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Tamworth Borough Council

**Locality Working
Community Survey**

FINAL REPORT

May 2009

Measurement ♦ Evaluation ♦ Learning

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1.0 INTRODUCTION

1.1 Background and Purpose of Research

In March 2009 Tamworth Borough Council commissioned M-E-L Research to undertake a community survey with residents to explore quality of life, likes and dislikes about living in Tamworth and priorities for improving local areas in the future. The work was commissioned to inform Locality Working in Tamworth.

Tamworth Borough Council plays an important role as a partner in the Local Strategic Partnership in helping to build strong communities across the borough. As part of this multi agency partnership, work is being focused at a community level through a Locality Working model.

Locality Working provides a focussed approach to multi-agency working with specific communities to address issues of disadvantage, with the aim of bringing these areas up to the position of the majority of the Borough. In Tamworth this has evolved from the Learning to Deliver Programme, where partners from across the 8 Districts and County worked together in an effort to improve delivery of services at a community level.

In Tamworth, four areas have currently been designated as Locality Working areas; these are Glascote, Amington, Belgrave and Stonydelph. Each area is made up of several Lower Super Output Areas (LSOA's), and contains a resident population of between 5,000-10,000 people.

The aim of this research was to collect robust quality of life data for each Locality Working area in Tamworth to help identify the key issues and priorities for improvement at a community level. The results will inform decisions about the range of services and resources that need to be concentrated into that area, and the interventions needed to respond effectively to locally identified needs.

In addition, this report provides the evidence to identify differences achieved through pilot locality working actions within Amington, through community development partnership activity.

1.2 Methodology

A short questionnaire was designed and administered with residents via a face to face doorstep interview. Each interview lasted around 10-15 minutes. Fieldwork took place during the day as well as evenings up until 8pm and weekends. Trained M-E-L interviewers undertook the fieldwork, always stating to the respondent that they worked for M-E-L Research and were undertaking a survey on behalf of Tamworth Borough Council.

A total of 1,010 household interviews were completed during March and April 2009. A minimum of 200 surveys were undertaken in each of the Locality Working areas. To provide comparative results to which the results from the Locality Working areas could be compared, an additional 200 surveys were completed elsewhere in Tamworth. A random sample of five Lower Super Output Areas (LSOA's) were selected, in which 40 surveys were completed in each. In this report, the surveys completed elsewhere in Tamworth are referred to as the 'Rest of Tamworth' The surveys completed in the Rest of Tamworth act as a control group, to which results for each of the Locality Working areas can be compared.

A breakdown of the number of interviews completed by area, and by age group is shown in table 1.1 below.

Table 1.1. Number of interviews completed by locality working area and age

Age Group	Locality Working Area									
	Amington		Belgrave		Glascote		Stonydelph		Rest of Tamworth	
	Count	%	Count	%	Count	%	Count	%	Count	%
16-24	35	17.5%	32	16.0%	33	16.2%	39	19.5%	32	15.6%
25-34	33	16.5%	34	17.0%	38	18.6%	46	23.0%	34	16.6%
35-44	33	16.5%	34	17.0%	35	17.2%	41	20.5%	38	18.5%
45-54	39	19.5%	35	17.5%	28	13.7%	30	15.0%	34	16.6%
55-64	36	18.0%	31	15.5%	33	16.2%	25	12.5%	34	16.6%
65+	24	12.0%	33	16.5%	33	16.2%	19	9.5%	33	16.1%
Refused	0	0.0%	1	<1%	4	2.0%	0	0.0%	1	<1%
Total	200	100.0%	200	100.0%	204	100.0%	200	100.0%	205	100.0%

Owing to rounding of numbers, percentages displayed visually on graphs may not always add up to 100% and may differ slightly when compared to the text. The figures reported in the text will be correct. For some questions respondents could give more than one response (multi choice). For these questions, the percentage for each response is calculated as a percentage of the total number of respondents and therefore percentages do not add up to 100%. This has been clearly indicated within the report.

2.0 RESULTS

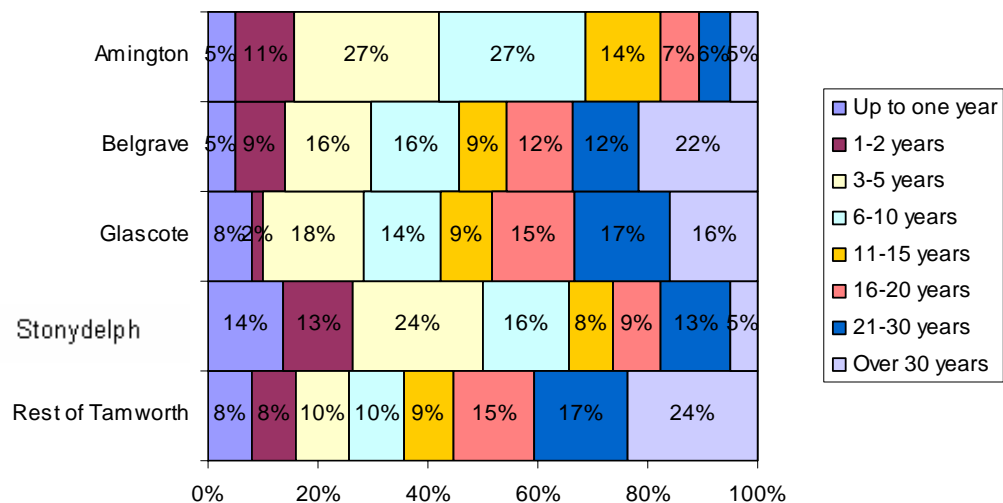
2.1 The local area where you live

Overall Satisfaction

To try and understand what factors account for respondents' satisfaction with their local area, they were asked a number of questions about what they like, dislike or what they thought needed improving the most in their local area. The results for the first section of the questionnaire are set out below.

Firstly, residents were asked how long they had lived in the local area. Respondents were shown a map of the Locality Working areas and asked to think of those as their local area. In the Rest of Tamworth, respondents were asked to think of their local area as the area within a 15 minute walk of their home.

Figure 2.1 Length of time respondents have lived in the local area.
Base: 200-206 respondents

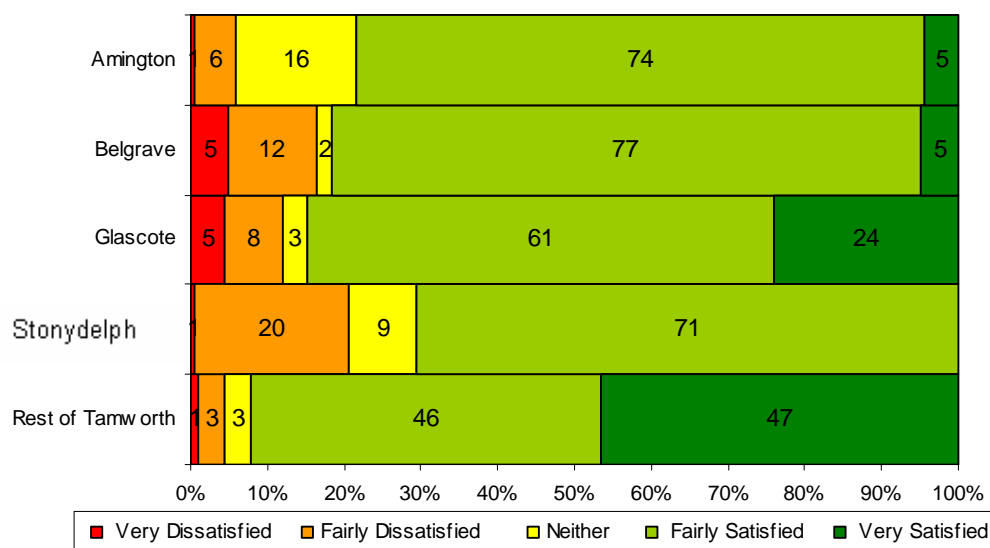


Of the Locality Working areas, the area showing the most long term settled population was Belgrave. One in five (22%) respondents said they had lived there for more than thirty years. Amington and Stonydelph showed comparatively lower proportions of respondents who had lived there for more than thirty years (5% and 5% respectively). Amington and Stonydelph also had larger proportions of residents who had recently moved in to the area in the last five years (43% and 51% respectively).

In comparison, in the Rest of Tamworth, a quarter of respondents (24%) had lived in their local area for more than 30 years, with a similar percentage (26%) having lived in their local area for five years or less.

Respondents were then asked how satisfied they were with their local area as a place to live. The results are set out below.

Figure 2.2 Satisfaction with the local area as a place to live.
Base: 200-206 respondents



Across the four locality working areas, satisfaction with the local area as a place to live was lower than the Rest of Tamworth. In the Rest of Tamworth, 92% of respondents were satisfied, and interestingly nearly half of these satisfied respondents were very satisfied with their local area as a place to live (47%). Satisfaction across the locality working areas was lower overall. The lowest levels of satisfaction can be seen in Stonydelph; 71% of respondents were satisfied, none of which were very satisfied. Glascoate had the highest levels of satisfaction within the locality working areas (85%), a quarter of which were very satisfied (24%).

To bring the locality working areas in line with the Rest of Tamworth, the council should focus on improving resident satisfaction with the local area from fairly to very satisfied.

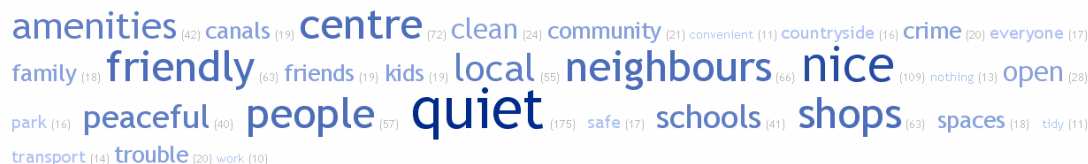
Results from the 2008/09 Place Survey put satisfaction with the local area as a place to live across Tamworth as a whole at 71%, lower than the results shown here. This is perhaps to be expected considering the different research methodologies - the Place Survey was conducted via a postal survey which is often shown to yield lower satisfaction scores.

Further analysis to explore reasons for satisfaction shows no direct relationship between the length of time someone has lived in an area and their overall satisfaction. However, there is a positive correlation between length of time someone has lived in an area and how many people they know, which in turn has a positive influence on overall satisfaction. Taking this finding into consideration, it is perhaps not surprising that Stonydelph has the lowest level of satisfaction across all locality working areas given that respondents in this area have lived there for the shortest time, and are less likely to know people who live in their local area.

Things respondents like about the area where they live

Respondents were then asked to state what they like most about living in their local area. This was an open question, so respondents could respond in any way they wanted to. Responses have been analysed in several ways, firstly using a tag cloud as shown in figure 2.3 below. The diagram illustrates the words which were most commonly used by respondents when describing the things they like about their local area, and is intended only to provide a general overview of responses. The bigger the words, the more times it has been used by respondents.

Figure 2.3 Tag cloud analysis of the things respondents liked most about their local area



For tag cloud analysis for each locality working area please refer to Appendix A.

Following tag cloud analysis, responses were then analysed further using a themed analysis technique. The table below summarises the most frequently occurring themes, and the number of times it was referred to by respondents.

Table 2.1 What do you like most about the area where you live? (Multiple response)

What people like about their local area	Amington		Belgrave		Glascote		Stonydelph		Rest of Tamworth	
	Count	%	Count	%	Count	%	Count	%	Count	%
Nice place to live/Like Living Here	9	5%	8	4%	22	11%	8	4%	24	12%
Convenient location - close to shops, schools, motorways	17	9%	97	49%	32	16%	35	18%	58	29%
Quiet and peaceful	72	36%	76	38%	53	27%	68	34%	68	34%
Friendly neighbourhoods, good community	66	33%	35	18%	34	17%	17	9%	40	20%
Countryside/Open Space/ Canals/ Green areas/Parks	22	11%	34	17%	8	4%	6	3%	29	15%
Trouble free	11	6%	6	3%	7	4%	2	1%	15	8%
Good local facilities - schools/supermarket/public transport	3	2%	30	15%	6	3%	4	2%	18	9%
Close to family/friends	4	2%	13	7%	6	3%	5	3%	4	2%
Feel safe	0	0%	2	1%	2	1%	1	1%	11	6%
Housing - nice housing/affordable housing	7	4%	4	2%	8	4%	7	4%	6	3%
Access to jobs/employment	0	0%	6	3%	2	1%	0	0%	2	1%
Nothing in particular	5	3%	10	5%	44	23%	51	26%	7	4%
Total	199		200		195		200		200	

A quiet and peaceful area was the factor respondents in all locality working areas (except Belgrave) and in the Rest of Tamworth liked most about the area where they live. Around a third of respondents in all these areas identified quiet and peaceful as the factor they liked most. In Belgrave however, nearly half of respondents cited the convenient location as the factor they liked most about the area they live. A convenient location was the 2nd most liked feature of the area where they live for respondents living in the Rest of Tamworth.

In Amington, a third of respondents (33%) liked the friendly neighbours and good community spirit – significantly higher than in any other area. This may be attributable to the community development work which began in Amington in 2004.

Countryside and open green space was identified as something that around one in five respondents liked about living in Belgrave and the Rest of Tamworth – higher than in other locality working areas. The tag cloud analysis for Belgrave (see Appendix A) also shows that more people mentioned canals and open space as things they liked about their local area.

Analysis by age group indicates that respondents of all ages like the quiet and peaceful environment most when considering what they like about the area where they live.

Things respondents dislike about the area where they live

Respondents were then asked to state what they disliked most about living in their local area. This was an open question, so respondents could say anything. The tag cloud analysis below shows the most commonly used words or phrases when describing things they don't like about their local area are kids and rubbish.

Figure 2.4 Tag cloud analysis of the things respondents like least about their local area



Please see Appendix B for tag cloud analysis for each locality working area.

The responses about what people don't like about their local area have also been grouped into common themes as shown in table 2.2 below.

Table 2.2 What do you like least about your area? (Multiple response)

What people dislike	Amington		Belgrave		Glascote		Stonydelph		Rest of Tamworth	
	Count	%	Count	%	Count	%	Count	%	Count	%
Fear of Crime	11	6%	1	1%	4	2%	5	3%	6	3%
Vandalism and Graffiti	4	2%	36	18%	23	12%	13	7%	9	5%
Appearance of local area	3	2%	1	1%	4	2%	2	1%	5	3%
Poor condition of roads and footpaths	0	<1%	1	1%	1	1%	2	1%	7	4%
Not enough police	3	2%	1	1%	1	1%	0	<1%	4	2%
Dog mess	0	<1%	1	1%	5	3%	0	<1%	3	2%
Drug problems	3	2%	4	2%	4	2%	24	13%	5	3%
Parking	2	1%	12	6%	9	5%	4	2%	22	11%
Young people congregating in groups	5	3%	22	11%	18	9%	37	20%	30	15%
Rubbish and Litter	60	30%	51	26%	35	18%	23	13%	20	10%
Intimidated by groups of people	0	<1%	0	<1%	4	2%	0	<1%	0	<1%
Lack of local facilities	30	15%	16	8%	1	1%	1	1%	13	7%
Young people drinking, being noisy, abusive	11	6%	27	14%	40	20%	13	7%	16	8%
Nothing for young people & children to do	8	4%	12	6%	1	1%	4	2%	5	3%
Noisy neighbours	1	1%	2	1%	12	6%	11	6%	10	5%
Condition of housing	5	3%	0	<1%	4	2%	6	3%	8	4%
Speeding cars, motorbikes, joy riders, mini mopeds	3	2%	6	3%	9	5%	4	2%	9	5%
Lack of community spirit/unfriendly neighbourhood	1	1%	0	<1%	3	2%	0	<1%	0	<1%
Too much traffic	0	<1%	1	1%	0	<1%	0	<1%	10	5%
Lack of job opportunities	3	2%	0	<1%	1	1%	0	<1%	0	<1%
Poor council services	6	3%	3	2%	3	2%	3	2%	4	2%
Local shops/pubs in the area	1	1%	1	1%	8	4%	8	4%	3	2%
No problems	48	24%	45	23%	53	27%	43	23%	42	21%
Total	197		198		198		184		200	

There was some variation across the locality working areas in the things respondents liked least about their local area. In Amington and Belgrave for example, the most common problem was rubbish and litter (30% and 26% respectively). In Glascoate, the aspects respondents like least about their local area were young people drinking, being noisy and abusive (20%). In Stonydelph, the aspect least liked about the area was young people congregating in groups (20%). Similarly, the least liked aspect from the Rest of Tamworth was also young people congregating in groups (15%).

Interestingly, around a quarter of responses in all areas showed that respondents didn't think there were any problems in their local area.

Things respondents would like to change about the area where they live

Having thought about the things they liked the most and the least about their local area, respondents were then asked to think about the one thing they would most like to change. Tag cloud analysis indicates that improvements for kids, the amount of facilities available and better parking come out as most important to respondents. However it should be noted that parking was a problem identified by respondents living in the Rest of Tamworth, rather than respondents living in the locality working areas.

Figure 2.5 Tag cloud analysis of the things respondents would like to change in their area.



Please refer to Appendix C for tag cloud analysis at locality working area level.

Responses were then analysed and grouped into a number of different themes as shown in Table 2.3 below.

Table 2.3 What one thing would you change about your area? (Multiple response)

Would like to change	Amington		Belgrave		Glascote		Stonydelph		Rest of Tamworth	
	Count	%	Count	%	Count	%	Count	%	Count	%
Provide facilities for children and young people	41	21%	57	31%	25	17%	16	9%	19	12%
Provide more community activities	6	3%	0	<1%	2	1%	1	1%	1	1%
Increase police presence	19	10%	25	14%	4	3%	9	5%	11	7%
Tidy up area/Clean streets/remove graffiti	38	19%	42	23%	26	18%	25	14%	16	10%
Improve condition of housing	9	5%	1	1%	5	3%	1	1%	2	1%
Tackle ASB	10	5%	4	2%	15	10%	39	22%	16	10%
Provide more local facilities	29	15%	7	4%	2	1%	0	<1%	11	7%
Tackle resident parking issues	5	3%	10	5%	6	4%	7	4%	30	19%
Tackle speeding cars	1	1%	0	<1%	0	<1%	0	<1%	9	6%
Better bin collection/recycling services	6	3%	3	2%	3	2%	2	1%	9	6%
Improve public transport services	1	1%	11	6%	1	1%	0	<1%	9	6%
Better maintained roads/pavements	2	1%	4	2%	2	1%	0	<1%	1	1%
More job opportunities	3	2%	0	<1%	1	1%	0	<1%	0	<1%
More CCTV cameras	2	1%	0	<1%	2	1%	0	<1%	2	1%
Better street lighting	0	<1%	1	1%	1	1%	1	1%	0	<1%
Knock down the flats	1	1%	0	<1%	0	<1%	5	3%	2	1%
Close down local pubs	0	<1%	0	<1%	4	3%	5	3%	0	<1%
Better/friendlier neighbours and neighbourhood	1	1%	2	1%	10	7%	6	3%	2	1%
More involvement from the council	2	1%	0	<1%	0	<1%	5	3%	1	1%
Better schools	0	<1%	2	1%	0	<1%	0	<1%	2	1%
Nothing	19	10%	15	8%	39	26%	54	31%	24	15%
Total	195		184		148		175		162	

There was again some variation by locality working area in terms of what respondents would change in their local area. The number one issue to be

dealt with in Amington and Belgrave was provision of facilities for children and young people (21% and 31% respectively). In Glascote respondents most wanted to improve street cleanliness and graffiti (18%) and provide facilities for children and young people (17%). In Stonydelph most respondents (22%) wanted anti-social behaviour in their area to be tackled. In particular, anti social behaviour problems in Stonydelph focus around rubbish and litter and people using/dealing drugs.

In the 2008/09 Place Survey respondents were given a list of options and asked which they thought most needed improving in their local area. The top three factors for improvement were activities for teenagers, clean streets and the level of crime. This locality working research mirrors the results from the Place Survey whilst also adding more depth to the findings, and enabling partners to plan and involve local people in developing action plans to tackle the things that most need improving.

It is also worth noting that a number of respondents wouldn't change anything in their local area. This was most common in Stonydelph where one in three respondents (31%) said they wouldn't change anything, and in Glascote where one in four (26%) said they wouldn't change anything.

When looking at the locality working area results by different age groups, all age groups prioritise the provision of facilities for children and young people and cleaning up the area as the things they would change about their local area.

When analysed by gender, females are more likely to prioritise the provision of facilities for children and young people as the thing to improve in their area (22%), whereas males are more likely to prioritise cleaning up the streets and removing graffiti as most important.

Across the Rest of Tamworth, a fifth of respondents (19%) would tackle resident parking issues, followed by 12% who would provide more facilities for children and young people. 15% also said they wouldn't change anything.

Community Cohesion

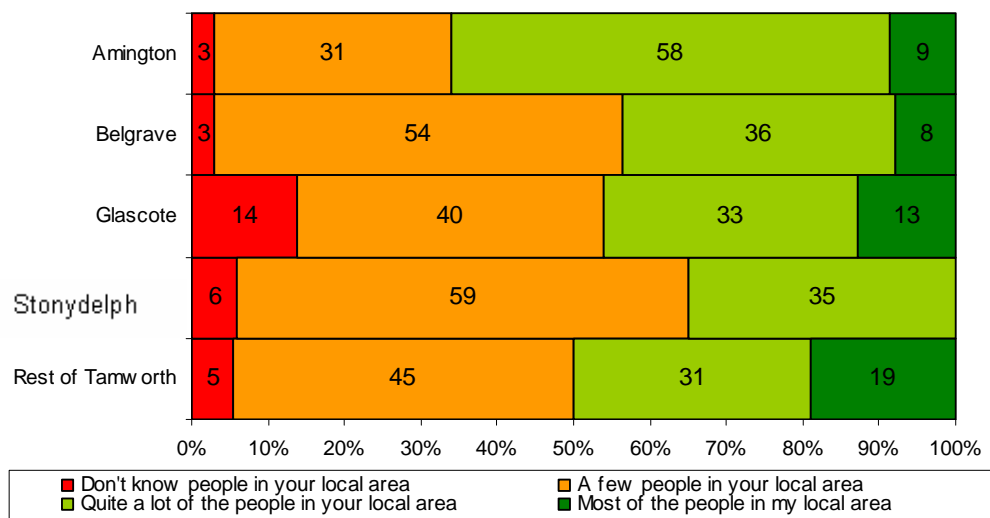
Community Cohesion studies the relationship between different groups of people in an area, and not just people from different race and faith groups. A recent baseline study into Community Cohesion in Tamworth concludes that poor community cohesion is often caused by structural disadvantage as well as service, information and resource issues. To help build community cohesion, a sense of belonging needs to be created amongst people living in an area perhaps by encouraging people to get involved in local activities, doing some volunteering work and making new friends.

The results in this section of the report cover community cohesion, including how well people know each other, if they feel they belong to their neighbourhood and if different groups of people get on well together.

Knowing people who live in local area

Firstly, respondents were asked how many people they know who live in their local area.

Figure 2.6 Number of people known in local area
Base: 200-206 respondents



Despite having a high proportion of respondents who have lived in the area for five years or less (43%), the results indicate that respondents in Amington are most likely to know local people. In fact two thirds (66%) of respondents in Amington said they know quite a lot, or most of the people in their local area. The introduction of community development working in Amington in 2004 means this area has benefitted from additional resources, with local events and activities being organised for residents to take part in – possibly helping people to get to know each other and develop a sense of belonging.

Similar to Amington, Stonydelph has a high proportion of residents who have lived there for five years or less (51%). However, unlike Amington only 35% of respondents say they know quite a lot of people who live in their local area, and no respondents say they know most of the people in their local area. The lack of a community development worker in Stonydelph, coupled with relatively new residents living in the area perhaps offers some explanation as to why respondents do not appear to know people in their local area (Please note a community development worker will be appointed in Stonydelph as part of the locality working programme).

In the Belgrave and Glascoate locality working areas, a similar proportion (around two fifths) of respondents say they know people who live in their local area. It is interesting that a third of respondents in each of these areas have lived in their local area for more than 20 years, giving them the opportunity to develop friendships and get to know people over a long period of time.

In the Rest of Tamworth, half of all respondents know people who live in their local area (50%), higher than all locality working areas with the exception of Amington. The correlation between length of time living in an area and how many people the respondent knows is positive in the Rest of Tamworth. In fact,

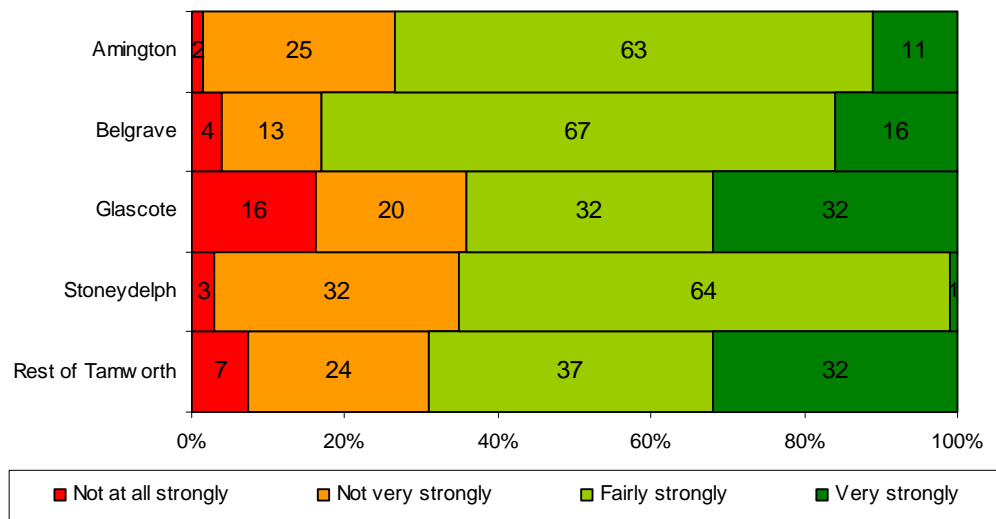
71% of those who have lived in the Rest of Tamworth for 20 years or more state that they know most or quite a lot of people living in their local area.

Analysed by age, the results indicate that people aged 25-34 are least likely to know most or quite a lot of the people in their local area (37%). Given that 62% of this age group have lived in their area for five years or less, it is understandable that they may not know many people living in the same local area. The age group who are most likely to know people who live in their local area are the 65+ year olds (54%), who as to be expected are also the most long term residents.

Feeling like you belong to the local area

Respondents were then asked how strongly they feel they belong to their local area on a scale of very strongly to not at all strongly.

**Figure 2.7 How strongly do you feel you belong to your local area?
Base: 200-204 respondents**



In the 2008/09 Place Survey, 54% of respondents said they felt that they belonged to their neighbourhood (either very or fairly strongly). The results from this survey indicate a higher sense of belonging in all areas (from 64% in Glascote to 83% in Belgrave).

Respondents in the Belgrave locality working area were the most likely to feel they belong to their local area (83%). We have already mentioned earlier in this report that Belgrave residents have lived in their local area for a relatively long period of time, meaning that they are more likely perhaps to feel a sense of belonging.

In Amington, where respondents know most or quite a lot of people who live in their local area, three quarters (74%) say they strongly feel that they belong to their local area. This supports the finding in the recent Baseline Community Cohesion report for Tamworth which concludes people who have things in common with other people in their local area, are more likely to develop a sense of belonging to their neighbourhood.

Just over half (51%) of respondents in Stonydelph have lived in their local area for five years or less, so it is perhaps not surprising that these respondents are also less likely to feel like they belong in their local area (65%). Stonydelph also has a significantly lower proportion of respondents who very strongly feel that they belong to their neighbourhood (just 1%). The baseline Community Cohesion report for Tamworth suggests that areas with new communities or experiencing significant demographic changes are likely to suffer from lower levels of community cohesion, as we are seeing in Stonydelph. In Glascote, a similar proportion of respondents feel that they belong to their neighbourhood as in Stonydelph, although there is an even split between those who answered very strongly and fairly strongly (32% each).

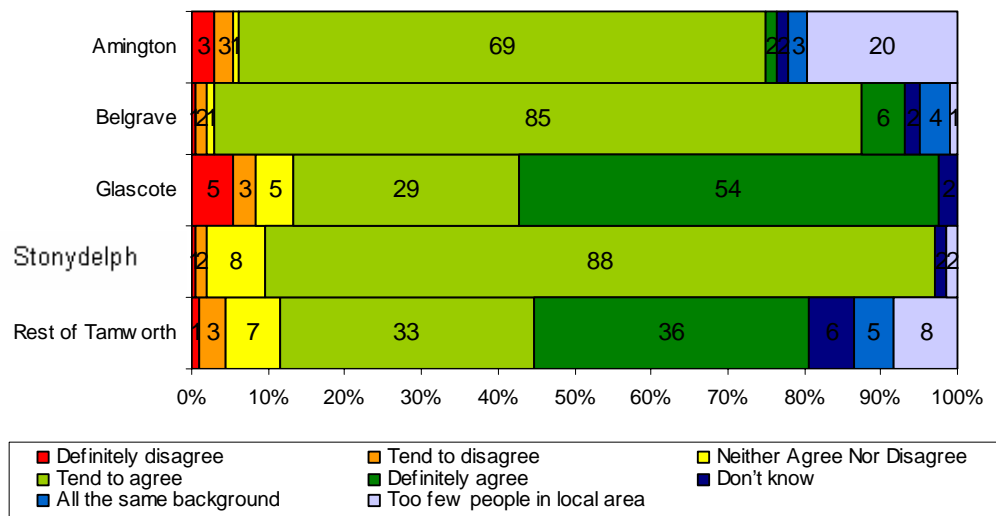
Across the Rest of Tamworth, 69% of respondents felt that they belonged to their local area. Respondents in Amington and Belgrave are more likely to feel a sense of belonging with their local area compared to the control group across the Rest of Tamworth. The sense of belonging however in Glascote and Stonydelph is slightly less than in the control group.

There is a general trend for older residents to feel more strongly that they belong to their local area, from 59% of 25-34 year olds up to 84% of those aged 65 and over. This is correlated with the length of time respondents have lived in the local area; older respondents are much more likely to have lived in the area for a longer time.

People from different backgrounds getting on well together

Respondents were then asked to say whether they agreed or disagreed that their local area is a place where people from different backgrounds get on well together.

Figure 2.8 Extent to which residents agree their local area is a place where people from different backgrounds get on well together.
Base: 199-206 respondents



Overall, agreement that people from different backgrounds get on well together was fairly high across all the locality working areas. Amington saw the lowest level of agreement at 70%; however a fifth of respondents in Amington thought

there were too few people from different backgrounds living in their local area in order to be able to answer this question. This may indicate that respondents interpreted this question to be about race and ethnicity, however the question is intended to encompass all aspects of community cohesion including people from different educational or social backgrounds for example. In Belgrave, agreement was highest. 91% of respondents agreed that people from different backgrounds get on well together.

Despite some variation in the results, the level of agreement in the locality working areas was higher when compared to the results from the Rest of Tamworth (69%) and when compared to the 2008/09 Place Survey results (71%).

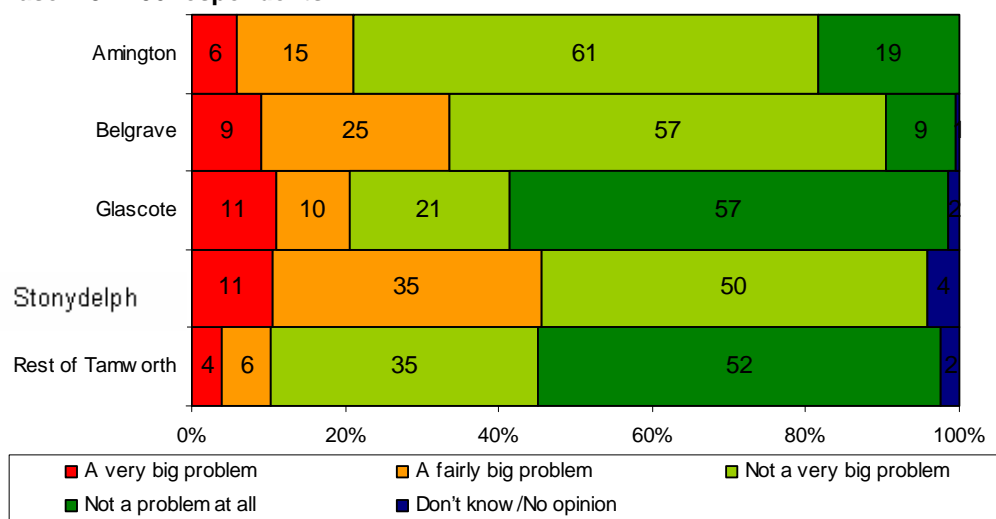
Across all age groups there was a similar level of agreement that people from different backgrounds get on well together. Respondents aged 45-54 showed a slightly lower level of agreement (75%) in comparison to other age groups.

Respect and Consideration

Respondents were then asked how much of a problem people not treating each other with respect and consideration was in their local area.

Figure 2.9 People not treating each other with respect and consideration in the local area.

Base: 197-206 respondents



Respondents from Stonydelph reported the biggest problem of people not treating each other with respect across all the locality working areas; nearly half (46%) of respondents thought it was a fairly big or very big problem. Previous results show that respondents in Stonydelph are relatively new to the area, don't know many people and are less likely to feel that they belong to the area. With this lack of community support behind them, it perhaps should be anticipated that these residents also feel people don't treat each other with respect and consideration.

People not treating each other with respect and consideration, was also identified as a problem by over a third (34%) of all respondents in Belgrave. This result is more unexpected considering the length of time residents have

lived in the locality working area and the sense of belonging residents have with the local area. In Glascote and Amington, around one in five (21%) respondents believes there is a problem with people not treating each other with respect and consideration.

In comparison to the Rest of Tamworth, people not treating each other with respect and consideration is significantly more of a problem in the locality working areas. Just 10% of respondents in the Rest of Tamworth identified it as a problem. In order to enhance community cohesion in the locality working areas, further community work is needed to improve the problem of people not treating each other with respect and consideration.

The 2008/09 Place Survey included the same question. The results show that two fifths (41%) of respondents believe people not treating each other with respect and consideration to be a problem. Broken down by area, respondents in Stonydelph were also more likely in the Place Survey to say people not treating each other with respect was a problem in their local area (50%).

When we look at views amongst different age groups, those aged 65 and over are the least likely to think that people not treating each other with respect is a big problem (18%). A slightly larger proportion of females think that it is a big problem in their area compared to males (29% compared to 23%).

Crime and Anti Social Behaviour

Respondents were asked to look at a list of different types of crime and anti social behaviour, and say if any were a problem for them in their local area. The table below shows the percentage of respondents who said each type of crime and anti social behaviour was a problem, as a percentage of all respondents who indicated at least one problem with crime and anti social behaviour.

Table 2.4 Crime & anti social behaviour problems in local area(Multiple response)

Crime and Anti Social Behaviour	Amington		Belgrave		Glascote		Stonydelph		Rest of Tamworth	
	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish or litter lying around	137	74%	116	76%	120	69%	107	69%	114	70%
Vandalism, graffiti and other deliberate damage to property or vehicles	47	25%	59	39%	100	57%	70	45%	84	52%
People using or dealing drugs	29	16%	21	14%	48	27%	101	65%	50	31%
People being drunk or rowdy in public places	44	24%	35	23%	92	53%	51	33%	68	42%
Abandoned or burnt out cars	16	9%	2	1%	11	6%	55	35%	18	11%
Noisy neighbours or loud parties	11	6%	9	6%	31	18%	22	14%	20	12%
Teenagers hanging around the streets	119	64%	119	78%	110	63%	67	43%	106	65%
Total	186		152		175		156		163	

Overall the most frequently stated problems were rubbish or litter lying around and teenagers hanging around in the streets.

In Amington, Glascote and Stonydelph, the biggest problem identified by respondents was rubbish or litter lying around. In Belgrave however, although three quarters (76%) rated rubbish or litter lying around as a problem, slightly more (78%) thought teenagers hanging around was a problem. The recent 'Making a Difference to Feeling the Difference' survey highlights Hamble, Greatmead and Honeybourne, within the Belgrave locality working area, as areas where rowdy and inconsiderate behaviour is most likely to occur.

A recent Encams Survey undertaken in Tamworth, and the 'Making a Difference to Feeling the Difference' surveys also highlighted litter as a problem across the borough, supporting the findings in this survey.

Respondents in Stonydelph are significantly more likely to rate people using or dealing drugs as problem (65%) in comparison to the other locality working areas. They even rate it as more of a problem than teenagers hanging around on the streets. This finding supports police intelligence regarding the seriousness of the drugs problem in Stonydelph, and highlights the need to continue putting resources into tackling the problem. However when asked in the recent 'Making the Difference to Feeling the Difference' survey where drug dealing was most likely to occur, no particular areas within Stonydelph were highlighted.

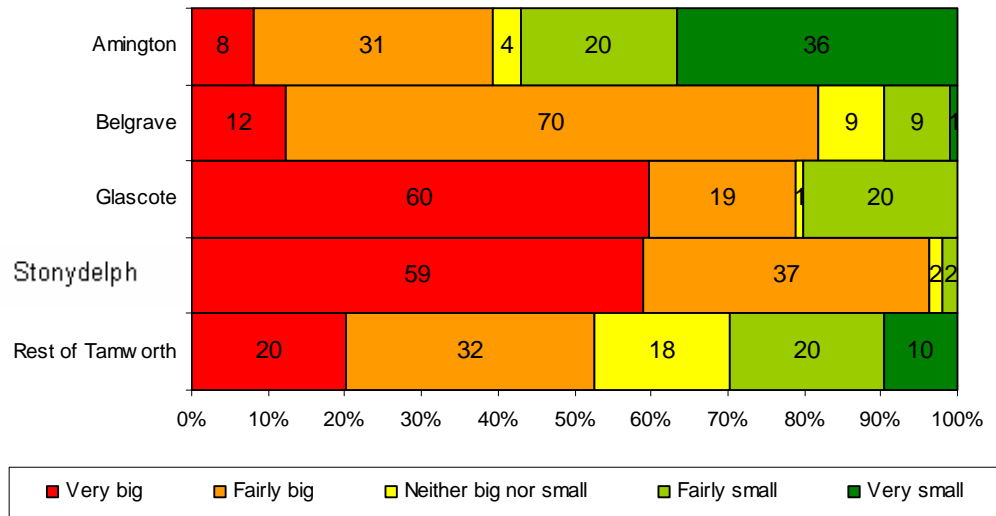
In Glascote there appear to be more problems with vandalism and graffiti (57%) and people bring drunk or rowdy (53%) than in other locality working areas. In the recent 'Making a Difference to Feeling the Difference' survey, the Caledonian Shops were highlighted as an area where a lot of anti social behaviour takes places.

Across the Rest of Tamworth, crime and anti social behaviour issues were similar, with the biggest focus being on rubbish/litter and teenagers hanging around on the streets.

Rubbish and Litter

Having identified crime and anti social behaviour problems in their local area, respondents were then asked to state how big a problem they were on a scale from very big to very small. Taking the biggest problem of rubbish or litter lying around, the graph below shows the scale of this problem in each locality working area.

Figure 2.10 Scale of the biggest crime and anti social behaviour problem in the local area: Rubbish and litter lying around
Base: 107-137 respondents

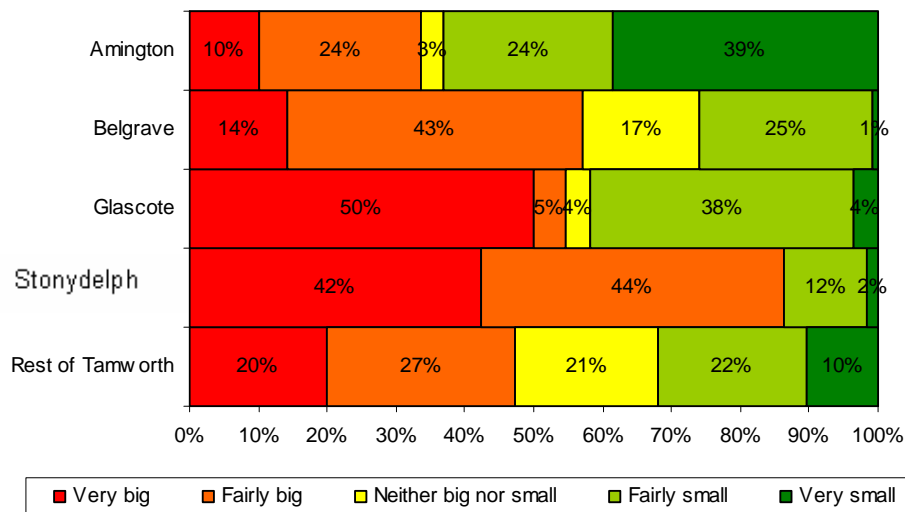


Although Stonydelph did not have the highest percentage of respondents who ranked rubbish or litter lying around as a problem, when asked how much of a problem it is, respondents in Stonydelph say it is a big problem. In fact, over half (59%) of respondents say litter is a very big problem and 96% said it is a very or fairly big problem. The scale of the problem is also high in Belgrave and Glascote, especially Glascote where 60% of respondents say litter is a very big problem. Amington respondents are least likely to see the scale of the problem of litter as a big problem in comparison to all locality working areas, and even across the Rest of Tamworth. Recent community activity in Amington ('Breathing Places'), particularly with young people, to tidy up local areas may have helped to decrease the problem of rubbish and litter in this locality working area. Educating residents in other areas about rubbish and litter through involving local people in environmental projects such as Breathing Places, as well as organising community litter picks are some suggestions of ways to tackle the scale of this problem.

Teenagers Hanging Around

Teenagers' hanging around was also identified as being a problem by a significant number of respondents, ranging from 43% in Stonydelph to 78% in Belgrave. The graph below shows how big or small a problem respondents think teenagers hanging around is.

Figure 2.11 Scale of the biggest crime and anti social behaviour problem in the local area: Teenagers hanging around
Base: 66-119 respondents



With the exception of Amington, the scale of the problem of teenagers hanging around is greater in the locality working areas than in the Rest of Tamworth (47%).

In Stonydelph, the problem of teenagers hanging around appears to be fairly concentrated. When asked to identify problems in the local area, less than half (43%) of respondents identified teenagers hanging around as a problem. However, of those who said it was a problem, 86% said it was a big problem.

In Belgrave and Glascote, around 70% of respondents identified teenagers hanging around as a problem, and when asked how much of a problem it is, around half of all respondents said it was a big problem. In Amington however, three quarters of respondents identified teenagers hanging around as a problem, but when asked about the scale of the problem just one in three respondents say it is a big problem. The majority (63%) of respondents in Amington said that teenagers' hanging around is actually a small problem. Although the number of responses are low and should be treated with care, when looking at the scale of the problem of all types of crime and anti social behaviour (rubbish, vandalism, drugs, people being drunk/rowdy, abandoned cars, noisy neighbours and teenagers), respondents in Amington were consistently less likely to rate the problem as 'big' in comparison to respondents in other locality working areas.

Those respondents who identified teenagers hanging around was a problem, were asked to explain why they thought this. The question was an open ended question so respondents could say whatever they wanted to in response. Initial analysis using tag clouds indicates that the most commonly used words in the responses given were in reference to teenagers hanging around and being abusive.

Figure 2.12 Tag cloud analysis of the literal responses describing why teenagers hanging around is a big problem.



For a breakdown of responses by locality working area please refer to Appendix D.

The next stage of the analysis was to code the verbal responses into themes to provide a more accurate view of the problems associated with teenagers hanging around. The results are displayed below.

Table 2.5 Why teenagers hanging around is a big problem (Multiple response)

Reasons for teenagers hanging around being a problem	Amington		Belgrave		Glascote		Stonydelph		Rest of Tamworth	
	Count	%	Count	%	Count	%	Count	%	Count	%
Intimidating other people	0	<1%	8	12%	12	21%	6	11%	10	20%
Drunk and rowdy	13	33%	14	21%	14	24%	14	25%	22	45%
Nuisance	8	20%	16	24%	14	24%	7	13%	5	10%
Abusive behaviour/ASB	10	25%	21	31%	17	29%	4	7%	7	14%
Vandalism/graffiti	5	13%	14	21%	4	7%	12	22%	11	22%
Teenagers/gangs hanging around	1	3%	10	15%	8	14%	2	4%	13	27%
Mini mopeds	0	<1%	1	1%	1	2%	0	0%	1	2%
Dealing/using drugs	4	10%	1	1%	1	2%	17	31%	0	<1%
Total	40		67		58		55		49	

Across the locality working areas, the reasons why teenagers hanging around is a problem, varies. In Amington, the main reason was because residents think they are drunk and rowdy (33%). In Belgrave and Glascote, the main reason why teenagers' hanging around is seen as a big problem is because of associated abusive behaviour and ASB (31% and 29% respectively). In Stonydelph, the main reason teenagers hanging around is a big problem is because of drug dealing (31%). This reason is three times the rate seen in other locality working areas, but is to be expected considering the large percentage (65%) of respondents who identified people using or dealing drugs a problem in Stonydelph. Recent findings from the 'Making a Difference to Feeling the Difference' also indicate big problems with drugs and drug dealing within Stonydelph.

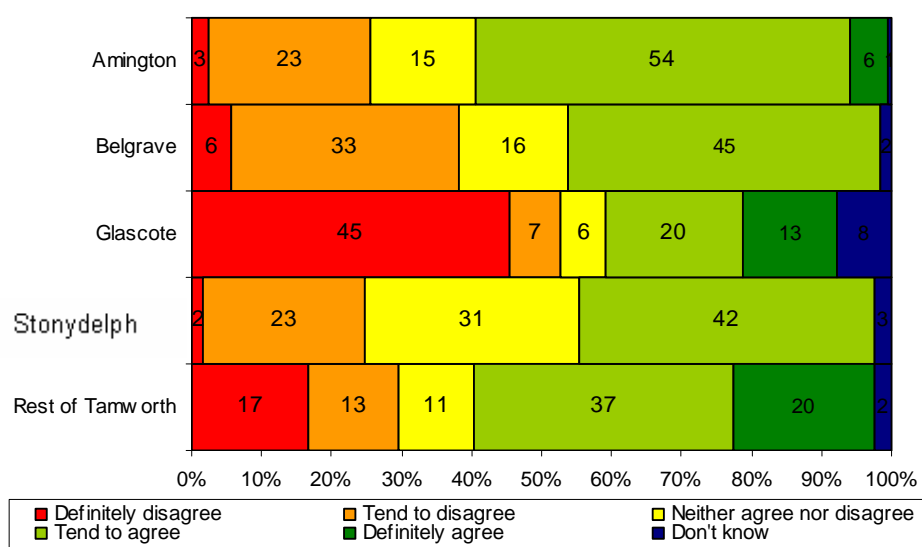
Teenagers' being drunk and rowdy was the main reason stated by younger age groups for why teenagers' hanging around is a problem in their local area, a third of respondents aged 16-44 stated that teenagers are drunk and rowdy. For respondents aged 45-54, the main reason why teenagers hanging around is a problem is because of their abusive and anti social behaviour (28%). For those aged 55 and over, the main reason why teenagers hanging around is a problem is because of the nuisance they cause.

Parents taking responsibility for their children

Respondents were then asked whether or not they agreed that parents take enough responsibility for their children.

Figure 2.13 Extent to which people believe that parents take enough responsibility for their children.

Base: 199-203 respondents



The results indicate significant differences in resident opinion in Glascote regarding whether or not parents take responsibility for the behaviour of their children. Over half (53%) of respondents in Glascote disagreed that parents take responsibility for their children, significantly higher than in other locality working areas.

The percentage of respondents who agreed parents take responsibility for their children was 57% in the Rest of Tamworth. Amington was the only locality working area to have a higher percentage of agreement amongst its residents (60%). This locality working area also experienced the 'smallest' problem of teenagers hanging around which may offer an explanation as to why respondents agree parents take responsibility for their children. In all other locality working areas, the level of agreement that parents take responsibility was lower than in the Rest of Tamworth, especially in Glascote (33%).

The results from the 2008/09 Place Survey indicate residents across the whole of Tamworth see parents not taking responsibility for their children as more of a problem (60%).

Respondents aged 16-24 are slightly more likely to agree that parents take responsibility for their children (56%), whereas those aged 35-44 are less likely to agree (40%).

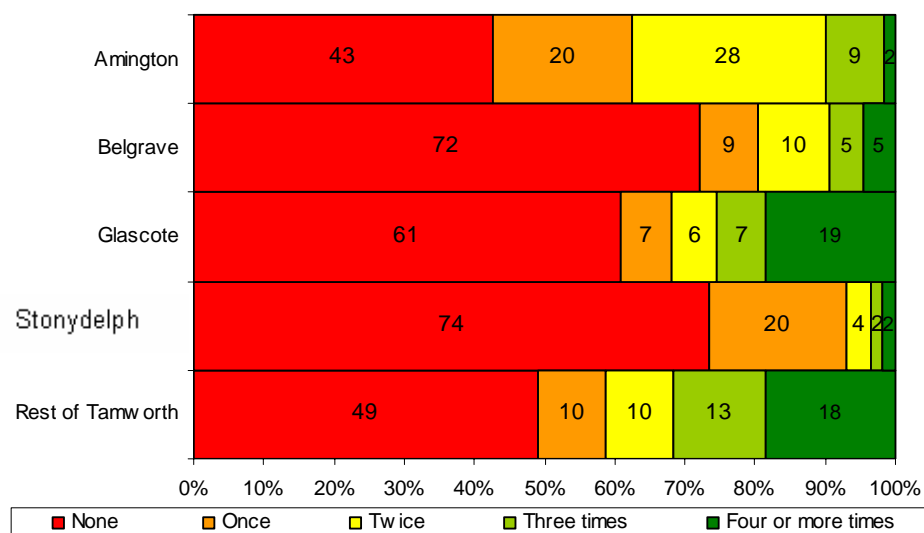
2.2 Getting Involved

Participation in Sport

The first question in this section asked respondents how many times in the last week they had participated in sport or active recreation, at a moderate intensity for at least 30 minutes.

Figure 2.14 Number of times you have participated in sport or active recreation, at moderate intensity, for at least 30 minutes in the last week?

Base: 200-206 respondents



Participation in sport varies across the locality working areas. The percentage of respondents participating in sport for 30 minutes at least 3 times in the last week (a national target) is lowest in Stonydelph (4%) increasing to 10% and 11% in Belgrave and Amington, and is highest in Glascote (25%). In all locality working areas, the participation rate is lower than in the Rest of Tamworth (32%).

Comparable results from the Active People Survey Wave 2 show participation in sport (for 30 minutes at least 3 times in the last week) in Tamworth to be 16%. Three locality working areas (Stonydelph, Belgrave and Amington) fall below this participation rate. Nationally, the participation rate is slightly higher (17%) than in Tamworth.

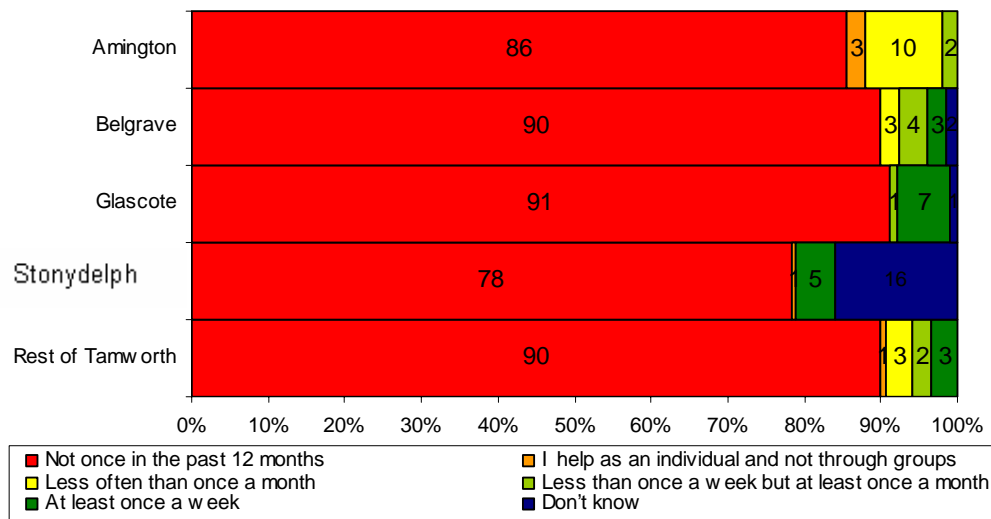
As would be expected, the percentage of respondents who have participated in sport for 30 minutes at least three times in the last week decreased with age, from a quarter (25%) of respondents aged 16-34 to just 10% of those aged 65 or over.

Volunteering

Respondents were then asked if they had given any unpaid help to any groups, clubs or organisations in the last 12 months.

Figure 2.15 How often in the last twelve months have you given unpaid help to any group(s), club(s) or organisation(s).

Base: 199-206 respondents



The proportion of respondents who have not given unpaid help to groups or organisations was high across all locality work areas, and in the Rest of Tamworth.

Amington has the highest volunteering rate in comparison to other areas, with 15% of respondents having given unpaid help in the last 12 months. In Glascote, Belgrave and the Rest of Tamworth, the volunteering rate is similar (8%, 9% and 10% respectively). In Stonydelph, just 6% of respondents have given unpaid help.

The 2008/09 Place Survey results indicate the rate of volunteering to be higher across the whole of Tamworth. A third of respondents (35%) stated that they had given unpaid help at least once in the last 12 months.

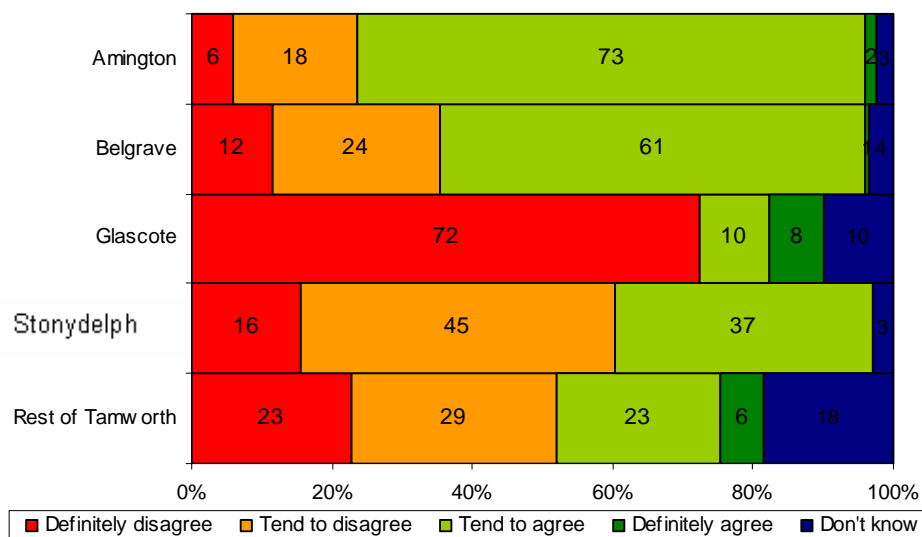
It is important to encourage participation in volunteering, as previous results have shown this encourages people to get to know each other, ultimately increasing satisfaction with the local area, encouraging a sense of belonging and helping to overcome some of the challenges of community cohesion. Further work is required in all locality working areas to encourage participation in volunteering and the provision of unpaid help. Some progress has already been made in Amington where the level of participation in volunteering is higher in comparison to other locality working areas.

Influencing Decisions

The next part of the questionnaire referred to the extent to which respondents feel they can influence decisions in their local area.

Figure 2.16 Extent to which respondents agree they can influence decisions in their local area.

Base: 199-206 respondents



There are big variations in results across the locality working areas. The percentage of those agreeing they can influence decisions in their local area is extremely high in Amington (74%) and Belgrave (61%) and significantly lower in Glascoate (18%).

Across the Rest of Tamworth, agreement stands at 30%. It is a positive finding that in three locality working areas, the agreement level of those who think they can influence decisions in their local area is higher than across the Rest of Tamworth. In particular, this is a significant result for the Amington locality working area where community development work has been in place for the longest (since 2004).

In the 2008/09 Place Survey, 23% of respondents agreed they can influence decisions affecting their local area. Again, respondents in Amington, Belgrave and Stonydelph are more likely to agree they can influence decisions in their local area when compared to the Place Survey results. Respondents in Glascoate are less likely to agree (18%).

The level of disengagement in Glascoate should be explored in more detail, perhaps by speaking to residents in person. Glascoate falls within the 10% most deprived areas in Tamworth according to the Index of Deprivation 2007, and has been on the receiving end of lots of different funding schemes over the years, including SRB funding. It could be hypothesised that respondents in this locality working area are experiencing consultation fatigue and disengagement with the process, especially if they haven't seen any differences as a result of the consultation they have taken part in. This hypothesis would however require further investigate work.

Following on from this question, respondents were also asked the ways in which they knew of to try and influence decisions. Respondents were not given

any prompts and asked to list as many ways as they could think of. Responses were then coded into a list of different ways.

Table 2.6 Ways known to try and influence decisions in the local area (Multiple response)

Ways known to influence decisions	Amington		Belgrave		Glascote		Stonydelph		Rest of Tamworth	
	Count	%	Count	%	Count	%	Count	%	Count	%
Write to local District Council	24	20%	19	12%	16	42%	26	29%	114	84%
Write to local County Council	17	14%	17	10%	7	18%	23	25%	89	65%
Attend PACT meetings (Police and Communities Together)	3	2%	0	<1%	4	11%	35	38%	40	29%
Attend District/County Council meetings	39	32%	149	90%	3	8%	32	35%	50	37%
Speak to local Councillor	38	31%	44	27%	2	5%	24	26%	90	66%
Lobby at local residents/organisations	31	26%	12	7%	2	5%	30	33%	47	35%
Taking part in local consultations	18	15%	9	5%	2	5%	15	16%	40	29%
Taking part in Community Activities, or Volunteering	4	3%	1	1%	1	3%	11	12%	32	24%
Contact Arch - Advice Resource Community Hub	1	1%	0	<1%	2	5%	7	8%	2	1%
Other (please specify)	7	6%	0	<1%	5	13%	6	7%	10	7%
Total	121		165		38		91		136	

Across the locality working areas, the most commonly known ways to influence decisions in the local area differ. In Amington, the most commonly known ways to influence decisions were to attend district/county council meetings (32%) or to speak to a local councillor (31%). Similarly, in Belgrave, the way most commonly known way to influence decisions was to attend district/county council meetings (90%). In Glascote, the most commonly known method to influence decisions was to write to the local district council (42%). In Stonydelph there was a more even distribution of known ways to influence decisions generally, compared to other locality working areas. However attending PACT (Police and Communities Together) meetings was the most known way to influence decisions in Stonydelph (38%). This method did not feature significantly in other locality working areas. Problems of drug dealing and drug usage are high in Stonydelph, so residents may be more aware of the opportunities to discuss these types of problems with the police at their local PACT meetings.

Speaking to a local councillor was an option identified by more respondents in Amington, Belgrave and Stonydelph (31%, 27% and 26% respectively), compared to just 5% in Glascote. This may be attributable to the opportunities provided to speak to a local councillor in each area. In Amington, councillors

attend regular meetings held as part of the community development work providing an opportunity for residents to meet them. Similarly, in Belgrave one councillor holds a regular surgery for residents to attend, and in Stonydelph residents have the opportunity to meet councillors at their local PACT meetings. In Glascote, the opportunity to meet local councillors appears more limited - no councillors hold a regular surgery in this area. Further exploratory work to consider the benefits of councillor surgeries should be undertaken, with the possibility of introducing councillor surgeries in areas where there aren't currently any.

Having considered the different options available for trying to influence decisions, respondents were then asked which of these ways they had tried. Results are set out below.

Table 2.7 Ways used to influence decisions in the local area (Multiple response)

Ways used to influence decisions	Amington		Belgrave		Glascote		Stonydelph		Rest of Tamworth	
	Count	%	Count	%	Count	%	Count	%	Count	%
Write to local District Council	9	21%	8	35%	3	38%	1	1%	26	46%
Write to local County Council	2	5%	6	26%	1	13%	1	1%	10	18%
Attend PACT meetings (Police and Communities Together)	0	<1%	0	<1%	2	25%	1	1%	6	11%
Attend District/County Council meetings	8	19%	10	43%	0	<1%	5	7%	5	9%
Speak to local Councillor	8	19%	8	35%	0	<1%	12	16%	14	25%
Lobby at local residents/organisations	13	30%	0	<1%	0	<1%	5	7%	11	19%
Taking part in local consultations	4	9%	1	4%	1	13%	2	3%	7	12%
Taking part in Community Activities, or Volunteering	1	2%	0	<1%	0	<1%	0	0%	3	5%
Contact Arch - Advice Resource Community Hub	0	<1%	0	<1%	0	<1%	7	9%	0	<1%
Other (please specify)	5	12%	0	<1%	2	25%	43	57%	6	11%
Total	43		23		8		76		57	

In Amington, despite the most commonly known way to influence decisions being to attend a district/county council meeting (32%), the way used most often by respondents was to lobby at local residents' organisations (30%).

In Belgrave and Glascote, the most commonly used methods to influence decisions match the most commonly known ways, attending district/county council meetings in Belgrave (43%) and writing to the local district council (38%) in Glascote. However, in Belgrave particularly, awareness of being able

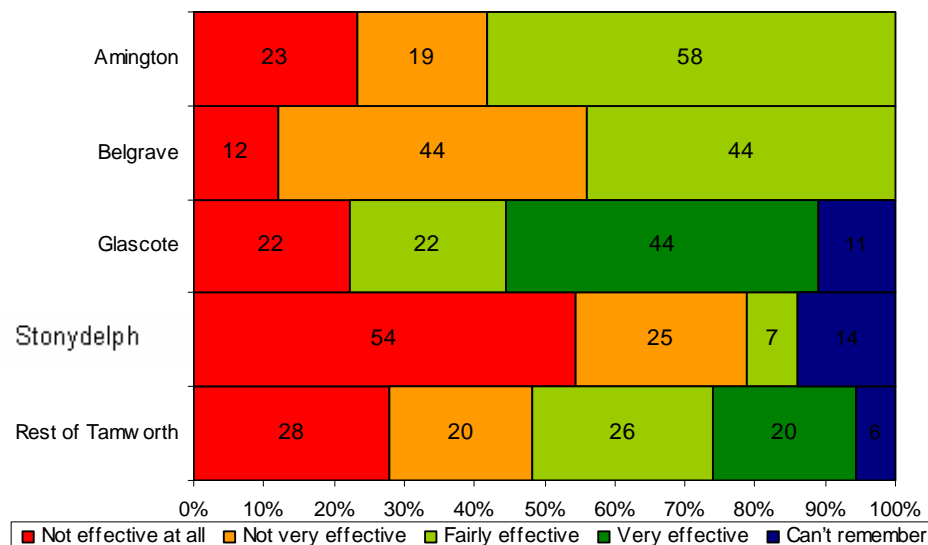
to attend district/county council meetings was especially high (90% - 149 people), but take up was low (43% - just 10 people).

In Stonydelph, despite being more aware of lots of ways to influence decisions, respondents mostly used methods not listed (57%) or spoke to a local councillor (16%) to influence decisions.

Those respondents who have tried to influence decisions in their local area were then asked how effective these methods had been. Please note the number of people responding to this question was low across all locality working areas.

Figure 2.17 Effectiveness of methods used to influence decisions in the local area.

Base: 9-57 respondents



In most areas, there was a relatively even split between those who thought the methods they had used to try and influence decisions were effective, and those who thought they were ineffective. The biggest difference is seen in Stonydelph, where three quarters (79%) of respondents thought methods used to try and influence decisions were ineffective, compared to just 7% who thought they were effective.

In the Rest of Tamworth, just under half (48%) thought methods used to try and influence decisions were ineffective, in Amington and Glascite, respondents were less likely to say methods they had tried were ineffective (42% and 22% respectively). Please note the base count for Glascite is just nine respondents, therefore these results should be used with caution.

2.3 Demographic Profile

The tables in this section provide some demographic information about the sample of respondents included in the survey.

Age

Table 2.8 Age Group

Age Group	Sample		Tamworth (Mid 2008 Population Projections)	
	Count	%	Count	%
16-24	171	17%	10,180	16.5%
25-34	185	18%	9,825	15.9%
35-44	181	18%	11,713	19.0%
45-54	166	17%	10,290	16.7%
55-64	159	16%	9,703	15.7%
65+	142	14%	10,048	16.3%
Total	1004	100%	61,759	100.0%

Health

One in ten (10%) residents reported having a disability that affects their daily life. Of those respondents with a disability, half (56%) had mobility issues and three out of ten (31%) had unseen disabilities such as diabetes, asthma, epilepsy or arthritis.

Work Status**Table 2.9 Work Status**

Economic Status	Sample		Tamworth (2001 Census)	
	Count	%	Count	%
Economically Active	637	63.4%	39,302	72.3%
Employed	462	46.0%	32,654	60.1%
Self Employed	15	1.5%	3,209	5.9%
Unemployed	119	11.9%	1,962	3.6%
Students	41	4.1%	1,477	2.7%
Economically Inactive	367	36.6%	15,050	27.7%
Retired	197	19.6%	5,776	10.6%
Other inactive	170	16.9%	9,274	17.1%
Total	1004	100.0%	54,352	100.0%

Ethnicity**Table 2.10 Ethnic Group**

Ethnicity	Sample		Tamworth (2006 mid year estimates)	
	Count	%	Count	%
White: British	980	97%	71100	94.2%
White: Irish	6	1%	600	0.8%
White: Other White	13	1%	800	1.1%
Mixed: White and Black Caribbean	0	<1%	300	0.4%
Mixed: White and Black African	1	<1%	100	0.1%
Mixed: White and Asian	0	<1%	200	0.3%
Mixed: Other Mixed	2	<1%	200	0.3%
Asian or Asian British: Indian	1	<1%	700	0.9%
Asian or Asian British: Pakistani	0	<1%	400	0.5%
Asian or Asian British: Bangladeshi	0	<1%	100	0.1%
Asian or Asian British: Other Asian	0	<1%	100	0.1%
Black or Black British: Black Caribbean	1	<1%	500	0.7%
Black or Black British: Black African	3	<1%	100	0.1%
Black or Black British: Other Black	0	<1%	0	0.0%
Chinese or Other Ethnic Group: Chinese	1	<1%	200	0.3%
Chinese or Other Ethnic Group: Other	1	<1%	100	0.1%
Total	1009	100%	75500	100.0%

3.0 Summary

The results of the locality working area community survey provides Tamworth Borough Council with up to date, localised data about quality of life, likes and dislikes, crime and anti social behaviour in each of the locality working areas. A summary of findings by theme are detailed below;

Overall Satisfaction

Overall satisfaction with the local area as a place to live is lower in the locality working areas than it is in the Rest of Tamworth, especially in Stonydelph. A key challenge for locality working is to shift respondents who are currently only 'fairly' satisfied with their local area to be 'very' satisfied.

The results show that length of time someone has lived in their local area does not appear to be correlated with overall satisfaction. However the longer someone has lived in an area, the more people they are likely to know, which in turn increases satisfaction with the local area as a place to live. Encouraging respondents to take part in community activities, sport or volunteering may help them to get to know one another, and feel more strongly that they belong to the area where they live. In particular, this should be aimed at residents aged 25-34 years olds. One locality working area, Amington, bucks this overall trend. With a higher proportion of new residents you would expect Amington to have less people who know each other, and less people who feel they belong to the neighbourhood, therefore lower satisfaction. However, respondents in Amington are most likely to know people who live in the local area, and most likely to feel like they belong to the local area, of all the locality working areas. The introduction of community development working in Amington in 2004 appears to have helped overcome community cohesion barriers, and encouraging people to get involved has give them a sense of belonging to their local area.

Likes and Dislikes

Generally, respondents like the quiet and peaceful atmosphere of the locality working areas. In Amington, the community spirit was also identified as something respondents like, and in Belgrave the convenient location was identified. Problems in the local areas focused around rubbish and litter and groups of people hanging around. These findings are supported by other recent research undertaken in the local area, including an Encams Survey and the 'Making a Difference to Feeling the Difference' research. In Stonydelph in particular, there were also issues with people using and dealing drugs highlighted. Key challenges in the locality working areas are focused around providing more facilities for children and young people, and improving street cleanliness. Variations across the locality working areas should be considered carefully in order to guide local policy decisions and ensure they are sensitive to local priorities and needs.

Community Cohesion

People not treating each other with respect and consideration, and parents not taking responsibility for their children are generally more of a problem in the locality working areas. In particular, respondents living in Stonydelph and Belgrave highlight problems with people not treating each other with respect and consideration. In Glascote, there appears to be a significant problem with parents not taking responsibility for their children.

Getting Involved

With the exception of Glascote, participation in sport is lower in the locality working areas than it is across the Rest of Tamworth. The national target for participation in sport is to undertake 30 minutes of sport or active recreation at moderate intensity at least three times per week. In Glascote, a quarter of respondents do this compared to 16% across the rest of Tamworth and 17% nationally. However in other locality working areas, the level of participation is much lower. In Stonydelph, just 4% of respondents have undertaken at least 30 minutes of exercise 3 times in the last week, increasing to around 10% of respondents in Amington and Belgrave.

Participation in volunteering is also low across the locality working areas, although some progress has been made in Amington with around 15% of respondents undertaking some sort of volunteering in the last year. As with participation in sport, Stonydelph has the lowest proportion of volunteers. This lack of resident involvement in Stonydelph explains why respondents are least likely to know people who live in the same area, or feel that they belong to the area. Encouraging participation in local activities will help people to get to know each other, find things in common with each other and ultimately build community cohesion.

Influencing Decisions

In three out of the four locality working areas, respondents feel more able to influence decisions affecting their local area compared to respondents living in the rest of Tamworth. By living in a designated locality working area, respondents may have more opportunity to influence decisions that affect their local area. In Amington, three quarters (74%) of respondents agree they can influence decisions, the highest percentage across all locality working areas – this is a positive finding for community development working. However, in Glascote just 18% of respondents feel able to influence decisions. Whilst this may be because of limited opportunities to influence decisions, it may also be due to consultation fatigue – where respondents have been consulted so many times and have not seen any difference as a result of their contribution they may have become despondent. It is clear that we need to gain a deeper understanding of why respondents are so unlikely to feel they can influence decisions.

The main findings for each locality working area have also been summarised;

Locality Working Area: Amington

Respondents living in the Amington locality working area are short term residents, having lived there for a shorter period of time in comparison to respondents living for example in Belgrave or Glascote.

Despite having relatively new residents living in the area, Amington bucks the usual trend in terms of the percentage of respondents who are satisfied with their area as a place to live and those who feel they belong to the area. The introduction of community development working in 2004 in Amington means that this area has benefitted from a community development worker for a lot longer than the other locality working areas. The benefits of this can be easily identified in these results. For example, Amington has the highest percentage of respondents who know people who live in their local area (66%), therefore helping to encourage a sense of belonging to an area. When asked if they feel they belong to the local area, 74% of

respondents in Amington said they did – higher than the results collected via the Place Survey and in the rest of Tamworth.

Although at first glance the proportion of respondents who agree people from different backgrounds in Amington get on well together appears low, this is only because one fifth (20%) of respondents said that people were all from the same backgrounds in their local area and therefore they couldn't answer the question properly. When asked if people not treating each other with respect and consideration was a problem in their local area, just one in five said it was a problem (21%). Despite being a good result in comparison with other locality working areas, further work is needed to bring this result in line with the rest of Tamworth (10%).

The reasons why Amington residents like the area they live in are because it's quiet and peaceful and there is a good sense of community spirit, possibly encouraged by community development working. However there are still things that need improving, particularly rubbish and litter and teenagers hanging around. Teenagers generally cause a problem because they are drunk and rowdy. This problem is further enhanced by the high proportion of young people living in Amington, latest mid year estimates show that 20% of the population of Amington is made up of 16-29 year olds.

Participation in volunteering and unpaid work is highest in Amington in comparison to other locality working areas; again this may be as a result of community development working. However there is further work to be done to increase this level of volunteering above 15%. Participation in sport and active recreation is lower than the national average (11% and 17% respectively) and therefore more resources should be invested in promoting sports and leisure activities. By encouraging more involvement in the local community, people get to know each other and the community becomes more cohesive.

The introduction of community development working in Amington may have also helped people to have an influence over the decisions made in their local area; three quarters of respondents agreed they can influence decisions. However, although awareness of how you can try to influence decisions was fairly high, the actual take up of people who have tried to influence decisions was low, as in all other areas.

Locality Working Area: Belgrave

Belgrave locality working area has a large percentage of long term residents, with over one fifth (22%) having lived there for more than 30 years.

Respondents appear satisfied with the local area as a place to live (82%), and especially like the convenient location of where they live and its quiet and peaceful atmosphere.

Belgrave respondents are the most likely to feel that they belong to their local area (83%) in comparison to the other locality working areas, a finding which is influenced by the length of time respondents have lived in the area. Similarly, 91% of respondents agree that people from different backgrounds get on well together in their local area - the highest percentage across all locality working areas.

Around two fifths of respondents know people who live in their local area; this proportion has room for improvement in terms of bringing Belgrave in line with the rest of Tamworth. There also appear to be some problems with people not treating

each other with respect and consideration - 34% of respondents said this was a problem, and this was particularly an issue for respondents aged 45-64 years old.

Teenagers hanging around, was a big problem in Belgrave, especially their abusive and anti social behaviour. Two fifths (39%) of respondents in Belgrave also said that parents don't take enough responsibility for the behaviour of their children. These issues may account for the problem of people not treating each other with respect and consideration in Belgrave.

Other factors for improvement in Belgrave centre are around tidying up the area and making it litter free, and providing more facilities for children and young people. Providing more facilities (in general) may also help to improve sport participation and volunteering.

Generally, respondents feel able to influence decisions affecting their local area and are very aware of ways in which to try and influence decisions – especially attending council meetings. However, as in other areas, the proportion of people who have tried to use these methods to try and influence decisions in their local area, is low.

Locality Working Area: Glascote

Glascote locality working area has the highest level of satisfaction (85%) with the local area as a place to live, in comparison to the other locality working areas. In particular, respondents like the quiet and peaceful atmosphere.

There are, however, problems associated with young people drinking and being noisy/abusive. Over half of respondents believe teenagers hanging around, is a big problem. Parents not taking responsibility for their children is a big problem in Glascote; over half disagree that parents take responsibility which is significantly higher than in any other locality working area.

The priority for improving the area is to tidy it up, including removing graffiti and clearing rubbish/litter.

Around two fifths of respondents in Glascote know other people who live in the same area, however the feeling of belonging to the local area is lower (64%) amongst respondents. Community work to encourage people to get to know each other and to develop a sense of belonging is needed.

Although less than 10%, Glascote has the highest percentage of people who disagree that people from different backgrounds get on well together which may help to explain why respondents don't feel they belong. Similarly, a fifth (21%) of respondents think there is a problem with people not treating each other with respect and consideration.

Glascote respondents are actively involved in sport, 25% of respondents take part in 30 minutes of exercise at least 3 times a week which is higher than the national average (17% Active Sport Survey Wave 2). Participation in volunteering and unpaid help could however be improved (8%).

A key area for improvement in Glascote is to increase the percentage of respondents who feel they can influence decisions. Perhaps as a result of being involved in lots of previous consultations and not seeing any improvements in the local area, just 18%

of respondents now agree that they can influence decisions. This may warrant some further investigation.

Locality Working Area: Stonydelph

Respondents in Stonydelph are less likely to have lived there for a long time. In fact, 14% have only lived in the area for up to one year. With less time to get used to living in the area, it's perhaps not surprising that respondents in this locality working area are least satisfied with their local area as a place to live (71%).

When asked to think of the things they like about Stonydelph, most people cited the quiet and peaceful atmosphere. Reasons for disliking the area focused around rubbish and litter and groups of people hanging around. Drug usage was also identified as a major problem in Stonydelph. When asked why teenagers' hanging around is a problem, most respondents said it was because of the associated drugs problem. The main priority for improvement in Stonydelph is to tackle anti social behaviour.

Stonydelph has relatively poor community cohesion, with only 35% of respondents saying they know most or quite a lot of people in their local area, and only 64% of respondents feeling that they belong to the neighbourhood. These are the lowest percentages seen across all locality working areas. Building links between the community will help to improve cohesion, and may also help to increase the percentage of respondents who believe people treat each other with respect and consideration.

One way of building the community up in Stonydelph will be to encourage participation in sport and providing unpaid help. Currently participation is very low, just 4% of respondents participated in 30 minutes of exercise 3 times in the last week which is way below the national average (17%) and below the average rate for Tamworth (16%). Stonydelph also has the lowest volunteering rate of all locality working areas at just 4%.

Increasing the percentage of respondents who believe they can influence decisions affecting their local area should also be a priority for this area. Currently respondents are fairly aware of ways in which they can try to influence decisions, especially via PACT meetings, but take up of these opportunities is low.

4.0 Conclusion and Recommendations

The findings and evaluations in this report provide a useful evidence base and reference point to help Tamworth Borough Council understand the key issues and priorities for improvement at locality working level. They also help to provide evidence of the success of community development working in Amington. Now that community development working is in place in all four locality working areas, results should continue to be tracked in the future to continually assess the impact of community development working in all four areas. Other service providers and agencies should learn from this focused approach to increase success at a local level and to increase associated perceptions around their area of work.

Some recommendations from this study have been summarised below;

- ◆ To bring the locality working areas in line with the rest of Tamworth, the council should focus on improving resident satisfaction with the local area from fairly to very satisfied.
- ◆ The research supports the finding in the recent Baseline Community Cohesion report for Tamworth which concludes people who have things in common with other people in their local area, are more likely to develop a sense of belonging to their neighbourhood. Locality working should actively promote communities activities as a way of getting to know people living in the same area
- ◆ Rubbish and Litter is a problem which needs tackling in all locality working areas. Educating residents about rubbish and litter through involving local people in environmental projects such as Breathing Places, as well as organise community litter picks are some suggestions of ways to tackle the scale of this problem.
- ◆ It is important to encourage participation in volunteering, as results have shown this encourages people to get to know each other, ultimately increasing satisfaction with the local area, encouraging a sense of belonging and helping to overcome some of the challenges of community cohesion. Further work is required in all locality working areas to encourage participation in volunteering and the provision of unpaid help. Some progress has already been made in Amington where the level of participation in volunteering is higher in comparison to other locality working areas.
- ◆ As a way of improving opportunities for people to get involved in local decision making, further exploratory work to consider the benefits of councillor surgeries should be undertaken, with the possibility of introducing councillor surgeries in areas where there aren't currently any. In Glascote it is important that a deeper understanding of why respondents feel so unable to influence decisions is acquired.
- ◆ Sport and leisure has been shown to be a key way of getting people to play a part in their community, and get to know each other. The partners involved in locality working should be encouraging residents to get active and get involved.

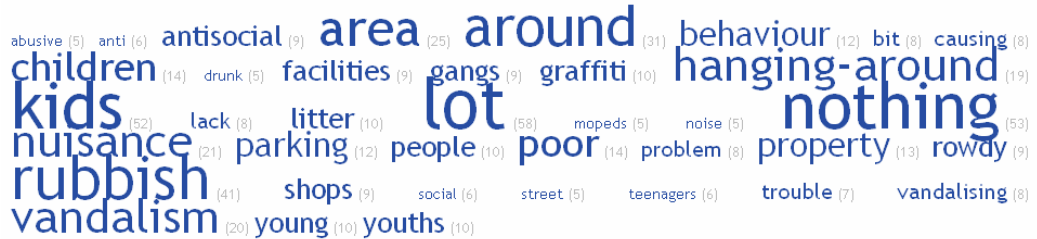
Appendix B

Tag Cloud analysis of the things respondents like least about their local area – by locality working area

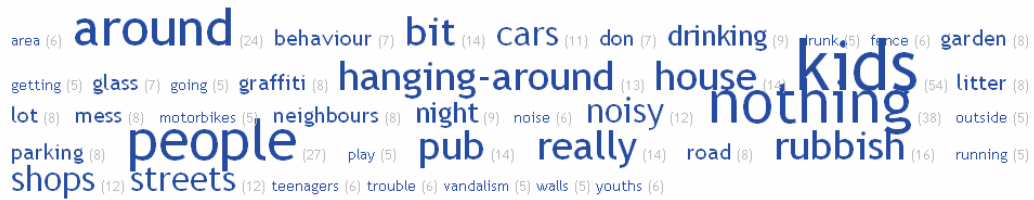
Amington



Belgrave



Glascote



Stonydelph



Appendix C

Tag Cloud analysis of the things respondents would most like to change in their local area – by locality working area

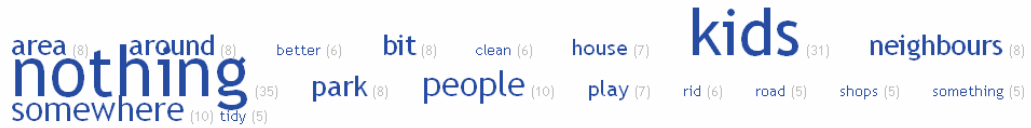
Amington



Belgrave



Glascote



Stonydelph



Appendix D

Tag cloud analysis of the literal responses describing why teenagers hanging around is a big problem – by locality working area

Amington



Belgrave



Glascote



Stonydelph

