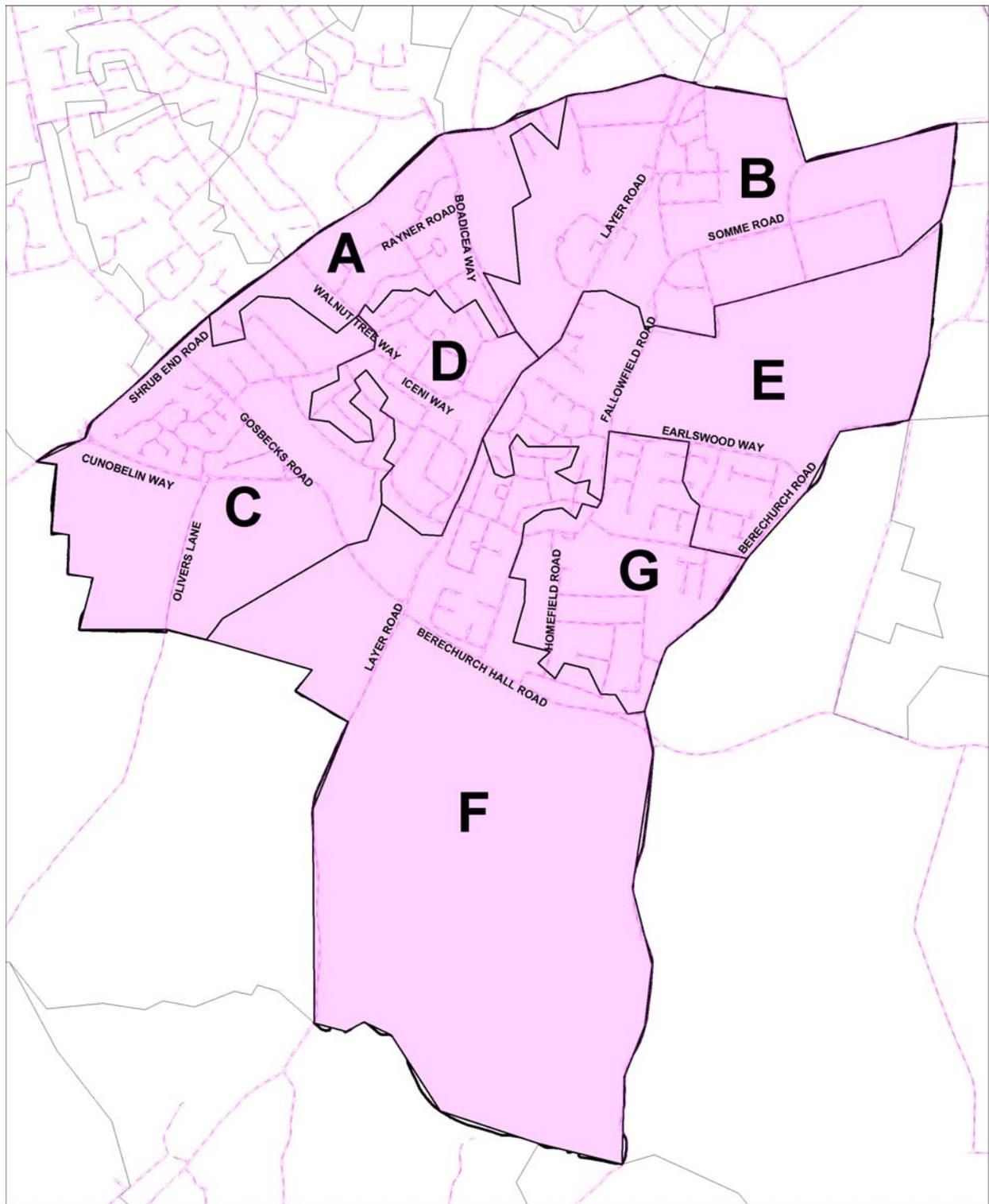
<sup>4</sup> The small areas (Lower Super Output Areas) in these maps were named with the assistance of the local Community Development team to enable easier identification of the locality that these areas refer to. See page 43 for a detailed map of Shrub End showing these areas.

**Shrub End ward: Position of small areas in relation to all small areas in England and Colchester rank <sup>5</sup>**

	Iceni Square (E01021711)	Alamein Road (E01021712)	Rayner Road (E01021713)	Littlefields (E01021714)	<i>Gosebecks (E01021715)</i>	Homefield Road (E01021716)	Layer Road (E01021717)
Index of Multiple Deprivation 2004 <i>(comprised of the seven domains below)</i>	7	62	15	92	44	93	96
Barriers to Housing and Services domain	40	32	72	99	68	80	39
Education, Skills and Training Deprivation domain	6	25	22	51	27	42	89
Income Deprivation domain	4	63	15	57	31	89	93
Crime domain	18	99	14	92	24	100	83
Health Deprivation and Disability domain	15	35	19	74	61	71	94
Employment Deprivation domain	9	101	12	100	46	97	103
Living Environment Deprivation domain	29	96	39	89	55	80	46

KEY	
1-10% most affected small areas in England	
11-20% most affected small areas in England	
21-30% most affected small areas in England	
31-40% most affected small areas in England	

<sup>5</sup> These small areas (Lower Super Output Areas) were named with the assistance of the local Community Development team to enable easier identification of the locality that these areas refer to. See page 43 for a detailed map of Shrub End.



KEY	
A = RAYNER ROAD	E = ALAMEIN ROAD
B = LAYER ROAD	F = LITTLEFIELDS
C = GOSBECKS	G = HOMEFIELD ROAD
D = ICENI SQUARE	
	WARD BOUNDARIES
	L-SOA BOUNDARIES

#### 1.4.4 ASB in Shrub End

Typically within these Community Strengths Assessments, ASB is not analysed to a great extent, as the focus is more on public opinion and what is felt to be of concern in the area by the residents, and those involved in local community or voluntary support organisations.

However in this instance there will here be a brief analysis made of the latest ASB statistics in the ward, in order to provide some contextual information about the ward alongside the deprivation data available. See Figure 1 below for details.

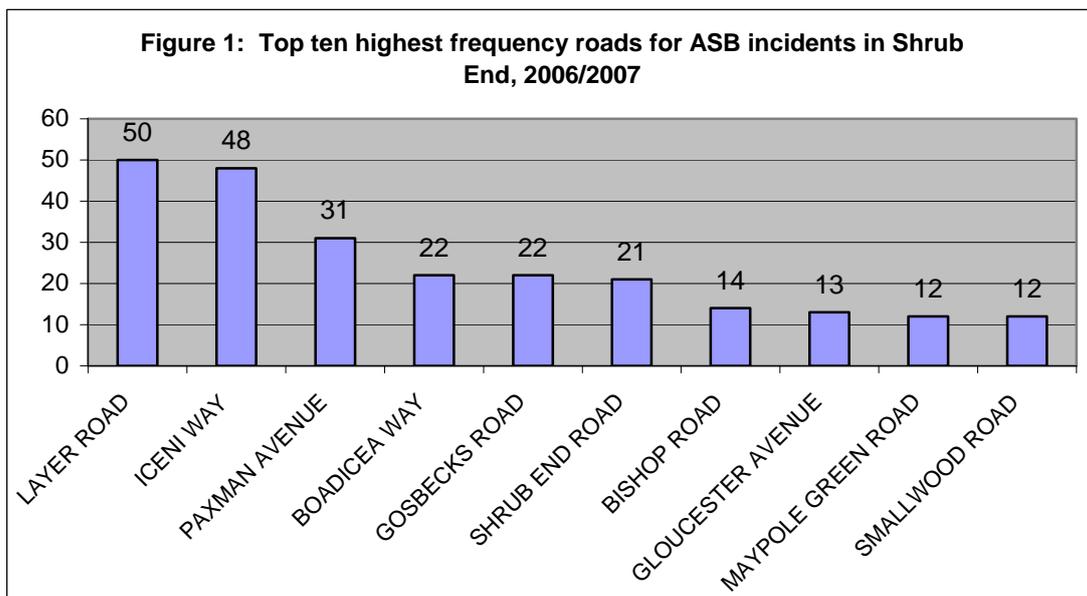


Figure one above shows that the road with the greatest number of offences by far is Layer Road, with 50 incidents over the course of the year. This falls slightly to 48 for Iceni Way, the road with the second greatest number of incidents, and is considerably lower for Paxmans Avenue, which had just 31 incidents over the year. In order to put these figures into context, in Harbour for example, the road with the highest number of incidents in 2004/2005 (as reported in the Harbour Evaluation<sup>6</sup>, completed in 2006) was Stalin Road, with 75 incidents. In Berechurch, the highest number of incidents in 2004/2005 (see the Berechurch Evaluation, completed in 2006) occurred in Mersea Road with 109 incidents; the second highest was Monkwick Avenue, with 73 incidents. Whilst different years' data has been used here (data for Harbour and Berechurch is that which was most recent at the time of producing the evaluation reports), and so direct comparisons cannot be made, the difference in numbers may provide an indication of why ASB may not be as prevalent in peoples' minds as it is for example in Berechurch or Harbour.

<sup>6</sup> For full report visit <http://www.colchester.gov.uk/community>

## 1.5 Methodology

1.5.1 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*

1.5.2 A household survey was carried out in February 2007. This involved face to face interviews with 100 residents in the two small areas identified as 'deprived' in Shrub End ward (see map, page 7). This amounts to a survey of approximately 3.3% of all the households in the deprived small areas. It was decided to focus on these two small areas as these should be the areas which the Community Development team are likely to put most focus on in the ward.

1.5.3 The survey asked people about their level of involvement in the community. It also explored the issues that they felt need addressing, in terms of community needs and gaps in the delivery of services to St Andrew's. A copy of the survey that was used is included in Appendix 3.

### *b) Interviews with community and voluntary groups*

1.5.4 A total of 18 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 1 and a copy of the interview form is included in Appendix 2.

### *c) Interviews with support organisations*

1.5.5 A total of 7 unstructured interviews were conducted with 7 organisations that provide support either to community and voluntary groups in St Andrew's to achieve their objectives, or provide a community based role in the ward. In one of these interviews three representatives each with a slightly different role in the organisation was present, so in total 9 individuals from support organisations were interviewed. As there were relatively few of these currently in place in Shrub End, an unstructured interview approach was taken, which allowed a general discussion around the following themes:

- What their role in the Shrub End ward is, and how long they have been carrying out that role
- What support is available locally for them, and for the local community and voluntary groups
- What they feel the main “issues” or problems facing both them professionally and the community more generally in Shrub End are
- What joint or partnership working might benefit their ability to carry out their role in the ward

These interviews looked at support currently delivered in Shrub End, as well as support available. The list of organisations interviewed is included in Appendix 1.

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## CHAPTER 2. EXECUTIVE SUMMARY

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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 on the methodologies used).

2.1.2 The main findings that emerged from the research shaped the structure of the chapter. It is organised under the following headings:

- Young people
- Top offence types of concern; “litter and rubbish” and “dogs and dogs’ mess”
- Community Participation
- Capacity of Groups
- Publicity issues
- Funding issues
- Identifying equal opportunities and training needs
- Outreach, Joint Working and Networking
- Other

2.1.3 Each section incorporates findings from each of the surveys relevant to it; although “capacity of groups”, “publicity issues”, “funding issues”; “identifying equal opportunities and training needs”; and “joint working and networking” tend to focus more on the community and voluntary groups survey, as they look more at the needs and current status of these groups.

2.1.4 “Other” has been included as it was felt that there were some additional specific important issues in the ward which did not fit with the remaining more generic headings.

### 2.2 Young people

2.2.1 The needs of younger people has been a recurrent theme throughout the research process. What is interesting is that, in previous assessments, there has been a tendency to link Anti Social Behaviour (ASB) and disruptive or abusive behaviour displayed by

young people closely to facilities or diversionary activities (or a lack there of) available in the locality. In the research process, considerable reference has been made to developing facilities for young people, yet relatively little reference has however been made to ASB (see section 2.3).

2.2.2 The household survey revealed that there was a lack of provision of activities for young people. Specifically, when asked what they would like to see in the area, seven interviewees stated activities for young people. These suggestions were unprompted as this was an open question, with no options to select from. Six of these specified a youth club. In addition, facilities for young people was only felt to be a good or fairly good service by 11 respondents; 38% of interviewees found facilities for young people to be poor.

2.2.3 The support groups survey also highlighted that, historically, Shrub End has been a ward with insufficient facilities for young people; but a number of interviewees pointed to the benefit that the addition of the CUCST (Colchester United Community Sports Trust) has had to the local area. One stated:

*“A lot has been shifted away from the ward. Equally however, we have gained services, including the Colchester United Community Sports Trust development on Boadicea Way. The BMX track when it is developed will help to fill some of the gap in provision in that area.”*

2.2.4 In relation to available facilities for young people, a point which was touched upon by three of the support groups interviewed was that the Shrub End clinic is no longer open to the public. This is relevant to young people in particular, as previously on offer at the clinic was an ad-hoc drop-in service (rather than a formal family planning service). The c-card<sup>7</sup> was accepted at the clinic, and two members of staff trained in family planning advice were available for the young people to talk to. The removal of this service could be problematic in this ward, owing to relatively high conception rates. The birth rate<sup>8</sup>(per 1,000 population) in 2004 for Shrub End was the second highest of all wards in the borough (Highwoods had the highest rate). In terms of teenage conceptions, aggregated teenage conception data (where age at conception is 18 or under) for 2001 to 2003 shows Shrub End to have the third highest total *number* of teenage conceptions of all wards in Colchester<sup>9</sup>. Two commentators brought up their concerns

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<sup>7</sup> Young people aged between 13 – 19 are entitled to free condoms at participating clinics or health centres, when in possession of a c-card.

<sup>8</sup> Office for National Statistics, mid 2003 to mid 2004 year estimates (tables VS1, 2, 3 and 4). Crown Copyright reserved.

<sup>9</sup> 2001 to 2003 Conceptions for wards, sourced from North East Essex PCT

about the removal of this service, in the support groups survey (see chapter 6).

### **2.3 Top offence types of concern are “litter and rubbish” and “dogs and dogs mess”**

2.3.1 As stated in the previous section, although ASB came out as the third highest issue of concern within the household survey<sup>10</sup>, it did not come out as one of the major issues within the research process as a whole.

2.3.2 As stated, in the household survey ASB came out as the offence of third greatest concern to interviewees, after “Litter and rubbish” (the offence type interviewees were most concerned about), and “Dogs and dogs’ mess” (the offence type of 2nd greatest concern). Litter and rubbish was thought to be a problem by 63% of interviewees. Dogs and dogs mess was felt to be a problem by 55% of interviewees, and ASB was considered a problem by 52% of interviewees. The next offence types of greatest concern were “Vandalism and graffiti”; “Abandoned vehicles”; “Drug use and dealing”; and “Violent Crime” respectively.

2.3.3 The household survey found that 95% of interviewees either strongly or slightly agreed with the statement “I feel safe in my local neighbourhood in the daytime”. This figure was slightly lower for feelings of safety at night time, at 72%. In addition, it is encouraging to note that 78.5% of residents in our sample agreed that “they feel happy living in this neighbourhood”.

2.3.4 ASB was not commented on as an issue of great concern amongst Support Group interviewees. The PC interviewed who operates in the Shrub End area discussed some of the issues however. She stated that Shrub End has been identified by the NSOs (Neighbourhood Specialist Officers) as a priority area for just over four and a half years, and that in general two of the major issues which they repeatedly address in the ward is nuisance youths and neighbourhood disputes. She did state that she felt that there had been “considerable improvement” in the Iceni Square area more recently, and that Iceni Way and Katherine Hunt Way are the roads in the ward which tend to be policed more regularly and identified as “hotspot” areas.

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<sup>10</sup> In response to the question “how much of a problem do you think the following (offence types) are in this neighbourhood?”

- 2.3.5 ASB was not commented on as an issue of great concern amongst Support Group interviewees. The PC interviewed who operates in the Shrub End area discussed some of the issues however. She stated that Shrub End has been identified by the NSOs (Neighbourhood Specialist Officers) as a priority area for just over four and a half years, and that in general two of the major issues which they repeatedly address in the ward is nuisance youths and neighbourhood disputes. She did state that she felt that there had been “considerable improvement” in the Icen Square area more recently, and that Icen Way and Katherine Hunt Way are the roads in the ward which tend to be policed more regularly and identified as “hotspot” areas.
- 2.3.6 ASB incident data (see section 1.4.4) by road found overall numbers of incidents occurring along the most problematic roads in the ward to be, in general, lower than in other priority wards<sup>11</sup>. In 2006/2007, Icen Way in Shrub End had 43 reported incidents of ASB. This was the road in the ward with the highest number of incidents. The second highest was Layer Road, with 38. In Harbour for example, the road with the highest number of incidents in 2004/2005 (as reported in the Harbour Evaluation<sup>12</sup>, completed in 2006) was Stalin Road, with 75 incidents. In Berechurch, the highest number of incidents in 2004/2005 (see the Berechurch Evaluation, completed in 2006) occurred in Mersea Road with 109 incidents; the second highest was Monkwick Avenue, with 73 incidents. Whilst different years’ data has been used here (data for Harour and Berechurch is that which was most recent at the time of producing the evaluation reports), and so direct comparisons cannot be made, the difference in numbers may provide an indication of why ASB may not be as prevalent in peoples’ minds as it is for example in Berechurch or Harbour.

## **2.4 Community Participation**

- 2.4.1 The household survey identified low usage of existing groups (emphasising the need for greater advertising, see section 2.6), and even lower levels of volunteering amongst the sample. From the sample of 100 for example, the group with the highest level of users was the St Cedds Church Hall, with just four users. Three volunteers

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<sup>11</sup> It should be noted that this is an anecdotal comparison; given that the length of roads obviously varies between those used as examples. It does however provide an indication of why ASB may not be as prevalent in peoples minds in Shrub End, as for example in Berechurch or Harbour.

<sup>12</sup> For full report visit <http://www.colchester.gov.uk/knowingyourcommunity>

for local groups were found within the sample of 100 residents. When asked what prevents them from participating more fully, 49% stated, as might be expected, “no time”; although, 39% stated options around confidence issues, including “wouldn’t know what to do or say”; “wouldn’t know where to go”, and “I don’t have the knowledge or skills”.

- 2.4.2 The support survey can also be used to look at some potential reasons for the low levels of participation. A key theme which came out of this survey (see sections 6.2) were around the ways in which the ward is divided into distinct areas which tend to have different needs and concerns, and the impact that this has on community cohesion.
- 2.4.3 The garrison estate obviously is one such distinct area. Some of the support interviews commended the Army Welfare Service and Colchester Garrison more generally for the extent of activities and facilities available (including a youth club, and a summer programme which is being developed for activities for young people). How available to the wider Shrub End community these activities are however, was an area of slight uncertainty amongst the support groups interviewed. Clarification ought to be sought on this issue therefore.
- 2.4.4 Equally distinct are the small areas of the ward categorised as ‘deprived’, around Icen Way and Rayner Road<sup>13</sup>. One of the support group interviewees also commented on an area of the ward which they perceived to be much more affluent, around the Layer Road small area. Indeed, the Indices of Deprivation 2004 shows this small area to be within the 11 – 20% least deprived small areas in England. This interviewee also stated that the Gosbecks small area tends to have a younger, more transient population.
- 2.4.5 The mutually distinct nature of the communities which have been commented on by interviewees, and the way in which this is reinforced by data around the variation in levels of deprivation in the ward (see section 1.4) may go some way to explaining why community participation and interaction is quite low in the ward.
- 2.4.6 The diverse nature of Shrub End ward community may also explain why one of the support groups interviewed stated how much they felt a central meeting place for people and groups in the ward might help.

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<sup>13</sup> See map and Indices of Deprivation summary for Shrub End, section 1.4.

One additional interviewee stated that they felt that the proposed BMX track in Shrub End might act as such a meeting point for young people, at least. It should be noted also at this point that, in the household survey, just over 15% of the sample (16 interviewees) left their contact details to be passed on to the Community Development Worker, so that they could get involved with progressing the plans. Equally, 16 interviewees expressed an interest in attending future NAPs in the ward, which indicates a degree of commitment to increased participation

- 2.4.7 Two of the support group interviewees mentioned their desire to improve community participation particularly in relation to the three schools in the area; and how getting parents from the local area more involved in activities in the schools is a continuing problem for them.

## **2.5 Capacity of groups**

- 2.5.1 This section aims to give an overview of the interviewed groups' size, income and status, drawing comparisons with one of the existing priority wards in Colchester which was assessed in 2004. By drawing comparisons we can view what level of capacity the groups in Shrub End have, in relation to other wards in the borough. Sections 2.6, 2.7, 2.8 and 2.9 which follow relate closely to this, by looking at how these groups' capacity can be developed.
- 2.5.2 A total of 18 community and voluntary groups were interviewed through the research process. Eleven of these groups are providing "social activities", and nine are providing "sports and recreation". The number of groups providing other services in the ward is limited; for example two groups provide "advice", two provide "counselling", two provide "training and education", and just one claimed to provide "arts and cultural" services (see section 5.2 for full details). This indicates a significant bias towards social and sporting activities, and limited availability of other types of activity.
- 2.5.3 The majority of groups seemed to be fairly small organizations. For example, nine of the 18 groups had between one and 20 users in an average week. Just three had in excess of 40 users in a week. In addition, only one of the 18 groups stated their total income or funding this financial year to be in excess of £10,000. Perhaps more tellingly, only eight of the 18 groups stated that they employed any paid staff, and of those eight, only one had in excess of five. All the other groups had less than five paid employees, indicating them to be fairly small in size.

- 2.5.4 In order to contextualise this information, we can draw comparisons with the St Andrews and Berechurch Community Strengths Assessments, both carried out in 2004<sup>14</sup>. For St Andrews, 19 groups were interviewed. Of this 19, a total of ten groups each stated that they were providing “advice”, “play activities” and “sports and education”. Nine stated “training and community education”, and eight “social activities”. Fourteen of the 19 groups stated their total income or funding in that financial year to have been in excess of £10,000. In Berechurch, 18 groups were interviewed. Six stated they provided “advice” services, six stated “social activities”, four stated “self help and support”, and four stated “training and community education. This shows a greater diversity in services available in these two wards, compared with Shrub End.
- 2.5.5 Comparing this information indicates that Shrub End has a smaller, less diverse range of community and voluntary groups than has been found in other wards identified as priorities for Colchester Borough Council. This indicates that Shrub End may at this stage have a lower capacity in terms of developing the local groups, building links between groups, and working in partnership with different agencies, in relation to other areas in the borough. This is not to say that they should not be developed however, as is explored in the following sections.

## **2.6 Publicity Issues**

- 2.6.1 Publicity came up as an area around which those groups interviewed felt they could benefit from assistance.
- 2.6.2 This appeared in the community and voluntary groups interviews, in particular when interviewees were asked “how well did they feel the skills of their staff (voluntary and paid) met the needs of the organisation”, in relation to a number of factors including, managing projects, managing staff, how the council works, etc. For this question, the top two areas where interviewees disagreed that their staff could fully meet the needs of the organisation, were “the media” and “publicity”. For the majority of skills areas however, the groups interviewed felt that their needs were fully met by current staff. This could be due to the groups being very small and fairly focused or narrow in their remit, in relation to groups in other areas (see 2.5.4).

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<sup>14</sup> The same methodologies were used for this ward. The full report is available on-line at <http://www.colchester.gov.uk/knowingyourcommunity>

2.6.3 Some community groups did however feel that further development was desirable as evidenced by two comments in relation to skills gaps in their groups. The two comments were:

*“a local newsletter would really benefit the ward to get out the message of what groups are available, and what their purpose is” and “advertising ourselves is something we are a bit weaker on. More wide advertising across Colchester could help benefit uptake”.*

2.6.4 In addition, the second greatest problem which community and voluntary groups saw as issues for them in meeting their objectives was “recruiting and retaining volunteers” (eight of the 18 groups interviewed had difficulty in relation to this. “Funding” was the problem viewed as the greatest obstacle facing them, see section 2.7). This stated need for more volunteers strengthens the case for developing the capacity of the groups in Shrub End.

2.6.5 Two of the support groups interviewed mentioned a problem for them professionally being an absence of any directory which could be used for signposting both them, and the community members with which they work, to local information which might assist them. Discussion progressed in these interviews around the potential benefit that such a directory could have in advertising and mapping local facilities, amenities and resources.

2.6.6 The household survey reiterated this potential problem with publicity, as 64% of interviewees disagreed that they “felt well informed about issues of concern”. Similarly, 74% disagreed that they felt well informed about local events. To give a specific example, only four interviewees had heard of the NAPs (Neighbourhood Action Panels) which cover Shrub End ward.

## **2.7 Funding issues**

2.7.1 Funding came out as the greatest problem affecting the community and voluntary groups interviewed. Nine of the 18 interviewees felt that this was an occasional, slight or significant problem facing them and their work in the area. Interestingly only four of the 18 groups have sought any funding advice on any occasion in the last three years. This may indicate either a gap in provision or a gap in the uptake of available provision of funding advice. In addition, only two of the 18 interviewees stated that they would approach the local authority for funding advice, should they need it in the future. This

suggests that more could be done in assisting local groups to access funding.

## **2.8 Identifying equal opportunity and training needs**

- 2.8.1 Amongst the community and voluntary groups interviewed, just four stated that they had carried out any training in the last year. Similarly, just six of the 18 interviewees stated that they would be interested in getting assistance with identifying their training needs; ten stated that they were not interested, and two stated “not applicable”. Some went on to state a relative disinterest in training needs partially because they exist as small groups providing quite a narrow or specific service (for example, five dance groups/clubs were interviewed as part of the research, see also “Capacity of Groups”, 2.5.4), and as such did not see further training to be necessary.
- 2.8.2 Five of the 18 groups interviewed stated that they had neither a written equal opportunities policy nor a statement of equality within their constitution. Of these five, just one expressed an interest in getting advice or guidance on producing such a policy.
- 2.8.3 Similarly, when asked, just one group stated that they sometimes felt that they needed advice or guidance on equal opportunities matters but did not know where to access it. This could mean one of two things; either that the remaining 17 groups have sufficient information and support regarding equal opportunities, or that equal opportunities are not currently viewed as a major priority for the groups interviewed, and as such they tend not to seek advice on the matter.
- 2.8.4 Groups were also asked how they were actively aiming to challenge discrimination. Whilst three groups had had recent involvement in “awareness raising events”, most responses to this focused on addressing any issues in quite an ad-hoc fashion; four groups for example stated that they ensured that they kept up to date with legislation, and tried to remain an open and accessible group. As would be expected given the smaller size of the groups, there was limited evidence as such of widespread systematic means to implement or monitor equal opportunities amongst the groups interviewed.
- 2.8.5 Community and voluntary groups rated language barriers in communicating with the local community and access to childcare for members as two of the four least problematic of all issues listed (limited skills and access to training where the other two issues seen

as unproblematic; for each of these four all groups responded either “no problem”, “dont know”, or “not applicable”. Language barriers recieved the highest number of “no problem”s, at 12). However, this does not necessarily mean that these are not problems for these groups, but perhaps that they were not perceived as such by those interviewed. Further examination would be needed to investigate the possible existence, and then the extent of, any of these access issues. It may be the case that there is a low level of access by minority ethnic groups in Shrub End to the groups currently in place.

- 2.8.6 However, Shrub End has a higher than average presence of “people born outside Europe” (5.46% of population) than both the regional (4.75%) and the county (3.12%) averages. As would be expected from Shrub End’s close location to the army barracks, Shrub End also has an above average percentage of Scottish born and Welsh born residents<sup>15</sup>. One support group interviewee also commented on a growing Fijian population in the ward, and particularly in the army estate. This does suggest the importance of developing diversity awareness within the exisitng groups. There is signficiant potential to do this; whereas previously groups would not necessarily have had one contact for diversity issues, there is now a Community Development Worker in place for the ward who can provide this guidance.

## **2.9 Outreach, Joint Working and Networking**

- 2.9.1 The groups interviewed, in general, had good levels of support from their active members and/or management committees. They interact well with their members, consistently seeking feedback via a number of means. In addition, groups in general showed a high level of satisfaction with their current arrangements for using premises, and felt that they had good access to resources such as storage, meeting space, and any relevant technology.
- 2.9.2 This given, groups seemed to an extent to be fairly independent and self sufficient. This was enforced through questions around joint working and networking. Fifty per cent; nine of the 18 groups interviewed; had not had any involvement within joint working. Just two of the groups had carried out any joint working with the Council.

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<sup>15</sup> This data is sourced from the 2001 Census, see Colchester Borough Council’s Ethnicity Profile, available on line at <http://www.colchester.gov.uk/knowingyourcommunity>

This again points to the low levels of community capacity, and the tendency for groups to have a focused, narrow remit (see also, 2.5.4).

- 2.9.3 Whilst groups responses outlined in 2.9.2 may suggest a preference to work autonomously, funding was stated as either a “slight”, “very” or “occasional” problem for nine of the 18 groups. This was in fact the issue around which greatest problems were identified by the groups (See section 2.6). The potential funding streams which could be opened to a number of these groups through joint working with the council, perhaps could be an issue for future focus by the Community Development Worker.
- 2.9.4 Relatively few groups again were involved in any formal networks available to them. Eight of the 18 groups were members of formal networks; only one of these was a Colchester-based network<sup>16</sup>. This again perhaps reflects the need to more widely publicise formal networks in the locality; but equally it may well reflect the fact that Community Development is in its infancy in Shrub End, and as such formal networks engaging with the area may be few and limited.
- 2.9.5 Whilst groups in general seem content in their current state of autonomy, and indeed many (seven) have been in Shrub End for more than ten years and are being well sustained by their active members, should they wish to tackle their key identified issues of funding and publicity, joint working and networking with fellow groups and statutory organisations may be the most effective way to do this.

## **2.10 Other**

- 2.10.1 This last section will draw out two final key points about the ward, which the research has raised.
- 2.10.2 Firstly, public transport was commended in both the household survey, and the community and voluntary groups survey. Seventy one per cent of those interviewed within the household survey stated that public transport in Shrub End was either “very good” or “good”. In the support survey, one interviewee stated that Shrub End has a good bus service connecting the different sections of the ward. Interestingly however, the largest problem in terms of access to

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<sup>16</sup> When drawing comparisons with previous Community Strengths Assessments carried out by Colchester Borough Council, it should be noted that in previous assessments schools and health care workers for example were treated as community groups. In this assessment, these have been treated as support groups or organisations. This may have an impact on numbers of groups involved in formal networks here.

resources stated by the community and voluntary groups, was transport. Eight interviewees stated this to be a slight, significant or occasional problem. This suggests that community transport is an issue in Shrub End, as opposed to public transport.

- 2.10.3 Four interviewees felt that truancy from the Alderman Blaxhill school was a problem. At the time of producing this report, it was stated that the school are currently trying to gain funding to replace the fencing around the school, in order to tackle this problem.

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## CHAPTER 3. RECOMMENDATIONS

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### 3.1. Introduction

3.1.1 Below is a list of recommendations from issues that have emerged from the research. These recommendations are intended as a starting point for community development in Shrub End, clarifying also which different support or statutory groups or agencies are most suited to acting on these recommendations.

### 3.2 Young people

3.2.1 The research has highlighted a lack of activities in the Shrub End ward for young people. A number of interviewees commented favourably during the research on the BMX track which is planned for the ward, and the positive impact that this could have for young people. This project is currently being progressed by Colchester Borough Council's Street and Leisure department. It is recommended that this project is further progressed by the relevant department(s), and that those interviewees who stated they would be happy to be involved in the plans for the BMX track are included in the planning process.

3.2.2 When the Shrub End clinic was open to the public, the "c-card scheme"<sup>17</sup> was run from this location, and two staff members trained in Family Planning were available for young people to talk to about contraception and family planning matters, on an ad-hoc basis. Now that the clinic is no longer open to the public, this service is not available. This came up as an issue within the research. It is recommended that further research is undertaken to establish whether there is a need in the area for a Family Planning clinic or service, or whether this need can be met elsewhere. This has been brought up in the recommendations in part because of relatively high conception numbers and rates in Shrub End, when compared with the rest of the borough (2.2.4).

### 3.3 ASB, Litter and Dogs Mess

3.3.1 The offence type stated to be of greatest concern within the research was "litter and rubbish". This was followed by "dogs and dogs' mess". Anti Social Behaviour (ASB) was the issue of third greatest concern. This message needs to be passed on to the Neighbourhood Action Panel (NAP) for West Colchester for discussion and to address as they see fit.

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<sup>17</sup> Young people aged between 13 – 19 are entitled to free condoms at participating clinics or health centres, when in possession of a c-card.

### **3.4 Community Participation**

- 3.4.1 The garrison estate holds a number of activities and services, including a youth club and a summer programme of activities for young people. Clarification needs to be sought from the Army Community Development worker regarding the availability of these services to the wider Shrub End ward.
- 3.4.2 A number of the groups did not interact to a large extent with the local ward community. Many of their members were from outside of the Shrub End ward. This builds the case for developing the capacity of these groups locally, as is outlined in 3.5 as follows.

### **3.5 Capacity of Groups**

- 3.5.1 The research revealed that there was a smaller, less diverse range of community and voluntary groups available in Shrub End than in other wards identified as priorities for Colchester Borough Council. It is recommended that the capacity of groups is developed in the following ways.

a) *Publicity Issues*

The second greatest problem stated by community and voluntary groups was “recruiting and retaining volunteers”. Interviewees also expressed concern about their staffs’ ability to meet the groups’ needs in relation to publicity and the media. A pilot copy of a “Shrub End directory” is currently being developed by the Community Development team at Colchester Borough Council. This will signpost residents to local facilities, amenities and resources available to them. It is recommended that this pilot is developed further by the Community Development Team and partner organisations, including the means by which it will be maintained and circulated.

In the past, volunteering recruitment fayres have been run by the Community Development team, in other wards which are dealt with as a priority by the team. These have proved to be highly successful. As such it is recommended that the possibility of similar events, using local venues, is explored in Shrub End.

b) *Funding Issues*

The majority of local community and voluntary groups currently operate on little, if any, funding. Support organisations need to ensure that groups are aware of the funding advice that is available and offer this support on a proactive basis. In particular, this applies to the Funding Coordinator at Colchester Borough Council, and the support available from C CVS (Colchester Community and Voluntary Services).

c) *Identifying equal opportunities and training needs*

The research evidenced a reluctance on the part of the groups in Shrub End to develop their Equal Opportunities policies. This might be expected, given the number of smaller groups in the Shrub End ward. To ensure that the groups build Equal Opportunities policies, whilst developing services, support organisations including Colchester Borough Homes, the Community Development Worker at Colchester Borough Council, and CCVS, should aim to ensure groups are aware of the help they can provide in assisting in the development of relevant policies. In addition, support organisations should assist groups to respond to issues of diversity and equality of opportunity as they arise.

d) *Outreach, joint working and networking*

Few of the interviewed groups stated that they had been involved in joint working and networking. The majority had good levels of support from their active members and/or management committees, but tended to work fairly independently. They also tended to plan programmes and events through consultation with their existing members, but with relatively low levels of outreach locally.

An event is being planned for September 2007 at the Shrub End Social Centre, to which all the community, voluntary and support groups who participated in the research process will be invited. Attendees will be informed about the findings of the research, followed by a “networking” session. Future possibilities of joint working should begin to arise as an outcome of this, which will identify tasks to further community engagement and develop capacity. The most appropriate organisations to deal with any future priorities or tasks will be informed; in the same way as they have been identified within these recommendations.

The Shrub End directory pilot, as outlined in 3.5.1 (a) should also address some of the issues regarding low levels of outreach in the ward, by increasing awareness of groups and services available.

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## CHAPTER 4: RESULTS OF HOUSEHOLD SURVEY

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### 4.1 Introduction

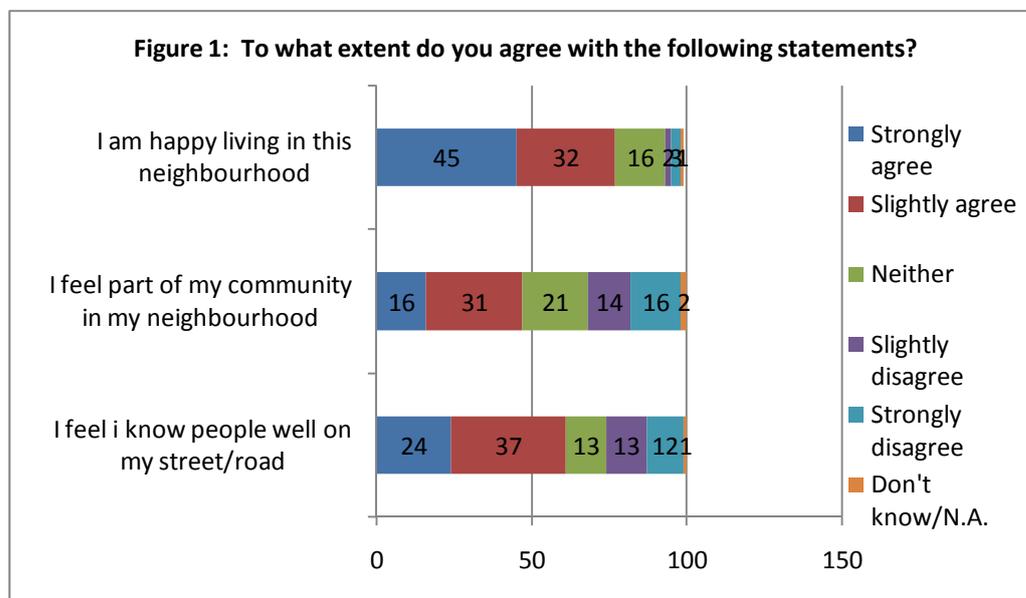
**4.1.1** This chapter looks at community needs in Shrub End that were identified from a household survey that was carried out through face to face interviews with approximately 100 people in the two small areas in Shrub End ward which sit within the 40% most deprived small areas in England (see ward map, page 7, and Methodology, section 1.5, for full details).

Information from the survey is grouped into the themes which were considered most relevant and grouped easily together.

### 4.2 Themes emerging

#### 4.2.1 Feelings of Contentedness and Inclusiveness.

**4.2.1.1** Interviewees were asked to state to what extent they agreed with three statements around how happy they are in the neighbourhood, and how much contact they have both with those in their neighbourhood, and with those on their immediate road/street. The results are displayed in Figure 1 below.



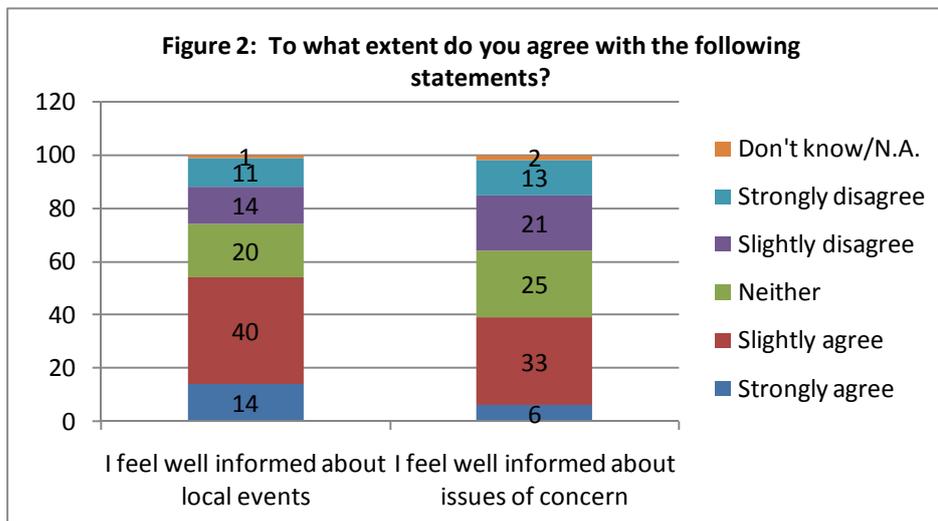
**4.2.1.2** Figure 1 above is interesting as it highlights a relatively high level of contentedness amongst those interviewed: 78.5% of those

responding to this question either strongly or slightly agree with the statement “I am happy living in this neighbourhood”.

**4.2.1.3** In addition, 48% of respondents stated that they either strongly or slightly agree with the statement “I feel part of my community in my neighbourhood.” Whilst this 48% represents a fairly high level of “feelings of inclusiveness”, this is nevertheless considerably lower than the proportion of the sample stating that they are happy within their neighbourhood. Indeed, 30.6% of respondents disagreed with this statement.

**4.2.1.4** There is a relatively similar distribution of responses to “I feel I know people well on my street/road”, as there is to “I feel part of my community in my neighbourhood”; as we might expect given the similarity of the two questions. This similar distribution may indicate that interviewees consider their “neighbourhood” to relate to their street/road, more than they do the wider SOA or ward boundary; such that they respond similarly to the two statements. This is however just a suggestion and should be interpreted cautiously as such.

**4.2.1.5** Related to whether an individual feels part of the local community, interviewees were also asked whether they felt well informed about issues of concern, and about local events. The results are displayed in Figure 2 below.



**4.2.1.6** As we might expect from the smaller proportion of the sample who felt a part of their neighbourhood, a smaller proportion still felt well informed about issues of concern. Sixty four interviewees either strongly disagreed, slightly disagreed, or neither agreed nor disagreed that they “felt well informed about issues of concern”. This indicates the possibility of a lack of communication in this locality, regarding either how local issues are being tackled, or what local issues are felt to exist. This is interesting, given that there are forums set up for this very purpose, for example the NAP (Neighbourhood

Action Panel) for West Colchester. Interviewees were asked about their awareness of the West Colchester NAP, which meets monthly, and incorporates Shrub End. A huge majority of 93 interviewees were not aware of this forum; just four stated that they were.

**4.2.1.7** Similarly, a large proportion of interviewees (74%) either slightly or strongly disagreed, or neither agreed nor disagreed, that they felt well informed about local events. This proportion is even higher and implies a lack of awareness about local community and voluntary groups, activities and facilities.

**4.2.2 Your local community: Do you get involved? What stops you getting more involved?**

**4.2.2.1** Whilst residents in our sample are relatively content in their locality, equally they seem to feel that they are not especially well informed about activities, and in general feel less a part of their community than they do feel happy within it. As such, it is worth now looking at what level of interest there is in becoming more involved with the local community amongst our sample.

**4.2.2.2** When asked whether they would be willing to get more involved in local groups, 16 interviewees stated “yes”, 59 stated “no” and 25 stated that they were unsure.

The variation in responses to the question “what, if anything, currently stops you getting more involved in local groups”, are shown in Figure 3 below.

**Figure 3: What stops interviewees from getting more involved in local groups**

<i>No time</i>	<i>Wouldn't know what to do or say</i>	<i>Wouldn't know where to go</i>	<i>I don't have the knowledge or skills</i>	<i>Other</i>
49	19	14	6	8

**4.2.2.3** Relatively unsurprisingly, the most common response to this question by far was “no time”, with 49% of interviewees stating this. However, the responses also indicate a lack of confidence in individual ability; 39% of interviewees stated reasons around not being qualified, not knowing where to go, or not knowing how to react or say in that situation.

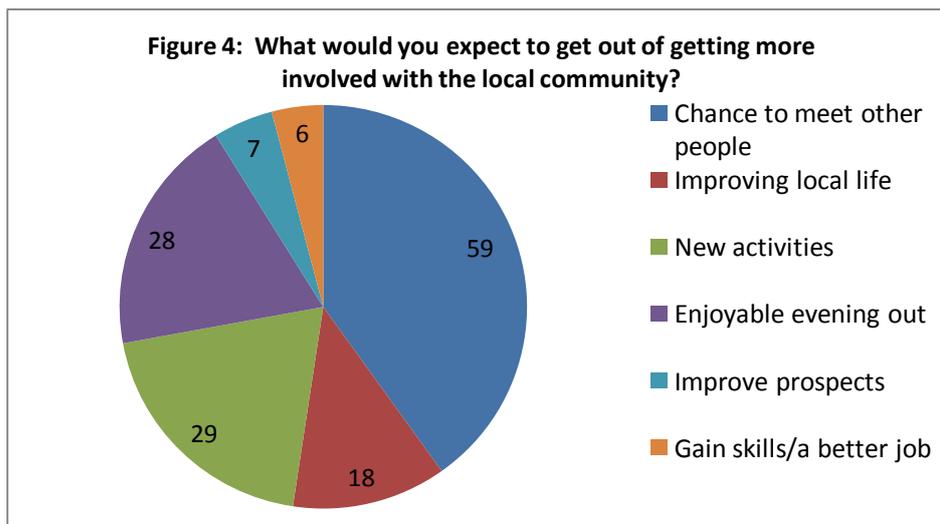
**4.2.3 Getting more involved in existing activities**

**4.2.3.1** Of the 100 interviewees, 16 stated that they would be interested in coming along and getting involved with the NAP, once an explanation of what was involved was given. Fifty two said that they would not be

interested, and 31 stated that they were unsure. One response was missing.

**4.2.3.2** Similarly, when questioned about levels of interest in getting involved with the proposals for a BMX track in the ward, 16 stated that they would like to get involved, 79 refused, and 5 felt unsure. It is relatively unsurprising that a higher number of respondents stated a definite “no” to involvement for the BMX plans, as opposed to the NAPS, given the higher level of individual action and commitment which would be likely to be required through involvement with the BMX plans. 16% is an encouraging proportion of individuals interested in assisting, however (all of whom left their contact details for passing on to the Community Development Worker).

**4.2.3.3** Interviewees were then asked what they would expect to get out of a greater level of community involvement. The results are shown in Figure 4 below (note that this question allowed interviewees to select as many of the options as they felt appropriate; hence the total number of responses being 147, in excess of the 100 total interviewees).



**4.2.3.4** The most common response selected by far was 59 (this made up approximately 40% of the total number of responses). The next most common response was “to experience new activities” (29), followed by “an enjoyable evening out” (28).

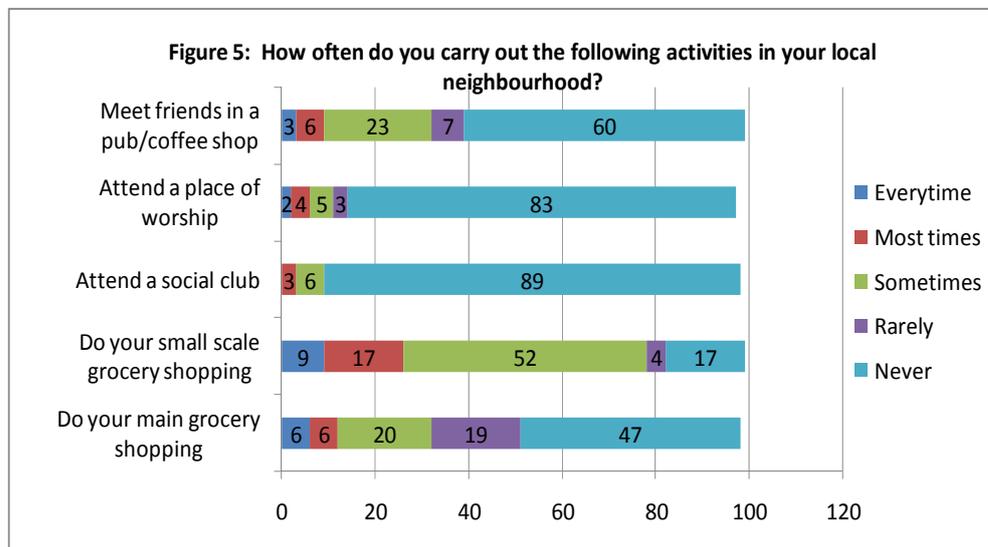
#### **4.2.4 Which activities do you currently carry out in your locality?**

**4.2.4.1** Interviewees were asked about which of the following they carried out locally (i.e. within the Shrub End ward).

- **Meet friends in a pub/coffee shop**
- **Do your main grocery shopping**
- **Do your small scale grocery shopping**

- **Attend a social club**
- **Attend a place of worship**

In the cases where they did not carry these activities out locally, respondents were questioned as to why not, and were asked to specify what their alternative was.



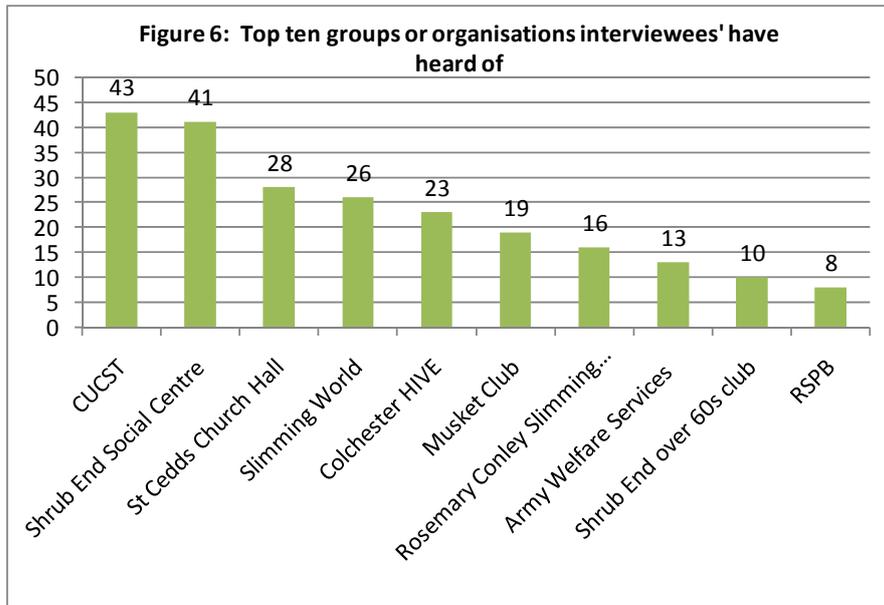
**4.2.4.2** Figure five above shows the variation in frequency with which interviewees carried out each of the listed activities in their local neighbourhood. Small-scale grocery shopping was the most popular option to be carried out locally; 78% of interviewees stated that they carried this out locally “everytime”, “most times” or “sometimes”. This was followed by “meet friends in a pub/coffee shop”; 32% of interviewees stated that they carried this out locally “everytime”, “most times” or “sometimes”.

**4.2.4.3** The activities which were least likely to be carried out locally were “attend a social club” and “attend a place of worship”. Eighty-nine per cent of interviewees stated that they “never” attend a social club in their locality. Similarly, 83% said that they “never” attend a place or worship. In these instances however, the vast majority stated that this was the case because they do not do this anywhere (72% of those who “never” attend a social club don’t do this anywhere; 83% of those who “never” attend a place of worship don’t do this anywhere).

**4.2.4.4** Fifty-nine per cent of those who do not carry out their large-scale shopping in the locality stated, as might be expected, this to be because they “prefer the services offered elsewhere”. Interestingly, 16% of those who do not carry out their small scale shopping in the locality also state this to be the case because they “prefer the services offered elsewhere”. This does suggest that the local opportunities for grocery shopping is fairly limited.

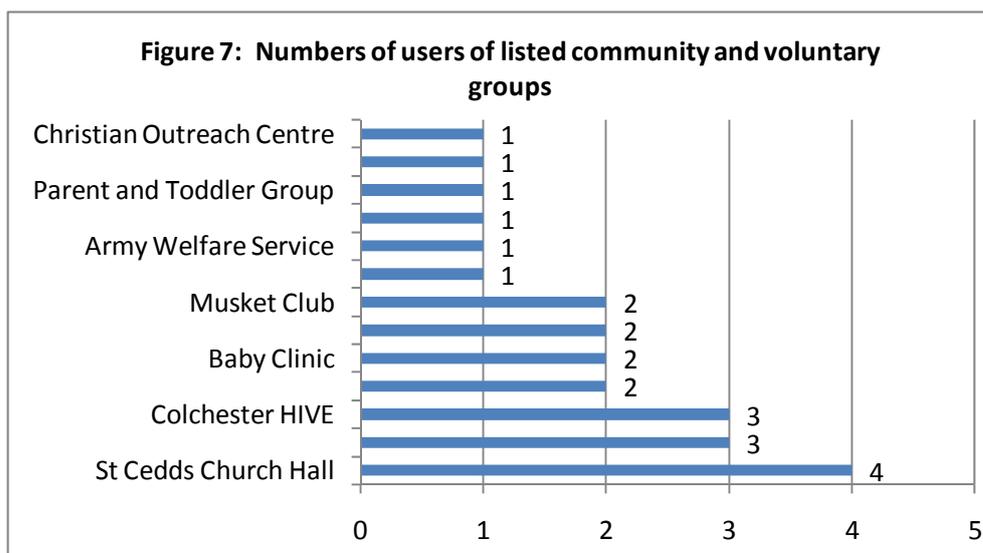
## 4.2.5 Awareness and usage of current community and voluntary groups

4.2.5.1 Interviewees were shown a list of the community groups and voluntary organisations that are known to exist in the Shrub End ward. They were asked firstly which from that list they had heard of (to view the full list, see the full survey, questions 18 - 20, Appendix three).



4.2.5.2 As shown in Figure 6 above, almost half of those interviewed had heard of the CUCST (43%) and the Shrub End Social Centre (41%). The Figure shows just the top ten “most heard of” groups; most of the remaining groups had been heard of by less than 5% of the interviewees; apart from the Garrison Youth Club, which had been heard of by 7% of interviewees.

4.2.5.3 Interviewees were asked, as well as whether they had heard of the various groups listed (see questions 18 - 20 in survey, Appendix three), whether they were either users or volunteers of the listed community or voluntary groups. Responses to this question indicated a very low level of usage of these groups amongst the sample interviewed; see Figure 7 below.



**4.2.5.4** The group with the highest number of users in the survey sample was St Cedds Church Hall, with four users. CUCST and Colchester HIVE both had three. It should be noted that all of the remaining groups in the list had no users from our sample. These have not been displayed in Figure 7 above; to view the list of all groups interviewees were asked about see the full survey in Appendix one.

**4.2.5.5** Only three interviewees stated that they were volunteers for local groups rather than users. Two stated that they volunteered for Essex Wildlife, and one stated that he/she was a volunteer for RSPB.

**4.2.6 *What activities would you like to see in the locality which are not currently there?***

**4.2.6.1** Given the relative lack of local engagement in available community activities, responses to the question “are there any types of group that you can think of that you currently do not have within your community but would welcome?” were also analysed in order to get an idea of what interviewees felt needed to be added to their locality. Twenty-three interviewees had an opinion on what additional groups would benefit Shrub End. Of these, a total of 7 made suggestions around activities for young people; specifically, 6 requested a youth club.

**4.2.7 *Taking action***

**4.2.7.1** Interviewees were questioned about instances in which they had taken any practical action to resolve an issue that affected their neighbourhood in the last two years. Ninety-two interviewees stated that they have not taken any practical action in an attempt to resolve an issue; eight stated that they had.

**4.2.7.2** Of these eight, three stated Anti Social Behaviour (ASB) issues; such as youth nuisance and neighbourhood disputes. Two recalled

attempts to increase activities for younger people, including attempts to set up a football team. The remaining three were to do with planning issues, e.g. preventing a building from being erected.

**4.2.8 Health care needs/uptake**

**4.2.8.1** Health care needs in Shrub End were assessed in the household survey by a few questions. Interviewees were asked what service they use most frequently from a range of health care options. Pharmacists came out as the most popular option, with 94 interviewees stating that they used this service. Dentists was the next most common, with 79, followed by “other health professional” with 64. Unfortunately a question was not included that asked interviewees to explain which service they meant by “other”. Given the large number of interviewees stating “other”, it would have been useful to have included this.

**4.2.8.2** Interviewees were also asked which one health care service there is that makes the most difference to them. The most frequently occurring response to this is, relatively unsurprisingly, Practice Nurse and GP (54 responses). The next most frequently occurring was Pharmacist (17).

**4.2.8.3** Interviewees were also asked what service they would most like to see in their neighbourhood, and why. The most common responses to this question are stated in Figure 8 below:

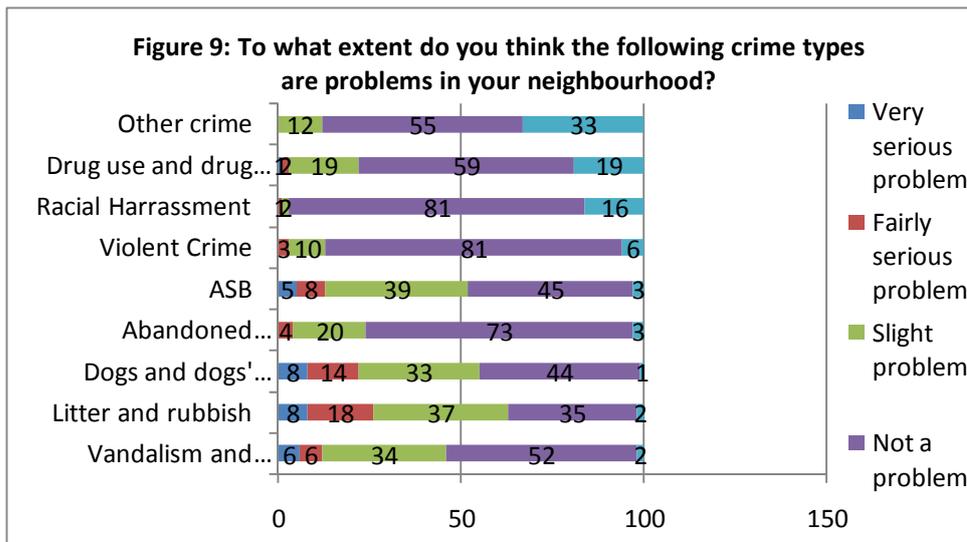
**Figure 8: Most popular health care services requested by interviewees**

<i>Dentist</i>	<i>Optician</i>	<i>Nothing needed</i>	<i>Walk in Centre</i>
10	9	6	5

**4.2.8.4** These were the most frequently stated options. In addition to these there were a number of suggestions made by one individual at a time, including; reflexology, physiotherapy, well woman clinics, chiropodist, a child health specialist, etc.

**4.2.9 Views on ASB and other offence types in Shrub End**

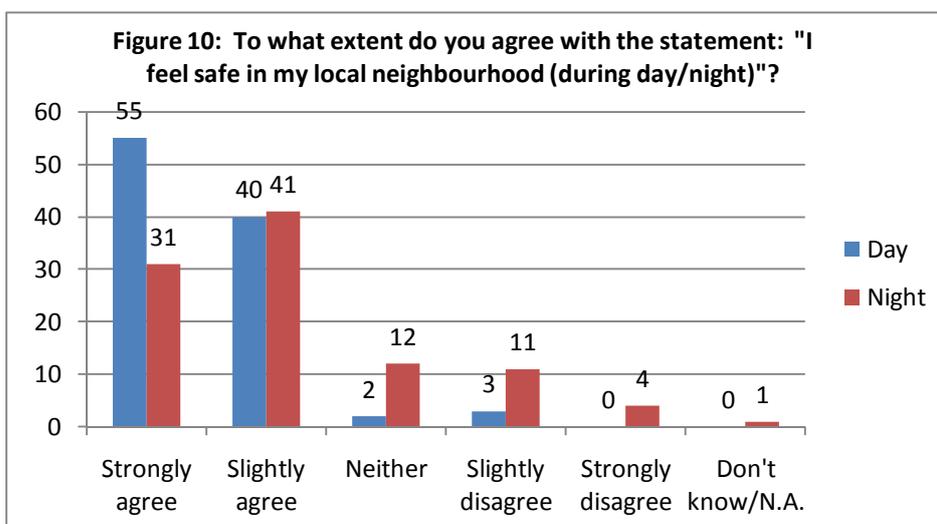
**4.2.9.1** Interviewees were questioned about various crime types in order to identify what they perceive as the greatest problems in the ward. Interviewees were asked whether they felt that the following types were a very serious, fairly serious, slight or not a problem. The results are displayed in Figure 9 below.



**4.2.9.2** Of the above crime types, none were perceived by a large proportion of the respondents to be either a very serious problem; the highest for this was jointly equal between “dogs and dogs’ mess” and “litter and rubbish”, which each had 8% of the interviewees’ vote stating that they were a very serious problem in the neighbourhood.

**4.2.9.3** The offence type which had the highest combined number interviewees stated that it was either a “very” “fairly” or “slight” problem, was “litter and rubbish”, with a majority of 63% of interviewees stating this to be a problem. This was followed by “dogs and dogs mess” (56%), “ASB” (52%), and “vandalism and graffiti” (46%).

**4.2.9.4** Interviewees were also asked about how safe they felt in their local neighbourhood, during the day and night time. Results are displayed in Figure 10 below.



**4.2.9.5** As displayed in Figure 10 above, just three interviewees slightly disagreed with the statement “I feel safe in my local neighbourhood during the daytime”. During the night time, a total of 15% of interviewees either slightly or strongly disagreed with the statement “I feel safe in my local neighbourhood”. This difference between feelings of safety between day and night time is relatively unsurprising, although 15% of interviewees expressing some fear in the locality is relatively high and could warrant further investigation/action.

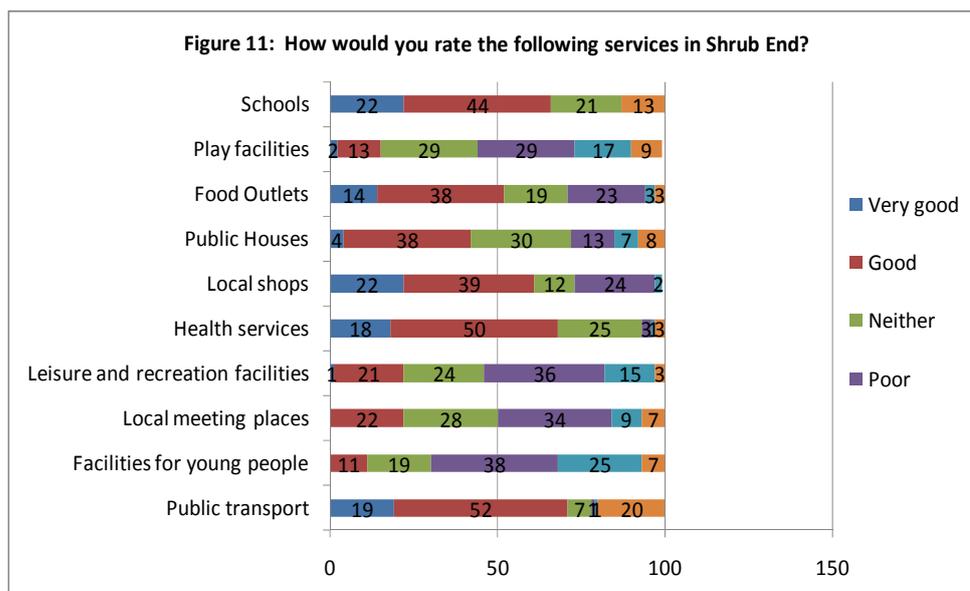
#### **4.2.10 *Childrens Centre Initiative***

**4.2.10.1** The Childrens Centre Initiative could be coming to Shrub End, with the potential for a number of facilities for young people from ages 0 - 19 to be made available at the centre. Interviewees were questioned as to what facilities they would like to see there. As you might expect, a lot of the responses focused on there being childcare facilities available. Six or seven individuals specifically mentioned childcare. Equally, as might be expected, 12 interviewees stated that they didn't know, often going on to state that they didn't really have an opinion as they don't have any children.

**4.2.10.2** Five interviewees stated that the centre itself should be made to be clean and safe; presumably to ensure that they as parents would have confidence in leaving their children there. A further five asked for a parent/toddler group to be made available.

#### **4.2.11 *Available services in Shrub End***

**4.2.11.1** Interviewees were asked to rate the current services available in the Shrub End locality. Figure 11 below shows how the various facilities and services were rated by interviewees.



**4.2.11.2** It is interesting that the service rated most highly is public transport, which 71 interviewees thought was either very or fairly good; often in consultations public transport is not a service met with great positivity! Health services were also quite well thought of, with 68 interviewees finding these services to be very or fairly good. Sixty six interviewees felt schools to be a good service, and 61 felt this way about local shops. Fifty two stated that food outlets were a good service. Services met with less positively were public houses; childcare services; local meeting places; and leisure and recreation facilities. Of note is that facilities for young people was only felt to be a good or fairly good service by 11 respondents; 38% of interviewees found facilities for young people to be poor. This was the highest rating of “poor” for all services which interviewees were questioned about.

**4.2.12 Awareness and interest in the NAP (Neighbourhood Action Panel)**

**4.2.12.1** Interviewees were asked if they were aware of the West Colchester NAP (Neighbourhood Action Panel), which meets on a monthly basis to discuss the issues affecting your local community.

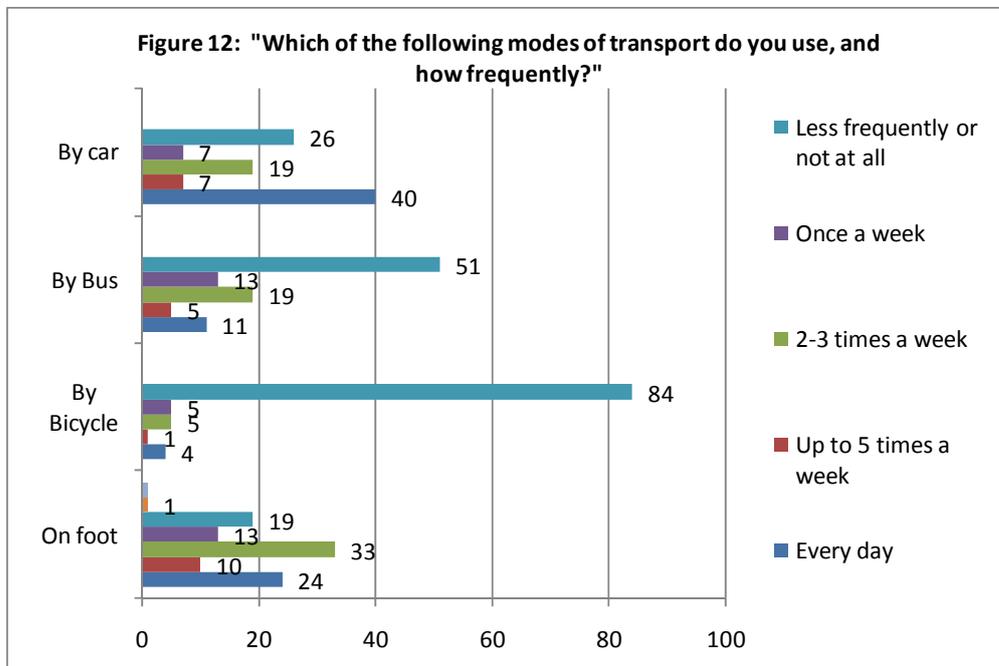
**4.2.12.2** Of the interviewees, just four knew about the NAP, and 93 did not know. When asked if they were interested in coming along to meet the NAP, 16 interviewees said that they were, but a total of 52 said that they weren’t interested. The remaining interviewees either said that they were unsure, or chose not to comment.

### 4.2.13 Other information held about interviewees

**4.2.13.1** A couple of questions were posed to interviewees about modes of transport, in order to get an insight into how easy it is for inhabitants in Shrub End to access both facilities in their locality, and those further out.

**4.2.13.2** Firstly interviewees were asked whether they owned a car, and whether they had access to a car should they need one. Sixty six interviewees stated that they did own a car, and 33 said that they did not. Of those 33, 13 said that they did have access to a car should they need it; twenty stated that they did not.

**4.2.13.3** Interviewees were also asked which modes of transport they use, and how frequently. Results of this are displayed in Figure 12 below.



**4.2.13.4** Figure 12 above shows that the car is the mode of transport most frequently used every day by interviewees (40% of interviewees stated this). Twenty four per cent of interviewees travel on foot every day, 11% travel by bus every day (this seems quite high, reinforcing what has already been stated regarding their being good public transport provision in the ward). Four per cent travel by bicycle once a day.

**4.2.13.5** It is interesting to note that 26% of interviewees use a car less frequently than once a week, or not at all. This seems to be quite a high percentage; we should not forget that already we have seen that 20% of those interviewed had no access to a car. It would be worth seeing whether this is similar to national statistics, as it appears to be relatively high.

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## **CHAPTER 5: RESULTS OF INTERVIEWS WITH COMMUNITY AND VOLUNTARY GROUPS**

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### **5.1 Introduction**

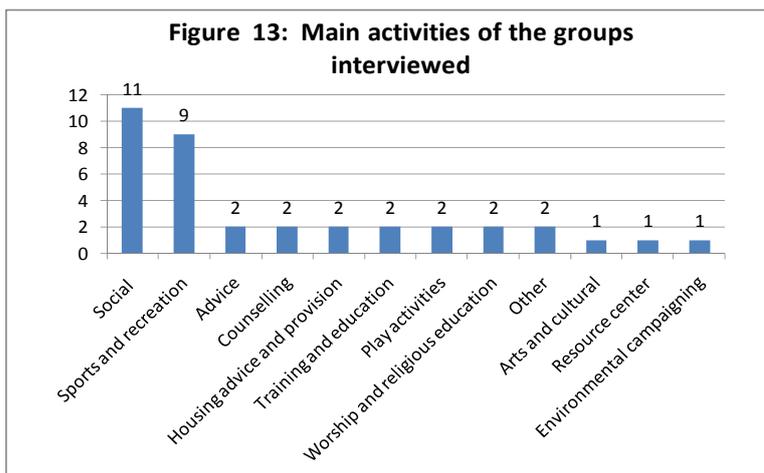
**5.1.1** This chapter looks at the findings of interviews with community and voluntary groups in Shrub End. The focus is on the collective activity of these groups, rather than the responses of individual groups. The purpose of these interviews was to establish the needs and potential of these groups 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 fundraising, premises used by groups and access to resources and equipment.
4. **Building Skills:** examines the extent to which the skills and 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.

### **5.2 The groups interviewed**

**5.2.1** A total of 18 community and voluntary groups were interviewed using the questionnaire survey given in Appendix 1. You can view the names of the groups interviewed in Appendix 2 of this report.

Figure 13 below shows the range of activities provided by the groups interviewed. Interviewees were asked to select all activities relevant to their group (rather than selecting any one dominant activity).



**5.2.2** Figure 13 above shows that the most common activity provided by far was “social”, with 11 of the 17 groups interviewed stating that they provide this in some capacity. A further nine groups stated that they were able to provide some form of sports and recreation activity. The remaining options provided in this question all had some representation in the ward, but with much greater variety. For example, seven of the remaining options all had two groups providing this activity (these seven included advice, counselling, housing advice, etc.) The remaining three options (arts and cultural, resource centre, and environmental) all had one group in Shrub End providing this activity. Please note when referring to Figure 13 the total responses exceed the total 18 groups interviewed; this is because a number of groups stated more than one main activity with which they are involved.

**Communities served**

**5.2.3** Figure 14 below looks at who the services provided by the interviewees are aimed at.

**Figure 14: Who are the groups’ services provided for?**

<i>All members of the community</i>	<i>Only a specific target group</i>	<i>Some services for all members of the community, some for specific target groups</i>
<b>10</b>	<b>8</b>	<b>0</b>

**5.2.4** Figure 14 above shows that a marginal majority of the interviewees provide services just for a specific target group (10 of the total 18 interviewees gave this response).

**5.2.6** When questioned as to what specific group they provide services for, two stated “older people” (50+); one stated “army community”; one stated volunteers; one stated women and girls; one stated children and young people between 5 and 21; and one stated those with physical disabilities. The remaining two stated that their group was open to anybody, but was likely to *appeal* most to people with a specific interest in the focus of the group (e.g. line dancing; wildlife; conservation; etc.) Many interviewees, it should be noted, stated that they provided services for “all the community”, and as such they covered all the groups listed (for the full list, see Q7, in the Community Groups Survey, Appendix 2).

**Geographical remit of groups**

**5.2.7** Interviewees were asked which part of the district their group worked in/served; the outcome is displayed in Figure 15 below.

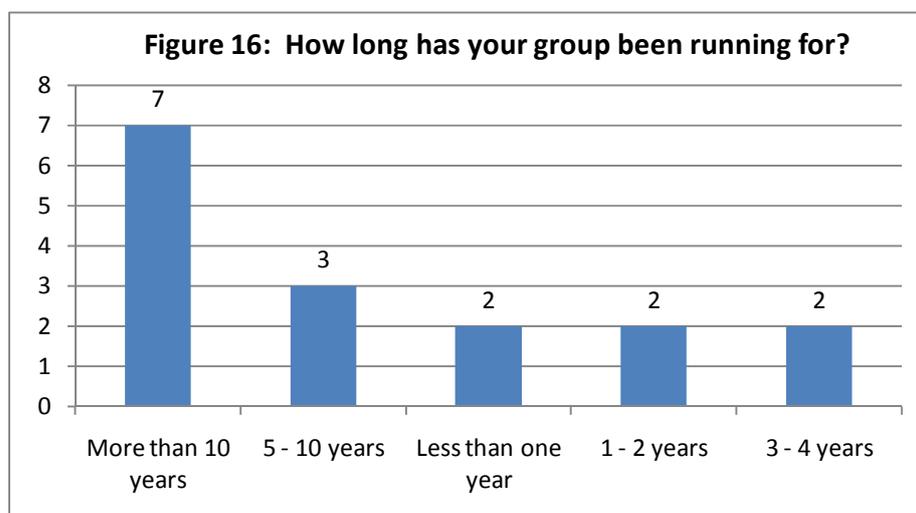
**Figure 15: Which part of the district do the groups work in/serve?**

<i>Colchester and beyond</i>	<i>Mainly the Shrub End area</i>	<i>Your local neighbourhood only</i>
12	6	0

**5.2.8** Figure 15 shows that the majority of groups are open to taking on new members from the whole of Colchester (12), whereas six interviewees stated that their services were only for the Shrub End ward. No groups stated that they served “only their local neighbourhood”.

**Number of years active in the community**

**5.2.9** Interviewees were asked how long their group had been active in the Shrub End ward area. The results are shown in Figure 16 below.

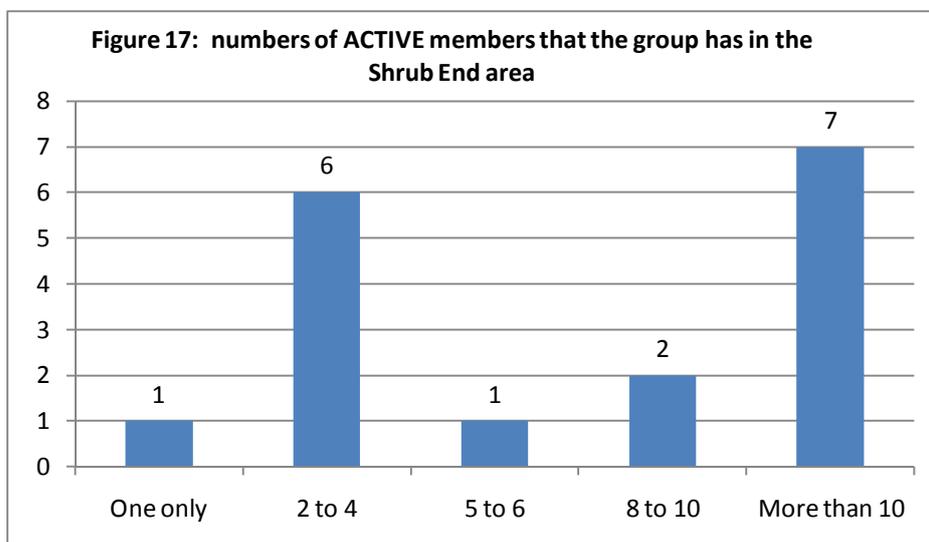


**5.2.10** Figure 16 above indicates that several of the groups interviewed have been active for some time in Shrub End; a total of 10 having been running for upwards of five years. It is interesting that there is such a high proportion of long standing groups in the area; and yet a relative lack of diversity in types of activities provided (as seen in Figure one). This may suggest a lot of facilities available, but a lack of development of those facilities and the activities which they offer over time. This is however just a suggestion and should be interpreted cautiously therefore. Please note when referring to Figure 16 the total responses equals 16; two interviewees were unsure/chose not to respond to this question.

**5.2.11** It is interesting comparing the length of standing of many of the groups with the outcomes of the household survey, analysed in Chapter 4, as when residents were questioned about their knowledge of local groups, few were aware of the range available; in spite of their length of standing in Shrub End. This could point to a need to publicise the available groups more widely and effectively.

***Number of active members that live in the area***

**5.2.12** In order to gain an insight into the levels of contribution within groups in the ward, interviewees were asked how many active members their group has locally. Results are shown in Figure 17 below.

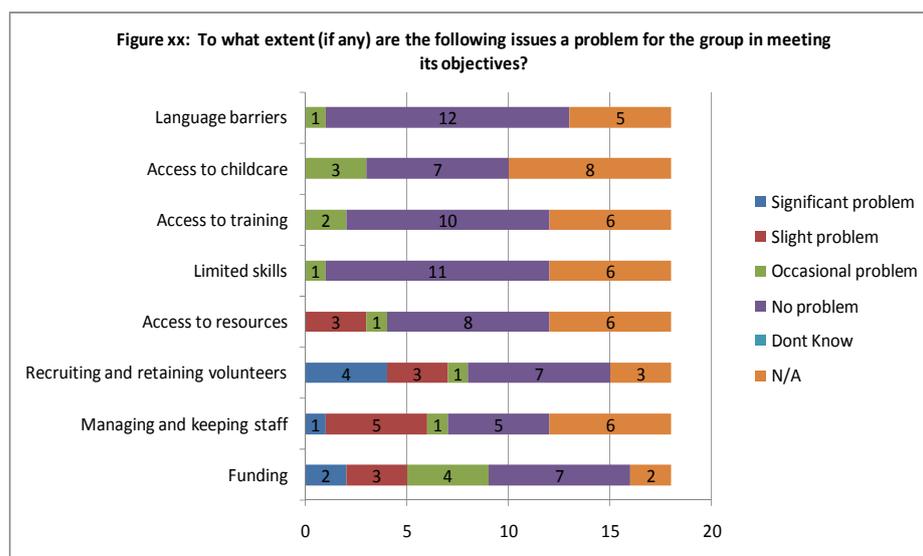


**5.2.13** Figure 17 above shows that, of those responding (17 of total 18 interviewees), the groups are quite split between having relatively few active members and several active members; 6 interviewees stated their groups had just 2 – 4 active members, and 7 interviewees stated that there are more than 10 active members for example. This may indicate a variation in size in groups, rather than a variation in willingness to volunteer between groups.

### 5.3 Building Organisations

5.3.1 This section of the survey aimed to find out more about the development of the individual groups and the problems they may be facing.

5.3.2 A question was posed regarding various factors, and whether access to them was ever a problem for the group in meeting its objectives. The results are displayed in Figure 18 below.



5.3.3 The factors “limited skills in the group”; “access to training”; “access to childcare”; and “language barriers in communicating with the local community” were not seen as significant problems for any of the groups interviewed; but were viewed as an occasional problem by a minority of interviewees.

5.3.4 Funding was the most common problem for groups in meeting their objectives, with nine of the 18 interviewees stating that funding can be a problem for them in meeting their objectives.

5.3.5 Recruiting and retaining volunteers was the factor which had the second highest number of interviewees experiencing problems. Figure 18 above shows that eight of the total 18 interviewees found difficulties in recruiting and retaining volunteers.

5.3.6 Figure 18 above shows that managing and keeping staff was the third most commonly stated problem for groups, with seven stating that this factor could be a problem for them in meeting their objectives.

**5.3.7** Access to resources was also a factor which was seen as a problem for a few of the groups. For this category, four groups stated that this could be a slight or occasional problem for the group in reaching its objectives.

### **Achievements**

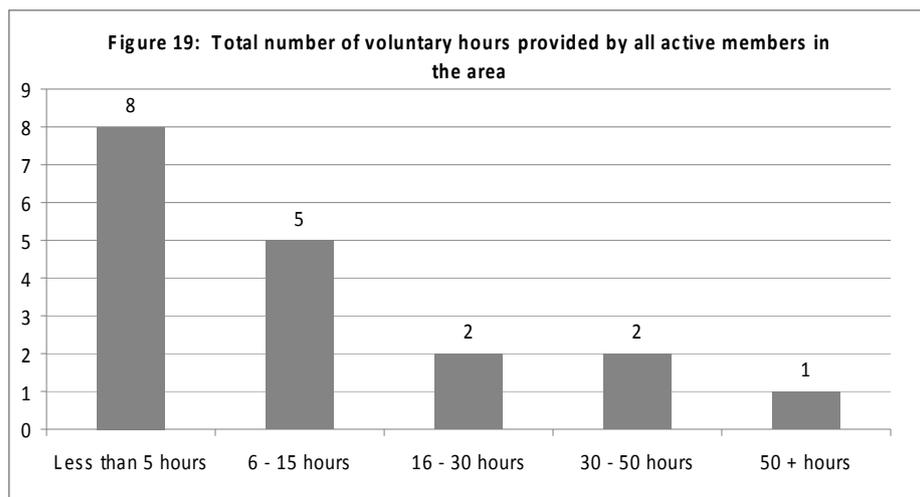
**5.3.8** Groups were also asked about their main achievements over the last two years. Seven of the eighteen interviewees stated that they had seen an increase in the number of people using their group. They did not specify however whether these increases were seen just in the Shrub End ward, or whether new members were from across the borough.

**5.3.9** Other achievements tended to be more specific to the individual groups, for example the Colchester Majorettes stated:

*“an achievement for us has been surviving in an environment where majorettes are not always popular”*

**5.3.10** Another example comes from one of the Colchester United Community Sports Trusts representatives interviewed (two were interviewed; one who is involved with introducing community football projects and one with all other sporting activities available at the centre). He stated:

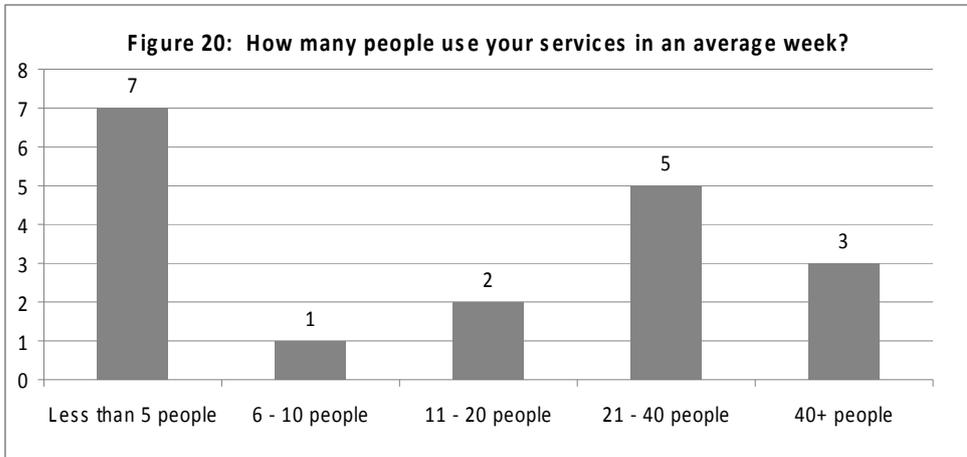
*“we have introduced a brand new grassroots football coaching programme which has seen uptake from within Shrub End and from young people from further out, across Colchester”*



**5.3.11** Figure 19 above shows that the majority of groups' active members' contribute between 0 and 15 hours a week, in total. Eight groups

provide less than five hours, and five provided 6 – 15 hours. A minority of one group contributes more than 50 hours.

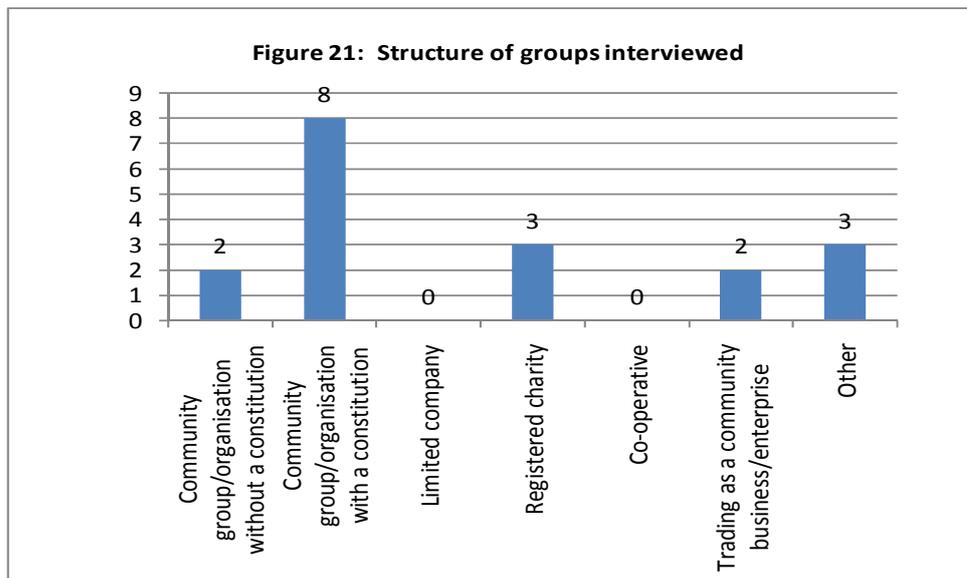
**5.3.12** Figure 20 below looks at the relative take up within groups of the services made available by them.



**5.3.13** From Figure 20 we can see that a total of seven groups have less than five people who use their services every week. This indicates that these groups are relatively small in size; which is inkeeping with the responses we see to some of the other questions; for example around business planning and joint working, where groups felt unable to comment as their group was being run as quite a small enterprise.

**5.3.14** There are however a total of eight groups with between 20 and 40+ active users. Three groups have more than 40 people using their services on a weekly basis.

**5.3.15** Figure 21 below shows the outcome of the question asking interviewees about the basic structure of their group.



**5.3.16** Figure 21 above shows that a large proportion of those interviewed (8) identified themselves as being a community group or organisation with a constitution. Three groups identified themselves as a registered charity, and two as a community group without a constitution. Of the three who stated “other”, two stated that the group or enterprise they ran was run “on a casual basis” and as such they preferred not to categorise themselves. The other group stating “other” stated that they were self-employed, and so perhaps could have been fitted into the “trading as a community business/enterprise” category.

**Management**

**5.3.17** Groups were then asked whether their group has a management committee. Twelve of the interviewees stated that they did, and six stated that they did not. Figure 22 below shows the total number of people on the management committees for those 12 groups. Almost half of those groups with management committees (5) have committees with more than nine people in total.

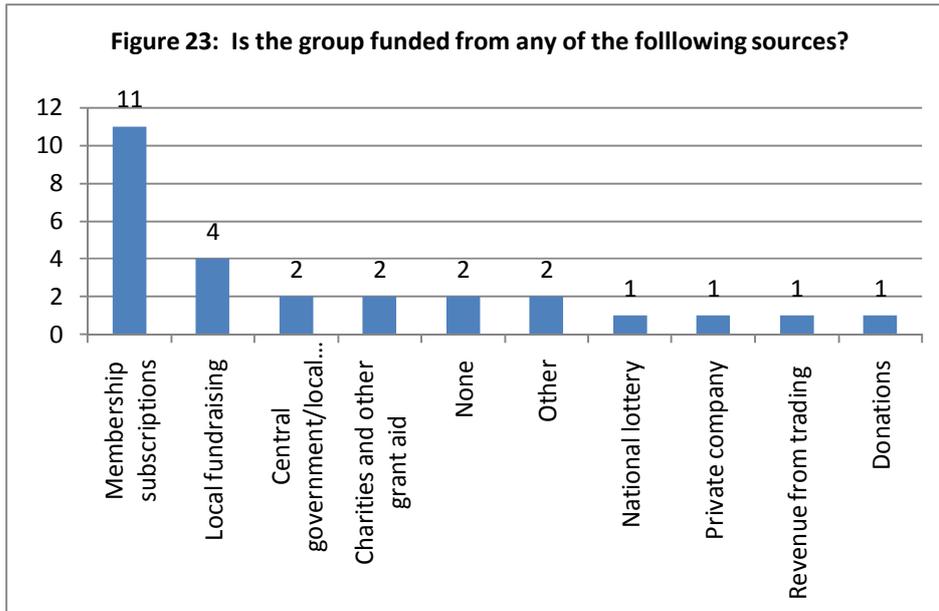
**Figure 22: Total number of people on management committee**

<b>1 to 2</b>	<b>3 to 4</b>	<b>5 to 6</b>	<b>7 to 8</b>	<b>9 or more</b>
<b>0</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>5</b>

**5.3.18** Ten of the 12 groups responding to this question stated that the committee members were mainly users or volunteers of the groups. Three of the groups said that the committee included three paid employees, and three stated that there were professionals from other organisations on the committee. These three included a “country park ranger” and “other co-op members” (the latter being from the Co-op Majorettes). The groups were also asked what proportion of the management committee regularly attended meetings. Ten of the 12 groups stated that “76 – 100%” of members attend regularly, one stated “26 – 50”, and one stated “51 – 75%”.

**5.4 Money matters**

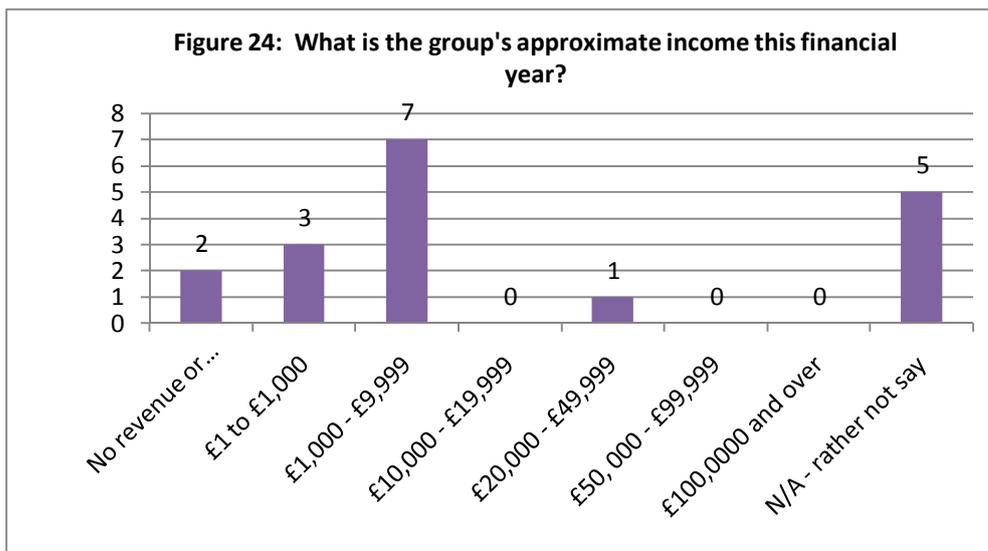
**5.4.1** Firstly in this section groups were asked about their funding sources (having to select all options relevant, rather than one overriding factor). Figure 23 below displays the results.



**5.4.2** Figure 23 above shows that the majority of groups interviewed are funded, at least in part, by membership subscriptions (11 of 18 groups). The majority of those interviewees stated that membership subscriptions were the source providing the majority of their overall funding.

### **Income**

**5.4.3** Figure 24 below shows the stated approximate income this financial year for the groups interviewed.



**5.4.4** Figure 24 shows that a large proportion of those groups interviewed had an income in the lower brackets; ten of the total 17 interviewees had an income between £1 and £9,999. Seven of this ten were in the

bracket £1,000 - £9,999. Unfortunately a total of five interviewees chose not state the income of their group.

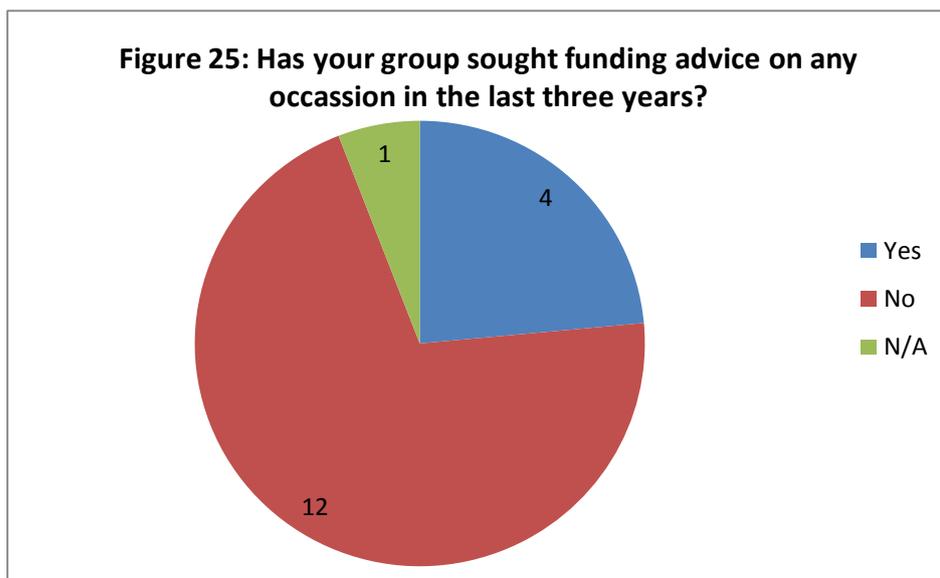
## **Staff**

**5.4.5** Interviewees were also asked about whether they employed any paid staff, and if so how many. Seven of the 18 interviewees stated that they did employ paid staff, and the remaining ten stated that they did not, and all work was on a voluntary basis. Of the seven groups with paid employees, a total of 31 staff were identified across all groups. Eleven of these were full time, 16 were part time, and four were seasonal. It should be noted however that 23 of the 31 paid employees are from one of the groups; the remaining eight being split across the other groups. This suggests what we have proposed elsewhere; that a significant proportion of the groups interviewed are relatively small organisations.

## **Fundraising**

**5.4.6** Interviewees were asked about fundraising: including whether or not they had one member of staff who had sole responsibility for fundraising, and whether they have sought any advice on funding over the last three years.

**5.4.7** Nine of the 18 groups interviewed stated that they did have one person with overall responsibility for fundraising; six stated that they did not, and three stated that this was not applicable (typically this was because the group was a business or enterprise and did not look for external funds other than revenue to continuously fund their group).



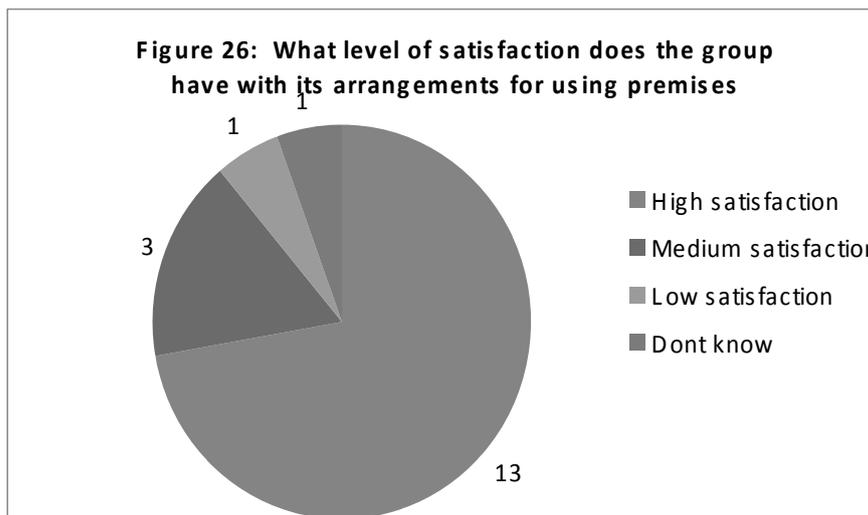
**5.4.8** Figure 25 above shows the proportion of groups who stated that they had received funding advice over the last three years; approximately 24% (4 of the total 17 groups responding to this question) of

interviewees had sought advice. Of these four, two stated that the advice was good, one that the advice was excellent, and a further one that the advice was poor.

**5.4.9** All groups were then asked where they would go for funding advice should they need it in the future. Just two of the 18 total interviewees stated that they would approach the local authority. Five interviewees stated that this would not be applicable; and that there was unlikely to ever be such a need for them to seek out funding advice.

### **Premises**

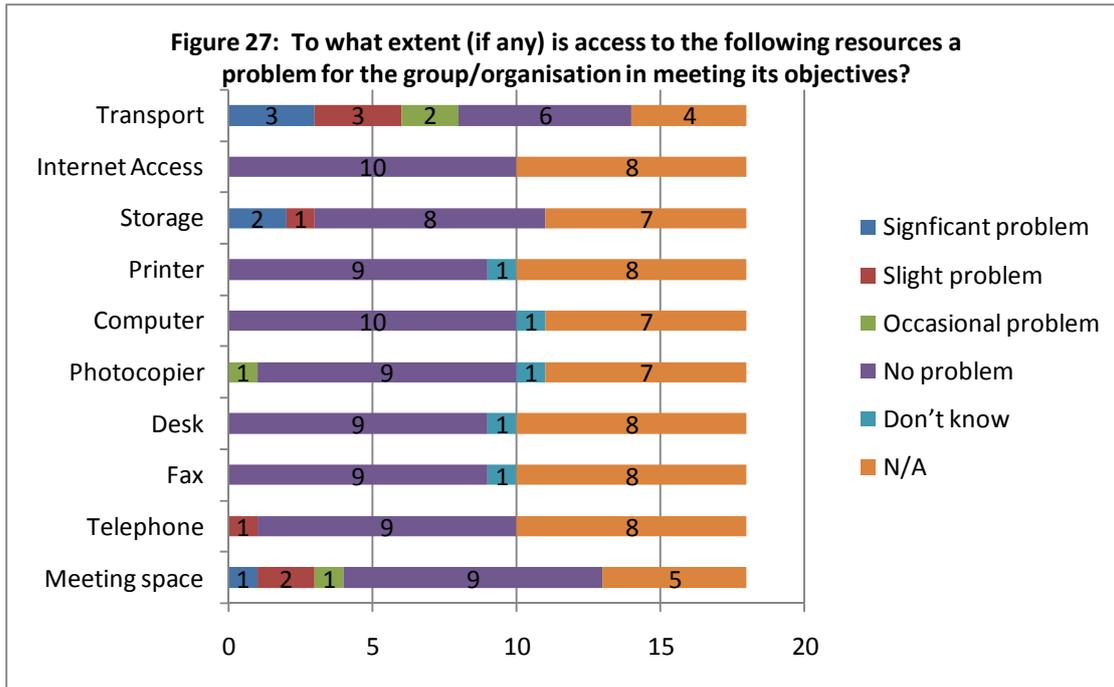
**5.4.10** Interviewees were questioned about the premises which they use. A large majority, 16 of the 17 interviewees responding to this question (one did not wish to comment), stated that they either rent a building or rent a room within a building. The remaining interviewee stated that they had free use of a building for their group. They were then asked about the level of satisfaction they have with their arrangements for premises. The results are displayed in Figure 26 below.



**5.4.11** Figure 26 shows a high level of satisfaction with premises used. Sixteen of the total 18 interviewees stated high to medium satisfaction with their arrangements for using premises.

### **Access to resources**

**5.4.12** Interviewees were asked about resource issues. Specifically, they were questioned around whether access to a number of resources was a problem for the group in meeting its objectives. Results are displayed in Figure 27 below.



**5.4.13** Responses were that none of the groups interviewed had any problem with access to the resources telephone; fax; desk; photocopier; computer; printer; or internet access. Problems were experienced for the remaining three options, as displayed in Figures 28 to 29 below.

**5.4.14** Figure 27 above shows that transport was the resource for which there were the greatest problems experienced; three interviewees stated that this was a significant problem, three a slight problem, and two an occasional problem. One interviewee commented:

*“we did all used to be based in the Shrub End area, but now that we are more widely dispersed, there are difficulties for some people attending the group from further out in Colchester. They don’t all have access to transport”*

**5.4.15** Another stated:

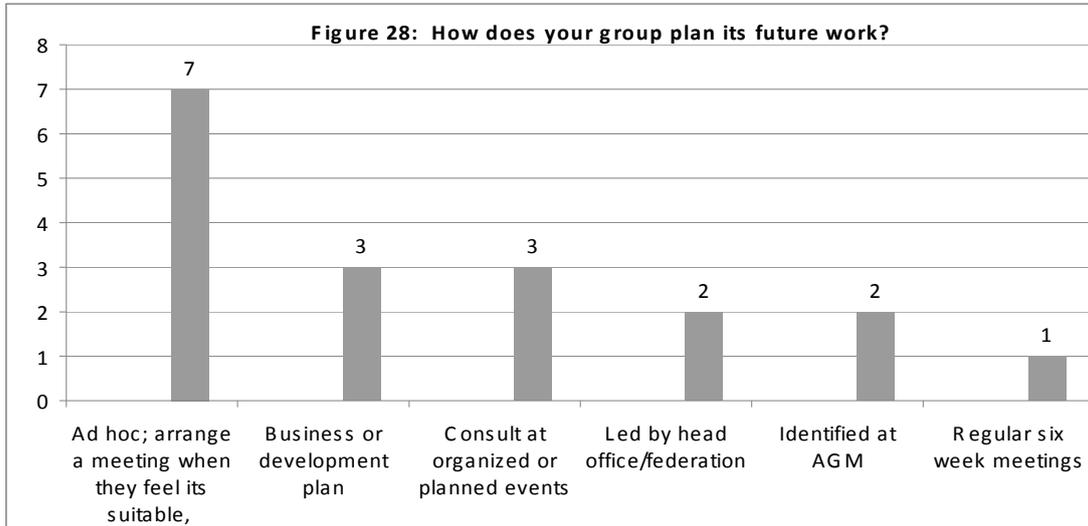
*“I think the traffic problems in Colchester prevent some people from attending!”*

**5.4.16** Meeting space experienced the second highest number of problems as a resource, one seeing it as a significant problem, two as a slight, and one as an occasional problem.

**5.4.17** The resource for which there is the third highest number of groups experiencing problems was storage. As can be seen in Figure xx, two groups felt that this was a significant problem, and one that it was a slight problem.

## Planning for the future

**5.4.18** Finally within the money matters section, groups consulted were asked about how they go about planning their future work. Whilst this was an open question, there was some consistency of approach and so the most common responses have been grouped as shown in Figure 28 below.



**5.4.19** As can be seen from Figure 28 above, seven of the 18 groups tend to plan their work on a fairly ad-hoc basis; choosing to set out programmes or planned events as and when they feel it is appropriate. Three referred to the business or development plan. Two stated they had little autonomy in planning their work, as they were accountable to head office; a further two identified their plans at their Annual General Meeting, and just one last group had planned meetings at regular intervals to set out what they need to do. Some of the groups stated that they had a high level of consistency in the groups' activities week on week, and as such there was little need to plan in advance a programme of activities. These groups included some of those which were smaller groups, essentially clubs or classes, for sporting or social activities. This may account for the fairly high proportion of groups without specific plans identified.

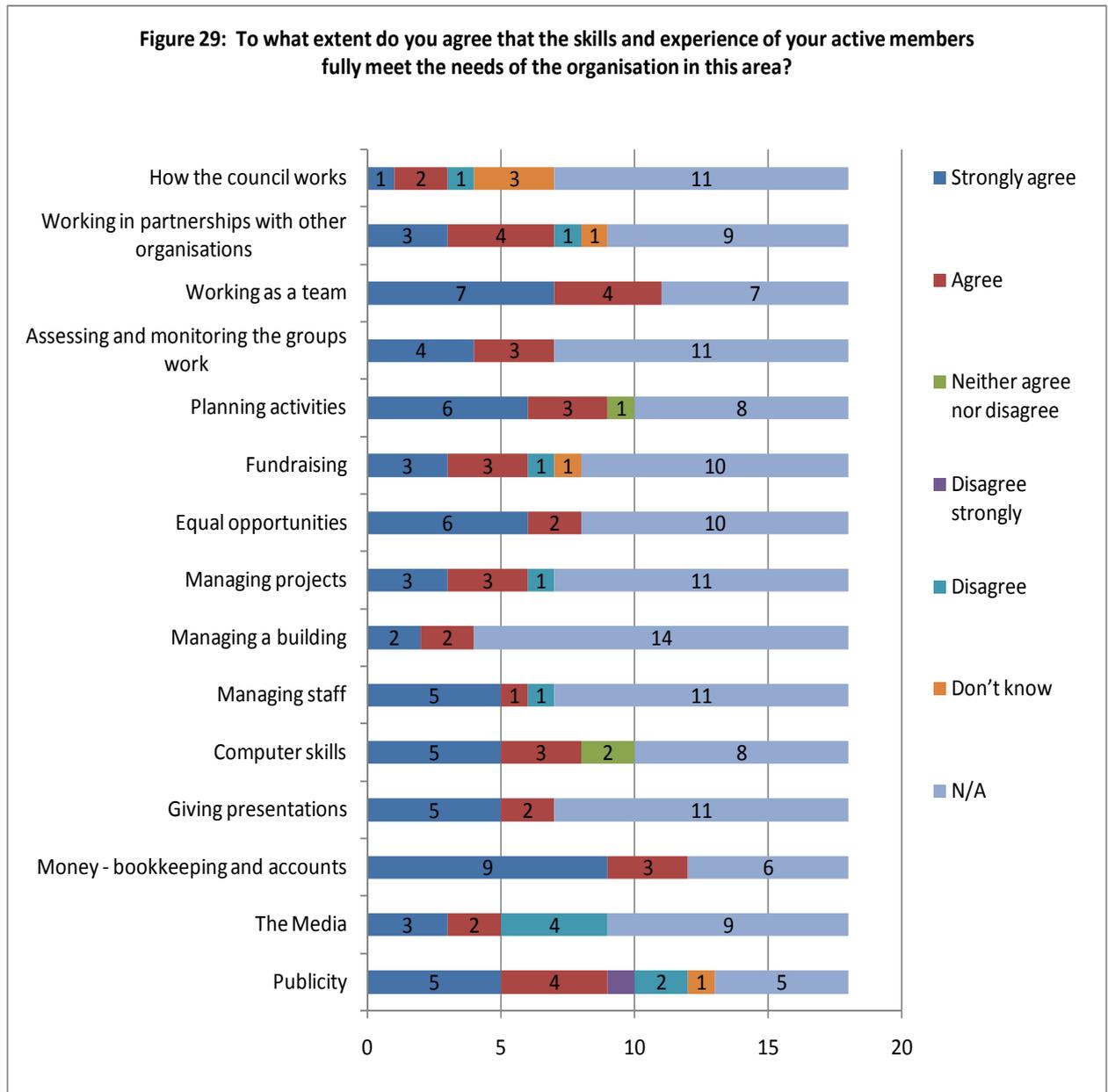
**5.4.20** Groups were also asked whether they had a business or action plan. Eight stated that they did; ten that they did not. Of the eight stating they had a business or action plan, five claimed that this planned activities for less than one year in advance; three that the planning was for three to five years.

## 5.5 Building Skills

**5.5.1** The first question in this section asked interviewees the extent to which they felt that the skills and experience of their active members fully meets the needs of the organisation in the Shrub end area.

Interviewees were questioned around 16 skill areas, including publicity; the media; giving presentations, etc. See the full survey in Appendix 2 for the full list.

**5.5.2** Whilst for the majority of the skills areas, most groups felt their needs were fully met by current staff, there were a few areas around which greater concern was expressed. Figure 29 below shows the responses given for all areas. The responses for this category are shown in Figure 29 below.



**5.5.3** The area around which groups were most unsure was “how the council works”.

**5.5.4** Figure 29 above shows that a total of three interviewees stated that they “didn’t know” if their active members had the necessary skills and

experience to meet the needs of the organisation in the area of “how the council works”. Several (9) stated “not applicable”, many feeling that they are not the kind of group or enterprise that would require contact, either in the form of joint working or support, with the council.

**5.5.5** Figure 29 above shows the area for which the most interviewees were concerned that the skills and experience of their active members do not meet the needs of the organisation in the Shrub End area; “the media”. For this category, three groups stated that they disagreed that their active members could fully meet the needs of the organisation. Nine felt that this did not apply to them.

**5.5.6** Another area around which there was some uncertainty about the groups’ abilities was “publicity”. For this area, two groups disagreed that they had the necessary skills and experience, one group disagreed strongly, and one group stated “don’t know”. Five felt that this did not apply to them, and that they already had enough means to publicise their group.

**5.5.7** Interestingly however, when asked to name any other areas in which they felt their group might be lacking skills, two groups again mentioned ideas around publicity and gaining new members to join their groups (these groups were additional to those who had already disagreed that they had the existing skills to meet demand around publicity and the media). One stated for example:

*“a local newsletter would really benefit the ward to get out the message of what groups are available, and what their purpose is”*

**5.5.8** Another stated:

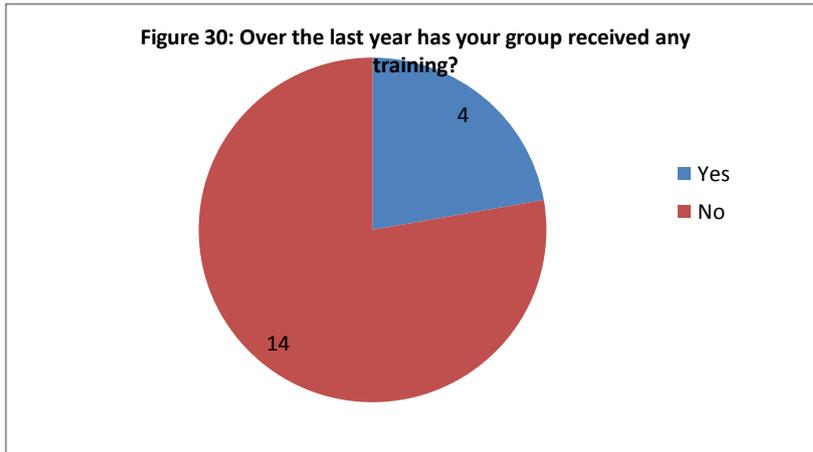
*“advertising ourselves is something we are a bit weaker on. More wide advertising across Colchester would help benefit uptake.”*

**5.5.9** One final interviewee made the more generic comment:

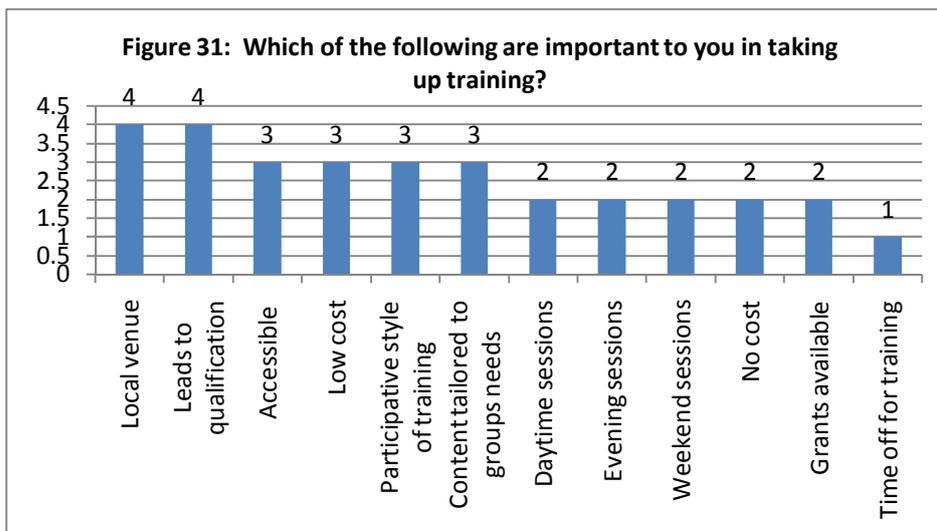
*“limited skills in our group is an occasional but very significant problem”.*

### **Training**

**5.5.10** Interviewees were also questioned about training undertaken within their groups, and what might assist them in the uptake of training. Of the 18 interviewees, 4 stated that their group had received training in the last year, and 14 said that they had not (see Figure 30 below).



**5.5.11** Interviewees were then asked what was important to them in the uptake of training. Several interviewees (9) felt this was not a question which was relevant to them, and so did not respond. The remaining responses selected from the provided options, as displayed in Figure 31 below.



**5.5.12** As can be seen from Figure 31 above, of the interviewees who responded to this question, the most aspect considered most important in taking up training was “local venue” (4) and “leads to qualification” (4). Just one interviewee felt that “time off for training” was important. It should however be noted that a number of options were not selected by any interviewees for this question. The full list of options can be seen in the full questionnaire (Q37, Appendix 2).

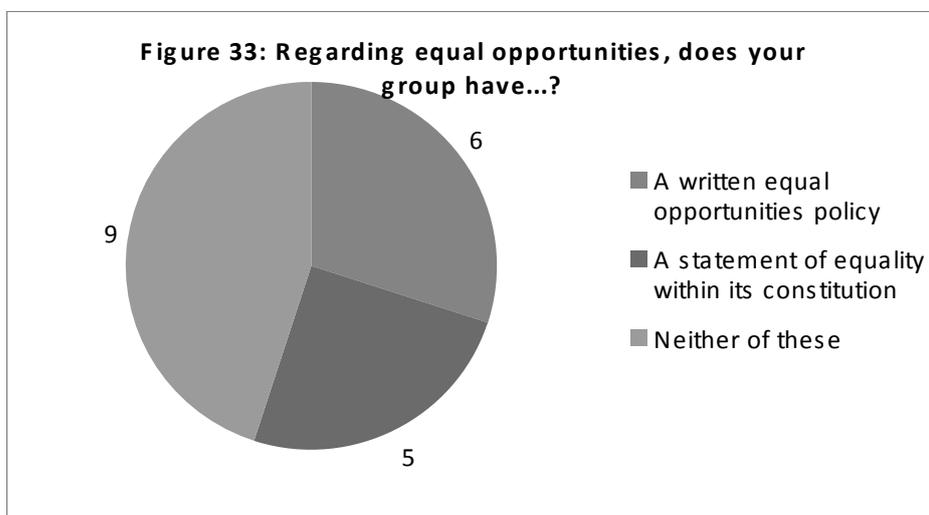
**5.5.13** Aside from training, interviewees were asked whether their group had been involved in developing their members’ skills through any other kind of activity. Results are outlined in Figure 32 below.



**5.5.14** Figure 32 above indicates that a large proportion of interviewees felt that this question did not apply to them; in general this was accompanied with statements around group or committee members having been in post for many years, and being very familiar with their roles. Seven interviewees however selected “learning from experience” as a way in which they develop members skills; five stated “sharing skills”, three “organising visits and exchanges”, and two “mentoring schemes”. As with the previous question analysed, a number of options in the question were not selected at all. These included “secondments from other organisations to groups” and “reading books on practical skills for groups”. See Appendix 2, question 38 for the full list.

### Building Equality

**5.5.15** This section of the questionnaire attempted to look at the ways in which the interviewed groups are trying to help to build equality within the group and in communities.



**5.5.16** Figure 33 above shows the proportion of groups who have any form of equal opportunities statement or policy document. A total of six of the groups interviewed stated that they had a written equal opportunities policy; and five stated they also had a statement of equality in their constitution (note that several of these overlap; with some groups stating that they had both a written equal opportunities policy and a statement of equality; as such the numbers given in Figure 33 exceed the total number of groups interviewed and instead represent total responses given to this question). Nine of the groups however stated they had neither.

**5.5.17** Interviewees were then asked if there were any other activities which they were carrying out which were relevant to taking action to challenge discrimination. Three stated that they had recently been involved in “awareness raising events”; and two claimed that they maintained challenging discrimination by keeping up to date in general with legislation, applying this on a day to day basis with their involvement in the group. The remaining 13 groups did not state any specific activities being carried out to challenge discrimination.

**5.5.18** Of the nine groups who did not have any form of equal opportunities policy or statement, just one stated that they would be interested in getting advice on producing a relevant policy. Similarly, when asked, just one group stated that they sometimes felt that they needed advice or guidance on equal opportunities matters but did not know where to access it.

**5.5.19** It is interesting to note the fairly poor response/lack of interest in building up knowledge of equal opportunities. In some instances this seemed to be because the group being interviewed was quite a small set up; with just one or two volunteers and a handful of members; and as such a policy of this kind seemed unnecessary to the interviewees. Indeed, it is unsurprising that the majority of those groups claiming that they had equal opportunities in place were the larger groups interviewed. In other instances, the relative disinterest seemed to be borne from a lack of understanding about the purpose of such a policy.

## **5.6 Building Involvement**

**5.6.1** This section is about gaining an insight into the way in which the groups involve people locally, and whether and how they relate to other groups and agencies.

### ***Finding out needs to local users***

**5.6.2** Interviewees were asked what approaches they use to find out the needs of the local community and/or users. Of the options provided, one stated that they carried out consultation meetings, three that they undertake outreach work, and five that they use questionnaires or surveys. Two groups felt that this did not apply to them, and nine

stated “other”. There was a range of responses in the “other” category, although many seemed to focus on amore ad-hoc way of understanding needs. Three stated that they either “request feedback when they meet with the group” or that they introduce any ideas that “are popular with their members”.

**5.6.3** These comments in the “other” category suggest a slight misunderstanding of the question however; as the attempt was to find out what local people who are not necessarily members of their group already would like to see in the area; and what would encourage them to join the group. The option of “feedback at meetings” suggests that only ideas generated from existing members can plan into the activities of the group in the future.

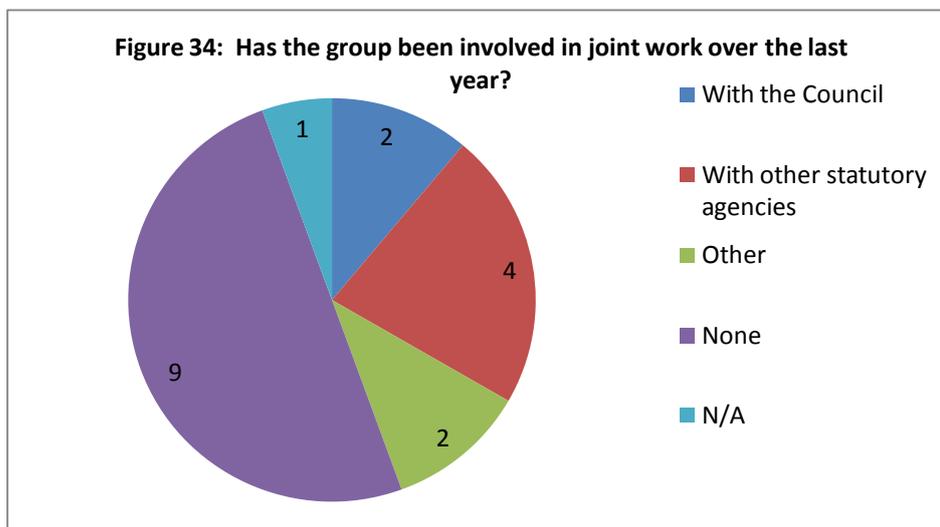
**5.6.4** Other responses in the “other” category were:

*“we ask at the local schools, and at classes, and try to remain flexible and adaptable”*

And another,

*“we don’t consult with people locally because the services provided are for the whole of the Colchester population, not just the Shrub End area.”*

**5.6.5** Interviewees were also asked whether the group has been involved in joint working over the last year with either the council, other statutory agencies, or any other local groups. The results are displayed in Figure 34 below.



**5.6.7** Figure 34 above indicates that the majority of groups have not been involved in any joint work over the last year (9 or the total 18 groups). Of those who have been involved in joint working however, there was quite a range of partners. Two had worked with the council on initiatives, four had worked with other statutory agencies; two of these

were the PCT, and two were local Schools. Two stated “other”; which were the Rotary Club, and “Lifelines”.

### ***Accountability to the local community***

**5.6.8** The question analysed in Figure 35 below is about the ways in which the groups interviewed are accountable to the local community.

**Figure 35: How are the groups accountable to the local community?**

<b><i>Annual election of representatives</i></b>	<b><i>Newsletters</i></b>	<b><i>Regular feedback meetings</i></b>	<b><i>Other</i></b>	<b><i>N/A</i></b>
<b>6</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>4</b>

**5.6.9** Figure 35 above shows the variation in ways in which each group is accountable to the community and/or users. For this question, interviewees were encouraged to state all those that apply (as such Figure 35 shows the total number of responses, which exceeds the total number of interviewees). A large proportion of the interviewees respond to their users by newsletters (8, of 18 interviewees). Six interviewees stated that they are accountable via an annual election of representatives. Four stated regular feedback meetings, four stated “other”, and four felt that this did not apply to them. Two of those stating “other” said that they used the groups website for this means, and also used feedback sheets at the group meetings. One stated the use of the notice board at local schools.

### ***Formal networks***

**5.6.10** Interviewees were asked whether they were members of any formal networks. Eight stated that they were, and ten that they were not. When asked what networks this included, interviewees stated; The Stroke Association; Essex Wildlife Trust; UK Majorettes Federation; Age Concern. As can be seen from these examples, very few of the stated formal networks were in fact Colchester-based networks, but rather were national. The only Colchester based network highlighted was the “Colchester Natural History Society”. It is surprising that so few networks were identified in the area, and highlights perhaps the need for more interaction with the existing groups in the ward, both from statutory agencies, and from other local community and voluntary groups.

## **5.7 Final comments**

**5.7.1** Interviewees were asked whether they had any final comments regarding their experiences of being a group in Shrub End, of any support they could benefit from, and of the ward in general. Four groups at this point mentioned the potential benefit of greater publicity

for their groups, in order to address low memberships in the area. One specifically pointed to the need for a newsletter covering the ward.

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## CHAPTER 6. RESULTS OF SUPPORT ORGANISATIONS OPEN 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 Shrub End. Details of the nine organisations that were interviewed are listed in Appendix 2.
- 6.1.2** As outlined in the methodology (1.5), a structured interview was not carried out for the support organisations. This was decided as there was a real variety in the support organisations being interviewed, and also relatively few are in place in the Shrub End ward. Certainly, there are very few organisations in place *specifically* supporting local community and voluntary groups. The support organisations interviewed tended to be therefore local statutory organisations who either had a specific community liaison role, or who would have an interest in working closely with the local community by the nature of their role.
- 6.1.3** As open interviews were conducted, focusing on allowing individuals to talk about their role in the area; what they felt were the main obstacles facing them in carrying out their role; and what general issues they saw arising in the ward, results for this section were written up by theme. These are the themes which emerged, following transcribing and cross referencing the interviews.

### 6.2 Themes emerging

- 6.2.1** As discussed in section 6.1 above, given that these interviews were open rather than structured, the analysis given in this section will be based on popular or relevant themes which emerged. Each interview was transcribed and assessed for anything that would enable a greater insight into the issues existing in Shrub End, both for local professionals, and for residents; in addition, any successes or strengths of the ward stated have been drawn out for this analysis. The strong emergent themes follow.

#### ***Lack of community cohesion – diversity of community***

- 6.2.2** Shrub End ward is quite a divided community; this was commented on by a number of those interviewed. Opinions on the way in which it is divided varied between individuals. One individual felt that the ward

was divided into three distinct communities<sup>18</sup>. For the purposes of this report, these communities will be referred to as “Shrub End North”, “Shrub End South” and “Shrub End West”, as the distinct communities broadly fit into these sections of the ward.

- 6.2.3** Shrub End North and South both contain significant areas of army land; the north containing much of the actual barracks and the south holding much of the army estate. Also in the north however is what was described by the interviewee as the “leafy” part of the ward; categorised as such by the fairly wide roads and detached housing which dominate this area enclosed by Drury Road and Layer Road, and incorporating such roads as Gladwin Road and Fitzgilbert road<sup>19</sup>.
- 6.2.4** Two distinct pockets of deprivation were identified by this interviewee, one incorporating Icen Way and Gloucester Avenue (this coinciding with the boundaries of one of the two most deprived small areas in the ward according to the 2004 Indices of Deprivation; Icen Square), and the other incorporating a section of Rayner Road just north of the Alderman Blaxhill school (this again coinciding with the deprived small area of Rayner Road).
- 6.2.5** Also identified was an area of the ward dominated by young couples, young professionals, and in general a more transient population. This area is in Shrub End west, and incorporates the roads enclosed within Cunobelin Way, Gosbecks Road, and Shrub End Road.
- 6.2.6** Finally, this interviewee felt it was important to clarify the areas of ex-social housing which exist alongside the army estate enclosed within Berechurch Hall Road, Layer Road and Camuldonium Way. One further interviewee stated that this area, known as “Littlefields” suffered from “a lot of disruption”, highlighting particularly a lack of childcare facilities in this area (and the ward as a whole).
- 6.2.7** The distinct areas occupied in Shrub End as described are extremely relevant here. The diversity of the community as described by one individual living within it is such that community cohesion could potentially be quite challenging; indeed, as we have already seen, uptake and usage of local community and voluntary groups has in part (in some cases quite significantly so) not been from inhabitants of the Shrub End ward themselves, but from the wider population of Colchester. Complaints regarding neighbourhood disputes, according to this interviewee, tend to come mainly from the areas classified as

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<sup>18</sup> It should be noted that these areas are subjective and, whilst they fit broadly speaking within the geographical ward boundaries for Shrub End, do not correspond with the small area geographical boundaries shown in the map on page xx; rather they represent distinct and subjective “communities” as identified by one individual.

<sup>19</sup> No map has been included to show these distinctions; as stated in footnote 18 these are subjective interpretations and do not reflect any stated geographical boundaries; as such any map representation could be misleading. The information given here about these “sections” of the ward is as such anecdotal and should as a result be interpreted cautiously.

“deprived”, and the areas of former social housing alongside the army estate. This interviewee also stated that the area described as housing the younger professionals, tended to elicit less feelings of community cohesion or commitment, given the transient nature of the population.

**6.2.8** It should be noted again here the subjective nature of the perceived divided communities described; this information being derived from one interview. It has been included here owing to the extensive nature of local knowledge provided; but it should be interpreted with caution owing to its subjective nature.

### ***Perceived strength of community cohesion within Garrison***

**6.2.9** It was the perception of a number of those interviewed that community cohesion, whilst probably weak in the Shrub End ward as a whole, was strong in the garrison area of the Shrub End ward. One interviewee stated:

*“The army estate very much keeps itself to itself. In addition to this, community spirit appears to be much stronger within the army estate, than that in existence outside of it. This is to some extent unsurprising, given the commonality of experience that is found within the estate.”*

**6.2.10** Other interviewees spoke specifically around health care provided within the army estate. Whilst there was some consensus around the value of care provided by the Army Welfare Service<sup>20</sup>, distinct problems that can arise in the estate, particularly for young mothers whose partners are away for long periods of time, were discussed:

*“Self esteem issues can be quite a major issue on the estate, where you have young army “wives” who can be very young and not very familiar with post-natal care and so on.”*

**6.2.11** Furthermore, there was some brief discussion around the practical difficulties for these (often young) mothers, living on the army estate:

*“Some of the women only have a spouses visa – and therefore the only way of staying where they are is to stay with spouse. There have been a number of really bad assault incidents, which the army welfare service have to proceed with. The welfare service do a good job, they’re very good with child protection especially”*

**6.2.12** Finally, one further interviewee made the more general comment:

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<sup>20</sup> The Welfare Service has three strands to it, which are Community Support, Personal Support and Administration. It exists to help army officers and their families with a number of issues around these three strands.

*“the experience for women on the estate can be quite isolating... which is probably why there is such extensive provision for community support and activities, if you like”*

### ***Community Cohesion amongst Colchester Borough Homes tenants***

- 6.2.13** An interview with the Community Officer for Colchester Borough Homes tenants living within the Shrub End ward highlighted some of the ways in which Colchester Borough Homes aim to involve their tenants with the wider community<sup>21</sup>.
- 6.2.14** A large part of CBH's community role in the ward is involved with getting tenants more integrated with other local CBH tenants, and with those in the more general ward community.
- 6.2.15** CBH encourage tenants to use the skills training centre on Gosbecks Road. Here, skills workshops are run, which incorporate learning and courses on for example basic plumbing, plastering, and wallpapering. Enrolling in and completing these courses allows tenants to continue their tenancy, and also encourages a greater sense of “social responsibility”.
- 6.2.16** CBH have also looked into the possibility of setting up a neighbourhood agreement which focuses particularly on ASB, and gets tenants to agree in essence, in a contract, to “not behave in an antisocial manner”; putting in a sense the responsibility back on the individual for their own behaviour and the potential impact it could have on those around them.

### ***Availability of facilities within garrison for the wider parts of the ward***

- 6.2.17** There seemed to be some confusion within those support organisations interviewed, around the availability of facilities within the army estate to the wider Shrub End ward. The youth club for example, it was stated, is open to the whole of the ward. Some interviewees were unsure as to whether people from outside of the estate were encouraged to attend or not, however.
- 6.2.18** One interviewee also stated for example that the summer programme for the army estate is already being developed, including many activities for young people. It would be particularly useful to know how open these activities are to the whole of the ward.
- 6.2.19** Given this confusion, it is likely that the message regarding availability is even more muddled amongst the local community. Clarification should be gained in this regard, and further advertising on the facilities

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<sup>21</sup> The interviewees' name has been given here owing to its relevance to the text. Whilst wherever possible interviewees' names have not been given in order to protect their identities, it is important in this instance to understand how specific the knowledge is to the interviewee's role in the ward.

available through the army estate, should they be open to the wider community, should be considered.

### ***Issues around truancy at Alderman Blaxhill School***

- 6.2.21** One interviewee stated some difficulties that have been brought to her attention regarding Alderman Blaxhill. Truancy levels at the school have led to some reported Anti Social Behaviour issues.
- 6.2.22** Three further people stated that the main reason for the truancy levels has been problems with the fencing being too low or in a relatively poor state of repair, which has enabled pupils to easily play truant. Two interviewees commented on action that is currently being taken to tackle this; both stated that the school are currently (at the time of producing this report) trying to get funding to replace the fencing around the school, at a cost of approximately £40,000.

### ***Desirability of getting more parents into the local schools***

- 6.2.23** This was a theme picked up on by two of the interviewees in this section. Perhaps as a partial outcome of the divided nature of the community (one interviewee stated "*the army presence in the ward almost provides a natural division within Shrub End*"), two interviewees commented on the difficulties with getting parents into the local schools, either to interact with other parents, to assist in developing more of a community liaison role for the school, or to attend events or courses that may be of relevance to them. At Alderman Blaxhill for example, courses such as parenting courses, and drugs and alcohol awareness events have been trialed, but with relatively poor attendance.
- 6.2.24** Part of the difficulty facing Alderman Blaxhill school in particular, stated one of the interviewees, is that the pupils are from a wide range of locations across and outside of the borough; the school serves from as far out as Braintree. In part it has such a wide scope because of the special dyslexia unit which is held at the school, which draws in young people from further afield.
- 6.2.25** Also discussed were the need for something like "parents rooms" in some of the local schools. In particular, the Kings Ford Infants and Junior school stated that they would like to introduce a parents room, in order to provide a place for parents to interact and be more involved in the school.
- 6.2.26** One other interviewee stated that Alderman Blaxhill has the potential to serve as a central meeting space in the ward. Although it is not used for this purpose, its location as fairly central to the ward would make it an ideal site.

**6.2.27** A number of events for children and young people are currently held at the Kings Ford Infant and Junior school. The Boadicea Dynamos football club for example is held in Shrub End at the Kings Ford School all day every Sunday; the Rotary Club meet there once a week; Guides and Brownies groups also both meet there. Pupils are also involved in the Colchester United Community Sports Trust initiative “Playing for Success” on Friday mornings at Boadicea Way.

**6.2.28** A key plan for the school now however is to start to get parents into the school to start to communicate more greatly with one another and with the school staff. This has traditionally been a difficult task for the school. At the time of conducting this interview, a “fish and chip supper” was planned for parents for this purpose. They also plan to develop a spare classroom into a “parents room” – somewhere where the pupil’s parents can spend time with other parents. If this kind of initiative came to fruition, it would make sense for this to be promoted for example through the NAPs (Neighbourhood Action Panel).

**6.2.29** As well as getting parents into the school, making clear links between the local police and the school is a priority for Kings Ford. Such links will enable the police to have a direct educational input into the school in future.

***Removal of health care facilities – in particular the young peoples clinic; Shrub End underage pregnancy figures***

**6.2.30** One interviewee talked about the removal of the young peoples’ clinic from the ward. This interviewee stated:

*“A big loss for the community was the Family planning service. It is very disappointing for Shrub End to no longer have this. It was run by connexions as a drop in centre; a source of information. Lack of venue is part of the reason preventing this service from being continued...but mainly it has been funding, of course”*

**6.2.31** It is interesting to note that not having a venue could potentially be an issue for the continuing provision of this service; given that there is quite sufficient meeting space in the ward; the social centre on Shrub End road for example could be a possibility. However as stated by the interviewee, it was a problem with funding which actually led to the original removal of the service.

**6.2.32** What is interesting about the removal of this service in the ward is that Shrub End actually had the highest number of conceptions of all wards in 2003<sup>22</sup>, and had the third highest total number of teenage (under 18) conceptions of all wards. Such a service would therefore be likely to be of significant benefit in this ward in particular. One interviewee was

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<sup>22</sup> 2001 to 2003 Conception data, sourced from the Colchester and Tendring PCT.

aware of this fact, and stated that for this reason it was imperative that this service was present in the ward.

### ***A central directory for professionals and for the community***

- 6.2.33** One interviewee stated that an obstacle to her carrying out her work effectively is not having a directory which can signpost her, and community members with which she works, to local information which might assist them.
- 6.2.34** This interviewee spoke about the possibility of a Shrub End directory for professionals in the area providing relevant information such as how to access social services; health care services; benefits etc.
- 6.2.35** One additional interviewee spoke about the use of a central directory for the locality, but in the context of a directory solely for residents, rather than as a tool for professionals. This interviewee stated that he would like to have a guide for new residents, which he could make available to them through his links with the community, which could inform them of local services, amenities and opportunities.

### ***A central meeting point for the community***

- 6.2.36** One interviewee stated that the ward could really benefit from one central meeting point open to all community members. He suggested that Alderman Blaxhill could potentially be opened up/put forward for this role; and that they had been approached in the past about this.
- 6.2.37** One other interviewee stated, in relation to this idea of a central meeting point:

*“the BMX track is planned for a location fairly central to the ward. If this goes ahead, it could act as a great central meeting place for young people at least....possibly ensuring that young people from the garrison mix with those in other areas locally.”*

### ***Lack of activities for young people***

- 6.2.38** It is interesting to note that, apart from discussion around truancy issues from Alderman Blaxhill (which were highlighted independently by three interviewees), ASB was in general not brought out as a topic for major concern.

**6.2.39** One interviewee, the Police Constable leading the Neighbourhood Policing team in Shrub End<sup>23</sup>, spoke about the specific problem areas for ASB in Shrub End.

**6.2.40** The Police Constable stated that Shrub End has been identified by the NSOs (Neighbourhood Specialist Officers) as a problem area for just over 4 and a half years. Nuisance Youths can be a problem in Shrub End as it tends to be in other wards; with difficulty often arising from moving young people on and displacing them to other wards in the process. The problem of there being nothing to do for young people comes up frequently with the public, and has come up at the Neighbourhood Action Panels (NAPs) which incorporate Shrub End, the PC stated.

**6.2.41** In terms of ASB, Icen Way is an area which the Police Constable believes to have greatly improved. The “Operation Summertime” programme, which identifies “hotspot” areas as those which need to be policed regularly, has frequently identified Icen Way and Katherine Hunt Way as roads which need to be policed more regularly, and as such these roads have begun to decline as hotspot areas through increased intervention.

**6.2.42** One interviewee commented on the Roman Temple on Roman Fields as being a “hang out” area. In this area, this interviewee stated that reports of obscene graffiti and bad litter have come up as repeated issues in the past. However, the interviewee highlighting these “problem areas” went on to state that:

*“Having the CUCST (Colchester United Community Sports Trust) on Boadicea Way has now started to provide more activities for the young people in the area. In addition to using the centre for traditional sports activities, the area is now floodlit and as such is used to a greater extent by young people out of the hours of scheduled activities.”*

**6.2.43** Overall, the PC for Shrub End ward stated that the main issues around which complaints are received is nuisance neighbours, as well as youth issues.

**6.2.44** Finally, one further interviewee stated:

*“A lot has been shifted away from the ward. Equally however, we have gained services, including the Colchester United Community Sports Trust development on Boadicea Way. The BMX track when it is developed will help to fill some of the gap in provision in that area.”*

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<sup>23</sup> The interviewees’ name has been given here owing to its relevance to the text. Whilst wherever possible interviewees’ names have not been given in order to protect their identities, it is important in this instance to understand how specific the knowledge is to the interviewee’s role in the ward.

The above quote noted the benefit of the CUCST development, as well as the potential impact that the new planned BMX track will have.

### ***Benefits of Colchester United Community Sports Trust (CUCST)***

**6.2.45** As stated previously, the Colchester United Community Sports Trust, which has been in place in Shrub End since September 2006, was highlighted as improving upon the issue of a lack of facilities for young people in the area. This was highlighted as important not only in terms of an increase in scheduled activities. Three of the nine interviewees mentioned the benefits that this facility is bringing to the ward.

### ***Other problems or concerns***

**6.2.46** One other problem which one of the interviewees stated, which has arisen in the last five years or so, has been in relation to the increase in mobile phone masts applications. This interviewee stated that there have been several applications in the Shrub End ward. It is not clear whether this is a high number of applications in relation to other wards in Colchester or indeed outside of the borough however.

**6.2.47** One interviewee was keen to state one of Shrub End's benefits as being its expanses of green open space. This interviewee also stated that there is a good bus service in Shrub End which connects the different sections of the ward. The one real thing lacking, stated this interviewee, is activities for younger people, particularly teenagers, between 14 and 16. This issue has already been covered in this chapter, as it was commented on repeatedly by different interviewees.

## **APPENDIX ONE: INTERVIEWEES**

Eighteen community and voluntary groups, and seven support organisations, were interviewed for this Community Strengths Assessment. They are as follows:

**Colchester Volunteer Centre**  
**Colchester Community and Voluntary Services (CCVS)**  
**Two ward Councillors**  
**Christian Outreach Centre**  
**PCT Health Visitors based at Shrub End Clinic**  
**Police Constables – Neighbourhood Policing Team for West Colchester**  
**Two schools in the ward**  
**Colchester Borough Homes**  
**Colchester Volunteer Bureau**  
**Copycats Dance Club**  
**Colchester United Community Sports Trust**  
**Shrub End Womens Guild**  
**Di Vine Line Dancers**  
**Stroke Club**  
**Colchester Station Community Centre (Army Welfare)**  
**Essex Wildlife Trust**  
**Rosemary Connelly Diet and Fitness Club**  
**RSPB**  
**Essex Wildlife Trust**  
**Colchester Co-Op Rainbow Majorettes**  
**Capella School of Dance**  
**Sequence Dance Club**  
**Jane Lawrence Yoga**  
**Anglo German Club**

## APPENDIX TWO: THE COMMUNITY GROUPS SURVEY

### Resource One: The Community Groups Survey

Please bring the following documents to support your interview:

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

#### Q1. Contact details of group

Name of group:

.....

Q2. Address:

.....

.....

Post code:

.....

Phone number

.....

Email address:

.....

Q3. Name and role of person completing form:

.....

Q4. Contact details (if different from above):

Name and role

.....

Q5. Address:

.....

.....

Post code:

.....

Phone number

.....

Email address:

.....

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

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

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

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

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

Carers	1	Children	2
Ethnic minority groups	3	Families	4
<i>(please specify which ones)</i>			
_____			
Lesbian and gay	5	Homeless	6
Low-income groups	7	Lone parents	8
Older people	9	Offenders/ex-offenders	10
People with physical disabilities	11	People with learning difficulties	12
People with mental health difficulties	13	People with health concerns	14
		<i>(please specify)</i> _____	
Substance users, e.g. alcohol, drugs, etc	15	Unemployed people	16
Victims of crime	17	Volunteers	18
Women and girls	19	Younger people	20
Other <i>(please specify)</i> _____	21		

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

*(please show map and circle one code only)*

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

## BUILDING ORGANISATIONS

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

Problems

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

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

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

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

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

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

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

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

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

Structure

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

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

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

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

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

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

**Q18. How many people are on your management committee?**

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

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

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

*Please now go to Question 21*

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

Individual local resident	1
More than one local resident	2
Individual paid worker	3
More than one paid worker	4

Other (*please specify*) \_\_\_\_\_

5

Money matters

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

(*please circle all that apply*)

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

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

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

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

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

**Q22. What is the group's approximate income this financial year?**

*(please circle)*

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

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

Yes	1
No	2

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

Yes 1 *(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	1
Good	2
Fair	3
Poor	4

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

\_\_\_\_\_

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

- Yes 1 Please go to Question 25  
No 2 Please go to Question 26

**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 *(please specify)* \_\_\_\_\_ 6

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

- High satisfaction 1  
Medium satisfaction 2  
Low satisfaction 3

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

- Yes all premises used 1  
Yes some of the premises used 2  
No, none of the premises used 3

Don't know

4

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

*(please circle)*

Yes

1

No

2

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

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

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

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

Planning activities

**Q32. How does your group plan its future work?**

.....  
.....

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

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

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

*(please circle)*

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

## BUILDING SKILLS

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

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

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

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

No

Yes (*please describe below*)

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

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

*(please code as many as applicable)*

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

**Q38. Has your group been involved in developing your members' skills through any other kind of activity? *(please code any that apply)***

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

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

Yes 1  
No 2

Getting advice

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

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

*(please circle any that apply)*

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

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

Yes 1  
No 2

**Q43. If yes, why was this? (please describe) \_\_\_\_\_**

## **BUILDING EQUALITY**

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

### **Q44. Regarding equal opportunities, does your group have:**

*(please circle)*

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

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

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

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

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

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

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

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

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

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

---

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

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

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

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

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

## **BUILDING INVOLVEMENT**

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

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

- |                                    |   |
|------------------------------------|---|
| Annual election of representatives | 1 |
| Newsletters                        | 2 |
| Regular feedback meetings          | 3 |
| Other <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.**

.....

.....

.....

.....

.....

.....

**Q59. 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 THREE: HOUSEHOLD SURVEY**

# Colchester Borough Council

## Community Development Household Survey 2007



Craven House, Manse Lane, Knaresborough, HG5 8ET

Respondent details:		Interviewer Declaration:	
<b>Name</b>	<input type="text"/>	I declare that the interview was carried out in accordance with the written instructions, and within the MRS Code of Conduct with the person named above who was	<b>Interviewer name</b>
<b>Address</b>	<input type="text"/>		<b>Interview date</b>
	<input type="text"/>		<b>Please sign here</b>
<b>Postcode</b>	<input type="text"/>		
<b>Phone No. (including code)</b>	<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?

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

<b>4. What is your ethnic group?</b>	TICK ONE ONLY SHOW CARD B
<b>A. White</b>	
British <input type="checkbox"/>	
Irish <input type="checkbox"/>	
Any other White background <input type="checkbox"/>	
<b>B. Mixed</b>	
White & Black Caribbean <input type="checkbox"/>	
White & Black African <input type="checkbox"/>	
White & Asian <input type="checkbox"/>	
Any other Mixed background <input type="checkbox"/>	
<b>C. Asian or Asian British</b>	
Indian <input type="checkbox"/>	
Pakistani <input type="checkbox"/>	
Bangladeshi <input type="checkbox"/>	
Any other Asian background <input type="checkbox"/>	
<b>D. Black or Black British</b>	
Caribbean <input type="checkbox"/>	
African <input type="checkbox"/>	
Any other Black background <input type="checkbox"/>	
<b>E. Chinese or other ethnic group</b>	
Chinese <input type="checkbox"/>	
Other ethnic group <input type="checkbox"/>	
	Q5

YOUR HOUSEHOLD:		
<b>5. In your household:</b>		<b>TICK ONE ONLY PER ROW</b>
A. Is anyone aged 65 or over (including yourself)?	Yes <input type="checkbox"/> 1    No <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	
<b>6. Is your house or flat:</b>		<b>TICK ONE ONLY SHOW CARD C</b>
Rented from the local Council	<input type="checkbox"/> 1	<b>Q7</b>
Rented from a housing association	<input type="checkbox"/> 2	
Rented privately	<input type="checkbox"/> 3	
Owned privately	<input type="checkbox"/> 4	
ENVIRONMENT:		
<b>7. Do you or your household have your own car (or other motor vehicle)</b>		<b>TICK ONE ONLY</b>
	Yes <input type="checkbox"/> 1	<b>Q9</b>
	No <input type="checkbox"/> 2	<b>Q8</b>
<b>8. Do you sometimes have access to a car (or other motor vehicle) if you need it?</b>		<b>TICK ONE ONLY</b>
	Yes <input type="checkbox"/> 1	<b>Q9</b>
	No <input type="checkbox"/> 2	

	<b>9. How often would you say you travel by the following modes of transport during a normal week? (SHOW CARD H - TICK ONE ONLY PER ROW)</b>	Every day	Up to 5 times a week	2-3 times a week	Once a week	Less frequently or not at all
A	By car	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
B	By bus	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
C	By bicycle	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
D	On foot	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
E	Other	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q10**

INVOLVEMENT WITH YOUR  
NEIGHBOURHOOD:

**10. How often do you do each of the following activities in your neighbourhood?**

*A. Meet friends in a pub/coffee shop*

Every time	Most times	Sometimes	Rarely	Never	Don't know/ N.A.
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 6

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

Nothing available in my neighbourhood  1

I prefer the services that are offered elsewhere  2

I don't do this anywhere  3

Other (please specify below)  4

*B. Do your main grocery shopping*

Every time	Most times	Sometimes	Rarely	Never	Don't know/ N.A.
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 6

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

Nothing available in my neighbourhood  1

I prefer the services that are offered elsewhere  2

I don't do this anywhere  3

Other (please specify below)  4

TICK ONE ONLY PER ROW  
SHOW CARD D

*C. Do your small-scale grocery shopping*

Every time	Most times	Sometimes	Rarely	Never	Don't know/ N.A.
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 6

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

Nothing available in my neighbourhood  1

I prefer the services that are offered elsewhere  2

I don't do this anywhere  3

Other (please specify below)  4

*D. Attend a social club*

Every time	Most times	Sometimes	Rarely	Never	Don't know/ N.A.
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 6

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

Nothing available in my neighbourhood  1

I prefer the services that are offered elsewhere  2

I don't do this anywhere  3

Other (please specify below)  4

*E. Attend a place of worship*

Every time	Most times	Sometimes	Rarely	Never	Don't know/ N.A.
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 6

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

Nothing available in my neighbourhood  1

I prefer the services that are offered elsewhere  2

I don't do this anywhere  3

Other (please specify below)  4

Q12

<p><b>12. How much do you agree or disagree with the following statements:</b></p> <p><i>A. I feel that I know the people well who live near me on my street/road</i></p> <p>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</p> <p><i>B. I feel a part of my community within my neighbourhood</i></p> <p>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</p> <p><i>C. I would say that I am happy living in this neighbourhood</i></p> <p>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</p>	<p>TICK ONE ONLY PER ROW</p> <p>SHOW CARD E</p> <p>Q13</p>
<p><b>13. How much do you agree or disagree with the following statements:</b></p> <p><i>A. I feel well informed about local events happening in my neighbourhood</i></p> <p>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</p> <p><i>B. I feel well informed about other issues of concern in my neighbourhood</i></p> <p>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</p>	<p>TICK ONE ONLY PER ROW</p> <p>SHOW CARD E</p> <p>Q14</p>

<p><b>14. How satisfied or dissatisfied are you with the opportunities for influencing decisions that affect your neighbourhood:</b></p> <p><i>A. As an individual</i></p> <p>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="checkbox"/> 6</p> <p><i>B. If you work informally with other people from your neighbourhood</i></p> <p>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="checkbox"/> 6</p> <p><i>C. As a member of an organised community group</i></p> <p>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="checkbox"/> 6</p>	<p>TICK ONE ONLY PER ROW</p> <p>SHOW CARD F</p> <p>Q15</p>
<p><b>15. Have you taken any practical action in an attempt to resolve an issue that affected your neighbourhood in the last two years?</b></p> <p style="text-align: right;">Yes <input type="checkbox"/> 1</p> <hr/> <p style="text-align: right;">No <input type="checkbox"/> 2</p> <p style="text-align: right;">Unsure <input type="checkbox"/> 3</p>	<p>TICK ONE ONLY</p> <p>Q16</p> <p>Q18</p>
<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. When taking this action were you involved:</b></p> <p style="text-align: right;">As an individual <input type="checkbox"/> 1</p> <p style="text-align: right;">If you work normally with other people from your neighbourhood <input type="checkbox"/> 2</p> <p style="text-align: right;">As a member of an organised community group <input type="checkbox"/> 3</p>	<p>TICK ONE ONLY</p> <p>SHOW CARD G</p> <p>Q17</p>
<p><b>17. 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>	<p>Q18</p>

VOLUNTARY GROUPS AND ACTIVITIES:

18. 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.

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

ASK Q20 FOR ALL ORGANISATIONS TICKED IN Q19.

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

	GROUP	Q18	Q19	Q20		
		If Yes ✓	If Yes ✓	User	Volunteer	Neither
A	<b>Colchester United Community Sports Trust; Shrub End facility</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
B	- Playing for success	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C	- Baby U's	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
D	- Why Don't U Club	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
E	- Slimming World	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
F	- FitKids	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
G	- Street Moves	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
H	- Parent & Toddler Group	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I	- HealthyU	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
J	<b>Colchester HIVE Community Centre, Fallowfield Road</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
K	- (Garrison) Youth Club	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
L	- St Nicholas Pre School/Nursery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
M	- Musket Club	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
N	- Army Welfare Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
O	<b>St Cedds Church Hall</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
P	- Ballroom Dancing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Q	- Baby Clinic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
R	- Christian Outreach Centre	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
S	- Colchester Co-op Rainbow Majorettes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
T	- CUPS (Pensioners' luncheon club)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
U	- Disco Dancing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
V	- Yoga class	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
W	<b>Shrub End Social Centre</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
X	- Colchester Stroke Club	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Y	- Sequence Dance Club	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Z	- Copycats Dance Club	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AA	- Capella School of Dance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AB	- Devine Line Dancing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AC	- Anglo German Club	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AD	- Shrub End over 60s club	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AE	- Rosemary Conley Slimming Club	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AF	- St Raphael Club	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AG	- Essex Wildlife	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AH	- RSPB	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AI	- Shrub End Womans Guild	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**21. Are there any types of group that you can think of that you currently do not have within your community but would welcome?** **TICK ONE ONLY**

Yes (please specify below)  1

No  2

**Q22**

**22. Would you be willing to be more involved in any local groups?** **TICK ONE ONLY**

Yes  1

No  2

Unsure  3

**Q23**

**23. What, if anything, currently stops you getting more involved in local groups?** **TICK ALL THAT APPLY**

Not interested  1

No time  2

The people already there would not welcome me  3

I wouldn't know what to do or say  4

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

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

Other (please specify below)  7

**Q24**

**SHOW CARD I**

**24. If you were to get involved with a local group, what would you expect to get out of it?** **TICK ALL THAT APPLY**

Satisfaction at improving local life  1

Chance to meet other people  2

Opportunity for an enjoyable evening out  3

Opportunity for new activities  4

Personal interest  5

Gain skills to help get a job/better job  6

Personal improvement/development  7

Improve the prospects of my family  8

Other (please specify below)  9

**Q25**

**SHOW CARD J**

**LOCAL SERVICES:**

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

**26. 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 L. ONE TICK ONLY IN EACH COLUMN.**

CIRCLE START		Q25						Q26		
		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	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"/> 11	<input type="checkbox"/> 11	<input type="checkbox"/> 11
L	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"/> 12	<input type="checkbox"/> 12	<input type="checkbox"/> 12

SAFETY	
<p><b>27. How much do you agree or disagree with the following statements:</b></p> <p><i>A. I feel safe in my local neighbourhood during the day</i></p> <p>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</p> <p><i>B. I feel safe in my local neighbourhood at night</i></p> <p>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</p>	<p>TICK ONE ONLY PER ROW</p> <p>SHOW CARD M</p> <p><b>Q28</b></p>

PROBLEMS IN THE AREA	
<p><b>28. How much do you consider that each of the following is a problem in your neighbourhood:</b></p> <p><i>A. Vandalism and Graffiti</i></p> <p>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</p> <p><i>B. Litter and rubbish in the streets</i></p> <p>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</p> <p><i>C. Dogs and dog mess</i></p> <p>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</p> <p><i>D. Abandoned vehicles/vehicle repair</i></p> <p>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</p>	<p>TICK ONE ONLY PER ROW</p> <p>SHOW CARD N</p> <p><b>Q29</b></p>

<p><b>28. (Continued) How much do you consider that each of the following is a problem in your neighbourhood:</b></p> <p><i>E. Anti-social behaviour (ASB)</i></p> <p>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</p> <p><i>F. Violent crime</i></p> <p>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</p> <p><i>G. Racial harassment</i></p> <p>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</p> <p><i>H. Drug use and drug dealing</i></p> <p>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</p> <p><i>I. Other crime</i></p> <p>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</p>	<p>TICK ONE ONLY PER ROW</p> <p>SHOW CARD N</p> <p><b>Q29</b></p>
<p><b>29. Do you have any suggestions as to what could be done to prevent Anti-Social Behaviour within Shrub End?</b></p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>	<p><b>Q30</b></p>

**HEALTH SERVICE:**

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

**ASK Q31 FOR ALL HEALTH SERVICES TICKED IN Q30.**

**31. How often do you use this particular health service? SHOW CARD P. TICK ONE ONLY PER ROW.**

	GROUP	Q30	Q31		
		If Yes ✓	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	Practice Nurse	<input type="checkbox"/> 2 →	<input type="checkbox"/> 1 — <input type="checkbox"/> 2 — <input type="checkbox"/> 3		
C	Community/School Nurse	<input type="checkbox"/> 3 →	<input type="checkbox"/> 1 — <input type="checkbox"/> 2 — <input type="checkbox"/> 3		
D	Midwife	<input type="checkbox"/> 4 →	<input type="checkbox"/> 1 — <input type="checkbox"/> 2 — <input type="checkbox"/> 3		
E	Health visitor	<input type="checkbox"/> 5 →	<input type="checkbox"/> 1 — <input type="checkbox"/> 2 — <input type="checkbox"/> 3		
F	Dentists	<input type="checkbox"/> 6 →	<input type="checkbox"/> 1 — <input type="checkbox"/> 2 — <input type="checkbox"/> 3		
G	Pharmacists	<input type="checkbox"/> 7 →	<input type="checkbox"/> 1 — <input type="checkbox"/> 2 — <input type="checkbox"/> 3		
H	Other health professional (e.g. optician, physiotherapist, chiropodist)	<input type="checkbox"/> 8 →	<input type="checkbox"/> 1 — <input type="checkbox"/> 2 — <input type="checkbox"/> 3		

**Q32**

<p><b>32. Which one service that you use makes the most difference to you?</b></p> <p>Hospital staff (doctors, nurses, other healthcare professionals based at the hospital) <input type="checkbox"/> 1</p> <p>Practice Nurse and GP <input type="checkbox"/> 2</p> <p>Community nursing staff (e.g. health visitor, district nurse, school nurse) <input type="checkbox"/> 3</p> <p>Dentist <input type="checkbox"/> 4</p> <p>Pharmacist <input type="checkbox"/> 5</p> <p>Other healthcare professionals (e.g. optician, physiotherapist, counsellor) <input type="checkbox"/> 6</p> <p>Other (e.g. self help groups, voluntary organisations) (please specify below) <input type="checkbox"/> 7</p> <p><input type="text"/></p>	<p>TICK ONE ONLY</p> <p>SHOW CARD Q</p> <p>Q33</p>
<p><b>33. Why does this service make the most difference to you?</b></p> <p><input type="text"/></p>	<p>Q34</p>
<p><b>34. Which health services would you most like to see developed in your neighbourhood?</b></p> <p><input type="text"/></p>	<p>Q35</p>
<p><b>35. Why would you most like to see this developed in your neighbourhood?</b></p> <p><input type="text"/></p>	<p>Q36</p>
<p>NEIGHBOURHOOD ACTION PANEL</p>	
<p><b>36. Are you aware that Neighbourhood Action Panels (NAP's) are up and running across the borough of Colchester?</b></p> <p>Yes <input type="checkbox"/> 1</p> <p>No <input type="checkbox"/> 2</p> <p>Unsure <input type="checkbox"/> 3</p>	<p>TICK ONE ONLY</p> <p>Q37</p>

<p><b>37. Did you know that the West Colchester Neighbourhood Action Panel (covering Shrub End) is there to meet with the community on a monthly basis to discuss the issues affecting your community?</b></p> <p><b>[NOTE: THE NEXT MEETING IS ON WEDS 28TH MARCH, SEE GUIDELINES FOR MORE INFO]</b></p> <p>Yes <input type="checkbox"/> 1</p> <p>No <input type="checkbox"/> 2</p> <p>Unsure <input type="checkbox"/> 3</p>	<p>TICK ONE ONLY</p> <p>Q38</p>
<p><b>38. Would you be interested in coming along to meet your NAP?</b></p> <p>Yes <input type="checkbox"/> 1</p> <p>No <input type="checkbox"/> 2</p> <p>Unsure <input type="checkbox"/> 3</p>	<p>TICK ONE ONLY</p> <p>Q39</p>
<p>Children's Centre Initiative</p>	
<p><b>39. We are developing a Children's Centre in the Shrub End area, which will provide lots of services in one place for families with young children. What sort of things would you like to see happening there for parents and children aged 0-5 years?</b></p> <p><input type="text"/></p>	<p>Q40</p>
<p>BMX TRACK</p>	
<p><b>40. Plans around the possibility of having a BMX track in Shrub End are currently being developed. Should these plans go ahead, would you be interested in getting involved in the development of the project?</b></p> <p>Yes <input type="checkbox"/> 1</p> <p>No <input type="checkbox"/> 2</p> <p>Unsure <input type="checkbox"/> 3</p>	<p>TICK ONE ONLY</p> <p>Q41</p> <p>FINISH</p>
<p><b>41. READ OUT</b></p> <p>If you would like to get involved, do you want us to pass your contact details to the Community Development Team at Colchester Borough Council? All other information remains completely confidential.</p> <p>Give consent <input type="checkbox"/> 1</p> <p>(If yes, please ensure name &amp; address details on front page are clear, complete and legible)</p>	