

ST ANNES EVALUATION

**COLCHESTER BOROUGH COUNCIL
2007**

1 About this Report

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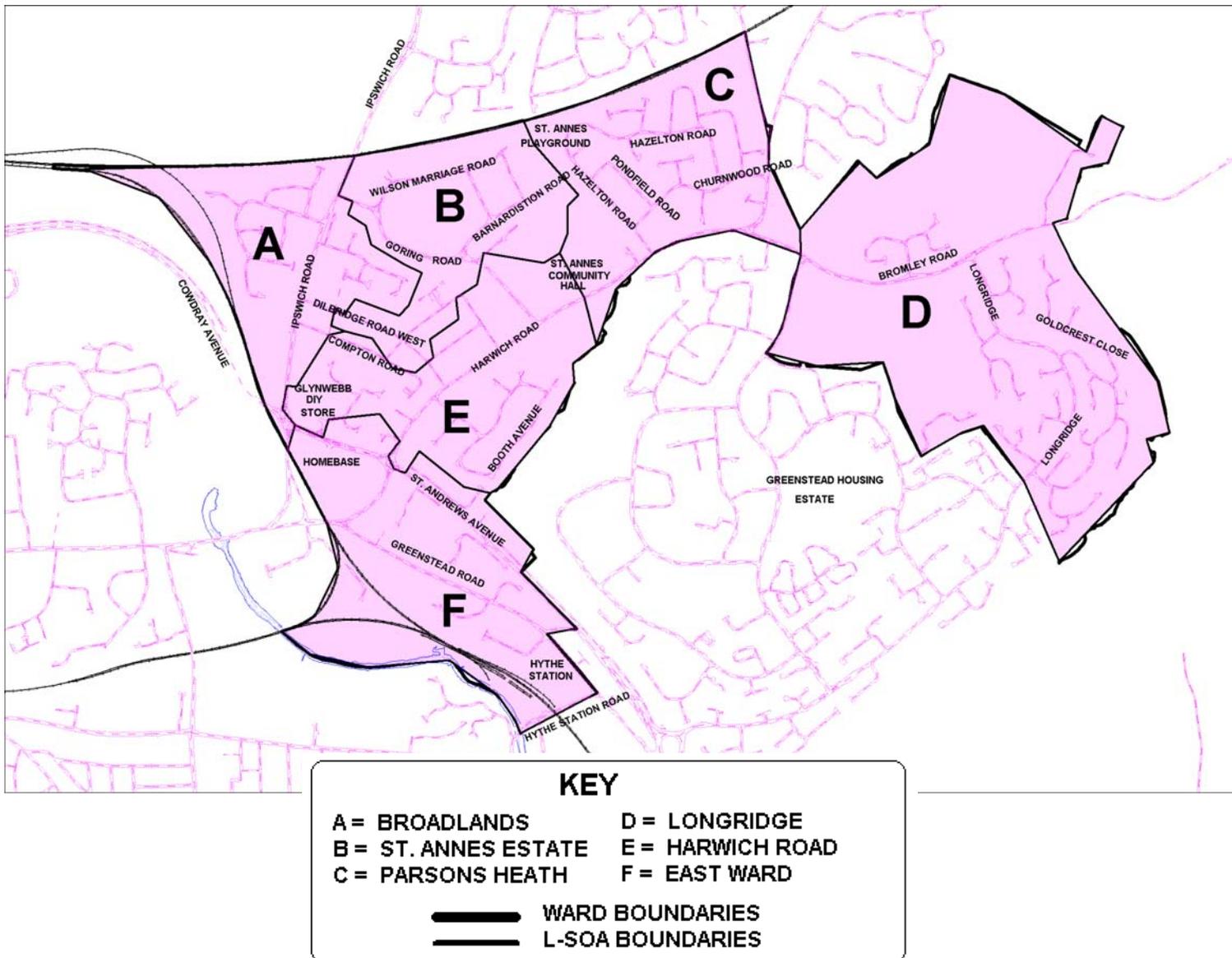
Maps

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2. St Annes ward

St Annes ward is displayed on the map below. The map also shows the six small areas in the ward¹



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

3. Executive Summary

The aim of this research was to assess the effectiveness of Community Development investment in St Annes. Findings are based on interviews with people working in the area to improve the quality of life, a focus group with young people, and police data. Conclusions are organised under the headings of the priorities identified for St Annes in the Community Strengths Assessment report produced by Colchester Borough Council in 2004², in order to take a view as to what has been achieved in relation to each since the document's publication, and how relevant these priorities still are.

The Community Strengths Assessment identified eight key priorities or areas for development of the ward (See section 5, Establishing Local Need). For the purpose of this report, the priorities have been regrouped to give four headings. Firstly some general themes emerging from the research will be summarised, and finally a summary of suggestions for future development of the ward will be given.

3.1 General Themes

Whilst just ten interviewees were sourced for this evaluation (see Methodology, section 6), all of these interviewees were experienced "key players" in community work and activity in St Annes, all having been involved in their work for more than one year, and four having been involved for more than five years. Eighty per cent of these interviewees stated that Colchester Borough Council (including the Community Development team, Colchester Borough Homes, Planning staff, etc., in their classification of the council) had helped them to achieve their objectives for working in the St Annes area. A further seven of the 10 interviewees felt that quality of life in St Annes had improved over the past three years.

3.2 Assessing Individual Priorities

As stated the eight priorities previously identified for St Annes have been regrouped to give four sections here.

3.2.1 Anti Social Behaviour (ASB) and Young People

Interviewees felt that addressing ASB and introducing activities for young people remained two of the most important priorities for the St Annes community to address.

When asked about what achievements have been made in St Annes over the past three years, one interviewee stated an increase in the visible police presence in the

² Access the full report on-line under "c-consultation" by following the link <http://www.colchester.gov.uk/community>

ward, whilst three stated that they felt that ASB and overall crime had reduced over that time period.

During a focus group held at the Willow Brook School, young people in St Annes mentioned that, whilst in general there was consensus that St Annes had become a nicer place to live (citing in particular how the school had improved), there were continuing persistent problems. When probed, participants at the young peoples' focus group identified litter, nuisance youths and drinking, loud cars, and neighbourhood disputes as their areas of concern.

Analysis of ASB in the ward³ identified that incident and offence rates⁴ in St Annes were similar to those seen in Colchester. Rates in St Annes were actually slightly lower than those for Colchester for the three years (2003/2004 – 2005/2006) analysed,⁵ but followed a similar pattern. Broadly speaking the pattern indicates a slight increase in incident rates over the three years, and a slight decrease in offence rates.

For both incidents and offences, Harwich Road in St Annes was the road with the highest count of ASB in the most recent year of analysis (although it should be noted that Harwich Road is a particularly long road, sitting across three of the small areas⁶ in the ward). This was followed by Wilson Marriage Road, in St Annes Estate. St Annes Estate remains for all three years of analysis, the small area with the highest rates of ASB incidents and offences of all the six small areas in the ward. Rates in St Annes Estate are in fact considerably higher than the borough average ASB

³ It should be noted that there are a number of caveats to the analysis of this data, covered in the notes of all relevant figures in section 8.3.1. A prime example of this is that not all offences could be pinpointed to a specific small area, as only postcodes and roads are recorded for offences (unlike for incidents, where co-ordinates are provided enabling the data to be easily mapped). For some recorded offences, no postcode data is given, and the road recorded sits across a number of small areas in the ward. Any such offences had to be omitted from the small area analysis. For some years, this amounted to as much as 15.5% of the total offences that year. This may make the small area analysis in particular misleading.

⁴ See Methodology, section 6, for an explanation of the difference between incidents and offences.

⁵ It was considered surprising that St Annes showed rates slightly below the borough rates, given that for many years reducing ASB in St Annes has been a priority both for Colchester Borough Council and for Colchester neighbourhood policing teams. Having checked the data and discussed this with Intelligence Researchers at Colchester police, it was suggested that the borough rates may appear higher as a result of the “skewing effect” of the town centre wards, particularly Castle, which experiences a far higher number of ASB incidents and offences than any other ward in the borough. In addition, this data was checked against analysis of all crimes by ward for 2004/2005, as included within the Colchester Borough Council Crime “Life Chances” report (access online via <http://www.colchester.gov.uk/community>). This report again showed the rate of all crime in St Annes to be slightly below the borough rate, whilst wards including Castle, New Town and St Andrews had rates in excess of the borough rate. For a fuller discussion of this, see section 8.3.1. Furthermore, the incident and offence rates noted in the St Annes Estate small area were actually far in excess of the Colchester borough rate (as is discussed further in this summary), showing a pocket of high ASB within the ward as a whole, whilst the rates for the remaining small areas in the ward are considerably lower.

⁶ These small areas are an Office for National Statistics (ONS) sub-ward geography otherwise known as Lower Layer Super Output Areas. These areas have been named with the assistance of the Colchester Borough Council Community Development Officers for easier identification of the neighbourhoods that they refer to (see map, section 2).

offence rates, for all three years (in 2005/2006 for example, St Annes Estate had a rate more than 20 offences per 1,000 population in excess of the borough rates; of 52.19 offences per 1,000 population compared with 37.23 per 1,000 in Colchester borough). Harwich Road small area had the second highest rate of ASB offences, after St Annes Estate. Interestingly, these two small areas were the only of the total six in the ward, to show an overall reduction in offence rates over the three years (from 39.27 offences per 1,000 population to 26.68 for and from 59.76 to 52.19 between 2003/2004 and 2005/2006, for Harwich Road and St Annes Estate respectively).

St Annes Estate and Harwich Road were again the small areas with the highest and second highest rates of ASB incidents respectively, in the ward as a whole. All small areas in St Annes saw an overall increase in incident numbers of the three years, mirroring the borough pattern. Incident rates were again significantly above the borough average in St Annes Estate, for all three years (in 2004/2005, rates were in fact over double the borough rate in this small area, being 215.88 incidents per 1,000 population compared with 92.05 per 1,000 in the borough).

Criminal Damage is the most common offence type in St Annes, and youth disorder/youth nuisance the most common incident type. Counts of youth disorder have increased over the three years from 180 in 2003/2004 to 232 in 2005/2006. Incident data does however reflect public perceptions, rather than independent evidence. It *may* therefore be the case that this increase is as a result of greater confidence that the police will take action. Indeed, as we have seen three interviewees commented on the perceived increased police presence in the ward.

Since the assessment, significant improvements have been made (both academically and socially/behaviourally⁷) to the former St Annes' School, which reopened in 2005 as The Willow Brook School. Furthermore, the All Faces group has introduced a number of fixed timescale projects which have provided activities for young people in the school holidays since 2005 (see section 7). With regards to achievements made in the ward, two interviewees mentioned the opportunities provided for young people by All Faces, and seven commented on the improvements to the school (one specifically highlighting the introduction of CCTV there).

3.2.2 Developing leisure, recreational and social facilities, and supporting the new Community Centre

Eight of the ten interviewees feel more confident about the community's ability to make an impact on the priority of developing leisure, recreational and social facilities.

⁷ See also, the 2007 Ofsted Report for the Willowbrook School, available on-line at <http://www.essexcc.gov.uk/schools>

One however stated that they felt the same as they had done three years ago, expanding by saying that:

“the centre is in place...but its not being used to its full potential yet....there arent enough local groups using the available space”

All Faces, and its introduction within St Annes of social and recreational activities for young people, has already been mentioned here (see 3.2.2), and may account in part for the stated increases in confidence. The Oak Tree Community Centre, opened in October 2006, is the other key step forward for St Annes in terms of this priority; providing as it does a venue for local groups to meet.

It is no surprise, given that the building has been completed and opened since the publication of the Community Strengths Assessment, that nine of the ten interviewees feel more confident about the community’s ability to make an impact on the priority of “supporting the new Community Centre.” The same nine interviewees also consider this still to be an important priority for St Annes.

Interviewees were split in response to the question of whether enough is being done in order to encourage local groups into the new centre. Five stated that not enough is being done, but three of these five felt that this was mainly by virtue of the relative newness of the centre, and that this would come in time. One felt a lot of publicity had already been carried out, whilst others insisted more outreach work was needed. One interviewee stated that, whilst the centre and its’ trustees should be praised for allowing certain activities for young people to be run from it, there also existed a tension in that *“the centre is not good for young people...it’s too new....people can’t relax there; there’s a sense of worry that someone, especially young people ,might ruin it...and its not as open as it could be for that reason”*

3.2.3 Helping to build equality by encouraging local groups to develop equal opportunities policies, and assisting community groups in accessing funding and training advice

“Helping to build equality by encouraging local groups to develop equal opportunities policies” was the priority for which interviewees felt least confident about the community’s ability to make an impact. Six interviewees felt that this was still important, but eight stated that their confidence had either decreased or stayed the same with regards to impacting on this. Comments included:

“developing policies is not essential; achieveing the target is. Respect for individuals needs to be increased as it is still low in the ward”, and “issues around deprivation and culture still exist”

The message from interviewees seemed to be that embedded prejudices and attitudes towards others in the ward are still in existence, and that there needs to be more attention paid to how to tackle this practically; and that developing equal opportunities policies for groups needs to be a much lower priority. This perhaps reflects the poor wording of the question itself, and that too much emphasis was put in the question on the development of policies; whereas in fact addressing these prejudices as a whole is equally a priority for the Community Development Worker (by “addressing issues of equality and diversity as they arise”, as is stated in the Community Strengths Assessment). It is encouraging to note the comments of one interviewee however who stated:

“policies will not lead to changes, respect for individuals will. This is what the kids have gained at Willow Brook”

This comment implies that these embedded attitudes may start to change, with the behavioural changes which are being encouraged at the local primary school. Indeed, behaviour witnessed at the focus group from the young participants at the Willow Brook school backs up this possibility (See section 8.3.1).

All interviewees felt that helping groups to access funding and training advice remained an important priority for St Annes. Six interviewees mentioned that they had sought some such advice in the past year, two having accessed this from CCVS, and two from Colchester Borough Council. On a practical level, Colchester Borough Council have been heavily involved in accessing funding streams for local groups in the past three years, notably for activities arranged by All Faces.

3.2.4 Promoting and encouraging community participation, joint working and networking

All interviewees felt that promoting and encouraging joint working and networking was an important priority, with nine agreeing that encouraging community participation was important.

Nine interviewees felt that there had been more community activity in St Annes over the past three years, and seven of these nine felt that that was, at least in part, due to the work and involvement of the Community Development Worker.

Whilst a majority of seven also felt more confident about the community's ability to make an impact on the priority of joint working and networking, three felt neither more nor less confident, and two of these three stated the disbanding of the St Annes Forum⁸ as their reason for this.

⁸ The St Annes Forum was a networking and joint working forum for all those involved in community, statutory and voluntary work in the St Annes ward. It was disbanded in 2005 as plans for the Oak Tree Community

As is outlined in section 7, the board of trustees managing the Community Centre have come to act in part as a replacement for the St Annes Forum, by carrying out a lot of the joint agency working for the ward. However, the fact that the disbanding of the St Annes Forum was mentioned here by these of interviewees suggests that this means existing joint working *may* be excluding some of the “key players” in community work and activity for the ward. As such consideration should perhaps be given to reinstigated the St Annes Forum, or finding an alternative similar means by which to initiate further joint working

3.3 What Now? Ideas for future development of the St Annes ward

When asked what further concerns interviewees have about St Annes, three mentioned ongoing concerns about the absence of the St Annes Forum. One stated specifically that it ought to be resurrected; a theme which has already been noted in 3.2.4 above.

When asked what the Community Development team should consider doing to further improve quality of life in St Annes, two interviewees stated simply that she should “continue doing what shes doing”, praising her for her part in what has been achieved in the ward. A further two noted the importance of working on short term goals, rather than long term projects, in order to motivate and instigate more community activity. This interviewee stated:

“we need to attempt manageable, low key programmes...not ones that are on any grand scale, but perhaps programmes that focus on basic living skills...like financial planning, and parenting skills.”

Interestingly when asked about what further support Colchester Borough Council could offer them, two interviewees stated they felt supported as it is, and three could not think of any more support that could benefit them. This may suggest that support levels are already fairly well in place; or perhaps rather that groups in St Annes are relatively self sufficient (which in turn, could be seen to contradict the finding that a forum to instigate joint working may be lacking in the ward).

Overall the impression given from a lot of the interviewees at this stage was that things are progressing in St Annes; certainly in relation to the Community Centre, and particularly the Willow Brook School. That said, a level of inertia with regards to joint working was also suggested. This is perhaps a surprising perception, given the evidence of joint working that exists from activities carried out in the ward over the past three years (the presence of Sure Start in the community centre; the introduction of the Neighbourhood Action Panel to the ward; jointly accessed

Centre began to become more of a priority, and the Board of Trustees for the centre were formed, subsequently taking over a lot of the work/discussion which was previously the domain of the Forum.

funding between Colchester Borough Council and All Faces; and the board of trustees managing the centre, for example; see also section 7). The suggestion seems to be however that joint working is still ongoing, but at times perhaps in less of a formal way, which may potentially be to the exclusion of some active groups in the ward. Nevertheless, the successes outlined in section 7, the apparent reductions in ASB offence rates in St Annes Estate and Harwich Road, the positive achievements recognised, and the increased confidence in relation to many of the priorities for the ward, show a number of clear steps forward for St Annes, when comparing the ward with its' situation in 2004, at the time of publication of the Community Strengths Assessment.

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5. Introduction

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

Community Development in St Annes

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

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

Establishing Local Need

In 2004 a Needs Assessment was carried out in St Annes, which involved interviewing 18 community groups, services or statutory services and interviewing more than 200 residents.

The research identified the following main concerns in St Annes:

- Anti Social Behaviour
- Younger People
- Leisure, recreation and social activities
- Funding
- Resource issues and local meeting places
- Building equality
- Community participation
- Joint working and support

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

Report Structure

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

The findings are organised under the following headings:

1. The Groups Interviewed
2. General Themes
3. Evaluations of existing priorities
4. What Now? Ideas for the future development of St Annes ward

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

6. Methodology

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

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

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

Interviews

Face-to-face interviews were conducted with key local people working to improve quality of life in St Annes. The list of interviewees was sourced from the Community Development Workers' contact list for the ward, and included all those involved in community, voluntary or statutory work in St Annes. Interviewees were asked a series of questions relating to St Annes, and the impact of community development work in the area.

Choice of Methodology

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

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

The interview questions

The basic structure from the interview was taken from the first three in this series of reports, the Old Heath, Berechurch and St Andrews Questionnaires. This was amended slightly to reflect the unique objectives set for the Community Development Worker for St Annes (as outlined in the 2004 Community Strengths Assessment), but many of the more generic questions were retained. The interview asked about the activities that have involved the Community Development Worker, and specific achievements or projects known by the Community Development Worker to be key

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

The interviewees

Interviews were carried out with 10 people that had an interest in the St Annes area between July and September 2007. The majority of those interviewed were representatives from community and voluntary groups or community workers in the statutory sector for St Annes. It should be noted that for the other Evaluations carried out by Colchester Borough Council⁹, more interviewees were sourced. On sourcing the interviewees for the St Annes Evaluation, it was noted from the Community Development Worker that St Annes had a tendency to have fewer key players, but with each of these players having a very high level involvement in community activity in the ward. In addition, fewer interviewees were sourced owing to a combination of factors including for example staff sickness, and the decision taken by the three ward Councillors to have one spokesperson for all three, as opposed to holding three separate interviews. See Appendix 2 for a full list of interviewees.

Focus Groups

One focus group meeting was held in September 2007 to gain the views of young people from St Annes. They were asked their opinion on recreational opportunities for young people in the area, and whether they felt there had been any improvements over the last three years.

Choice of methodology

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

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

⁹ Evaluations have, at the time of producing this report (November 2007), already been carried out for Harbour, Berechurch and St Andrews wards.

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

The focus group meeting

The recommended number of participants for an effective focus group is usually between eight to 12 people. One focus group was held in order to explore the views of young people in the Willowbrook School (noted itself to have been a specific achievement in the St Annes ward over the last three years; see chapter 8). The school was approached in order to gain ideas about how to access a group of young people from the St Annes ward to be involved in a focus group. The suggestion was made by the school to work with the school council; and a focus group was as such set up, allocating a 45 minute slot for the researcher to meet with the school council. It was felt that it would be particularly effective to work with a group who were already familiar and friendly with one another. In fact, Kitzinger (1995) suggests that bringing people together from the same social groups in focus groups can be quite helpful. Friends and colleagues can relate each other's comments to incidents in their shared daily lives. They may challenge each other on contradictions between what they say and how they actually behave (for example, in response to a said event, 'how about the time when you...?').¹¹

The option of carrying out a second focus group with older, teenage inhabitants of the St Annes ward was considered, but the decision was ultimately taken just to carry out the one group with the Willowbrook School. Initially the dance group that meet at the Willowbrook School and is run by the Community Street Wardens was one suggestion, however, the dance club was in fact preparing for a show/performance at the time of carrying out the research, and it was as such suggested that the club would not be able to spare the time.

Attendance

All participants were aged between 5 and 10 years. As discussed above, the option of carrying out a focus group with older young people (of teenage years) was considered, but eventually rejected. On reflection it may have been wise to have held a second focus group with young people in this older age bracket, in order to get an overview of their views on living in St Annes. That said, it should be noted that over 50% of the participants in the focus group were aged 10 and in their last year of primary school, and as such the majority were at least approaching their teenage years.

Starting the focus group

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

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

¹¹ As above.

Police data

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

Police Reported Crime data

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

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

Limitations with reported crime data

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

Police Recorded Crime Data

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

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

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

Limitations with Police Recorded Crime data

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

7. Key Successes in St Annes

Before moving on to evaluating the research methods used as described in section 6, this section will firstly outline the facts regarding the key successes in the ward over the past three years, in order to provide an overview of what has happened since the publication of the Community Strengths Assessment. Reference is made to this section both in the Executive Summary (section 3) and throughout the evaluation, in order to contextualize comments made by interviewees/ in the focus group. This list is not intended to be exhaustive, but instead serves to give an overview of what has been introduced in the ward, over the past three years.

Oak Tree Community Centre

The new £1 million multi-purpose Community Centre for St Anne's opened for local residents of Harwich Road and St Anne's, in October 2006. The centre, on Pond Field, Harwich Road, is also a base for Sure Start (which provides services for families with children aged 0 to 4). The building was jointly funded by Sure Start (£500,000), Colchester Borough Council (£250,000) and The Soroptimists (£150,000), and is now managed by local volunteers from the St Anne's Community Association.

The Community Centre board of trustees

The Oak Tree Community Centre is managed by a board of trustees for the St Anne's Community Association. The board of trustees not only manages the centre, but also acts in part as a replacement to the St Annes Forum (a group formerly in place promoting and facilitating joint working and networking between community, voluntary and statutory support groups and agencies in St Annes).

All Faces

All Faces began in 2005 as a voluntary group organizing fixed timescale projects for young people in St Annes. It is run by residents in the ward. Since it started, the group has run a number of key projects including The Urban Factor (a community talent competition held at the Willowbrook School in summer 2007); Rock School (held in summer 2006 and February 2007 half-term holidays; due to run again in Christmas 2007, and February 2007); regular fishing trips; and is currently in the process of planning a 16 week football programme (November 2007). Funding for a number of these projects has been sourced with the assistance of Colchester Borough Council's Community Development team.

The Willow Brook School

The Willow Brook School (formerly St Anne's Primary School) opened in September 2004. The school has proved a great success in the ward; the 2007 Ofsted report for example states:

"The Willow Brook Primary and Nursery has grown from being a small school to one of average size since it opened under the Fresh Start initiative. Its predecessor, St Anne's Primary School, was in special measures from September 2000 to November 2003; it was closed in August 2004. Willow Brook opened on the same site in September 2004....Willow Brook is a good school with some outstanding features, not least of which is its exceptional leadership that also means it has excellent potential to improve still further".

It is well worth reading the 2007 Ofsted Report for the School in order to fully appreciate the impact it has had in the ward and the improvements that have been made.

Decent Homes Initiative

The Decent Homes programme has set about improving the quality of housing on the St Annes Estate area, since 2003. The programme gave landlords in the social housing sector across England until 2010 to make all of their homes 'decent'; that is; weathertight, and with modern facilities. St Annes and St Andrews were the wards in Colchester with the highest concentrations of social housing and as such the programme for Colchester began in these wards.

Multi Use Games Area (MUGA)

A Multi Use Games Area is being planned for the ward, in order to increase facilities for young people in an attempt to reduce ASB in St Annes. At the time of producing this report, funding streams have been sought and a bid submitted for this purpose. The project is due for completion in Spring 2008.

8. Findings

This report will now move onto evaluating the research methods used, as outlined in section 6. The findings are structured into four main sections as follows:

8.1 The groups interviewed

The first of these sections provides a little further information about the groups interviewed; including how long they have been involved in community activity in St Annes ward, and which meetings they attend about the area.

8.2 General themes

The second provides some general evaluation themes gleaned from the interviews, such as views on quality of life and how that has changed in St Annes over the past three years, and views on the relevance of the existing priorities for the ward.

8.3 Evaluations of Existing Priorities¹³

The third section evaluates what has been achieved in relation to each of these existing priorities. This section brings in the other research methods, incorporating the findings from the Anti Social Behaviour analysis, and the young peoples' focus group. This section will make reference to the key successes achieved in St Annes as outlined in Section 7.

8.4 What now? Thoughts on the future needs of St Annes

Finally the last section looks in detail at those questions from the interview which aimed to find out what more could be done in St Annes to provide support both to the residents and the groups in place in the ward

8.1 The groups interviewed

As stated in Chapter 6 (Methodology), a total of ten community, voluntary and support groups were interviewed, using the interview shown in Appendix one. This was a slightly lower total number of interviews than was carried out for some of the

¹³ The existing priorities as referred to here are those set out in the original Community Strengths Assessment for St Annes ward. This piece of research looked at the needs in relation to community development in the ward in 2004, and identified a number of priorities and/or recommendations as to what ought to be tackled in the area. To view this report in full, visit its location under c-consultation on the Colchester Borough Council website at: www.colchester.gov.uk/community.

other evaluations of this kind carried out by Colchester Borough Council¹⁴. This was for two reasons. Firstly, the total number of potential interviewees was slightly lower for St Annes; the Community Development Worker for the ward stated that interventions in the ward tended to be centred around fewer key players. Secondly, staff sickness and lack of responses meant that three of the possible interviewees were very hard to reach, and were as such excluded from the research.

Figure 1 below shows the length of time for which the interviewees have been involved in community work in St Annes.

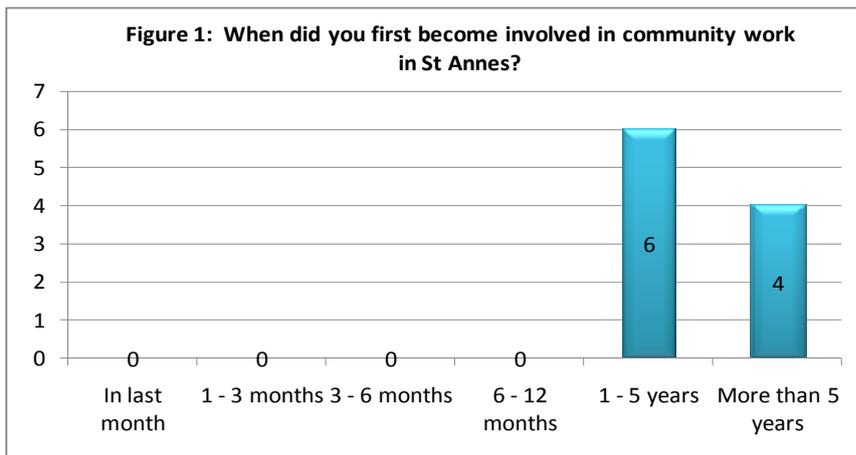


Figure 1 indicates that all of the interviewees are experienced in community work in the ward, all ten having been operating in the area for more than one year. One interviewee had been involved with work in the ward for more than 20 years.

Figure 2 looks at the frequency with which interviewees meet, either with their group/organisation, or with other organisations, in order to discuss community work in St Annes.

¹⁴ Evaluation reports have been carried out for all those wards for which Community Strengths Assessments were completed in 2003/2004. This includes Harbour, Berechurch and St Andrews wards. For St Andrews and Berechurch wards, a total of 18 and 20 groups/individuals were interviewed respectively.

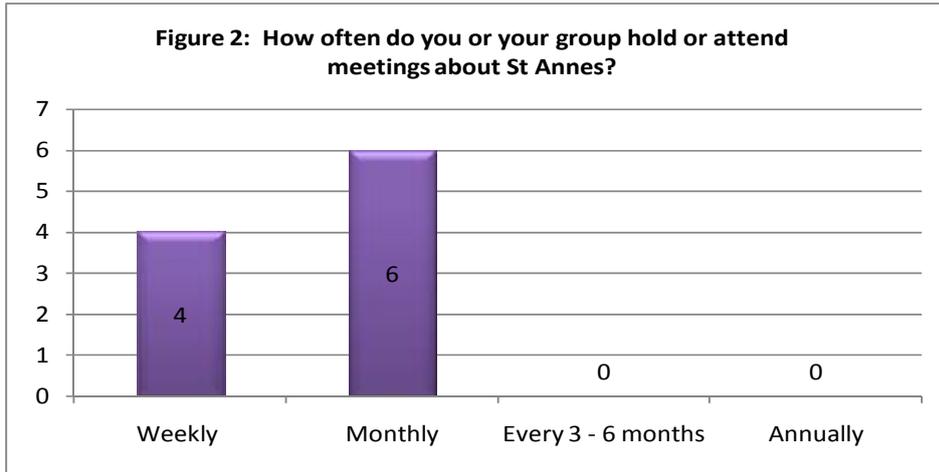


Figure 2 shows that four of the interviewees meet weekly (some expanding on this by stating that they meet several times a week both formally and informally). Six of the interviewees meet on a monthly basis about St Annes.

A further question asked interviewees the names of the meetings they attend, in order to take a view on how well attended some of the agencies or forums set up for St Annes are.

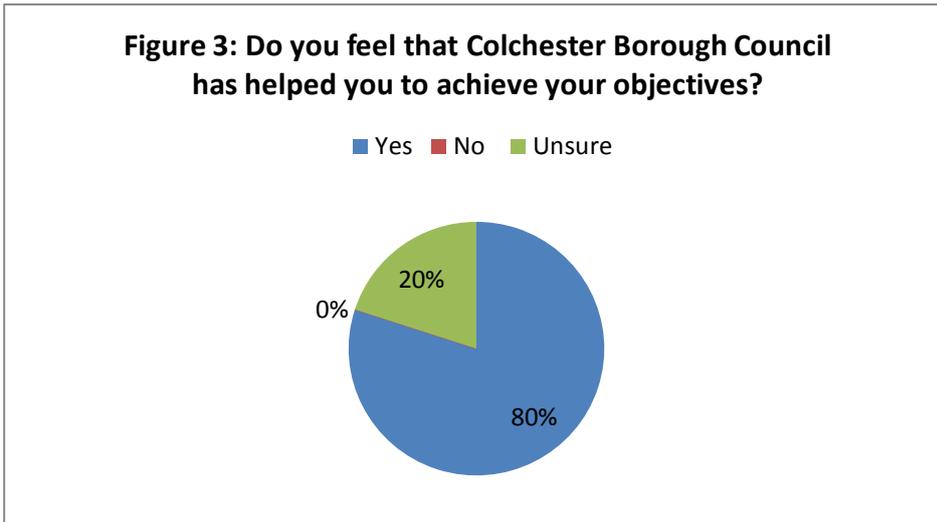
The forums which came up more than once included; the St Annes NAP (Neighbourhood Action Panel), attended by three of the total ten interviewees; and Sure Start meetings (attended by two of the total ten interviewees). Other than that meetings tended to be more informal (but frequent) meets between for example, representatives of the Willowbrook School and/or the local Neighbourhood Policing Team, ward Councillors, and Street Wardens. Other examples given included; representation at local Residents Associations, meetings and services around the religious establishments in the ward; the Association of tenants and leaseholders, and the St Annes Church Association.

Whilst the emphasis in this question was on what formal forums or networking groups are attended, the impression given by many was that meetings occur on a day to day basis between the 'key players' in the ward, who are seemingly in very frequent contact with one another.

8.2 General Themes

This section will, as with 3.1, rely heavily on the interviewing element of the research. There were a few questions in the interview (see appendix one) which required interviewees to comment on whether they felt, overall, that the ward had seen improvements, what support they have received from Colchester Borough Council, and what support might benefit them further.

Figure 3 below looks at firstly at whether interviewees felt that Colchester Borough Council had helped them to achieve their objectives for working in the ward.



The results are encouraging; with eight of the total ten interviewees stating that Colchester Borough Council had helped them to achieve their objectives, over the past three years specifically. It should be noted however that this question did not differentiate between Council departments; some interviewees for example went on to state several different departments or officers who have assisted them. This included, Colchester Borough Homes, ward Councillors, and the Planning Department, in addition to the Community Development Team.

It is worth mentioning at this point the variety of stated objectives in relation to community work in St Annes ward. Two of the stated objectives were around community spirit; one stating their objective to be to *“improve care in the community”*, and the other stating *“to increase community spirit”*. A few further interviewees focused on improving services for young people, comments including:

“our main objective is to increase the life chances of children in St Annes”; *“to fight against poverty, especially for children in the ward”*.

Other stated objectives included improving housing standards; to tackle anti social behaviour and crime and disorder; and to offer long term sustainable groups and activities for residents.

Interviewees were asked early on in the questionnaire, about the existing priorities for St Annes, as identified in the St Annes Community Strengths Assessment. Figure 4 shows the results of this question.

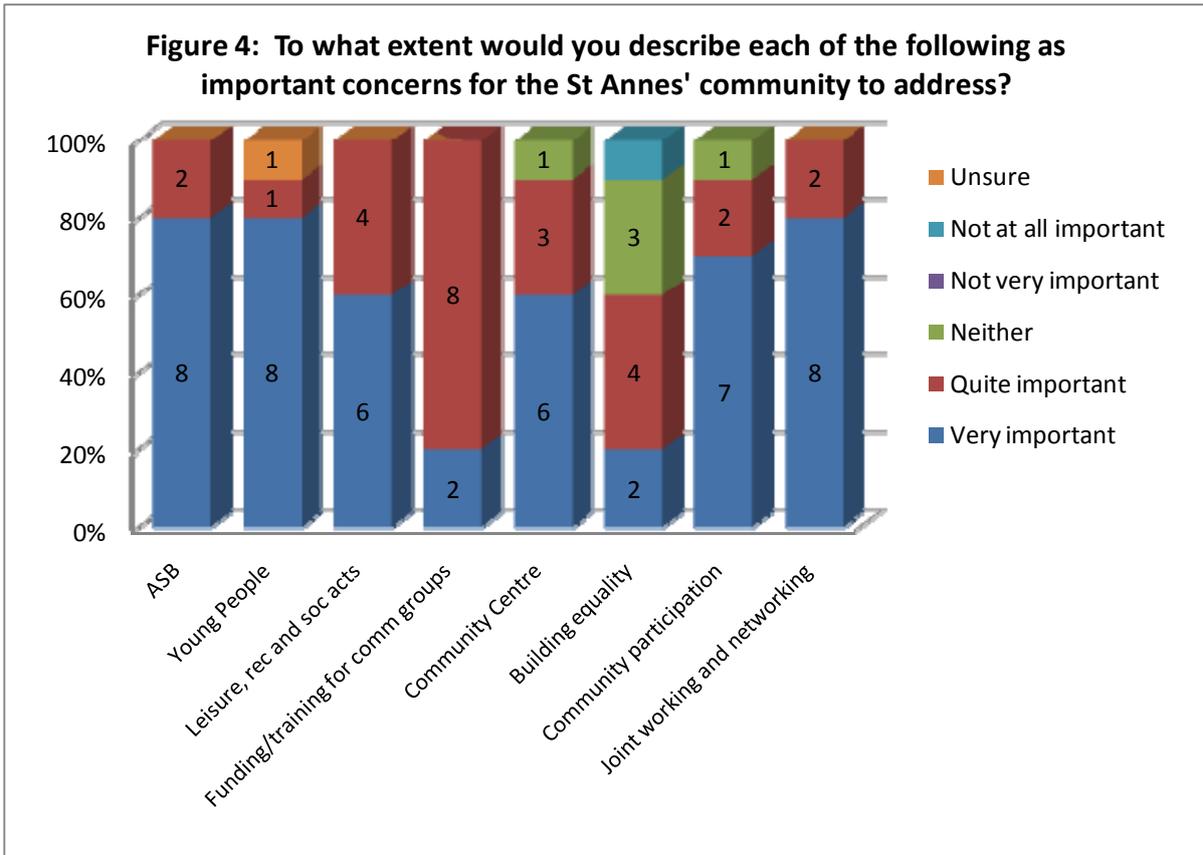


Figure 4 shows that the two priorities still considered the most important of the total eight for St Annes, are tackling anti social behaviour, and promoting and supporting joint working and networking. For both of these priorities, eight interviewees stated that they were still “very important”, and two interviewees stated that they were “quite important”.

Six interviewees felt that developing leisure, recreation and social activities was still “very important”, and four that it was “quite important”. Also considered important was “assisting community groups in accessing funding and training”; eight interviewees felt that this was quite important, and two that it was very important.

Considered marginally less important was “promoting and encouraging community participation”; one interviewee felt that this was neither important nor unimportant”, and “supporting the new Community Centre”; again for this one interviewee felt this one “neither important nor unimportant”.

On the whole however the majority of these priorities were still considered important. The priority considered least important was “building equality by helping groups develop equality and diversity policies”. One interviewee felt this to be “not at all important”, and three that it was “neither important nor unimportant” (see also section 8.3.3 for further analysis on this).

Interviewees were also asked whether their confidence in the community's ability to make an impact on each of these priorities had increased or decreased over the last three years. Figure 5 below shows the results.

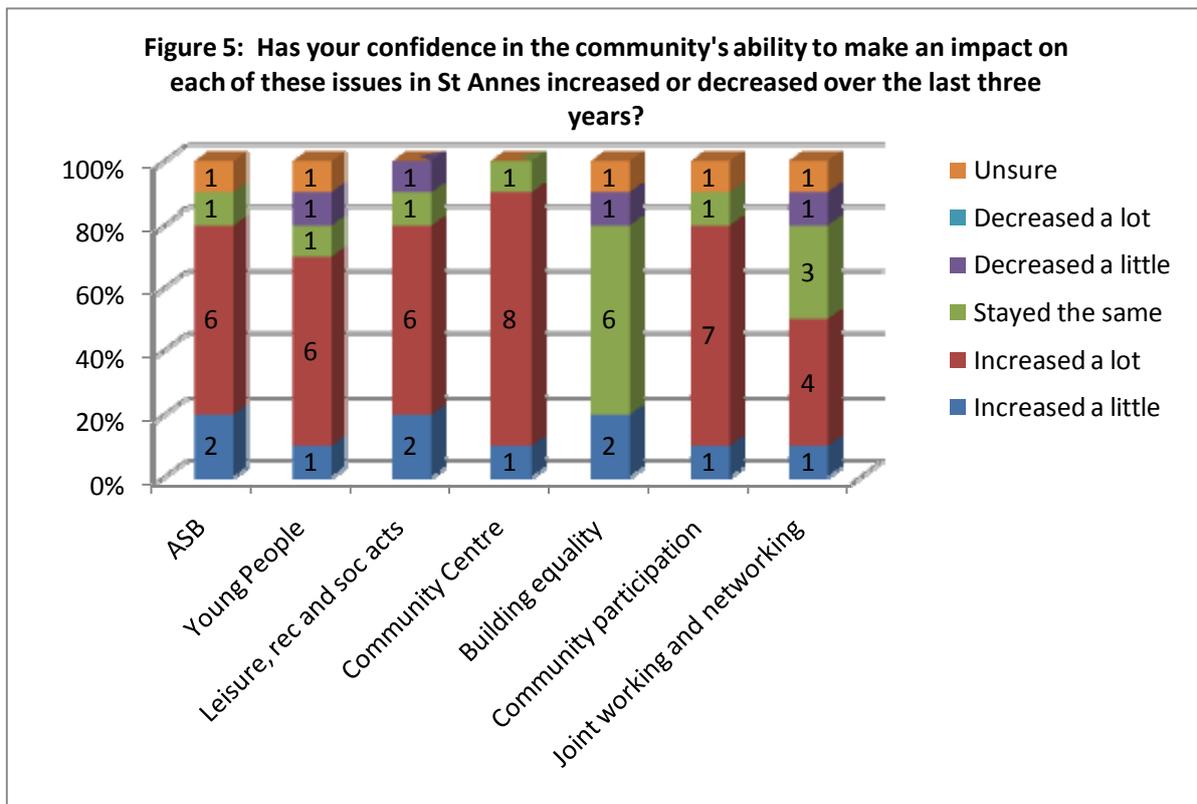


Figure 5 above indicates that, for the majority of the priorities, interviewees' confidence in the community's ability to make an impact on them has increased. The priority which has seen the greatest increase is "supporting the new community centre by encouraging local groups to use it". For this priority nine of the ten interviewees stated that their confidence has increased either a lot or a little. This is probably by virtue of the fact that the Centre was completed in 2006, and was not in place at the time of the completion of the Community Strengths Assessment in 2004, when these priorities were identified.

The priority for which interviewees expressed least confidence was "building equality by helping groups develop equality and diversity policies". For this priority, a majority of six of the ten interviewees felt that their level of confidence had stayed the same over the past three years. This mirrors what was seen in Figure 4, that interviewees' seemed in general more ambivalent about this as a priority (see also section 8.3.3 for further analysis on this).

Interviewees were also asked whether they felt that quality of life in St Annes has improved over the last three years. Figure 6 below displays the results.

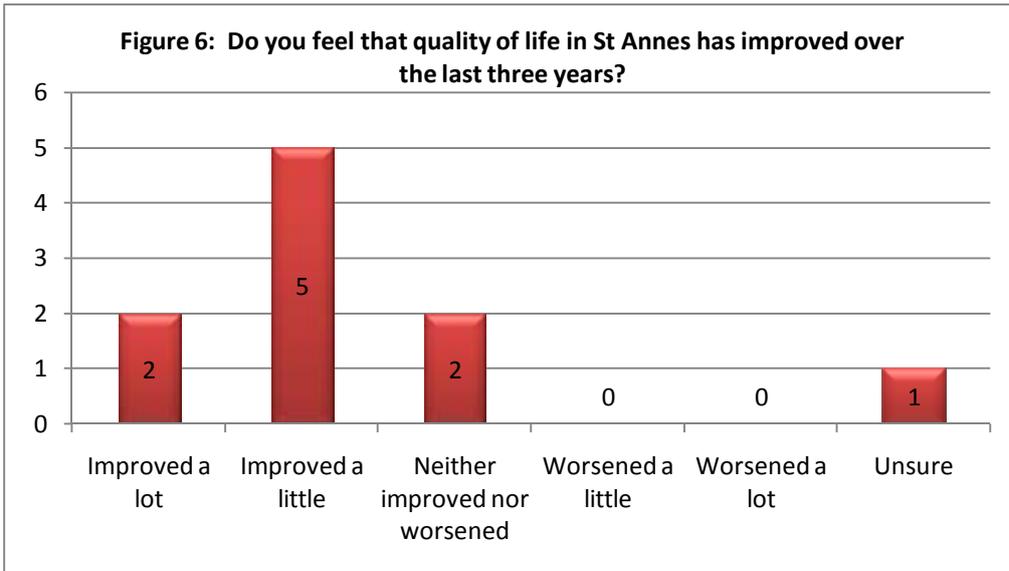
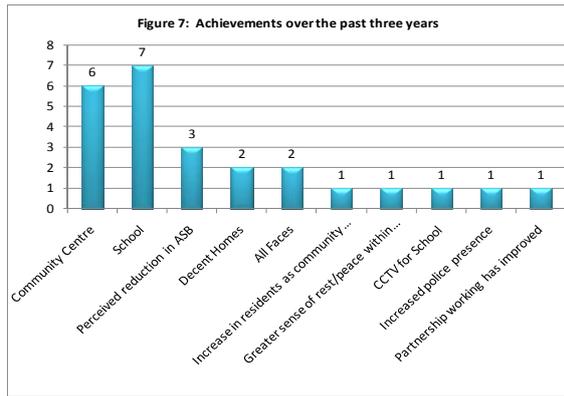


Figure 6 above shows that seven of the total ten interviewees think that quality of life has improved a lot or a little. It is encouraging to note that no interviewees felt that quality of life had worsened in any way over the given time period. Just one interviewee was unsure as to whether quality of life had improved or worsened.

The last question to be assessed in relation to the overall picture, or general emergent themes about the ward, is the question which posed “what achievements, if any, can you think of that have been in the St Annes ward in the last three years?”

There were a range of responses to this question; Figure 7 below outlines those which were stated most frequently by the interviewees.



As can be seen in Figure 7 above, six of the ten interviewees¹⁵ stated that the Community Centre had been a significant achievement of recent years. Seven interviewees stated that improvements to the Willowbrook school had been an achievement for the ward. Three stated that they felt there had been a reduction in ASB over this time period; a further two commented on the impact that All Faces have had in providing activities for young people locally; and two also commented on the impact of the Decent Homes standard, which aimed to bring the council owned housing in the ward up to a much greater standard, in 2003. Other comments, as displayed in Figure 7, were the impact of CCTV at the Willowbrook school; the increase in police presence locally, and one interviewee also stated:

“ There is less vandalism specifically....but also there exists a greater sense of rest and peace within the community at large....although individual issues still persist”

¹⁵ Note that for this question many interviewees gave multiple responses. As such the sum of total responses in Figure 7 exceeds the sum of total interviewees.

8.3 Evaluations of individual priorities

This section will look at the individual priorities as identified in the 2004 Community Strengths Assessment for St Annes, looking at what has been achieved in relation to each of these, and how those involved in community work in St Annes feel about those achievements.

The eight priorities as displayed in Figure 4 have been regrouped to give four sections as follows.

8.3.1 Addressing issues of Anti Social Behaviour, and developing new facilities for young people

This section will make use of offence and incident data provided by Essex Police, in order to take a view as to whether Anti Social Behaviour (ASB) has changed over recent years in St Annes.

Firstly however, it is worth commenting on those questions from the interview which made reference both to ASB and young people.

Views from interviewees on ASB in St Annes

We have already seen from Figure 4 that all ten interviewees felt that ASB was either very or quite important as a priority to address for the ward. For young people, nine felt that this priority was either very or quite important. One interviewee stated that they were unsure.

In addition, eight of the ten interviewees felt that their confidence in the community's ability to make an impact on the issue of ASB had increased either a little or a lot over the past three years. One felt that their confidence had stayed the same, and one felt unsure. With regards to improving facilities for young people, seven interviewees stated that their confidence had increased. One was unsure; one stated that their confidence had "stayed the same", and one said that it had decreased a little. The interviewee stating that their confidence had decreased a little, went on to comment that:

"we have been waiting for new facilities to be developed for young people for years...but we're starting to lose faith now"

Interviewees were also asked whether they could think of any activities that might be effective in diverting young people from ASB in St Annes. The results are displayed in Figure 8 below.

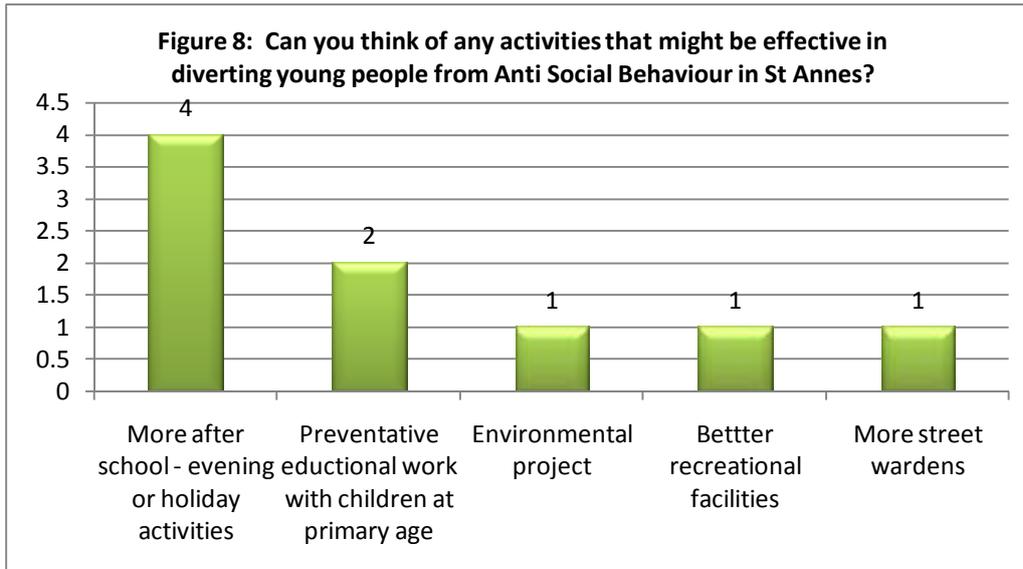


Figure 8 above shows that four of the ten interviewees felt that more after school, evening or holiday activities would be effective in diverting young people from ASB. It should be noted that two of these four stated that the introduction of the All Faces group in the ward has helped in providing holiday activities for the young people in St Annes, but that a lot more ought to be provided in order to fully improve the situation of ASB and to provide diversionary activities for young people in the ward.

Views of young people on ASB in St Annes

In order to take a view as to how young people feel about crime and specifically ASB in St Annes, a focus group was carried out with members of the Willowbrook School Council as outlined in section 6. Within this focus group a few issues came up around crime and ASB specifically. One participant commented:

“Dogs mess and litter are problems...and teenagers throw eggs on the estate sometimes”

There was some consensus amongst participants with regards to the former stated problem. It was however just this one participant that mentioned the problem with eggs being thrown. One other participant mentioned:

“There are loads of cars that drive around here quickly, and the teenagers all drink a lot. Often there is a lot of smashed glass lying about too”

There was quite a lot of consensus regarding the issues of drinking and broken/smashed glass, and the noise of cars, amongst the participants.

Participants were also encouraged to discuss what they felt had improved in the ward over the last three years, and whether ASB levels had altered at all. Some of the participants commented on the fact that CCTV has been added in and around the immediate vicinity of the school, and that this has made them feel safer living in

the ward. The focus group were then asked what sort of issues, other than those already commented, that they felt were existing in St Annes. Comments included:

“neighbours row with each other a lot round here....but teenagers are the main problem”;

“footballs get kicked into other peoples’ gardens”

“there arent any good shops....for food or for anything, its harder for my mum to get stuff for us”

There was also some discussion around whether the area had improved or worsened as a place to live over the last three years. The majority of participants either nodded or stated that they felt there had been an improvement. They were also keen to state what their involvement in that improvement process had been; one stating:

“we were upset about the litter, so we have organised litterpicks for the field around the estate”

One participant went on to state that they felt that people were improving their behaviour in the ward, specifically that more people were starting to pick up litter after themselves.

There was some further discussion around what else they would like to see, or that they think needs to be seen, in the ward to help alleviate the problems they have identified. Whilst this started with sensible suggestions, including “more bins around the streets”, “a water fountain”, “better gates and/or fencing”, “more cameras such as the ones at Willowbrook” (this suggestion was very popular); “to encourage more people to use rubbish bins”, there was a tendency for the suggestions to degenerate to, for example, “an amusement park”, “limosines”, “street parties”, as they got a bit carried away! This can often occur when carrying out focus groups with young people, but it is interesting to note that, in this instance, the young participants were fairly quick to get back to contributing with ideas around the topics discussed, giving useful and thoughtful feedback.

I would like to digress slightly at this point from the issue of ASB and dwell on this point of the behaviour of the young participants. As a researcher I found the focus group a particularly easy one to lead, with little disruptive behaviour displayed from participants, with a keenness to contribute, but a great deal of respect displayed towards other participants. This could perhaps serve to reflect further the improvements that have been made at the Willowbrook School, and the impact that is likely to have had behaviourally on the future teenagers inhabiting the ward. This however is a subjective interpretation of events, and should be interpreted cautiously as such.

Participants were asked about what else they have done in the area to make improvements to the ward (aside from the litterpicks), and in addition whether they felt listened to and respected. In response to this some of the participants spoke briefly about their efforts to set up a healthy tuckshop at the school. One commented:

“we feel like we are really listened to here....everyone talks in turn and listens to you....and we’ve managed to get things done...but thats because the school is much better than it was”

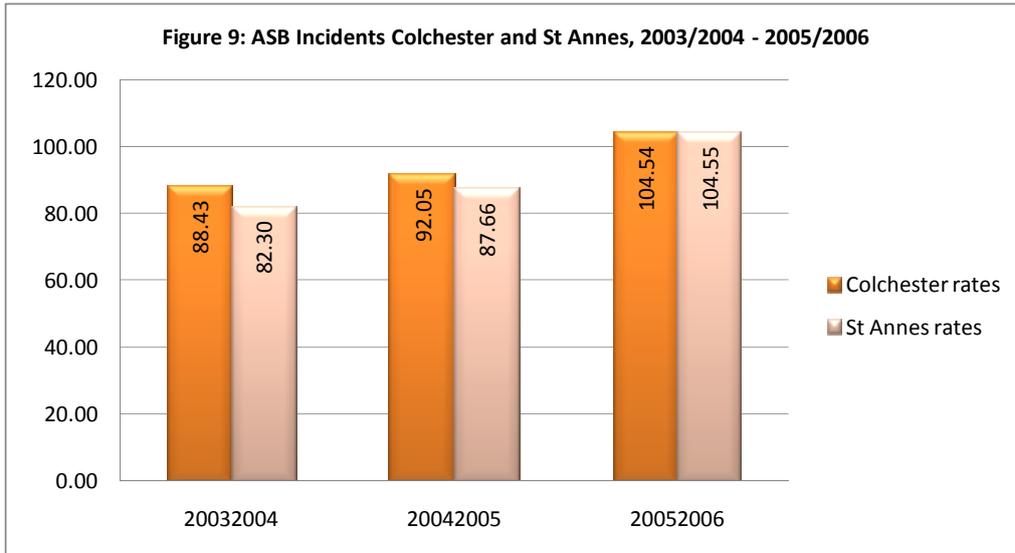
The older participants (those in year 6) picked up on this comment, several of them nodding vigorously and stating their agreement that the school was a nicer place to be, with “less shouting”, than it used to be. However, as has been commented on earlier in this section, there was a level of consensus that problems still exist in the ward, outside of the improvements made to the school. Specifically as mentioned, the problems identified by the school council included neighbourhood disputes, anti social behaviour from teenagers, loud cars (and noise in general), dogs’ mess and litter.

ASB data analysis

Anti Social Behaviour data has been analysed for three years in St Annes ward, in order to take an overview as to whether ASB problems still exist to the extent that they were perceived to three years ago (as reported in the 2004 Community Strengths Assessment). Data from 2003/2004, 2004/2005 and 2005/2006 has been analysed for both incidents (reported crime) and offences (recorded crime) for St Annes. Although 2006/2007 ASB data was available from Essex Police at the time of reporting, significant changes to the way ASB data is recorded which occurred between 2006 and 2007 has meant that the latest years’ data was not comparable to previous years. As such, the most recent data given within this report is for 2005/2006.

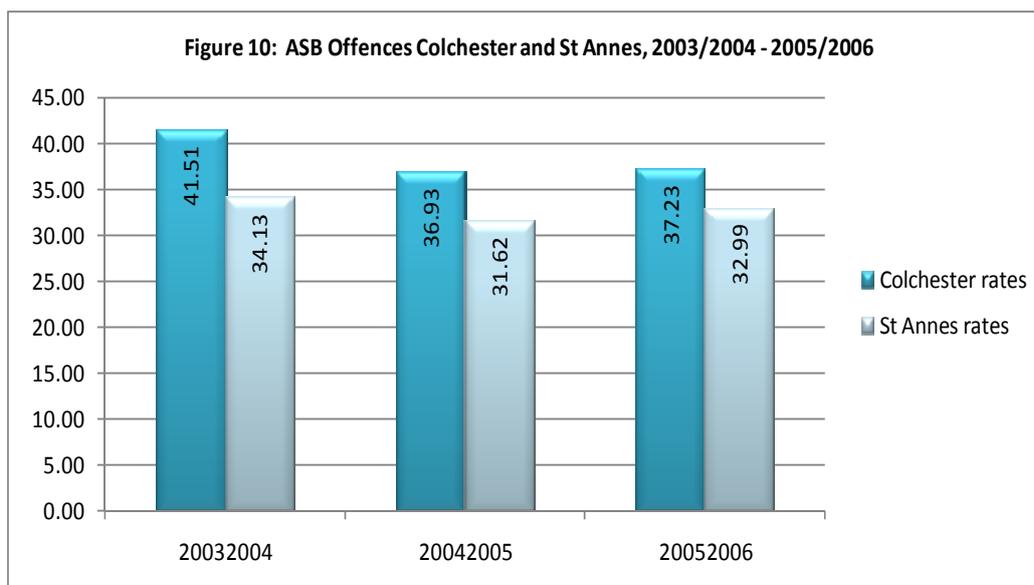
ASB offence and incident rates in St Annes and Colchester Borough

The first two figures in this section compare the rates of ASB incidents and offences in St Annes ward to those in the borough as a whole.



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

Figure 9 above indicates that St Annes has a very similar rate of ASB to the rate of the borough as a whole. In only one year (the most recent year of analysis, 2005/2006) is the rate of incidents very slightly in excess of the rate experienced in the borough as a whole (104.55 incidents per 1,000 population in St Annes as opposed to 104.54 incidents per 1,000 population in Colchester). Both St Annes and Colchester follow a similar pattern of increase in incident rates over the three year period.



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

Figure 10 above indicates again, as with anti social behaviour incidents, similar rates per 1,000 population in St Annes ward are shown for offences, compared with the rate shown in Colchester as a whole. Rates in St Annes are actually slightly lower than those experienced in Colchester.

It was considered surprising at the time of analysis that rates for St Annes are lower than those for the borough (in view of the priorities outlined in the 2004 Needs Assessment, and in view of other council and local policing initiatives to reduce ASB in the ward). Comparisons were therefore made with crime analysis carried out previously by Colchester Borough Council¹⁶; this analysis also showed that, for all crime in 2004/2005, the rate for St Annes were slightly lower than that for the borough. This analysis also showed three wards to have rates of total crime considerably higher than the borough average; these wards being Castle St Andrews and New Town. Assuming that ASB follows a similar pattern to that for all or total crime, it may therefore be the case that rates for St Annes are slightly lower than rates for Colchester given the “skewing effect¹⁷” which these two wards may have. Rates for ASB offences for St Annes show a similar pattern over the three year period to rates for the borough; both decreasing slightly between 2003/2004 and 2004/2005 and thereafter increasing slightly between 2004/2005 and 2005/2006. Rates in 2005/2006 are however lower than they were in 2003/2004, showing an overall, albeit slight, reduction in rates.

¹⁶ The 2006 Life Chances report on “Crime” can be accessed via c-consultation by following the link <http://www.colchester.gov.uk/community>

¹⁷ Particularly high crime rates which are significantly in excess of the borough average will cause the borough average to be higher than it would be were they not included.

ASB offences and incidents by road

Figures 11 and 12 below look at the roads with the highest total numbers of incidents and offences for the most recent year of analysis, 2005/2006.

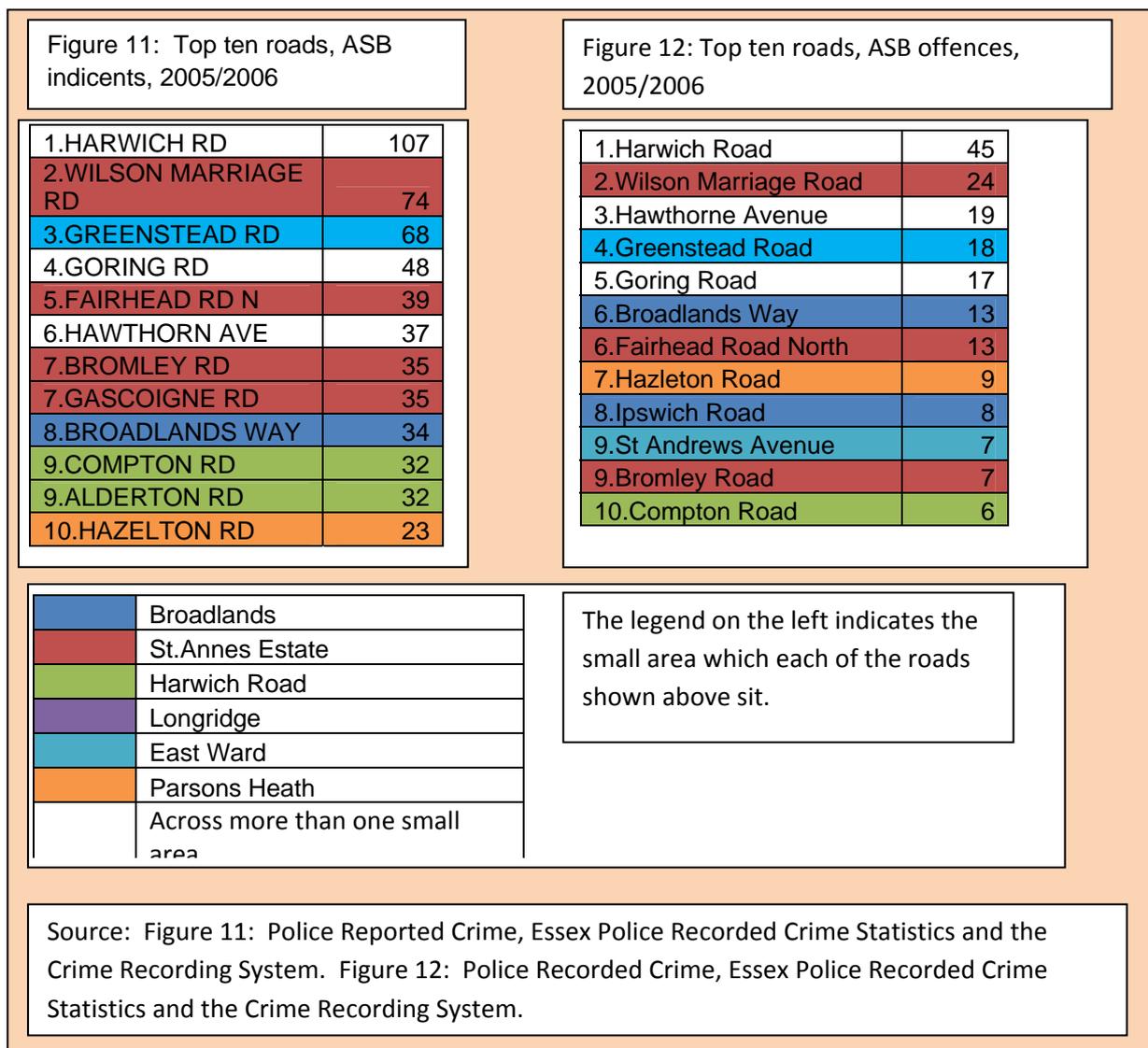


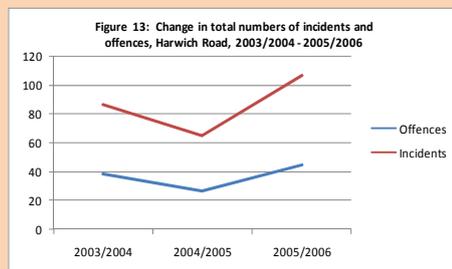
Figure 11 indicates Harwich Road to be the road with both the highest number of incidents and the highest number of offences in 2005/2006. Wilson Marriage Road is the road with the second greatest numbers of incidents and offences.

Of the top ten roads for incidents, four of those roads are within the St Annes Estate small area. Two are in the Harwich Road small area, one is in Broadlands, and one in East Ward.

For the top ten roads for offences, three are within St Annes Estate. Two are in East Ward, one in Parsons Heath, one in Broadlands, and one in Harwich Road.

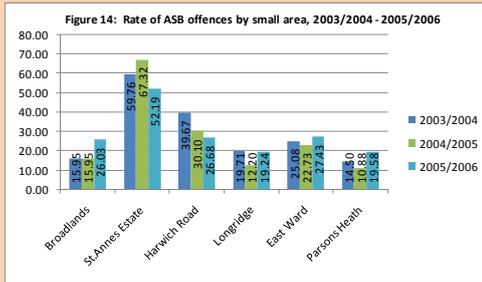
It should be noted however here that some of these roads cannot be categorised into a specific small area. This is because these roads sit over more than one small area in the St Annes ward. This is true of a number of roads in the ward, including three of those with high numbers of incidents and offences; Hawthorne Avenue, Harwich Road and Goring Road.

As stated, Harwich Road is the road showing the greatest number of incidents and offences for 2005/2006. It should be noted in relation to Harwich Road that this is a very long road. Not only does it cover more than one SOA as stated; it in fact covers the majority of the St Annes ward. Figure 13 below shows the change in total numbers of ASB incidents and offences over the three year period 2003/2004 – 2005/2006.



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

Figure 13 above indicates that, both for incidents and offences, there was a drop in ASB between 2003/2004 and 2004/2005, followed by an increase between 2004/2005 and 2005/2006. This increase is particularly marked for ASB incidents.



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

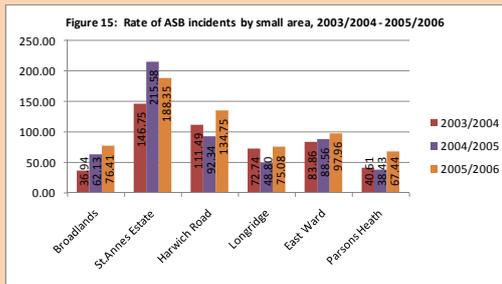
Notes: 1. Offences have been identified to small areas by matching up recorded postcodes to small areas (data on postcodes by small area is available from the ONS: Office for National Statistics). For some offences postcodes were not recorded. In these instances small areas were identified by road name. However, a number of roads in St Annes run across more than one small area (Harwich Road; Goring Road; Hawthorne Avenue). Those offences where there was no postcode recorded and/or the road sat across more than one small areas were therefore omitted from Figure 14. Figure 14 should therefore be interpreted cautiously; for 2004/2005 for example offences that could not be identified to a small area accounted for 15.5% of the total offences (49 of a total 277 offences). For a more reliable picture, see the incidents small area analysis; each incident is recorded using a co-ordinate, such that each can easily be mapped and therefore identified to a small area.

Figure 14 above shows the small area analysis for offences in St Annes between 2003/2004 and 2005/2006. Bearing in mind the caveat to this chart given in Note 1 of Figure 14, the chart appears to show an increase in total offences in Broadlands and Parsons Heath, with Harwich Road seeing a consistent decrease in total number of offences over the given three years.

St Annes Estate is consistently the small area with the highest rate of offences, over all three years. Overall however, this small area shows a decrease in total offence numbers over the three year period. Offence rates in 2005/2006 (52.19 per 1,000 population) are lower than those seen in both 2004/2005 (67.32 per 1,000 population) and 2003/2004 (59.26 per 1,000 population). Rates in St Annes Estate nevertheless remain considerably in excess of the Colchester borough rates; in 2005/2006 the Colchester rate was 37.23 per 1000 population, some 20 offences per 1,000 population lower than St Annes Estate.

Harwich Road is the small area which consistently has the second highest rates per 1,000 population for ASB offences for all three years of analysis. This small area has shown a clear reduction in offence rates over the three years, from 39.27 per 1,000 population in 2003/2004, to 26.68 per 1,000 population in 2005/2006.

This analysis must however be interpreted with caution in view of the limitations of this particular dataset (see Figure 14, Note 1).



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

Notes: 1. Unlike Police Recorded Crime, Police Reported Crimes are recorded using a co-ordinate, such that each can easily be mapped and therefore identified to a small area. Figure 15 therefore gives a more reliable picture of the total incidents per small area, per year shown, than Figure 15 does of the total offences per small area.

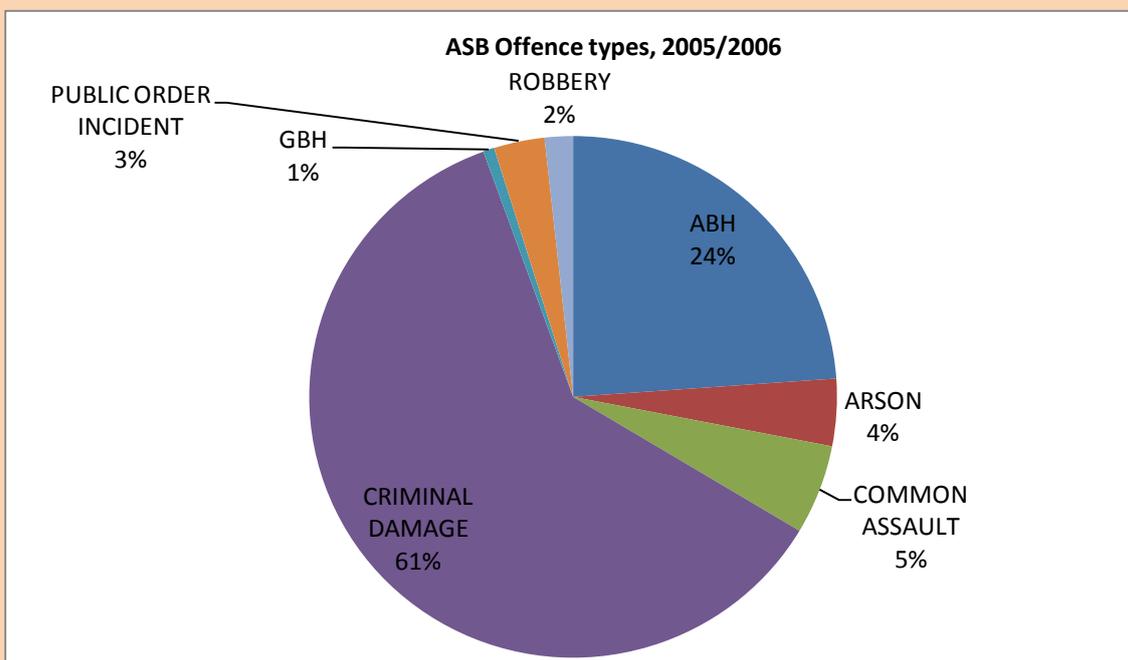
As explained in the notes provided in Figures 14 and 15, the incident data presented in Figure 15 provides a more reliable picture of the variation in anti social behaviour in the small areas in St Annes, than the offence data does (bearing in mind that offence data represents all those ASB offences recorded by the police and notified to the Home Office, whereas incidents data represents all those incidents and/or disturbances reported).

Figure 15 shows St Annes Estate to be the small area with the greatest rate of ASB incidents, for all three years of analysis. It shows, as do all the small areas in Figure

15, an overall increase in reported incidents over the three years. St Annes Estate is however the only small area in StAnnes to show a drop in incident rates over the last two years of analysis, from 215.58 incidents per 1,000 population in 2004/2005, to 188.35 incidents per 1,000 population in 2005/2006.

As has been seen for ASB offence rates, ASB incident rates in St Annes Estate are far in excess of the Colchester borough rates for all three years of analysis. In 2004/2005 for example St Annes Estate has over double the rate of incidents per 1,000 population observed in Colchester (215.58 per 1,000 population, compared with 92.05 per 1,000 population). Harwich Road small area also has rates in excess of the borough average for all three years, although not to the extent seen in St Annes Estate. In 2005/2006 for example, the rate in Harwich Road was 134.75, compared with 104.54 in Colchester.

Figure 16: ASB offence types, 2005/2006

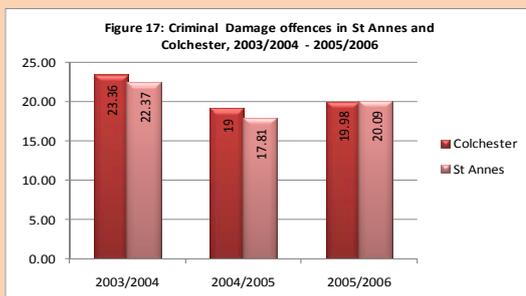


Source: Police Recorded Crime, Essex Police Headquarter Statistics and the Crime Recording System.

Notes: 1. Whereas any figures using small or super output area analysis have excluded those offences which were located in St Annes ward, but for which the small area level was not identifiable; this figure includes all ASB offences across the ward.

Figure 16 above displays the distribution of ASB offence types in St Annes in 2005/2006. The graph shows that the majority of ASB offences were in the category “criminal damage”, with over 60% of all ASB offences being of this type. In view of this significant proportion¹⁸, it is worth analysing how rates of criminal damage have changed over the three years in both Colchester and St Annes. This analysis is given in Figure 17 below.

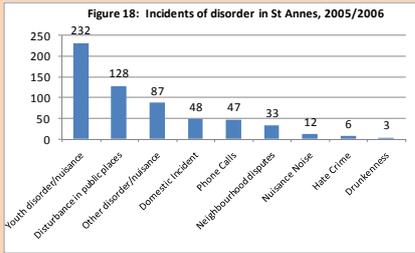
¹⁸ This proportion is however not unusual; the Harbour Evaluation for example, completed in 2005, shows that 55% of the offences occurring in Harbour ward in 2004/2005 to be in the category criminal damage.



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

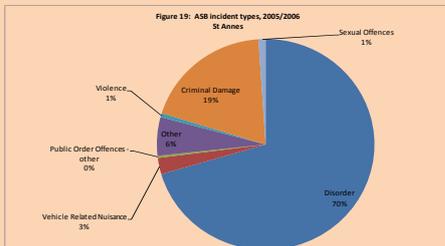
Figure 17 above indicates a similar pattern in the change in rates of criminal damage in both St Annes and Colchester. For both, rates are slightly lower in 2005/2006 than in 2003/2004, but slightly higher than 2004/2005. Rates of criminal damage in St Annes are at their highest in the most recent year of analysis, 2005/2006 (20.09 offences per 1,000 population), where they are slightly above the rates seen in Colchester borough (19.98 offences per 1,000 population).

The distribution in types of incidents seen in St Annes ward are displayed in Figures 18 and 19 below.



Figures 18 and 19 display ASB incident data for St Annes, for 2005/2006. Figure xx below indicates the distribution of incident types for the ward, and Figure xx displays the subcategories within the category “disorder” (disorder was the category accounting for 70% of the ASB in St Annes that year.

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



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

Figure 19 above indicates that a significant majority, 70%, of reported incidents in St Annes in the most recent year of analysis, 2005/2006, are in the “disorder”

category.¹⁹ Figure 18 displays the variance in type of disorder in that year. Youth disorder/nuisance was by far the most commonly occurring type of incident (232 incidents), followed by “disturbance in a public place” (128 incidents), and “other disorder/nuisance” (87).

The number of youth disorder/nuisance incidents reported in St Annes increased progressively between 2003/2004 and 2005/2006. In 2003/2004, a total of 180 incidents were reported in this category, in 2004/2005 this increased to 192, and in 2005/2006 this rose again to 232. Just over 36% of all incidents over the three years reported in this category, were located in St Annes Estate.

It should be noted, as outlined in Section 6 of this report, that one major limitation associated with Police Reported Crime is that it is based on public perceptions, rather than independent evidence. Whilst this data enables us to find out about complaints of non-criminal behaviour people may have had about their neighbourhood, it is important to note that this data is highly influenced by expectations and perceptions. For instance, the increasing number of ASB incidents reported to the police may be as a result of greater confidence that the police will take action. Indeed, as has been seen in Figure 8, one interviewee commented on an increase in police presence in the ward has been an achievement of the past three years.

It is for this reason it is important to also take account of the interview and focus group data. In Figure 18 for example we saw a perceived reduction in ASB cited as an achievement for St Annes over the past three years. The data from the focus group provided more of a mixed picture; whilst many of the participants agreed that St Annes was a nicer place to live than was the case three years ago (bearing in mind issues here with the young age of participants; and the fact that there was an emphasis at times on how much better the school had become, as opposed to the ward per se), many still stated issues with nuisance youths, loud cars, neighbourhood disputes, dogs’ mess and litter as persistent problems.

We must also take into account issues around the subjective nature of defining ASB; in both the interviews and the focus group for example, litter and dogs’ mess were cited when discussing ASB. The categories used in the data analysis do not however include either littering or disposing of dogs’ mess as a type of ASB. What constitutes Anti Social Behaviour then, clearly varies from person to person.

¹⁹ This proportion is not however unusual; in the Harbour Evaluation, completed in 2005, shows Harbour to have had 62% of its reported incidents in 2004/2005 in the category of disorder.

8.3.2 Developing leisure, recreational and social activities; and supporting the new Community Centre

As we have seen in Section 6, all ten interviewees felt that developing leisure, recreation and social activities was either very or quite important. Eight of these ten felt that their levels of confidence in relation to the community's ability to make an impact on this priority had increased over the last three years. One interviewee stated their confidence had decreased. This interviewee went on to comment:

"Nothing has really happened yet...with the exception of the Oak Tree Centre (the St Annes Community Centre), which is still to be used to its full potential"

One interviewee stated that their confidence had stayed the same. This interviewee simply stated that there had been "no changes" to what is available in the ward.

Nine of the ten interviewees stated that they felt that supporting the new Community Centre was either very or quite important. One interviewee stated that it was "neither important nor unimportant". This interviewee did not make any further comment on why they stated this.

When asked about their level of confidence in the community's ability to make an impact on this priority, nine again stated that their confidence had increased, and one stated that it had stayed the same. The interviewee stating that their confidence had remained static, went on to comment:

"you can't fault the board...they've let us use the hall for free for an event. But the trouble is you can't relax there, its such a nice venue and they're worried we'll wreck it. Its not good for young people, they dont really feel welcome there"

To some extent it is to be expected that interviewees' levels of confidence would have increased in relation to the community centre over the last three years; given that it was completed in the last year (the build itself was completed in October 2006, and was officially open for bookings from May 2007).

Interviewees were also asked whether they felt enough was being done to encourage the local community to use the community centre. The responses are shown in Figure 20 below.

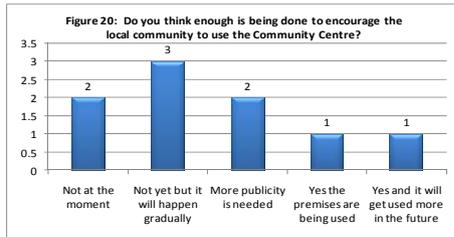


Figure 20 above shows a range of responses to a questions which could have elicited a simple yes or no answer (this itself being an oversight in the wording of the question). In fact, interviewees had quite a lot to say in response to this question. Two of the interviewees strongly felt that there was not enough being done yet to encourage the community into the centre, one stating:

“No...there is not enough being done to encourage the community in..... other organisations are encouraged to take meetings there, but the public need a reason or an event to attend and wont attend for no reason”

Three interviewees were more encouraging however, stating that it was beginning to get attention from the community, and that this would doubtless increase over time. One stated:

“There aren’t enough residents using the centre at the moment – but this will come from greater publicity. We need to get the balance right. We need community groups from outside to bring in money....and we are approaching them”

Two interviewees recognized that more publicity is needed to initiate greater use of the centre. It should be noted however that one other interviewee commented on how a lot of publicity had already been carried out; this interviewee reiterating the message that increased usage would be likely to come with time, and that “the premises would get used more in the future.”

8.3.3 Helping to build equality by encouraging local groups to develop equal opportunities policies, and assisting community groups in accessing funding and training advice

We have already seen in Figure 5 that “helping to build equality by encouraging local groups to develop equal opportunities policies” was the priority for which interviewees were least confident that there had been any improvement over the last three years (although a majority of six interviewees felt that this was still either quite or very important).

Interviewees who felt that there had been little progress towards building equality varied in their reasons for feeling this way. Two interviewees referred to the notion of having specific “policies” as not actually addressing the real issues. One stated:

“Developing policies is not essential; achieving the target is important. Respect for individuals is far more important than putting a name to it or even making it into an issue that perhaps could be diffused by other means”

The other interviewee referencing the term “policies” in the question stated:

“Policies will not lead changes, respect for individuals will. This is what the kids have gained at Willowbrook”

One interviewee who stated that their confidence with regards to building equality had “decreased a little”, went on to state:

“There is nothing happening within the community. The diverse needs of the area still need tackling...we still need to work at building equality. Issues around race, deprivation and culture still exist”

All ten interviewees felt that helping community groups to access funding and training advice was either quite or very important. Interviewees were not asked whether they felt more or less confident with regards to the community’s ability to address this as a priority. It was felt that this was a role taken on by specific statutory and voluntary organisations, rather than the community as a whole, and so was omitted from the question around interviewees’ confidence levels.

Interviewees were however asked whether they had accessed any advice over the last year, regarding funding, managing money, or other management issues. Six interviewees stated that they had received some sort of advice within these categories; four stated funding advice, one stated management issues, and one managing money. Whilst not an individual question, a number of interviewees commented on where they accessed this advice from. Two of the six interviewees stated that it was from CCVS (Colchester Community and Voluntary Services), and a further two stated that it was via the Colchester Borough Council Community Development Worker.

One asked whether they experienced any difficulties in accessing advice regarding funding, management or managing money, just one of the interviewees stated that they had experienced difficulty in accessing funding advice and stated that they had had difficulty, on telephoning Colchester Borough Council, in finding out who might be able to help.²⁰

²⁰ The interviewee at this point was provided with contact details of the Investment Co-ordinator in post at Colchester Borough Council.

8.3.4 Promoting and encouraging community participation, joint working and networking

Two of the original eight priorities for St Annes have been grouped together here (see Figure 4 for the original eight).

A number of questions in the community, voluntary and support group interview were around communication, both in terms of how that may have changed amongst the local community, and in terms of the activities of community and support groups in the ward. Figure 21 below looks at the former of these two; communication amongst the local community.

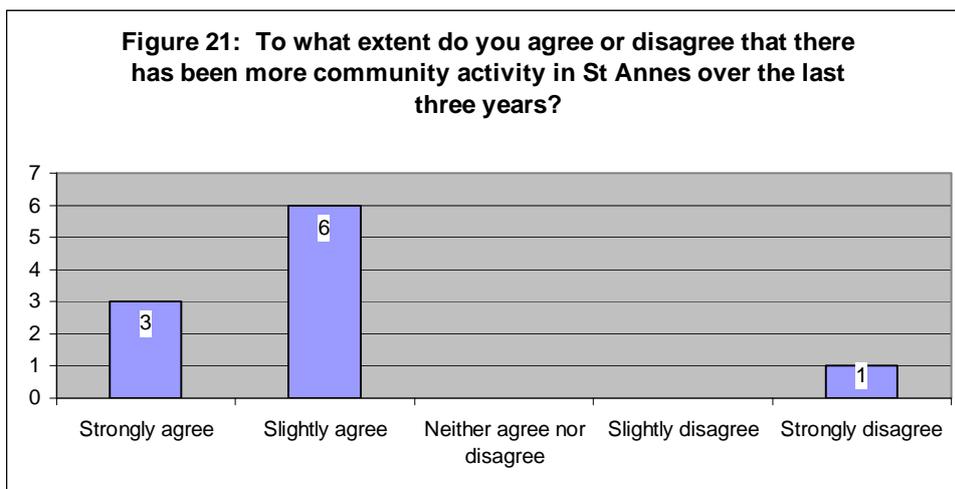
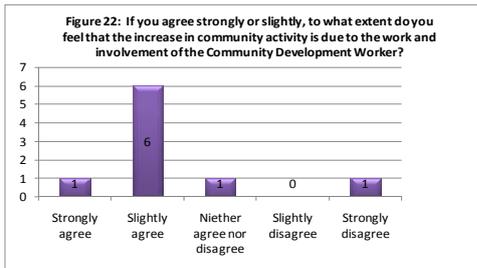


Figure 21 above indicates that the majority of interviewees felt that there has been more community activity in St Annes over the last three years; a total of six interviewees slightly agreed, and three strongly agreed. One interviewee however stated that they strongly disagreed with this statement. The interviewee stating “strongly disagree” continued, justifying his comments by stating that:

“All Faces has closed, Sure Start is not as active as it once was, the Community Centre is not used to its full potential, and the Church has difficulty due to full time staffing issues”

This interviewee felt that community activity was slowing for these reasons; although it should be noted that there may be some issues with the reliability of this respondents’ comments, given their statement that “All Faces has closed” – which is in fact not the case.

Those interviewees who agreed either strongly or slightly that there had been an increase in community activity, were then asked to what extent they felt that this increase was owing to the work and involvement of the Community Development Worker. Figure 22 below displays the results.



Of the nine interviewees who felt that community activity had increased, seven agreed that the increase in community activity was due to the work and involvement of the Community Development Worker. One interviewee however strongly disagreed that this was the case. This interviewee went on to state:

“I am not sure that the Community Development Worker has enough involvement in partnerships in the ward....this can effect the success of community activity locally. The Childrens Centre partnerhips require representatives from a range of different organisations. Preschools in the area, as well as the Toy Library, sit on the group....it has been identified that Colchester Borough Council should be involved and they have been contacted, but we haven’t made a great deal of progress on this”

Figure 23 below looks specifically at communication between groups and other local professionals, as opposed to community activity as a whole.

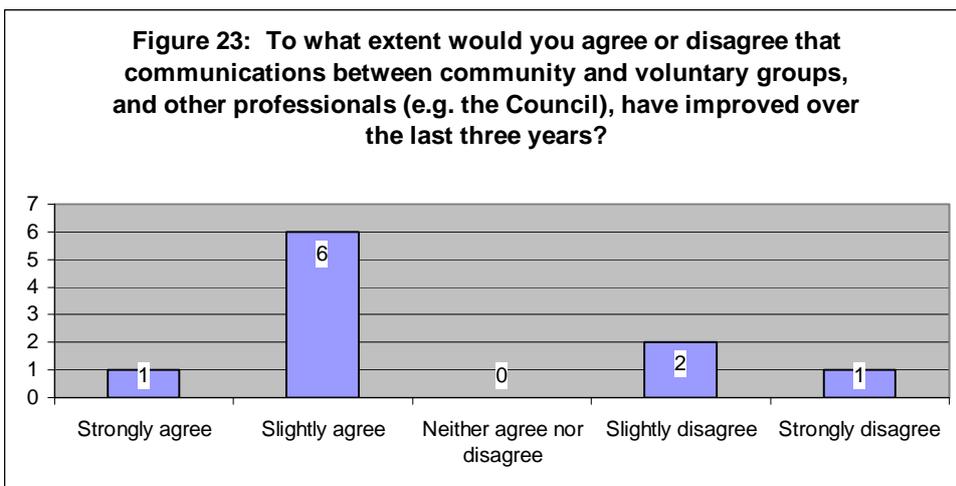


Figure 23 indicates that a majority of seven of the ten interviewees agreed either slightly or strongly that communication has improved between groups in St Annes

over the last three years. Whilst this is encouraging, it is worth noting that three interviewees disagreed with this. Of these three, two stated the disbanding of the St Annes Forum as their reason for feeling that there have not been improvements made to communication. In addition, one stated:

“Apart from the Community Development Worker....there is little communication between groups and professionals in the ward. She (the CDW) instigates a fair bit of the communication, but there aren’t many forums that work effectively for St Annes anymore”

Those responding positively were then asked to what extent they felt that these improvements were due to the work and involvement of the Community Development Worker. The results are shown in Figure 24 below.

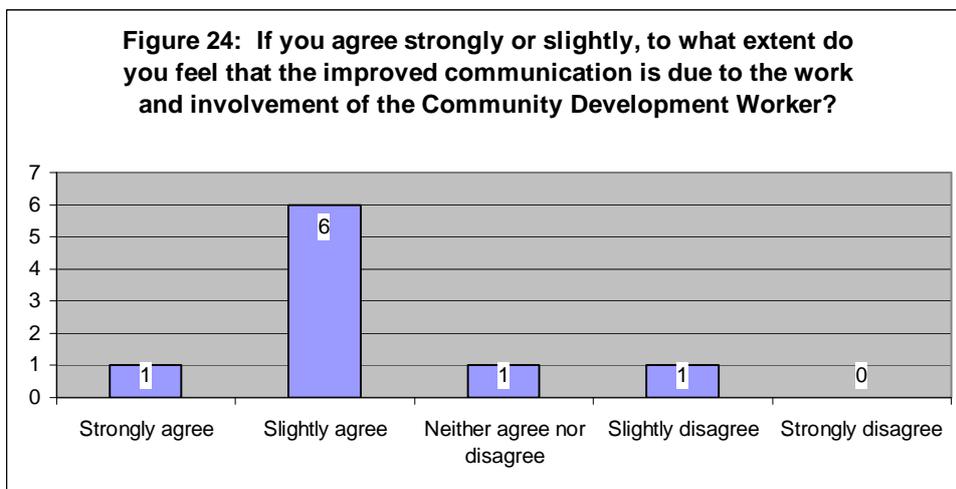


Figure 24 above shows a mixed response; whilst five of the seven interviewees agreed either slightly or strongly that the improvements to communication were due to the work and involvement of the CD Worker, one interviewee slightly disagreed with this, and one neither agreed nor disagreed.

It should be noted however that the interviewee stating “slightly disagree” stated that this was not meant as a criticism as such of the CD Worker, but rather that

“there are lots of factors influencing improved communication. I think it would be unfair to say that it was down to the work of the CD Worker, as its down to a whole number of people working together to improve things for people on the estate”

This quote relates also to the interviewees’ perception of the existence of joint working, between groups in the ward.

In relation to joint working between local professionals, a number of interviewees made reference to the St Annes Forum group, which used to be in place in the ward. We have already seen that three of the ten interviewees stated that their confidence in the community’s ability to make an improvement on this issue has stayed the

same over the past three years. One interviewee felt that their confidence had decreased a little over this time period.

All three of the interviewees stating that their confidence had stayed the same, went on to comment on the fact that the St Annes forum had in fact been disbanded in the ward (indeed, this was further enforced by the fact that the interviewee who stated that their confidence had decreased, had not heard of the forum at all).

Interviewees were also asked to what extent they agreed or disagreed that the group they work with has become more involved with the local community over the last three years. The results are displayed in Figure 25 below.



Figure 25 above shows that all ten interviewees agreed, either strongly or slightly, that they have become more involved with the local community. They were then asked the similar question of whether they felt that there had been more local residents involved in their group or organisation over the last three years (that is, whether more local residents approach them than was the case three years ago). The results are displayed in Figure 26 below.

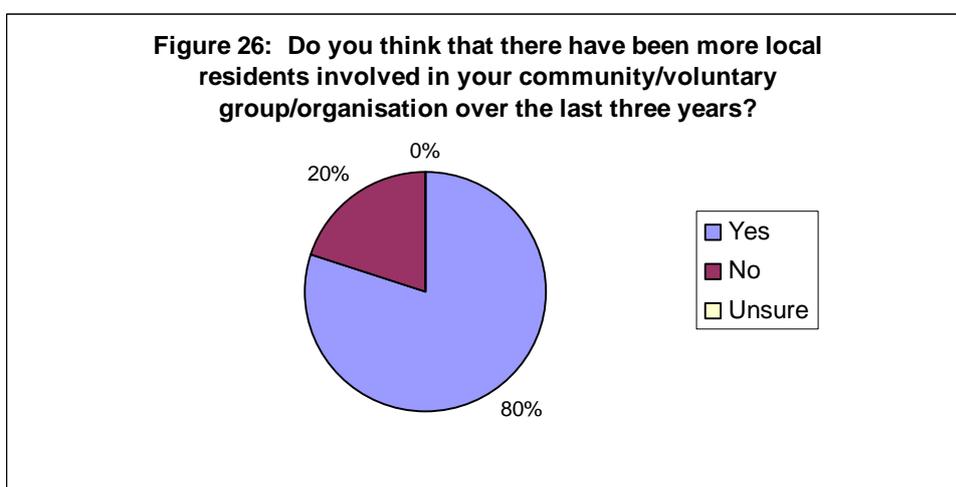
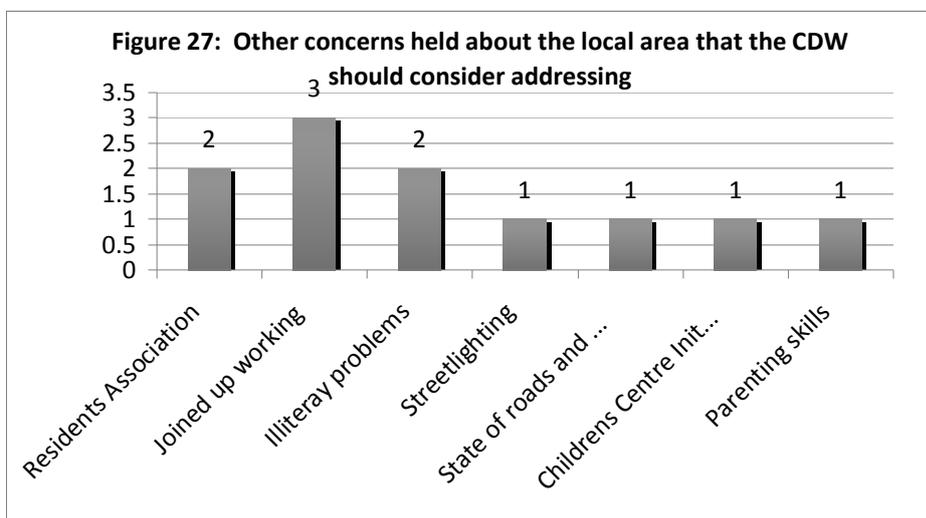


Figure 26 above shows that 8 out of the 10 interviewees (80%) felt that there have been more local residents involved in their organisation over the last three years. Two respondents felt that there had not been an increase; for these interviewees however the question was not relevant as both were statutory organisations (rather than community or voluntary groups). As such, these organisations were on the whole less likely to be looking for local residents as volunteers, for example.

8.3.4 What now? Ideas for future development of the St Annes ward

Interviewees were asked a few questions around what else needs to be achieved in St Annes, throughout the course of the interview. These will be analysed here.

Firstly, interviewee were asked whether they has any further concerns which they felt the Community Development Worker should consider addressing, other than those identified in the 2004 Needs Assessment. The main suggestions to be made are shown in Figure 27 below.



Whilst “joined up working” does exist as one of they key priorities identified in the 2004 Needs Assessment, and this question asked for concerns held other than those identified in the assessment, joined up working nevertheless came out as a popular answer here. Three of the ten interviewees commented on the fact that they were still concerned about the effectiveness of joint working in St Annes. One interviewee stated:

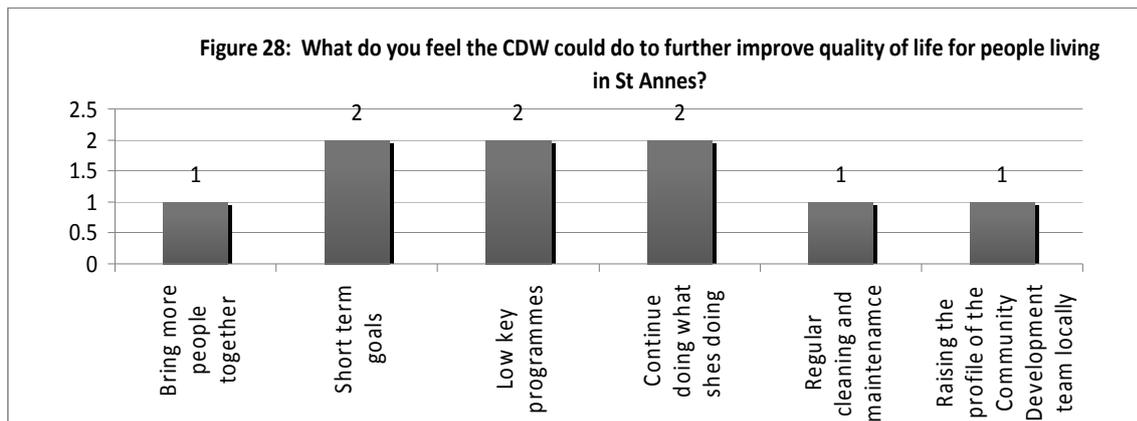
“There needs to be some consideration given to resurrecting the St Annes Forum...because joint working has fallen by the wayside a little since it disbanded”

The two next most popular responses were the introduction of a residents association in the ward, which two interviewees mentioned; and concerns around poor levels of literacy and numeracy in the resident population of the ward. Again two interviewees stated their concerns around this.

The other four responses shown in Figure 27 were each suggested by one interviewee; one commented on the need for improvements to be made to streets and pathways in the ward; one suggested necessary improvements to street lighting; one stated a greater focus on

improving parenting skills locally. One last interviewee mentioned that it would benefit the Childrens Centre Initiative, to have increased input from the Community Development team.

Interviewees were also asked around quality of life. One question about quality of life and how it may have changed has already been assessed in section 8.2; here analysis will instead be made of questions around what more could be done to improve quality of life further, and what obstacles there are to improving quality of life. The responses given to the first of these two questions are displayed in Figure 28 below.



As can be seen from Figure 28, two interviewees stated that she should invest more time in “short term goals”; one of these interviewees elaborated by stating

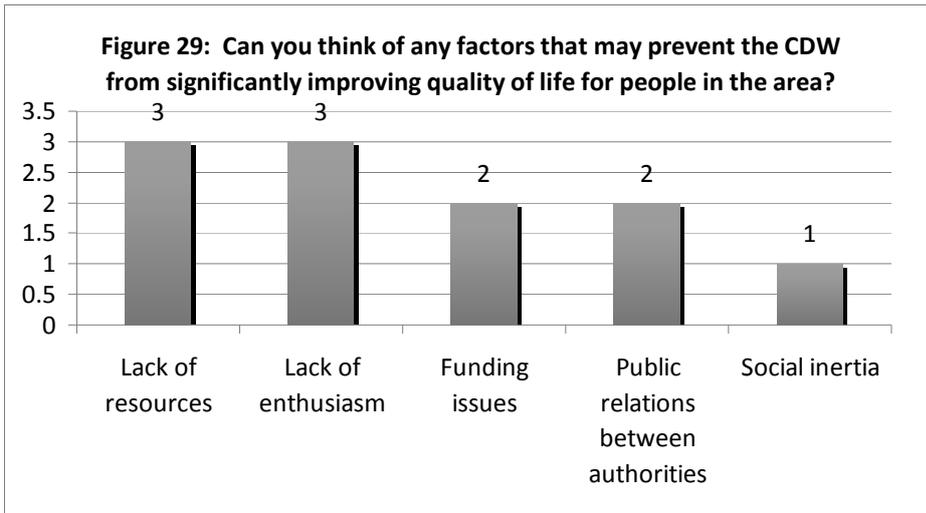
“More short term goals need to be attempted to encourage participation from public....and the public need to be able to see progress being made and the amount of effort that the local authority are putting in”

Similarly, two interviewees stated that “low key programmes” should be approached in order to improve quality of life. One of the interviewees stated:

“we need to attempt manageable, low key programmes...not ones that are on any grand scale, but programmes on literacy and numeracy....and programmes that focus on basic living skills...like financial planning, and parenting skills.”

Other suggestions were around regular cleaning and maintenance of the streets in the ward, and raising the profile of the team locally, in order to increase visibility of the community development workers in St Annes. Encouragingly, two interviewees stated that the CDW should “continue doing what shes doing”, commenting that she was fulfilling what she ought to be for her role in the ward.

Related to this question, interviewees were also asked whether they could think of any factors that may prevent the CDW from significantly improving quality of life in St Annes. The responses are displayed in Figure 29 below.



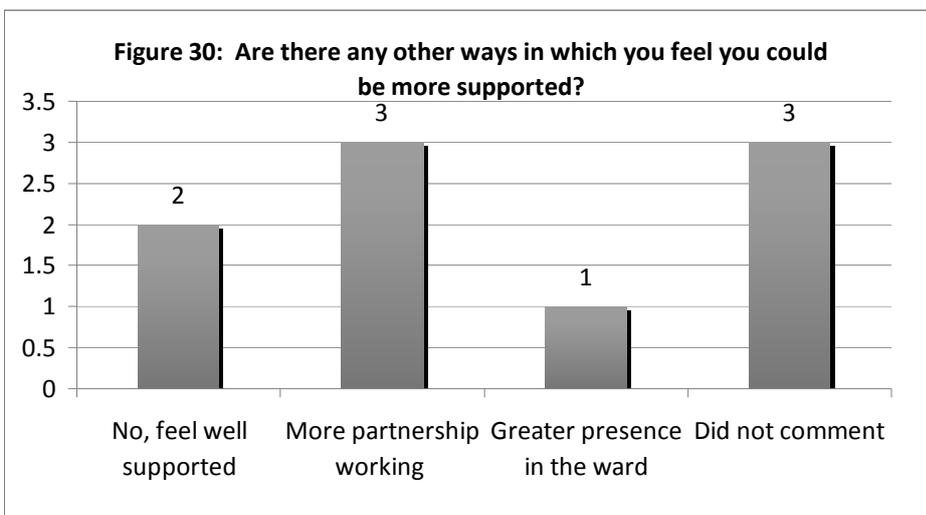
As can be seen from Figure 29 above, a large proportion of interviewees commented both on issues around a lack of resources, and a lack of enthusiasm from local residents; that is, a lack of willing to embrace change or become involved in community activity. Two interviewees made reference to public relations between authorities. One stated:

“public relations between authorities is still poor”

Two interviewees focused on the funding issues facing local community and voluntary groups, and the problems encountered in applying for funding. One interviewee mentioned what they referred to as “social inertia”:

“literacy issues and a fear of learning and change still exist...people are embarrassed of not having or understanding literature or teaching...changes need to be made on a very basic level, incorporating teaching at a level to be understood by everyone”

Finally to be analysed in this section is the question aimed at identifying what other ways interviewees felt they could be further supported by Colchester Borough Council, and the Community Development Team specifically. The results are displayed in Figure 30 below.



It is interesting to note, from Figure 30, that a total of five of the ten interviewees either did not comment when posed this question, or stated that they feel well supported by Colchester Borough Council as it is. This is encouraging and suggests that relationships between the council and other agencies in St Annes are good. However, to slightly contradict this, three interviewees stated that a greater presence of partnership working in the ward would support them more fully. None of these three expanded on this comment to any great extent; simply stating that joint working needed to be developed to a greater degree. One interviewee stated that the CDW needed to have a greater presence in the ward, stating specifically that:

“It would be useful to see more of the Community Development team in St Annes, particularly to have more of presence at...or even partly based at....the Community Centre”

Appendices

Appendix 1: ST ANNES INTERVIEW

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

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

Please read each question carefully and complete as directed.

Name of person completing form:

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

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

Community / voluntary group name:

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

.....

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

.....

Contact telephone number:

.....

Email Address:

.....

Part 1:

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

INVOLVEMENT IN ST ANNES COMMUNITY INVESTMENT

Background to the Council's involvement

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

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

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

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

Weekly	
Monthly	
Every 3 – 6 months	
Annually	

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

.....

.....

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

.....

.....

.....

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

Yes	
No	
Unsure	
N/A	

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

.....

.....

.....

.....

.....

OBJECTIVES IDENTIFIED BY THE COMMUNITY STRENGTHS ASSESSMENT

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

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

(please tick just one response for each item)

	Very important	Quite important	Neither important nor unimportant	Not very important	Not at all important	Unsure
a) Addressing issues of Anti Social Behaviour						
b) Developing new facilities for young people						
c) Developing leisure, recreation and social activities						
c) Assisting community groups in accessing funding and training advice						
d) Supporting the new community centre by encouraging local groups to it; making equipment and resources held there available to local groups; and supporting the management committee						
e) Building equality by helping groups develop equality and diversity policies, and responding to issues of diversity and equality of opportunity as they arise.						
f) Promote and encourage community participation (e.g.						

<p>increase publicity of groups through working with the St Anne's Forum) and volunteering</p>						
<p>g) Promote and support joint working and networking (e.g. through continuing to support the St Anne's Forum)</p> <p>.....</p>						

8. If you find this not very important or not at all important, please explain why: (if not applicable, please indicate by ticking the space provided)

	Very important	Quite important	Neither important nor unimportant	Not very important	Not at all important	Unsure
a) Addressing issues of Anti Social Behaviour						
b) Developing new facilities for young people						
c) Developing leisure, recreation and social activities						
c) Assisting community groups in accessing funding and training advice						
d) Supporting the new community centre by encouraging local groups to it; making equipment and resources held there available to local groups; and supporting the management committee						
e) Building equality by helping groups develop equality and diversity policies, and responding to issues of diversity and equality of opportunity as they arise.						
f) Promote and encourage community participation (e.g. increase publicity of groups through working with the St Anne's Forum) and volunteering						
g) Promote and support joint working and networking (e.g. through continuing to support the St Anne's						

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

.....

.....

.....

.....

.....

.....

.....

MAKING A DIFFERENCE

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

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

	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
a) Addressing issues of Anti Social Behaviour						
Why?	<p>.....</p> <p>.....</p>					

	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
b) Developing new facilities for young people						
Why?	<p>.....</p> <p>.....</p>					

	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
c) Developing leisure, recreation and social activities						

Why?	<p>.....</p> <p>.....</p>
------	---------------------------

d) Supporting the new community centre by encouraging local groups to it; making equipment and resources held there available to local groups; and supporting the management committee	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure

Why?	<p>.....</p> <p>.....</p>
------	---------------------------

e) Building equality by helping groups develop equality and diversity policies, and responding to issues of diversity and equality of opportunity as they arise.	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure

Why?	<p>.....</p> <p>.....</p>
------	---------------------------

f) Promote and encourage community participation (e.g. increase publicity of groups through working with the St Anne's Forum) and volunteering	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
Why?						

g) Promote and support joint working and networking (e.g. through continuing to support the St Anne's Forum)	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Unsure
Why?						

COMMUNITY ACHIEVEMENTS

11. What achievements, if any, can you think of that have been made in the St Annes area over the last three years?

(please describe in the space provided)

.....

.....

.....

.....

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

.....

.....

.....

.....

13. Are you aware of, and have you made use of/been involved in joint working with, the following groups or facilities in St Annes' ward?

Group/Facility	Aware	Used
1) Willowbrook school and the range of community facilities available there (e.g. Dance groups, martial arts, etc)		
2) The St Annes Community Centre		
3) All Faces* Community Group		

14. Do you have any suggestions about what these groups or facilities could further offer to the St Anne's Community, or how the existing facilities provided could be improved?

Group/Facility	Suggestions for improvement
1) Willowbrook school and the range of community facilities available there (e.g. Dance groups, martial arts, etc)	
2) The St Annes Community Centre	
3) All Faces* Community Group	

15. Do you think enough is being done to encourage the local community to use the new Community Centre?

.....

.....

.....

.....

.....

16. Are you interested in volunteering for, or becoming more involved with, All Faces?*

YES	
NO	
UNSURE	

**All faces are a group of parents on St Anne's who put on activities for the young children/teens in school term as well in the school holidays. They have been involved recently in events such as The Urban Factor (a major talent contest that was held at Willowbrook School).*

17. Since 2003 Colchester Borough Homes have taken over the management of council housing and council estates throughout the borough. Major improvement works, such as the Decent Homes programme, have benefited the St Anne's estate. What impact, if any, do you think that this has had on the neighbourhood?

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Improving quality of life

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

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

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

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

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20. Can you think of any factors that may prevent the Community Development Worker from significantly improving quality of life for people in the St Annes area?

These may be internal factors (e.g. relating to the effectiveness of local groups or agencies), or external factors (i.e. wider issues relating to the community).

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

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Communication

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

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

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

Strongly agree	
Slightly agree	
Neither agree nor disagree	
Slightly disagree	

Strongly disagree	
Unsure	
N/A	

Community Activity

24. To what extent do you agree or disagree that there has been more community activity in St Annes over the last three years? *N.B. By community activity we mean local people coming together to develop initiatives as well as partnerships with other organisations to make a positive change in their local community. (please tick)*

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

25. If you agree strongly or slightly, to what extent do you feel that the increase in community activity is due to the work and involvement of the Community Development Worker? *(please tick)*

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

INVOLVEMENT WITH THE LOCAL COMMUNITY

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

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

For those that Strongly agree or Slightly agree

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

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28. Do you think there have been more local residents involved in your community / voluntary group/organisation over the last 3 years? *please tick*

Yes	
No	
Unsure	

For those that Strongly agree or Slightly agree

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

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SUPPORT

Ask community and voluntary groups only

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

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

Ask community and voluntary groups only

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

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

Ask community and voluntary groups only

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

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Ask all

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

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

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

(please describe)

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

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Appendix 2

A total of ten people from across each of the following community/voluntary groups or statutory sector representatives were interviewed (NB: some interviewees acted as representative for more than one of the following groups)

Colchester Borough Homes

Co-operative Resource Centre

Colchester Mobile Creche

St Annes Church

St Annes Community Association

Ward Councillor

All Faces

St Annes NAP

St Annes Forum

Sure Start

Willowbrook School

