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**Locality Working
Community Survey**

**Tamworth Borough
Council**

May 2011

DRAFT REPORT

1) Summary and Key Findings

The findings in this report provide a useful evidence base to enable Tamworth Borough Council to evaluate the impact of Locality Working over time, against a control sample area from other parts of Tamworth. The results will also help the council to understand the latest key issues and priorities for improvement at Locality Working level, and to make sure action plans developed after the 2009 baseline survey are still up to date and relevant. Other service providers and agencies should also be able to use the learning from this evaluation to further increase success at a local level.

A summary of results by locality working area;

Amington

- ◆ Satisfaction with the local area as a place to live held steady in Amington in the latest survey compared to the 2009 baseline survey, following a similar pattern seen across the Rest of Tamworth. Satisfaction with the local area as a place to live in this locality working area also compares favorably with the national average taken from the 2009/10 Citizenship Survey (80% and 83% respectively).
- ◆ There has been an increase in the proportion of respondents who say the convenient location is something they like about the Amington locality working area.
- ◆ Since the baseline survey, Amington has witnessed a decrease in the proportion of respondents who know most or a lot of people in their local area. When asked what they like about their local area, the proportion saying 'friendly neighbours/community spirit' has also fallen. The proportion of respondents who know people in their local area has fallen below the average for the Rest of Tamworth in the latest survey.
- ◆ Despite the fall in the proportion of respondents who know people in the local area, the proportion of respondents who say they feel like belong to their local area has remained unchanged in the latest survey in Amington. However, across the Rest of Tamworth more people feel like they belong to their local area creating a wider gap in perceptions in the 2011 survey compared to the baseline survey between Amington and the Rest of Tamworth.
- ◆ When asked what they dislike about living in Amington, there has been an increase in those saying there is nothing for young people to do, and that young people cause anti social behaviour. Respondents were then asked about a series of crime and anti social behaviour issues and asked if any were a problem for them in their local area. The crime and anti social behaviour issues were consistently more of a problem in Amington than they were in the Rest of Tamworth, and interestingly results show that in Amington the problems are growing whereas in the Rest of Tamworth they are falling – creating an increasing gap between the two areas. Amington is the only Locality Working area to have seen an increase in those categorizing the scale of the problem of teenagers hanging around as large since the baseline survey.
- ◆ Encouragingly, Amington has one of the highest rates of participation in sport and active recreation across all the locality working areas, and is now similar to the level seen in the Rest of Tamworth resulting in a narrowing of the gap between the two areas. The level of participation in unpaid work/volunteering is greater in Amington than it is across the Rest of Tamworth and the other Locality Working areas.
- ◆ When asked if they can influence decisions affecting their local area, Amington has the lowest level of agreement (22%) in the latest survey and has also witnessed the greatest fall in agreement since the baseline survey – whilst levels of agreement hold steady across the Rest of Tamworth. Agreement is also well below the national average taken from the 2009/10 Citizenship Survey (37%). Although based on a small number of respondents, there has also been a decrease in those saying that methods used to try and influence decisions are effective – something which warrants further investigation.

- ◆ Agreement with the statement 'by working together with other people in the community decisions can be influenced' has remained constant since the baseline survey, although because of a rise in agreement elsewhere in Tamworth the gap has actually widened.
- ◆ Around three quarters (75%) of respondents self assessed their health as good in Amington, 10% pts below the Rest of Tamworth.

Belgrave

- ◆ Belgrave has the most settled and established population of all the locality working areas, and satisfaction with the local area as a place to live has held steady in the latest survey when compared to the baseline results. Satisfaction is however 10% pts below the Rest of Tamworth, although it compares favorably with the national average taken from the 2009/10 Citizenship Survey (82% and 83% respectively). When asked what they like most about the area where they live, there has been an increase in those respondents saying 'nothing in particular.'
- ◆ When asked if they know other people who live in the local area, the proportion who say they know most or a lot of people has fallen in the latest survey to 37% from 44%. However, this fall mirrors a fall seen across the Rest of Tamworth.
- ◆ There has been a disappointing fall in the proportion of respondents who say they feel like they belong to their local area in the latest survey, Belgrave is the only area to have witnessed a fall in this indicator thus creating a gap between the locality working area and the Rest of Tamworth.
- ◆ When asked what they dislike about living in Belgrave, a lack of things for young people to do and young people drinking/being noisy and abusive are the most common factors, both of which have increased since the baseline survey. This corresponds with a greater proportion of respondents saying crime and anti social behaviour is a problem in their local area when compared to the Rest of Tamworth.
- ◆ Since the baseline survey, problems associated with rubbish/litter and teenagers hanging around have both fallen. And when asked how big a problem teenagers hanging around are, the proportion saying they are a big problem has remained about the same. However, more of a concern is the increase in problems associated with drugs, people being drunk and rowdy and noisy neighbours.
- ◆ Belgrave has seen an increase in participation in sport and recreation since the baseline survey, and participation is now on a par with the Rest of Tamworth. However, the proportion of respondents who give unpaid help has remained about the same, slightly below the average for the Rest of Tamworth.
- ◆ In 2009, 61% of respondents in Belgrave agreed they could influence decisions affecting their local area, above average for the Rest of Tamworth. However whilst agreement in the Rest of Tamworth has remained the same in the latest survey, it has fallen considerably in Belgrave to just 27%, now below average for the Rest of Tamworth creating a negative gap in perceptions of 3%pts.
- ◆ When asked if they thought they could influence decisions in the local area by working together with other people, 79% of respondents in Belgrave thought they could – about the same as the baseline survey. Agreement in the Rest of Tamworth however has increased between the baseline and the latest survey.

Glascote

- ◆ A higher proportion of respondents in Glascote had only lived in the area for five years or less compared to the other locality working areas. Perhaps linked to this, Glascote was the only locality working area to witness a decrease in satisfaction with the local area as a place to live compared to the baseline survey undertaken in 2009, creating a widening gap in satisfaction between Glascote and the Rest of Tamworth.
- ◆ Problems with parking is a factor respondents dislike about the area where they live, but when asked what they like there have been increases in the proportion saying housing and being close to family/friends – perhaps as a result of the recent location of these respondents to Glascote.
- ◆ Despite the relatively short term population, the survey indicates an increasing amount of respondents who know people in their local area, an increasing proportion who feel like they belong to the local area and the highest proportion of respondents who say people get on well together and respect each other

in the local area. In fact, Glascote respondents are more likely to know people in their local area compared to respondents in the other Locality Working areas and the Rest of Tamworth. Whilst there has been a narrowing of the gap between those who say they feel like they belong to Glascote compared to the Rest of Tamworth, there is still a 12%pts gap between the two areas.

- ◆ Glascote has witnessed an increase in the proportion of respondents who regularly participate in sport or active recreation, which may have helped to increase fitness and make Glascote the locality working area with the best levels of self reported health – of course this may also be linked to the age profile of the locality working area. Participation in sport and active recreation has increased at a rate similar to that seen in the Rest of Tamworth.
- ◆ When asked if they can influence decisions affecting their local area, Glascote is the only area (including the Rest of Tamworth) to have seen an increase in agreement, bucking the trend seen locally and nationally, and agreement is now higher in Glascote than it is across the Rest of Tamworth. Agreement that by working together decisions can be influenced, is also increasing in Glascote but remains 20%pts behind the level of agreement across the Rest of Tamworth.

Stonydelph

- ◆ Like Glascote, Stonydelph also has a relatively new population, with one third (32%) of respondents having lived there for 5 years or less. Satisfaction with the local area as a place to live is stable in Stonydelph, however the gap between satisfaction and the Rest of Tamworth is greatest in this locality working area.
- ◆ Stonydelph perhaps portrays the characteristics of somewhere with a new population more stereotypically than Glascote, with respondents least likely of all the locality working areas to say they know people in their local area, and that they feel like they belong to their local area. Both indicators have held steady since the baseline survey in 2009. There is a high level of respect for one another though in the locality working area.
- ◆ Whilst crime and anti social behaviour issues are a bigger problem for respondents living in Stonydelph compared to the Rest of Tamworth, the proportion of respondents saying they are a problem has fallen since the baseline survey particularly with regards to rubbish/litter, drugs and drug dealing, noisy neighbours and abandoned burnt out cars. In the baseline survey, 65% of respondents said drugs were a problem in the local area, falling by 30%pts in the latest survey. Whilst problems associated with abandoned cars have fallen, they are still a greater issue in Stonydelph in comparison to other locality working areas.
- ◆ Stonydelph has the lowest levels of participation in sport or active recreation across the locality working areas, and the biggest gap in participation when compared to the Rest of Tamworth. Similarly, this area also displays lowest levels of participation in volunteering.
- ◆ Stonydelph also has one of the lowest levels of agreement with regards to being able to influence decisions in the local area, agreement with this indicator is also falling whilst it is holding steady in the Rest of Tamworth. Whilst respondents in this area are also least likely to agree that people can work together to influence decisions, there has been the greatest increase in agreement with this indicator since 2009 perhaps suggesting a growing feeling of enthusiasm and confidence amongst respondents.

Key findings and recommendations

Key findings from this study are detailed below;

The local area as a place to live

- ◆ Overall satisfaction with the local area as a place to live has remained steady since the baseline survey in most locality working areas (with the exception of Glascote), and therefore continues to be below average for the Rest of Tamworth. Whilst the inequality gap between the locality working areas and the Rest of Tamworth has not widened, neither has it narrowed and therefore it is evident that community development work has not yet had a big enough impact to influence and improve satisfaction with the local area. **Improving satisfaction with Stonydelph as a place to live should be a priority**, as this area continues to have the lowest levels of satisfaction.
- ◆ There are mixed results with regards to community cohesion indicators. The proportion of people who know other people in their local area is falling in the Rest of Tamworth, as it is across the locality working areas and thus generally the gap has broadly remained the same. Glascote is the exception to the rule, as there has been an increase in the proportion of people who know each other so much so, that this locality working area now outperforms the Rest of Tamworth, an encouraging finding for this locality working area.
- ◆ The survey also measured the extent to which people felt like they belonged to the local area. Performance on this measure is greatest in the Rest of Tamworth, and has improved since the baseline survey whereas in the locality working areas, performance has remained relatively steady. These results mean the performance gap between the Rest of Tamworth and the locality working areas has widened since the baseline survey.
- ◆ When asked if people get on well together in the local area, there has been an improvement since the baseline survey in the Rest of Tamworth and in two locality working areas (Amington and Glascote). However performance has worsened in Belgrave and Stonydelph resulting in a widening gap between these two areas and the Rest of Tamworth. This is also evidence when looking at the results of what people say they like about their area, that there has been a decrease in those saying 'friendly neighbours and community spirit.' **Work to improve community relations in Belgrave and Stonydelph should be the focus for community development officers.**
- ◆ Perceptions of problems associated with crime and anti social behaviour continue to be greater in the locality working areas than in the Rest of Tamworth, particularly in Amington. Whilst the proportion of people saying things are a problem in their local area has generally fallen in the locality working areas indicating signs of positive change, problems have eased even further in the Rest of Tamworth thus actually resulting in a widening of the gap between the areas. Whilst locality working areas have seen a decline in problems associated with rubbish/litter and teenagers hanging around, the decline in the problem in the Rest of Tamworth has been greater. Although, those who do say teenagers are a problem are more likely in the Rest of Tamworth to say they are a 'big problem' compared to the locality working areas. Specific work to tackle drugs and drug dealing in Stonydelph has also had a positive impact in this area since the baseline survey. **More targeted campaigns led by the CSP may be required to tackle specific issues in each Locality Working areas.**

Influencing Decisions

- ◆ Agreement that respondents have the ability to influence decisions in the locality working areas has fallen significantly. With the exception of Glascote, agreement in the locality working areas is falling rapidly whilst the agreement in the Rest of Tamworth holds steady and is now above that seen in the locality working areas. The inequality gap seen between the locality working areas and the Rest of Tamworth has therefore increased in 2011.
- ◆ The Glascote locality working area is an exception to the rule and bucks the downward trend in agreement. Agreement that decisions can be influenced here has increased and now outperforms agreement levels seen across the Rest of Tamworth, a positive finding for locality working.
- ◆ Generally speaking though respondents are becoming more positive about being able to influence decisions if they work together with other people in their local area. Agreement with this indicator is increasing in the locality working areas, and in the Rest of Tamworth and the gap between the two is steadily narrowing. Agreement with this indicator is rising most rapidly in Stonydelph. **Encouraging**

people to work together to influence decisions must be a future priority for community development work, especially given the positive feedback in the qualitative research about 'strength in numbers'

- ◆ The qualitative research identified five main barriers to getting involved with decision making which were; a lack of time, a lack of interest, fear of reprisals, a lack of information about how to influence decisions and a lack of faith in organisations to act on concerns. **Work to overcome these barriers must now become the focus for community development officers.**

Participation in the local community

- ◆ Participation in sport and active recreation has increased in all locality working areas and the rest of Tamworth since the baseline survey, possibly influenced by further explanation about the term 'active recreation' in the 2011 survey. Results indicate a narrowing of the gap in participation levels in Belgrave, Glascote and Amington which all now have similar levels of participation to the Rest of Tamworth. **Further work however is needed in Stonydelph to improve participation in active recreation and sport and thus to close the gap.**
- ◆ The baseline survey asked respondents if they currently gave any unpaid help (volunteering) to clubs, societies or groups in the local area. Results indicated a similar level of volunteering in the locality working areas as in the Rest of Tamworth, and the latest survey shows that this remains unchanged. The exception to this is Amington, where the level of unpaid help exceeds that in the Rest of Tamworth.
- ◆ Participation in the local community through sport, active recreation and volunteering is important in helping to build strong communities. **Further opportunities to participate in activities may help to strengthen community cohesion, the extent to which people like living in their local area and overall satisfaction.**

Health

- ◆ Self reported health was good overall, although the survey has highlighted a gap in levels of self reported health in the Locality Working areas compared to the Rest of Tamworth, with the exception of Glascote where self reported health was similar. Whilst most respondents did not want help and support to improve their health, there was some interest in getting help with giving up smoking and losing weight, particularly in Glascote.
- ◆ To improve the health of the community as a whole, respondents were interested in having more access to leisure and play facilities and more structured sport sessions. **Partners should explore exactly what this will involve and consider providing these facilities in the Locality Working areas.**

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