

Norris Green Community Research Project

**Undertaken by
a group of local residents of Norris Green
and
Navarro Training & Consultancy**

On behalf of Norris Green Reference Group

November 2006

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Norris Green has been in the news lately for all the wrong reasons but the research project has demonstrated the talent and dedication that lies within the area. The local residents had not previously undertaken any training in market research and when we met them for the first time were apprehensive about knocking on doors. But with training and support primarily from David Murray and Cath Dwyer from Murray Consultancy they completed 406 surveys on time and gaining the required “sample” of people to produce a good cross section of people living in Norris Green which according to David Murray “is never an easy task”.

The local residents also provided additional insights, knowledge and experience of the area that have contributed to the shaping of the survey questions, the conclusions and recommendations contained in the report.

NTC would also like to thank the Norris Green Reference Group for their support in particular Ann Stein for arranging venues and supporting the project, Pauline Thornley and Rhona Parker for helping to get local people involved and Pat Davey of Sure Start for raising awareness of the research with local residents who are registered with Sure Start.

Executive Summary

Introduction

This is a summary of research carried out by Navarro Training & Consultancy and a group of local residents of Norris Green Liverpool. The research was commissioned by Norris Green Reference Group (who are a group of people who work and live in the Norris Green area) with funding from the John Moores Foundation.

The report provides information on the results of a community survey of 406 local residents of Norris Green along with the findings from two feedback sessions, a workshop and meetings held with local residents, community representatives and representatives from public and voluntary sector agencies¹ who provide services within the area.

The aim of the research was to discover what a cross section of local residents of Norris Green:

- Liked and disliked about living in the area
- What they thought would improve the area
- Community facilities and services they knew of and accessed
- What they thought were the barriers to community involvement for them and what would help to become more involved

Profile of Norris Green

Norris Green lies to the North-East of Liverpool and comprises of a housing estate which was built in the 1920's. The area suffers from the typically high deprivation factors like many other areas of Liverpool including defective housing, unemployment and low income levels.

Findings of the Research

- Half of the people we spoke to had lived in Norris Green for over 20 years
- The most frequently given positive answer as to why people liked living in Norris Green was that their friends or family lived nearby. However more respondents stated that there was nothing in particular they liked about living in Norris Green.
- Gangs on the street was the most frequently given dislike of living in Norris Green, followed by crime. One in five stated that there was nothing they disliked about living in Norris Green.
- Cleaning up the area, more recreational facilities and improving housing were the three most commonly given answers as to how to improve the area of Norris Green.

¹ The term agencies is used throughout the report and refers to public sector and community/voluntary sector organisations that either provide services or community facilities

- Social clubs and sport centres were the most frequently identified areas to socialise in Norris Green. Two in five stated there were no facilities to socialise in, in the area.
- One in six stated that social clubs could be used to socialise with friends in Norris Green. Over half stated that there were no facilities available.
- A sports centre and the park or fields were the most commonly identified places where Norris Green residents could play or watch sports. Half of the respondents stated that there was nowhere they could partake in these activities.
- The Library and Ellergreen Community Centre were the most frequently given responses to where residents could go on learning courses. Again over half of respondents did not believe there were any facilities for this.
- One in ten of the respondents believed that Ellergreen Community Centre had the facilities to offer training courses in Norris Green. Two in three respondents stated that there were no facilities for this purpose in Norris Green
- Four in nine respondents stated that they could visit the doctor or GP for advice on health issues in Norris Green.
- Four in ten respondents stated that the Citizens Advice Bureau was a facility to get Citizens advice from in Norris Green
- Four in five respondents stated that there were no facilities in Norris Green to engage in Community events.
- Four in five respondents stated that there were no facilities in Norris Green to talk to the local councillor.
- One in three respondents named Cobalt Housing Association offices as a place to talk to your local housing association in Norris Green.
- Nine in ten stated that there were no facilities in Norris Green to attend a police forum.
- Seventeen in twenty respondents stated that there were no facilities in Norris Green to attend tenants and residents association meetings.
- Nine in ten respondents stated that there were no facilities in Norris Green where your opinions could be heard.
- Family activities and playing and watching sports were the two activities of most interest to the Norris Green residents

- Three in ten respondents stated that there was nowhere in Norris Green to pursue the activities that interested them.
- Three in ten respondents had got involved in activities in Norris Green.
- Of those who had got involved in Norris Green activities, one in four had organised or helped to organise the activities.
- Two in three of the respondents had got involved in the activities because it was of personal interest to them
- A lack of knowledge of events taking place, as well as not knowing how to get involved were the most frequent given answers as to why respondents had not got involved in activities before.
- Those who stated they did not have enough time to get involved stated that they could be most likely encouraged by door to door canvassing.

Conclusions

The majority of people who participated in the survey, feedback sessions and workshop expressed views that lead to a conclusion that community spirit is low, which on the one hand is often a natural viewpoint as people often express the view that community spirit was better ten, twenty or forty years ago no matter what area they live in.

However the current situation in Norris Green i.e. gangs and shootings have according to people attending the feedback sessions and workshops had an affect on the community spirit. On a positive note the evidence within the survey points to a stable community with little transience which is a prerequisite for creating community spirit and ownership within the area. Representatives from agencies and community and voluntary sector groups suggested that the area needs initiatives that are going to raise its image to tackle the current negativity.

The linkage to family and friends by people in the area is what local people valued the most about living in the area. However this was contrasted with their main dislikes about living in the area which concerned community safety.

Respondents stated that the environment of the area was the one thing above all else that needed to be improved, commonly translated as “clean the area up”. According to research commissioned by the Alt Valley Partnership children and young people have very similar concerns to adults about their area.

Respondents in the survey said that they did not know of services or where to access them within the area. This is not to say that those services did not exist in the area and a viewpoint from those attending the workshop from agencies was that there appears to be no less facilities and services for people in Norris Green compared with other similar areas of Liverpool.

There is a need to identify specific services that are targeted to meet the requirements of particular sections of the community and to strengthen and sustain the existing community facilities.

There appears to be no forum for paid workers from agencies and community/voluntary sector groups to meet as a way of ensuring that information and good practice is shared among agencies and co-operative working is enhanced.

Agencies participating in the workshop acknowledge that traditional forms of communication (leaflets, newsletters, flyers) to gain the involvement of local people have had limited success in the past.

Respondents in the survey specified that the barriers for them to getting more involved in community activities were lack of knowledge of facilities and events taking place and also a lack of knowledge of how to get involved. Apathy was also suggested as a reason for non-participation given in the feedback sessions and workshop. This is contrasted with the finding from the survey that nearly one third of respondents said they had participated in some form of community activity.

The respondents in the survey stated that knocking on their door was the most likely way of getting people involved in community activity and events. The view of the agencies and community groups attending the workshop was that they haven't got the resources to do this at present. However there were suggestions that a joint approach to producing a newspaper, re-starting a project called "Alt FM" that was successful in gaining a cross section of community involvement and exploring how to get more people access to the internet should be considered.

There appears to be an absence of community development workers in the area who operate on a generic basis i.e. not contained to working on issues relating to a single issue such as health or housing. This absence could lead to a silo approach to working as community development workers only focus on issues related to their specific duties.

Recommendations

A) Recommendations for Norris Green Reference Group

1. The Reference Group explores how it can publicise the findings of the research and takes lead responsibility for distributing and sharing the findings at forums and meetings with agencies and community/voluntary sector groups in the area.
2. The Reference Group identify appropriate agencies that can provide leadership and take responsibility for ensuring that individual recommendations are undertaken.
3. The Reference Group establishes a timetable for periodically reviewing the progress of the recommendations and evaluating their impact.

4. The Reference Group consider how it can widen its membership to provide a forum for paid workers and community activists in the Norris Green and act as a vehicle for sharing information and good practice.

B) Recommendations to be promoted by the Reference Group with public sector agencies and community/voluntary sector organisations in the Norris Green area

1. Agencies and community/voluntary sector organisations resource and facilitate an annual community awards ceremony as a mechanism for promoting the image of Norris Green and to enable groups and agencies to celebrate the work they do.
2. Agencies and community/voluntary groups explore how they can resource existing and develop new inter-generational work between people within the area.
3. Agencies and community/voluntary sector organisations establish a cross agency working group to review the communications practice between agencies and to explore alternative ways that will compliment or replace existing practices of communicating information to local people.
4. Agencies and community/voluntary sector organisations explore the feasibility (including the feasibility of an existing agency undertaking the task) of establishing a community enterprise with a remit to knock on local people's doors to provide information on community activities, events and undertake consultations. Revenue could be provided for the enterprise from agencies that do not have the staffing resources to undertake such exercises.
5. Agencies and community/voluntary sector organisations consider mechanisms for example, forums for how local people and in particular children and young people can air their views on a consistent basis.
6. Agencies should review their community involvement activities to assess the number of "out of office hours" community involvement activity they undertake with a view to increasing or re-allocating resources as appropriate
7. Agencies and community/voluntary groups should explore whether there are sufficient community facilities/activities available for young people in particular the 5-13yr age group and how they can resource existing provision within the community.
8. Agencies give consideration to jointly funding and/or attaining external funding for the establishment of a Community Development Co-ordinator post that will assist the Reference group and agencies in fulfilling the aforementioned recommendations and seek to co-ordinate community activity and communication within Norris Green in the future.

1. Introduction

“We need to ensure that local communities have the powers they need to respond to challenging economic, social and cultural trends, and to create cohesive, thriving, sustainable communities capable of both fulfilling their own potential and of overcoming their own difficulties, including community conflict, deprivation and disadvantage.”
Prime Minister Tony Blair – May 2006

This is a report on the research carried out by Navarro Training & Consultancy (NTC) and a group of local residents of Norris Green Liverpool. The report provides information on the results of a community survey of 406 local residents of Norris Green along with the findings from two feedback sessions, a workshop and meetings held with local residents, community representatives and representatives from public and voluntary sector agencies² who provide services and activities within the area.

The report begins with profile of the area. The report then outlines the process followed and methodology used in the research.

The findings of the community survey, feedback sessions and workshop are produced followed by conclusions and recommendations that have been drawn from the work.

2. Profile of Norris Green

The district of Norris Green lies to the North-East of Liverpool City Centre comprises of a council estate which was built in the 1920's and re-housed approximately 30,000 people from inferior dwellings of the time.

The area according to Census figures (2001) has 15,665 people residing within the Ward of Norris Green. There are slightly more females (51.4%) than males (48.6%) and the ethnicity of people is predominantly white British (97%) with only 3% of the population from Black and Minority Ethnic (BME) background.

Housing (or rather defective housing on the Boot estate) has been the dominant issue in the area for over 20 years and the make up of housing tenure is currently that there are 7,299 residential properties divided (in terms of ownership) between Liverpool City Council 11.5%, Registered Social Landlords 46.9% and privately rented and owned 41.6%. Most of the City Council's housing stock has been transferred to Cobalt Housing which is the main provider of social housing in the area.

The workless rate for Norris Green is 40.4% compared with 33.9% for Liverpool as a whole (Aug 2004). The numbers of people claiming incapacity benefit disability allowances are 1,775 (17.1%) from a total working age population of 10,352 for the area. This compares with 15.6% of people claiming such benefits across Liverpool (2005). Those claiming Job Seekers

² The term agencies is used throughout the report and refers to public sector and community/voluntary sector organisations that either provide services or community facilities

Allowance (JSA) in Norris Green (Dec 2005) was 6.8% compared with 5.2% for Liverpool.

The “mean” (mid-point) household income in Norris Green in 2004 was £17,115 compared with £22,511 (Source: CACI) for Liverpool. In terms of educational achievement Norris Green compares less favourably with the achievement of Liverpool as a whole. Those students attending local schools achieving between 5 A (star) – C grades in 2004 was 32.8% compared with 44.3% for Liverpool. Those children achieving level 4 and above in English at key stage 2 from Norris Green in 2004 was 70.9% compared with 73.6% for Liverpool. At Key stage 3 those children achieving level 4 and above in English was 50.0% compared with 63.4% for Liverpool (2004).

In terms of community safety the rate of crime in Norris Green was lower (159.2 crimes per 1000 population) compared with 175.2 for Liverpool in 2004-05.³

The area is classed as one of the most deprived within the City of Liverpool and given that Liverpool as a city is, according to the Index of Multiple Deprivation (the Governments measurement of deprivation) within the “top” 5 most deprived local authority areas in England provides an indication of the depth of deprivation.

³ Source for all the statistics in the section has been taken from Office for National Statistics and Liverpool City Councils website (Profile of Norris Green)

3. Research Brief

The research was commissioned by the Norris Green Reference Group who are a network of people (rather than a constituted group) who live and work in the area and who primarily formed because of a common viewpoint that the Norris Green area lacks community facilities and that the levels of community involvement in community activities and in service provision was generally low.

The Reference Group applied to the John Moores Foundation for funding to commission research into these issues. The John Moores Foundation is a registered charity that was established in 1964 to provide money to charitable community organizations based in Merseyside (including Skelmersdale, Halton, and Ellesmere Port) and Northern Ireland for projects that improve the quality of life and social conditions for people and communities who are marginalized and disadvantaged.

Members of the Reference Group and representatives from John Moores Foundation provided a tender brief that outlined the following requirements it was expected that consultants would meet:

- To Identify the needs and aspirations of people of all ages living and working in the area;
- Review and analyse existing reports/surveys and plans of relevant agencies;
- Collate available statistical materials;
- Involve and train local residents, including young people, to undertake some of the necessary research tasks;
- Produce a report that identifies key issues with practical proposals and recommendations;
- Involve and encourage relevant agencies to produce action plans which meet the identified needs of the community.

Navarro Training & Consultancy were commissioned (April 2006) to undertake the research and after initial discussions and clarification of the aim of the project, NTC sought to meet the requirements of the brief via an amended set of objectives for the research, which were agreed by the Reference Group. These objectives were to engage a representative cross-section of the residents of Norris Green in a consultation covering the following issues relating to community involvement:

- To find out local residents' likes and dislikes about living in Norris Green
- To ascertain what possible improvements could be made to the district
- To appraise what facilities are available within Norris Green to pursue a wide range of activities including, amongst others, socialising, sporting activities, learning, advice, community activities and public meetings
- To evaluate local residents' personal interests and how these interests are pursued

- To gauge involvement in activities and to what extent they were personally involved in organising these activities
- To uncover barriers to involvement, at a local level, in those types of activities they were personally interested in
- To find out what needs to be done to encourage more community involvement
- To compare and contrast results by different demographic groups

The amended approach involved undertaking the following process:

- Identifying and training of local people to play a major role in the research (see below & Appendix 1 training programmes)
- Undertaking a review of the plans and activities of local agencies regarding community facilities and activities in Norris Green
- Undertaking a 400 person (door step) survey of residents of Norris Green (See Appendices 2 & 3 for methodology and respondent profile)
- Holding workshops with respondents of the survey, local community groups and public sector agencies to provide feedback on the findings of the community survey and to explore how the barriers to increasing community involvement and activities can be overcome (See Appendices 4 & 5 for notes on feedback sessions and workshops)
- Producing an interim report based upon the findings of the survey and producing a final report encompassing all elements of the research

The Reference Group felt that it was extremely important to have the involvement of a group of local people in conducting the research to enable them to gain new or build on existing skills. NTC identified the group of people by using local agencies and community activists who came into contact with local people on a daily basis to raise interest in the project.

Six people were recruited from this process and were provided with training on how to do market research, how to facilitate workshops and contribute to the report. The training built the confidence of the group to undertake the survey work in particular as none of the group had had previous experience.

Further benefits of involving local people in this way were that they were more likely to receive a positive response from other local people “on the door step” because they were local. They also helped to shape the questions in the survey through their knowledge of how people would respond to them.

Another additional benefit was that the group were in effect another method of gathering information, for example, by using their experiences of living in the area they were able to confirm and elaborate on the outcomes of the survey and provide a useful sounding board for ideas and ultimately recommendations made in the report.

4. Research Findings

The research was conducted using three methods:

a) A survey of a cross section of 406 residents of Norris Green carried out in July and August 2006.

b) Facilitation of two feedback sessions with local people who took part in the survey and a workshop with local people and representatives of public and community/voluntary organisations (September – November). The aim of the workshop and feedback sessions were three-fold:

- To provide feedback from the survey of residents to those who had taken part in the survey and those agencies who provide services in the area.
- To gather further information regarding the facilities and services available to local people from service providers.
- To explore what could be done to increase community involvement and activity.

c) Holding meetings with local agencies and reviewing local and national information and related documents regarding community needs, aspiration and involvement

Q.1 (a) “Can you confirm that you live at this address?” (Base: 406 respondents)

DO YOU LIVE AT THIS ADDRESS	FREQ	%
YES	395	97.3%
NO	11	2.7%
TOTAL	406	100.0%

The vast majority of the respondents lived at the Norris Green address they were present at when the questionnaire was conducted.

Q.1 (b) “Do you live in the Norris Green area?” (Base: 11 respondents, those answering ‘no’ to the previous question.)

DO YOU LIVE IN NORRIS GREEN	FREQ	%
YES	11	100.0%
NO	0	0.0%
TOTAL	11	100.0%

This confirms that all of the respondents, who were not at their home address when the questionnaire was conducted, still lived in the Norris Green area.

Q.2 “How long have you been living at your current address?” (Base: 406 respondents)

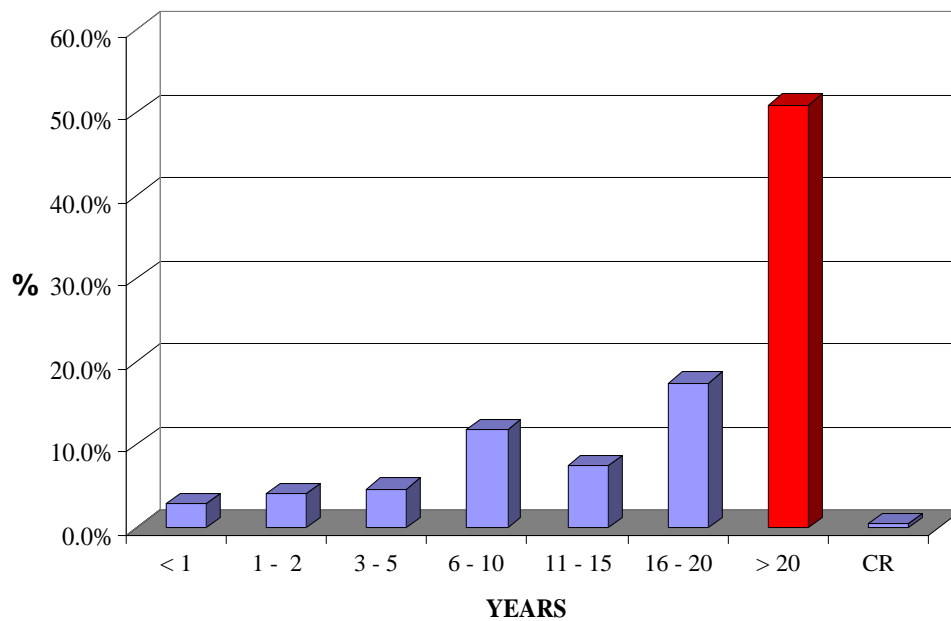
HOW LONG HAVE YOU LIVED AT ADDRESS	FREQ	%
LESS THAN ONE YEAR	23	5.7%
1 - 2 YEARS	43	10.6%
3 - 5 YEARS	50	12.3%
6 -10 YEARS	70	17.2%
11 - 15 YEARS	36	8.9%
16 - 20 YEARS	51	12.6%
MORE THAN 20 YEARS	132	32.5%
CAN'T REMEMBER	1	0.2%
TOTAL	406	100.0%

One in three of the respondents had lived at their current address for over 20 years. One in six had lived at their current address for less than 2 years.

Q.3 “How long have you been living in the Norris Green area?” (Base: 406 respondents)

HOW LONG HAVE YOU LIVED IN NORRIS GREEN	FREQ	%
LESS THAN ONE YEAR	12	3.0%
1 - 2 YEARS	17	4.2%
3 - 5 YEARS	19	4.7%
6 -10 YEARS	48	11.8%
11 - 15 YEARS	30	7.4%
16 - 20 YEARS	71	17.5%
MORE THAN 20 YEARS	207	51.0%
CAN'T REMEMBER	2	0.5%
TOTAL	406	100.0%

LENGTH OF TIME LIVING IN NORRIS GREEN

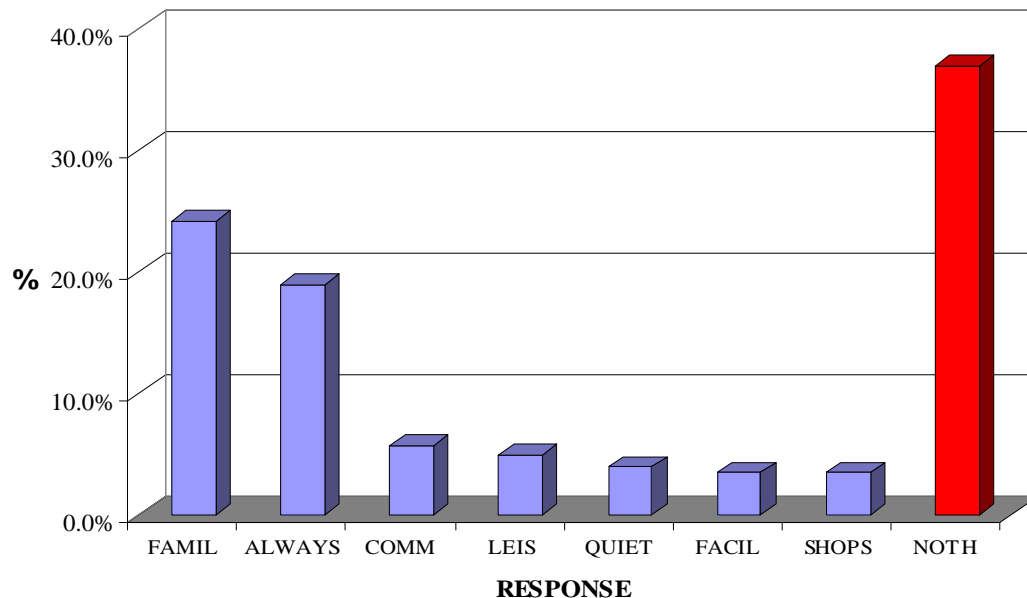


Half of the respondents have been living in Norris Green for over twenty years. Three in four have been living in Norris Green for over 10 years. Despite the demolition and moving of people, the community was still very stable. Stability is necessary for building community spirit as people become familiar with each other and build relationships. It is also an advantage for agencies and community groups wishing to involve people because it also enables relationships and trust to be built with local people and aids long term commitment.

Q.4 (a) “What do you particularly like about living in Norris Green?”
(Base: 406 respondents)

WHAT DO YOU LIKE ABOUT NORRIS GREEN	FREQ	%
FAMILY/FRIENDS LIVE HERE	98	24.1%
ALWAYS LIVED HERE	77	19.0%
COMMUNITY SPIRIT	23	5.7%
LEISURE FACILITIES	20	4.9%
QUIET PLACE	16	3.9%
COMMUNITY FACILITIES	14	3.4%
SHOPS NEARBY	14	3.4%
EDUCATIONAL FACILITIES	13	3.2%
NEIGHBOURS	13	3.2%
TRANSPORT LINKS	12	3.0%
CLOSE TO WORK	10	2.5%
GARDENS	4	1.0%
OTHER	9	2.2%
NOTHING IN PARTICULAR	150	36.9%
DON'T KNOW/NOT SURE	12	3.0%
BASE	406	

WHAT DO YOU LIKE ABOUT LIVING IN NORRIS GREEN



One in four respondents stated that they liked living in Norris Green because their family and friends lived there, with females far more likely to give this answer. 29% of those aged 55 and above stated that they liked Norris Green because they had always lived there. Almost two in five stated that there was

nothing in particular they liked about living in Norris Green, including 50% of those aged 16 to 34.

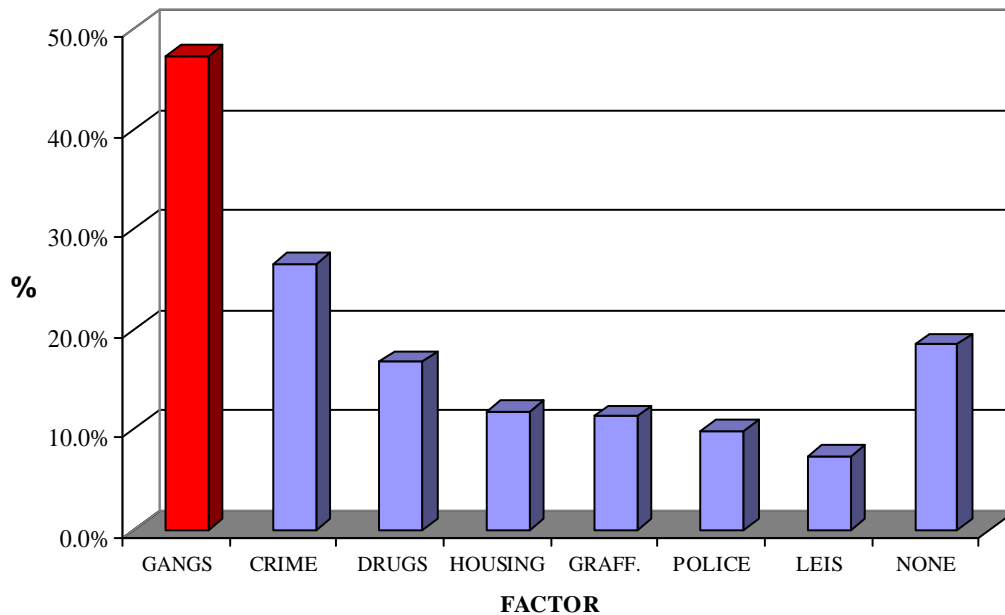
*"It's a better area than where we lived people are a bit friendlier here."
Local resident*

It is also interesting to note that community spirit features lower as a reason for living in the area. Community spirit is difficult to define because it can mean different things to different people, however the current situation within Norris Green (see section Q5) may be a contributing factor.

Q.5 "Is there anything you don't like about living in Norris Green?"
(Base: 406 respondents)

WHAT DON'T YOU LIKE ABOUT NORRIS GREEN	FREQ	%
GANGS HANGING ROUND	192	47.3%
CRIME	108	26.6%
DRUGS	68	16.7%
HOUSING CONDITIONS	48	11.8%
GRAFFITI	46	11.3%
POLICING OF AREA	40	9.9%
LACK OF LEISURE FACILITIES	30	7.4%
LACK OF COMMUNITY FACILITIES	25	6.2%
UNEMPLOYMENT	16	3.9%
NO COMMUNITY SPIRIT	16	3.9%
NEIGHBOURS	15	3.7%
EVERYTHING	14	3.4%
LITTER/DOG MUCK	10	2.5%
CARS DRIVING TOO FAST	7	1.7%
NOTHING TO DO	6	1.5%
TOO FAR FROM WORK	5	1.2%
MOTORBIKES	5	1.2%
LACK OF EDUCATIONAL FACILITIES	4	1.0%
BOOT ESTATE	3	0.7%
OTHER	27	6.7%
NO DISLIKES	75	18.5%
DON'T KNOW/NOT SURE	4	1.0%
BASE	406	

WHAT DON'T YOU LIKE ABOUT LIVING IN NORRIS GREEN



“MORI and local surveys tell us that people are more concerned about the quality of their local environment than almost anything else. They are worried about crime and anti-social behaviour, dirty streets, neglected spaces and lighting, and the lack of facilities for young people.” Ruth Kelly Minister for Communities and Local Government (CLOG website 2006)

Almost half of the respondents stated that the gangs hanging round on the street was something they disliked about living in Norris Green. One in four respondents stated that crime made them feel negatively about the area, with one in six complaining of problems with drugs. 14% of those aged 16 to 34 complained about housing conditions, compared with just 7% of those aged 55 and above. Older people were much less likely to state that crime made them not like living in Norris Green. However over 55's were more likely to mention the policing of the area, with 15% stating that poor policing was something they didn't like about Norris Green, compared with 5% of those aged 35-54.

In general older people had fewer complaints. 28% of those aged 55 or above stated that there was nothing they disliked about living in Norris Green, compared with 13% of those aged between 16 and 34. This was not necessarily because they had lived in Norris Green longer, as 23% of those who had lived in Norris Green more than 20 years stated that there was nothing they disliked about living in the area, the same figure as those who had lived in Norris Green less than 10 years.

Those who attended the feedback sessions made comment that many people were scared to go out at night for fear of crime and gangs hanging around. The “gangs” were defined as teenagers hanging around shops and street corners and other public walkways and buildings.

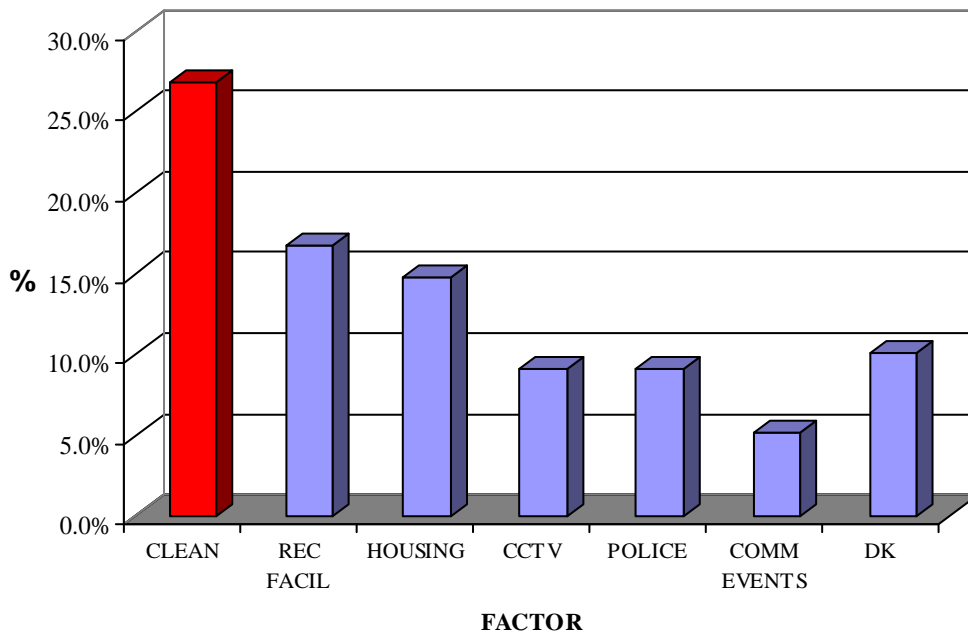
Barriers identified in the agency and community group workshop relating to this issue were that some local people also felt let down by agencies and there was cynicism and apathy amongst the community regarding tackling anti-social behaviour.

Tell anyone you live in Norris Green and they go 'whoo!' you don't admit to living in it." Local resident

Q.6 “If there was one single thing that could be done to improve Norris Green, what would that be?” (Base: 406 respondents)

WHAT WOULD IMPROVE NORRIS GREEN	FREQ	%
CLEAN UP AREA	109	26.8%
RECREATIONAL FACILITIES	68	16.7%
IMPROVE HOUSING	60	14.8%
INSTALL CCTV	37	9.1%
MORE POLICING	37	9.1%
COMMUNITY EVENTS/INITIATIVES	21	5.2%
GET RID OF DRUGS	18	4.4%
MORE FOR CHILDREN	18	4.4%
GET RID OF GANGS ON STREET	16	3.9%
TARGET ANTISOCIAL BEHAVIOUR	14	3.4%
MORE FOR YOUNG PEOPLE	11	2.7%
CREATE JOBS	9	2.2%
MORE SHOPS	7	1.7%
GET RID OF BAD PEOPLE	6	1.5%
MORE GREEN AREAS	6	1.5%
MORE DEVELOPMENT	3	0.7%
SPEED BUMPS	3	0.7%
OTHER	19	4.7%
DON'T KNOW	41	10.1%
BASE	406	

WHAT ONE SINGLE THING COULD BE DONE TO IMPROVE NORRIS GREEN



Although the question asked for one single thing to improve the area, around 25% of respondents gave more than one answer, and therefore these were included in the table. One in four stated that cleaning up the area would improve Norris Green most. One in six believed more recreational facilities would help, with one in seven stating that housing needed to be improved. Economic factors such as job creation were surprisingly low down the list, especially given the high unemployment percentage of respondents. Females were far more likely than males to suggest that recreational facilities needed to be improved, and that CCTV should be introduced. This may reflect the fact that females have caring responsibilities for children and therefore require more recreational facilities for them. In the agency and community/voluntary group workshop there was a view expressed about the need for recreational facilities for young people between the ages of 5-13yrs.

Respondents commented about the general environmental appearance of the area when making reference for the need to be cleaned up. It may be surprising that housing is not the top issue given the history of housing maintenance and development in parts of the area.

There are interesting similarities between the responses of children and young people and adults in research commissioned by the Alt Valley Partnership.⁴

⁴ Priority Search Consultation – “What would make where you live a better place for children and young people” Croxteth Comprehensive School and Wellesbourne Primary School. Commissioned by Alt Valley Partnership

Community safety appears as high on the agenda for young people as it does for adults. Children and young people mentioned the gangs and the anti-social behaviour in their area.

Children and young people expressed similar concerns about the general condition of their area in terms of litter and broken glass, boarded up houses and demolition. This was the most frequent response of adults when asked what would improve the area.

“Kids have got it all today but they still vandalise things” – Local resident

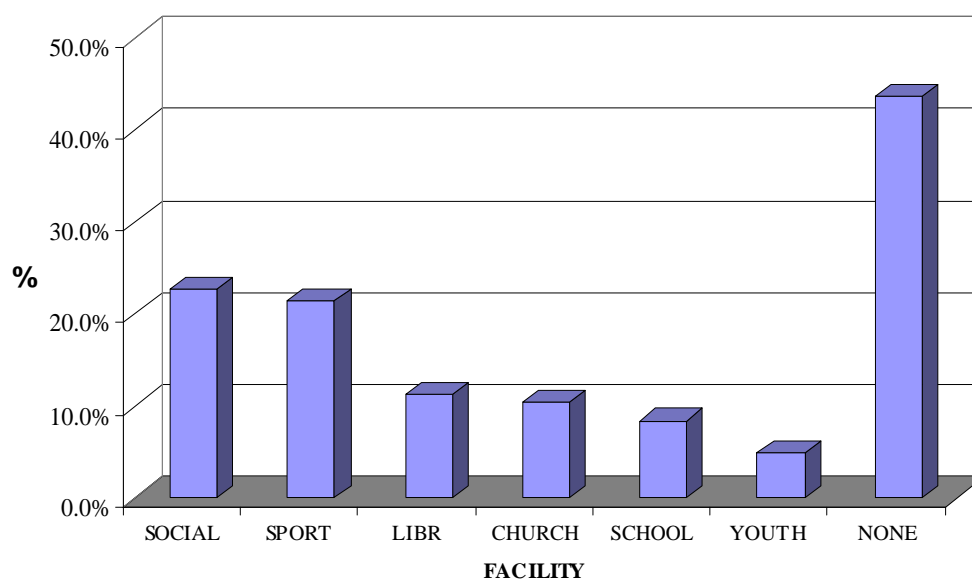
“In our street if you’re playing football and it goes in the old mans garden he’s grumpy and he bursts the ball. When Im out in the street playing with my mates adults just tell us to get in” – Local (young) resident
(taken from Alt Valley Partnership Consultation with young people)

Q.7 “Thinking particularly about Norris Green, what facilities are there for local residents to...” (Base: 406 respondents)

(a) Socialise in

WHAT FACILITIES ARE THERE TO SOCIALISE IN	FREQ	%
SOCIAL CLUB	92	22.7%
SPORTS CENTRE	87	21.4%
LIBRARY	46	11.3%
CHURCH	42	10.3%
SCHOOLS	34	8.4%
YOUTH CENTRE	20	4.9%
PUB	16	3.9%
ELLERGREEN COMMUNITY CENTRE	10	2.5%
BINGO	8	2.0%
FAMILY/FRIENDS HOME	6	1.5%
PARK	5	1.2%
SWIMMING POOL	3	0.7%
CINEMA	2	0.5%
BROADWAY	1	0.2%
OTHER	3	0.7%
NONE	177	43.6%
BASE	406	

FACILITIES FOR RESIDENTS TO SOCIALISE IN

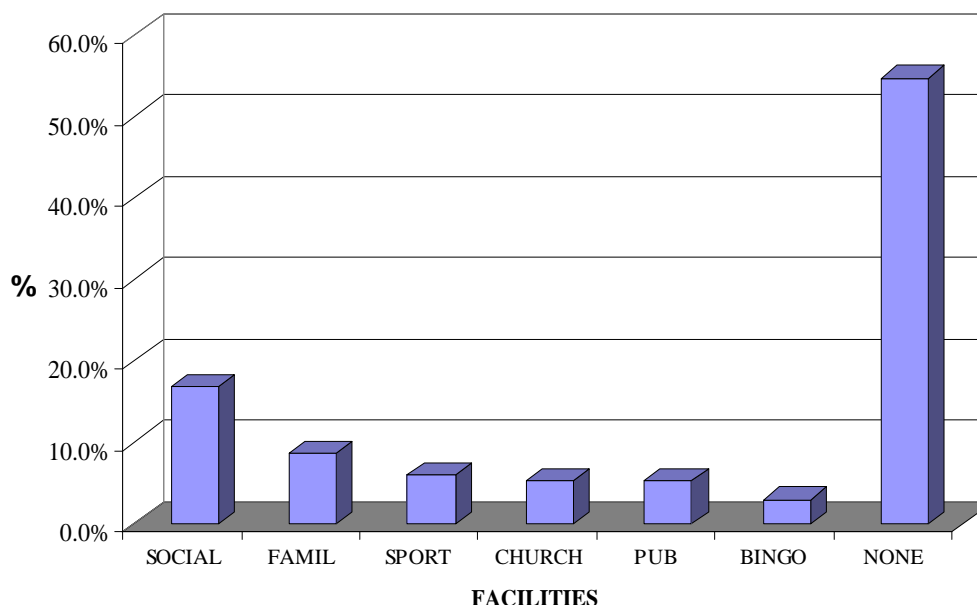


Two in five respondents stated that there was nowhere in Norris Green for residents to socialise in. Of those that did suggest a venue, the most frequently mentioned were social clubs and sports centres.

(b) Get together with friends

FACILITIES TO GET TOGETHER WITH FRIENDS	FREQ	%
SOCIAL CLUB	68	16.7%
FAMILY/FRIENDS HOME	35	8.6%
SPORTS CENTRE	24	5.9%
CHURCH	21	5.2%
PUB	21	5.2%
BINGO	12	3.0%
YOUTH CENTRE	8	2.0%
SCHOOLS	6	1.5%
PARK	5	1.2%
STREET	5	1.2%
ELLERGREEN COMMUNITY CENTRE	4	1.0%
LIBRARY	3	0.7%
CINEMA	2	0.5%
OTHER	3	0.7%
NONE	222	54.7%
BASE	406	

LOCAL FACILITIES TO GET TOGETHER WITH FRIENDS

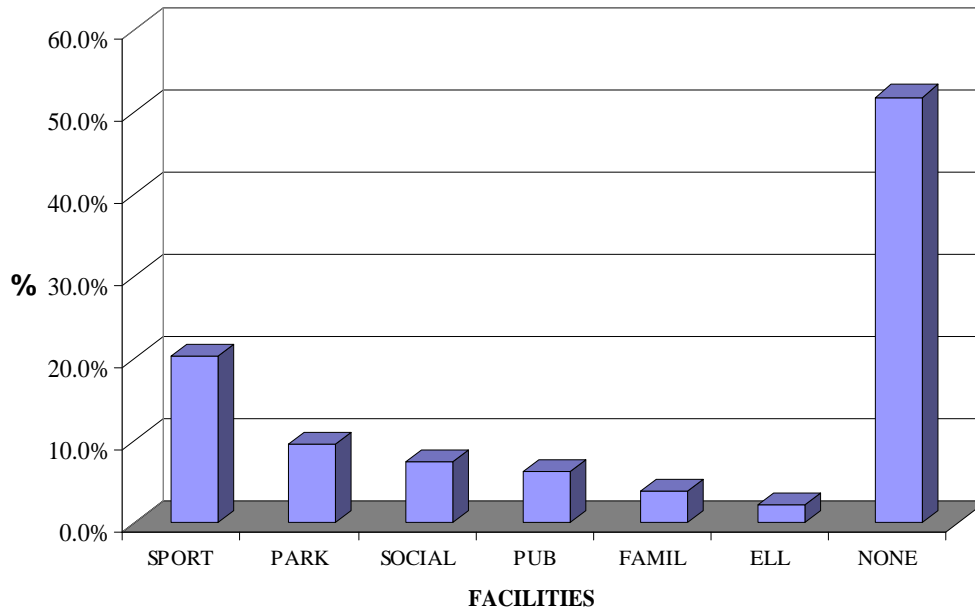


Over half of the residents stated that there are no local facilities to get together with friends. This was most likely to be females, and those who had lived in Norris Green for less than 10 years. One in six mentioned social clubs as a place to get together with friends, including 22% of males and 21% of those aged over 55.

Social club appears to be a focus for some people in the area and they also provide community activities. It is maybe an avenue for agencies to explore further when consulting or trying to involve communities.

(c) Play/watch sports

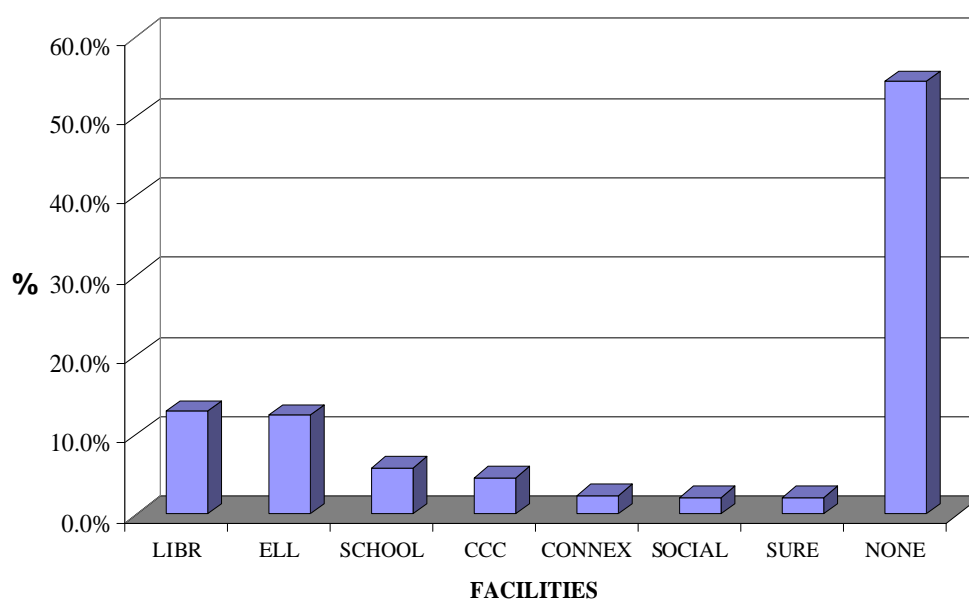
FACILITIES TO PLAY/WATCH SPORTS	FREQ	%
SPORTS CENTRE	82	20.2%
PARK/FIELD	39	9.6%
SOCIAL CLUB	30	7.4%
PUB	25	6.2%
FAMILY/FRIENDS HOME	16	3.9%
ELLERGREEN COMMUNITY CENTRE	9	2.2%
SCHOOLS	6	1.5%
YOUTH CENTRE	2	0.5%
OTHER	2	0.5%
NONE	210	51.7%
BASE	406	

LOCAL FACILITIES TO PLAY/WATCH SPORTS

One in five respondents stated that there was a sports centre in Norris Green where people could go to play or watch sports, including 29% of those aged 16 to 34 but only 8% of those aged 55 and above, with one in five stating that the park or fields are available for this purpose. 66% of those aged 55 and above stated that there was nowhere in Norris Green to play or watch sports, compared with 37% of those aged between 16 and 34.

(d) Go on learning courses

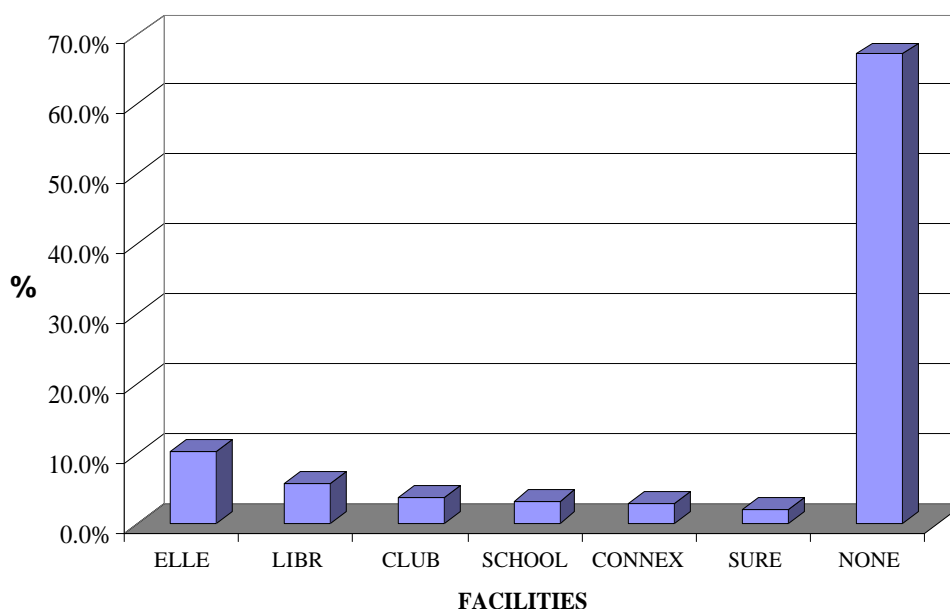
FACILITIES TO GO ON LEARNING COURSES	FREQ	%
LIBRARY	53	13.1%
ELLERGREEN COMMUNITY CENTRE	51	12.6%
SCHOOLS/COLLEGE	24	5.9%
CLUBMOOR COMMUNITY CENTRE	19	4.7%
CONNEXIONS	10	2.5%
SOCIAL SERVICES	9	2.2%
SURESTART	9	2.2%
SPORTS CENTRE	7	1.7%
CHILDRENS CENTRE	4	1.0%
JET	4	1.0%
AGE CONCERN	3	0.7%
CHURCH	2	0.5%
ACTIVE AGE	2	0.5%
BROADWAY	2	0.5%
JOB CENTRE	2	0.5%
SOCIAL CLUB	1	0.2%
YOUTH CENTRE	1	0.2%
OTHER	2	0.5%
NONE	221	54.4%
BASE	406	

LOCAL FACILITIES TO GO ON LEARNING COURSES

Of those that mentioned a location, the library and Ellergreen Community Centre were the most frequently identified places to go on learning courses. 66% of those aged over 55 stated that there were no facilities for this purpose

(e) Training courses

FACILITIES TO GO ON TRAINING COURSES	FREQ	%
ELLERGREEN COMMUNITY CENTRE	42	10.3%
LIBRARY	23	5.7%
CLUBMOOR COMMUNITY CENTRE	15	3.7%
SCHOOLS	13	3.2%
CONNEXIONS	12	3.0%
SURESTART	8	2.0%
CHILDRENS CENTRE	7	1.7%
SPORTS CENTRE	5	1.2%
JET	5	1.2%
SOCIAL SERVICES	4	1.0%
AGE CONCERN	2	0.5%
BROADWAY	2	0.5%
JOB CENTRE	2	0.5%
CHURCH	1	0.2%
OTHER	5	1.2%
NONE	273	67.2%
BASE	406	

LOCAL FACILITIES TO GO ON TRAINING COURSES

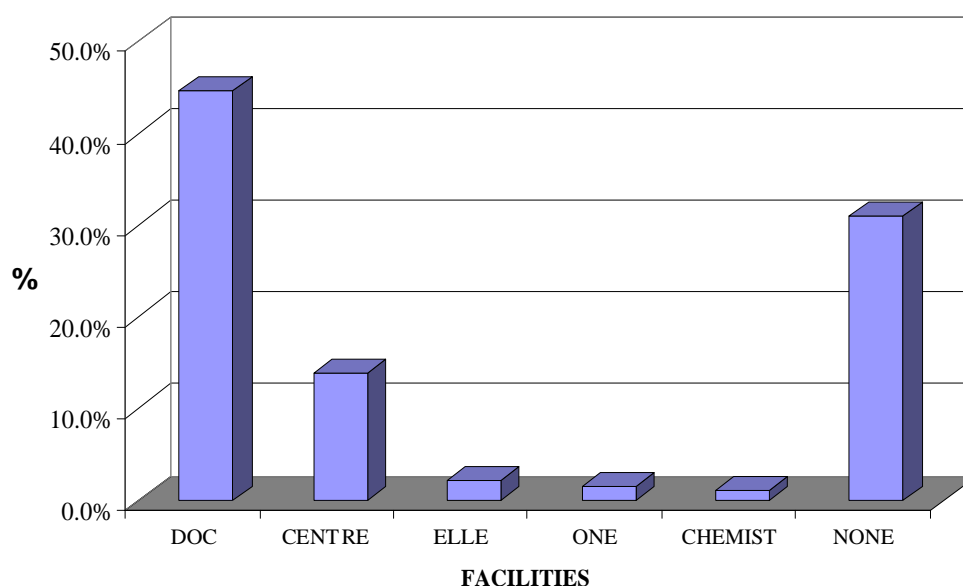
Two thirds of respondents stated that there were no local facilities to go on training courses. This included 77% of those aged 55 and above compared with 59% of those aged between 16 and 34. The most frequently named

location was Ellergreen Community Centre, identified by one in ten respondents.

(f) Get advice about health issues

FACILITIES TO GET ADVICE ON HEALTH ISSUES	FREQ	%
DOCTOR/GP	181	44.6%
HEALTH CENTRE/CLINIC	56	13.8%
ELLERGREEN COMMUNITY CENTRE	9	2.2%
ONE STOP SHOP	6	1.5%
CHEMIST	4	1.0%
HOSPITAL	3	0.7%
SPORTS CENTRE	3	0.7%
BROADWAY	3	0.7%
CAB	2	0.5%
LIBRARY	1	0.2%
SCHOOLS	1	0.2%
OTHER	13	3.2%
NONE	126	31.0%
BASE	406	

LOCAL FACILITIES TO GET ADVICE ON HEALTH ISSUES



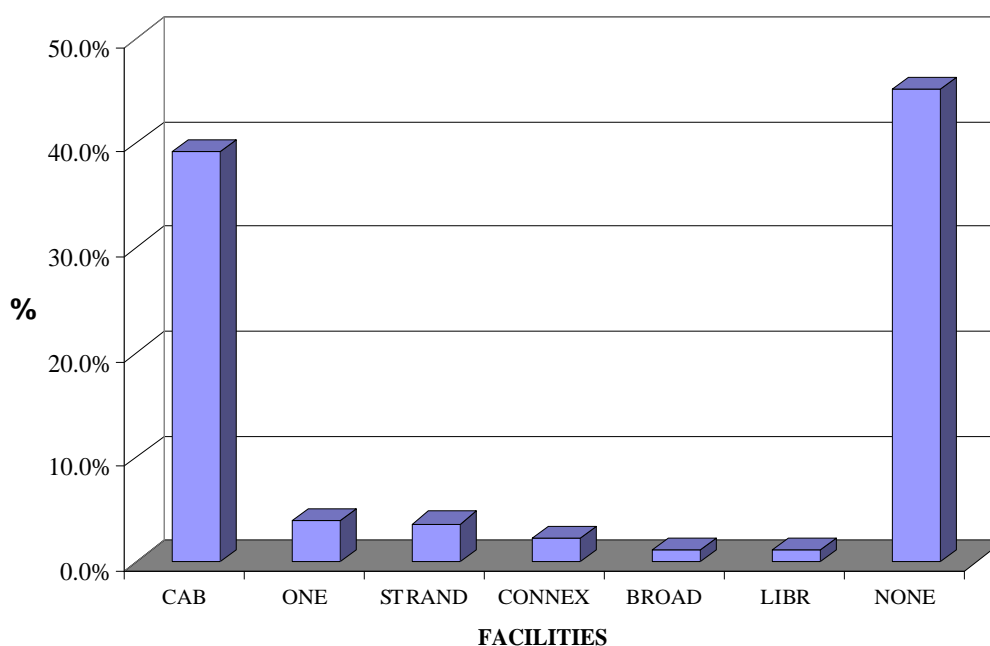
Four in nine respondents stated that they would go to the doctor or GP if looking to get advice on health issues in Norris Green, with a further one in seven stating they that people could go to a health centre. 36% of males stated that there was nowhere to go to get advice on health issues, compared with 27% of females. 39% of those aged between 16 and 34 stated that there

were no facilities in Norris Green for local residents to get advice on health issues, compared with 24% of those aged 55 and above.

(g) Get Citizens Advice

FACILITIES TO GET CITIZENS ADVICE	FREQ	%
CITIZENS ADVICE BUREAU	159	39.2%
ONE STOP SHOP	16	3.9%
THE STRAND	15	3.7%
CONNEXIONS	9	2.2%
BROADWAY	5	1.2%
LIBRARY	5	1.2%
DOCTOR/GP	3	0.7%
CHURCH	2	0.5%
ELLERGREEN COMMUNITY CENTRE	1	0.2%
OTHER	12	3.0%
NONE	183	45.1%
BASE	406	

LOCAL FACILITIES TO GET CITIZENS ADVICE

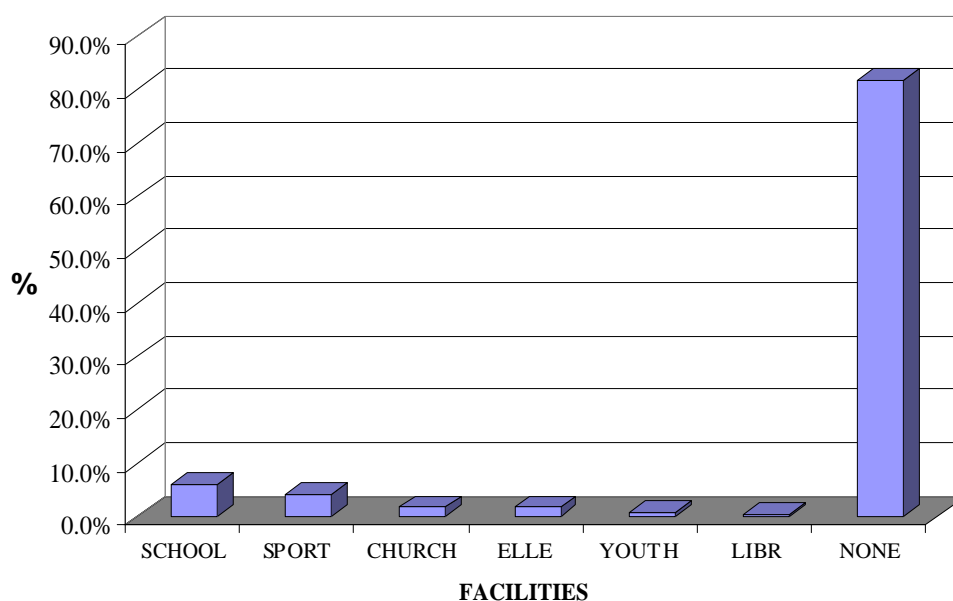


The Citizens Advice Bureau was mentioned by two in five respondents as a place to get citizens advice in Norris Green. 45% of respondents stated that there were no facilities to get Citizens advice in Norris Green, including 50% of those aged between 16 and 34.

(h) Engage in community events

FACILITIES TO ENGAGE IN COMMUNITY EVENTS	FREQ	%
SCHOOLS/COLLEGE	25	6.2%
SPORTS CENTRE	17	4.2%
CHURCH	7	1.7%
ELLERGREEN COMMUNITY CENTRE	7	1.7%
YOUTH CENTRE	3	0.7%
LIBRARY	2	0.5%
SOCIAL SERVICES	2	0.5%
PUB	2	0.5%
OTHER	13	3.2%
NONE	332	81.8%
BASE	406	

**LOCAL FACILITIES TO ENGAGE IN COMMUNITY
EVENTS**

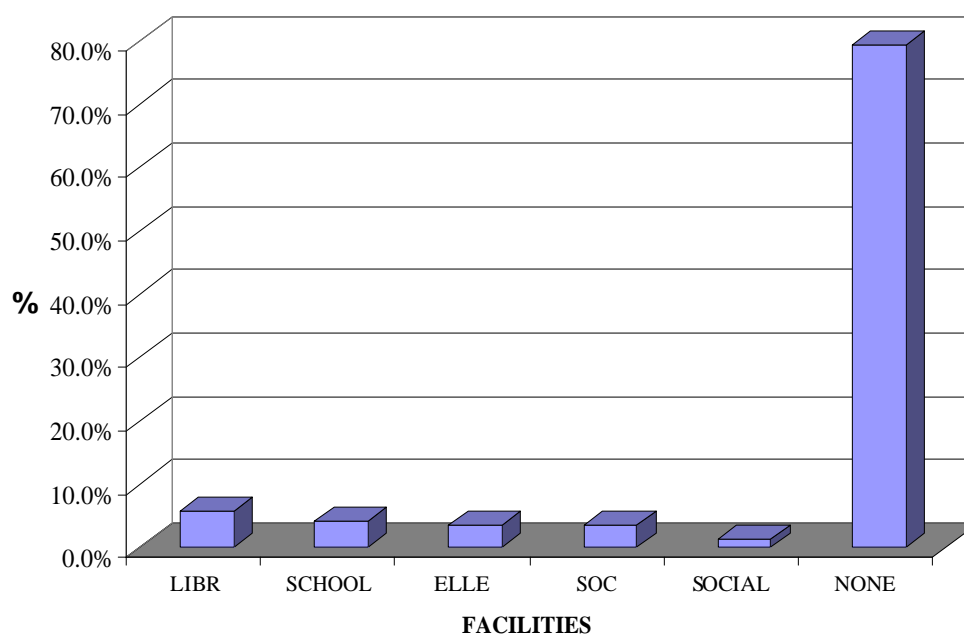


Four in five respondents stated that there was nowhere in Norris Green to engage in community events. This included 87% of those aged 55 and above. Of those that did mention a facility, the most frequently mentioned were schools and colleges

(i) Talk to the local councillor

FACILITIES TO TALK TO LOCAL COUNCILLOR	FREQ	%
LIBRARY	23	5.7%
SCHOOLS/COLLEGE	17	4.2%
ELLERGREEN COMMUNITY CENTRE	14	3.4%
HOME OF COUNCILLOR	14	3.4%
SOCIAL CLUB	5	1.2%
CHURCH	2	0.5%
SPORTS CENTRE	1	0.2%
OTHER	12	3.0%
NONE	322	79.3%
BASE	406	

LOCAL FACILITIES TO TALK TO LOCAL COUNCILLOR

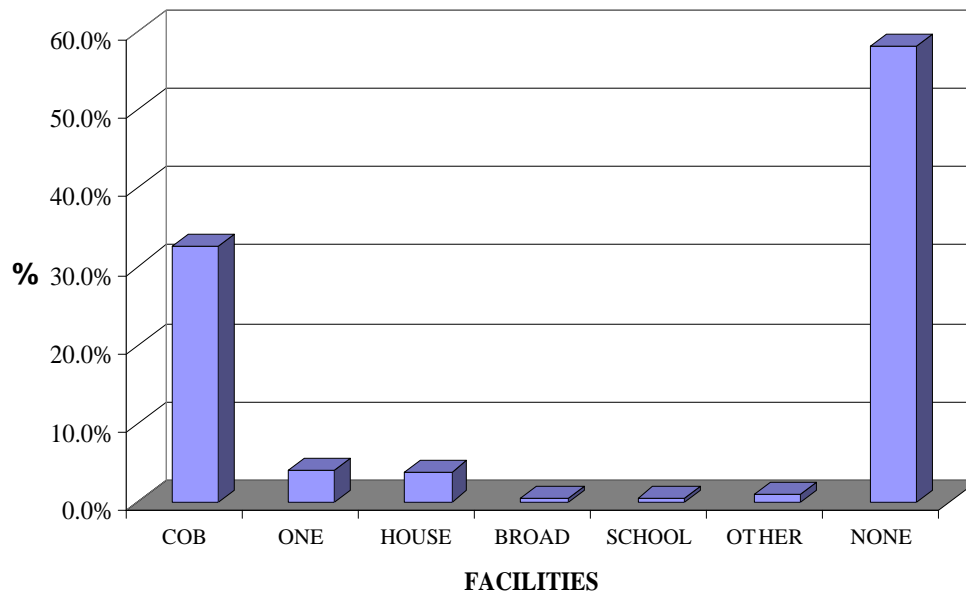


Again, four in five respondents stated that there was nowhere in Norris Green to talk to the local councillor. This included 87% of those aged 16 to 34, compared with 70% of those aged 55 and above. Those who had lived in Norris Green for less than 10 years were much more likely to state that there was no facility they knew of to speak to the local council, than those who had live in Norris Green for longer than 10 years. One in 30 of the respondents stated that they knew the address of the councillor (“over the road”) and felt they could go and speak to them at their home.

(j) Talk to the local housing association

FACILITIES TO TALK TO HOUSING ASSOCIATION	FREQ	%
COBALT HOUSING ASSOCIATION	132	32.5%
ONE STOP SHOP	16	3.9%
HOUSING ASSOCIATION OFFICE	15	3.7%
BROADWAY	2	0.5%
SCHOOLS/COLLEGE	2	0.5%
OTHER	4	1.0%
NONE	235	57.9%
BASE	406	

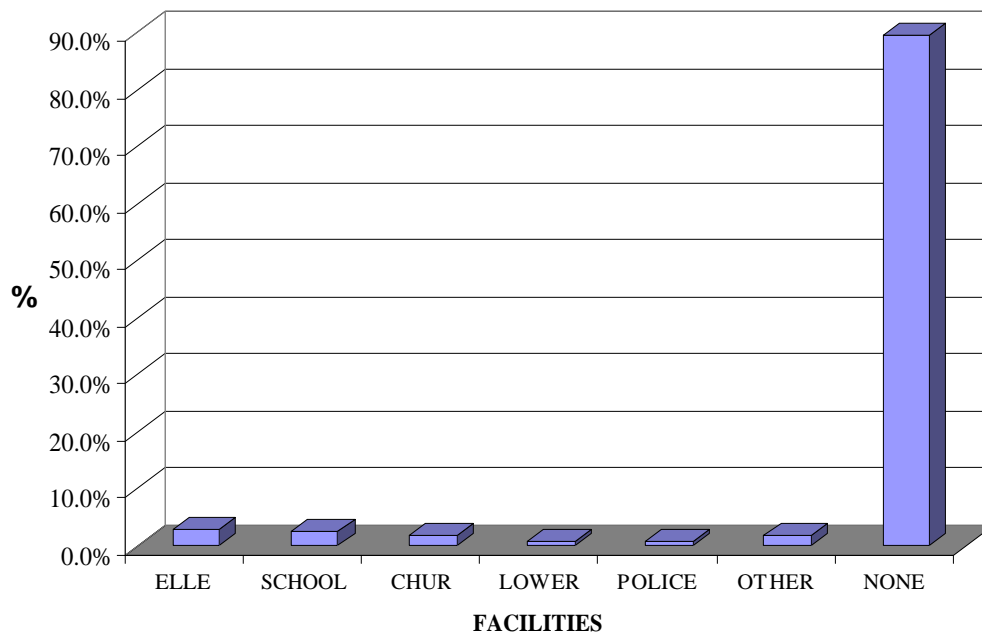
**LOCAL FACILITIES TO TALK TO HOUSING
ASSOCIATION**



One in three respondents stated that the Cobalt Housing Association office was available for local residents to talk to the local housing association. 62% of males stated that there was nowhere in Norris Green to go to talk to the local housing association, compared with 54% of females.

(k) Attend a police forum

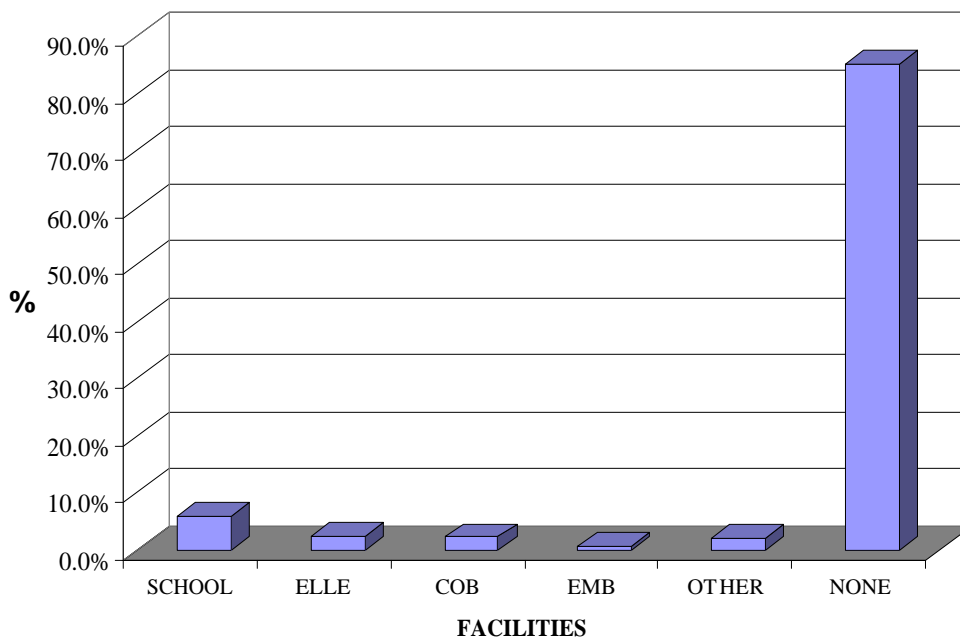
FACILITIES TO ATTEND POLICE FORUM	FREQ	%
ELLERGREEN COMMUNITY CENTRE	12	3.0%
SCHOOLS/COLLEGE	11	2.7%
CHURCH	7	1.7%
LOWER LANE	3	0.7%
POLICE STATION	3	0.7%
SOCIAL CLUB	1	0.2%
SPORTS CENTRE	1	0.2%
LIBRARY	1	0.2%
OTHER	7	1.7%
NONE	363	89.4%
BASE	406	

LOCAL FACILITIES TO ATTEND POLICE FORUM

Nine in ten respondents were not aware of any facilities where residents could attend a police forum. This included 95% of those aged 16 to 34.

(I) Attend tenants & residents association meetings

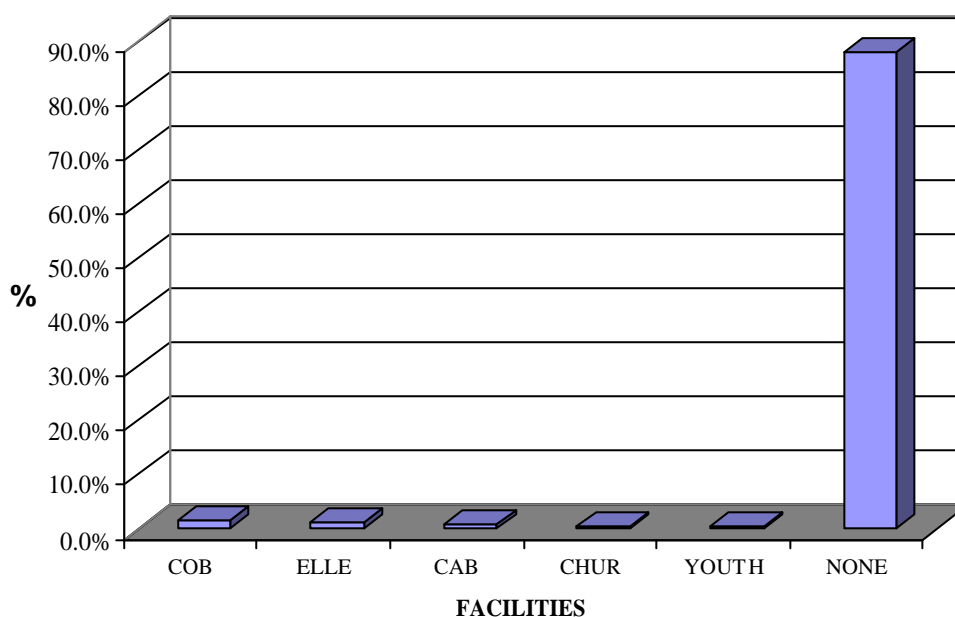
FACILITIES TO ATTEND RESIDENTS MEETINGS	FREQ	%
SCHOOLS/COLLEGE	24	5.9%
ELLERGREEN COMMUNITY CENTRE	10	2.5%
COBALT HOUSING ASSOCIATION	9	2.2%
EMB	3	0.7%
CHURCH	2	0.5%
SOCIAL CLUB	2	0.5%
SPORTS CENTRE	2	0.5%
LIBRARY	2	0.5%
YOUTH CENTRE	1	0.2%
OTHER	8	2.0%
NONE	346	85.2%
BASE	406	

LOCAL FACILITIES TO ATTEND RESIDENTS MEETING

17 in 20 of the respondents did not know of a facility available for local residents to attend tenants and residents association meetings. Of those that did, schools was the most frequently given answer. 88% of males were unaware of any facilities for this function, compared with 82% of females.

(m) Attend somewhere where your opinions can be heard

FACILITIES WHERE OPINIONS HEARD	FREQ	%
COBALT HOUSING ASSOCIATION	6	1.5%
ELLERGREEN COMMUNITY CENTRE	5	1.2%
CITIZENS ADVICE BUREAU	3	0.7%
CHURCH	2	0.5%
YOUTH CENTRE	2	0.5%
SOCIAL CLUB	1	0.2%
SPORTS CENTRE	1	0.2%
OTHER	7	1.7%
NONE	357	87.9%
BASE	406	

LOCAL FACILITIES WHERE OPINIONS CAN BE HEARD

Again the vast majority of residents were unaware of any facilities available for local residents to attend somewhere where opinions could be heard. This included 88% of residents who had live in Norris Green for over 20 years.

Another major issue for children and young people in the Alt Valley consultation was that they thought the Council needed to give “young people a say in the decisions that are made about their area”. Again this corresponds with the findings in the community survey about the lack of fora for adults to voice their opinions.

Respondents said that they did not think there was a range of services and activities provided either in or surrounding the area. However according to service providers this view point was more to do with a lack of knowledge of what services were provided rather than a lack of provision.

For example over 67% of respondents said that there was nowhere to access training in the area. However there are a range of services such as Ellergreen Community Centre, Liverpool Community College DISC, Croxteth Community University that provide an array of training courses. (see appendix 6 – for facilities and services provided)

Many of the service providers pointed to a lack of local people accessing the services despite continued efforts to involve and include them. For example, leaflets, fun days, meetings, and projects have all been tried and undertaken by service providers and tenants and residents groups with what was described in the workshop as “with limited success in getting people involved”.

In the agency and community group workshop people pointed to low self esteem, lack of confidence and suspicion of agencies as some of the main reasons for lack of community involvement and activity in events. Paradoxically some of the services provided are aimed at boosting self esteem and confidence.

Interestingly there appears to be no forum for enabling workers employed in the area to share information and examples of where they have been successful in gaining community involvement in events and activities.

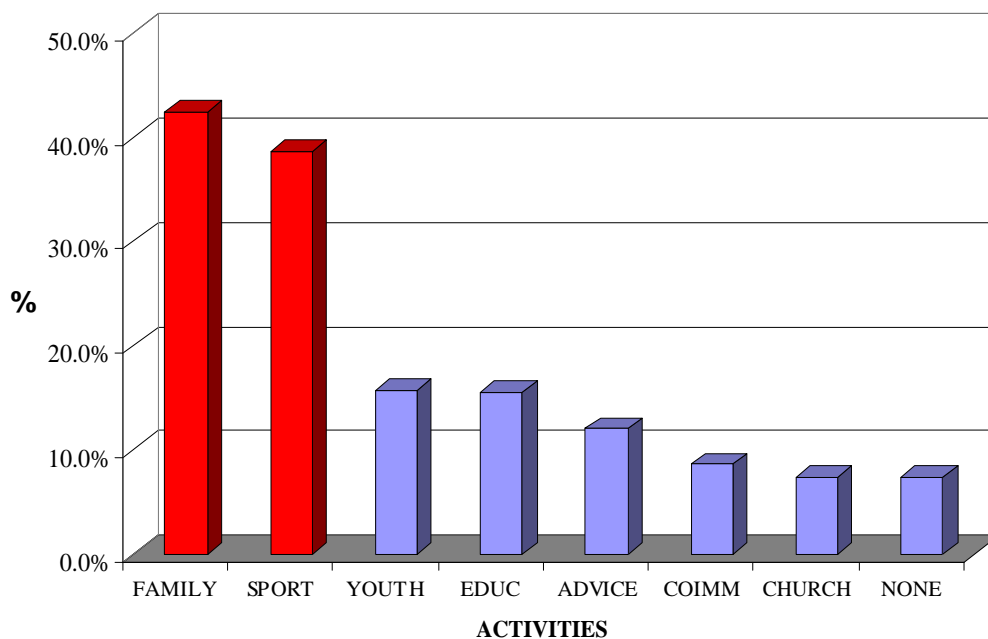
It was not the remit of this research to audit all of the community facilities but we did gain a sufficient level of knowledge of facilities provided to state that there are no less facilities in the Norris Green area compared with other similar estates in Liverpool. This does not mean that there is not a need for more facilities (as there always is in any area) but that Norris Green does not fare any worse than similar areas.

However there is a need to identify specific and dedicated services to meet the particular needs of the community and to ensure that the existing facilities provided by the community and voluntary sector are supported and sustained. One example of where specific needs of a section of the community were not adequately met (given in the workshop with agencies and community/voluntary sector groups) was facilities and activities for children between the ages of 5-13 yrs. Another example, was that there is anecdotal evidence that some people from Eastern Europe are residing in the area and therefore there maybe specific support needs that they require to aid their settlement and safety.

Q.8 (a) “Based on your own personal experience, which of these personally interest you?” (Base: 406 respondents)

WHICH OF THESE INTEREST YOU	FREQ	%
FAMILY ACTIVITIES	172	42.4%
PLAYING OR WATCHING SPORTS & GAMES	157	38.7%
YOUTH ACTIVITIES	64	15.8%
EDUCATIONAL OR TRAINING COURSES	63	15.5%
GETTING ADVICE (E.G. HEALTH ISSUES)	49	12.1%
ENGAGING IN COMMUNITY EVENTS	35	8.6%
CHURCH BASED ACTIVITIES	30	7.4%
NONE OF THE ABOVE	30	7.4%
BASE	406	

WHICH OF THESE PERSONALLY INTEREST YOU



A family activity was the most frequently given answer to the type of activity or event that would be of interest. This included 60% of those who had lived in Norris Green for less than 10 years. However, only 28% of those aged 55 stated that they would be interested in family activities. This group were the most likely to say they wouldn't be interested in any of the options. Two in five stated that they would be interested in playing or watching sports, including 62% of males and 49% of those aged between 16 and 34. 16.5% of those aged between 35 and 54 stated that they would be interested in community events, compared with just 4% of those aged between 16 and 34.

In the research commissioned by Alt Valley Partnership, children and young people “placed great emphasis on the opportunities for safe play, entertainment and things to do”. In addition, inter-generational activities were also identified from the research with children and young people and would also link in with the findings of this question and comments at the workshop that intergenerational and family activities were required.

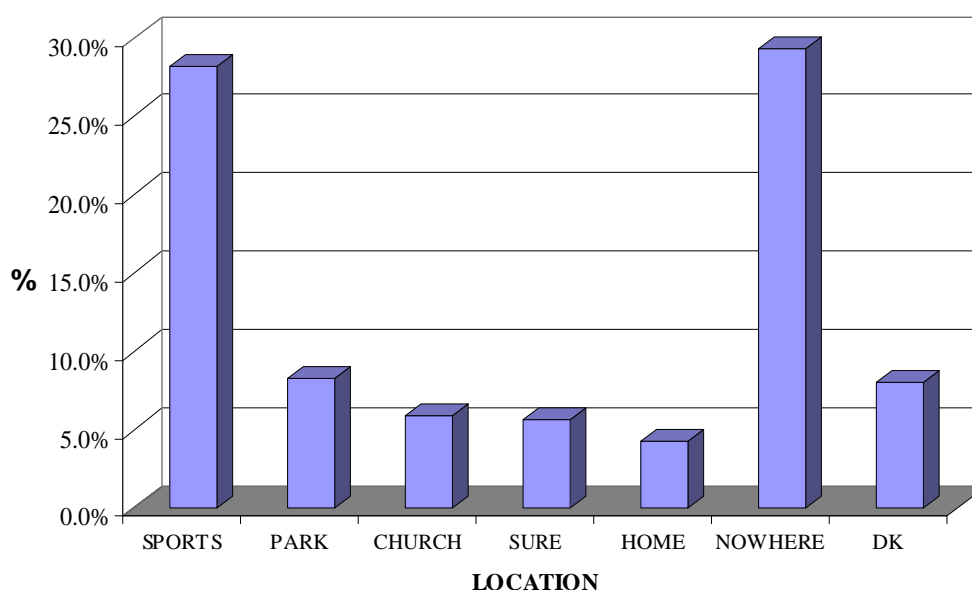
The consultation with children and young people concludes by saying that there is a need to “recognise that children and young people, and adults share the same concerns about where they live...children and young people are not a homogeneous group and should not be treated as such.”

Q.8 (b) “And where in Norris Green would you pursue these activities?”

(Base: 376 respondents, excluding 30 respondents who stated that they weren’t interested in any of the activities in Q. 8(a))

WHERE WOULD YOU PURSUE THE ACTIVITIES	FREQ	%
SPORTS CENTRE	106	28.2%
FIELD/PARK	31	8.2%
CHURCH HALL	22	5.9%
SURESTART	21	5.6%
HOME	16	4.3%
LIBRARY	14	3.7%
HEALTH CENTRE/DOCTORS	14	3.7%
SOCIAL CLUB	9	2.4%
LOCAL SCHOOLS	9	2.4%
ELLERGREEN COMMUNITY CENTRE	9	2.4%
CLINIC	8	2.1%
PUB	5	1.3%
SWIMMING POOL	4	1.1%
YOUTH CENTRE	3	0.8%
OTHER	15	4.0%
NOWHERE ROUND HERE	110	29.3%
DON'T KNOW	30	8.0%
BASE	376	

**WHERE IN NORRIS GREEN WOULD YOU PURSUE THESE
ACTIVITIES**

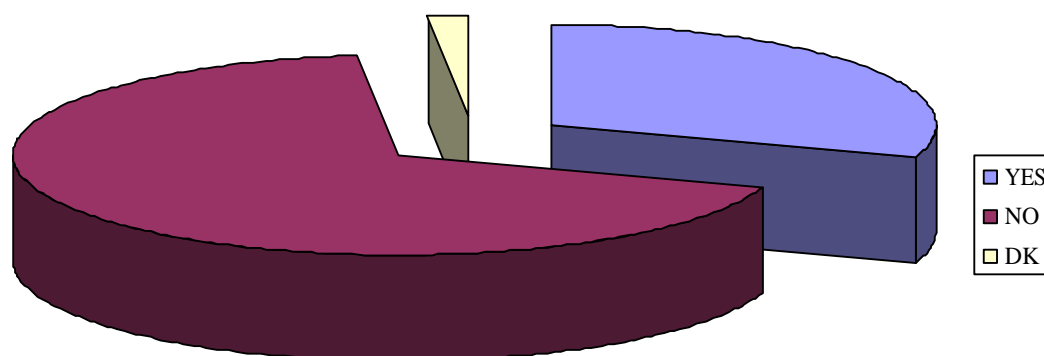


Of those that were interested in the listed activities, 28% stated that they could pursue their interest at a sports centre. This included 43% of those aged 16 to 34, but only 14% of those aged 55 and above. Three in ten respondents stated that there was nowhere in Norris Green for them to pursue the activities they were interested in. This was more likely to be males than females.

Q.9 (a) "Have you ever got involved in any of these types of activity within Norris Green?" (Base: 406 respondents)

HAVE YOU GOT INVOLVED IN THESE ACTIVITIES	FREQ	%
YES	123	30.3%
NO	276	68.0%
DON'T KNOW/CAN'T REMEMBER	7	1.7%
TOTAL	406	100.0%

**HAVE YOU EVER GOT INVOLVED IN ANY OF THESE TYPES
OF ACTIVITY**

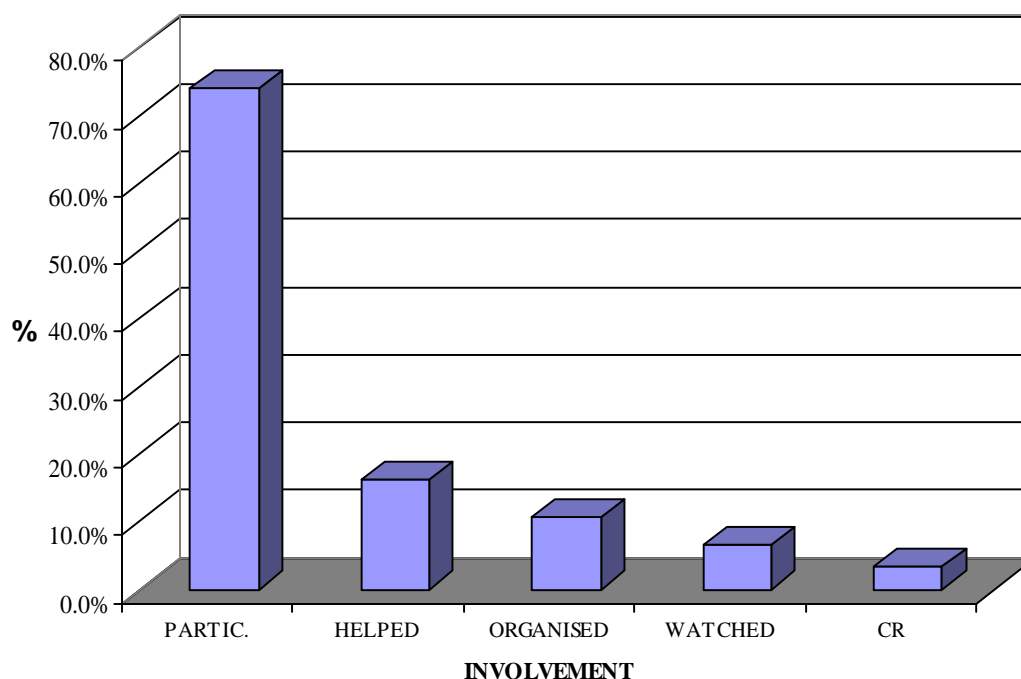


Three in ten respondents stated that they got involved in some sort of activity within Norris Green. This included 34% of those aged between 16 and 34, but only 27% of those aged 55 and above. Interestingly respondents who had lived in Norris Green for less than 10 years were more likely to have been involved than respondents who had lived in Norris Green for more than 20 years.

Q.9 (b) “And to what extent did you get involved, by that I mean did you organise, help to organise, or take part?” (Base: 123 respondents, those answering ‘yes’ to the previous question)

TO WHAT EXTENT DID YOU GET INVOLVED	FREQ	%
PARTICIPATED	91	74.0%
HELPED TO ORGANISE	20	16.3%
ORGANISED	13	10.6%
WATCHED	8	6.5%
CAN'T REMEMBER	4	3.3%
BASE	123	

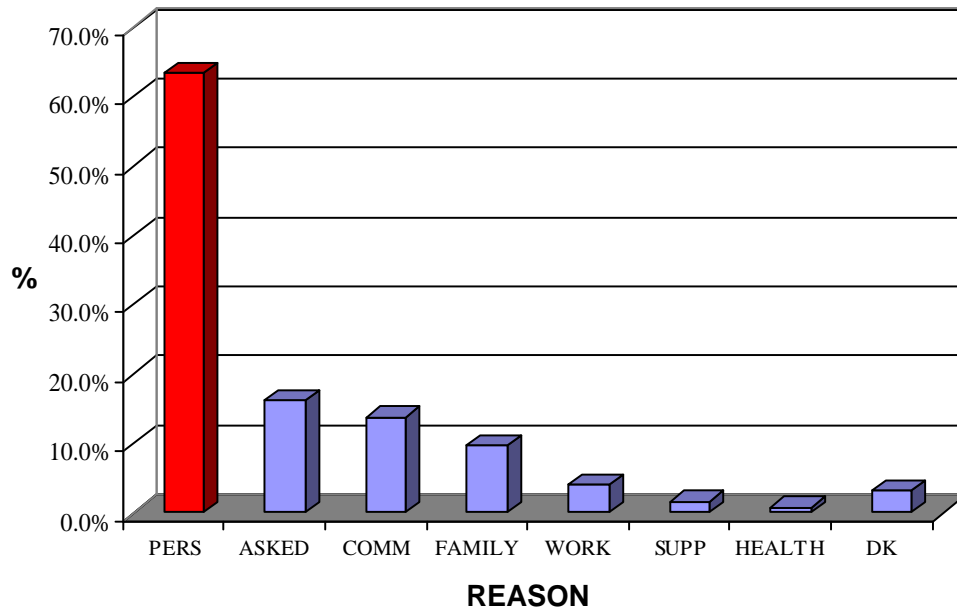
TO WHAT EXTEND DID YOU GET INVOLVED



Three in four respondents who had been to an event in Norris Green stated that they participated in the event, with one in four stating that they organised, or helped to organise, the event. Respondents aged between 35 and 54 were the age group most likely to have helped in the organisation of an event in Norris Green, whilst 43% of respondents who have lived in Norris Green over 20 years and had attended an event, stated that they organised it, or helped to organise it.

Q.9 (c) “And why did this particular event interest you?” (Base: 123 respondents, those answering ‘yes’ to Q.9 (a))

WHY DID THIS EVENT INTEREST YOU	FREQ	%
PERSONAL INTEREST	78	63.4%
FAMILY MEMBER/FRIEND ASKED	20	16.3%
COMMUNITY ISSUE	17	13.8%
GOOD FOR FAMILY	12	9.8%
WORK RELATED	5	4.1%
GIVEN SUPPORT FOR EVENT	2	1.6%
HEALTH REASONS	1	0.8%
DON'T KNOW/CAN'T REMEMBER	4	3.3%
BASE	123	

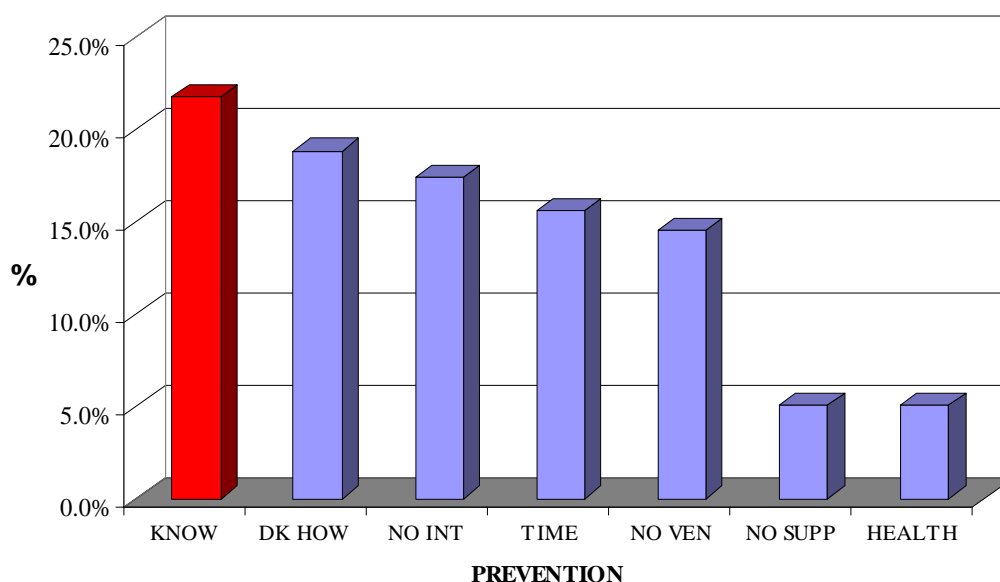
WHY DID THIS EVENT INTEREST YOU

Two thirds of the respondents stated that they took part in the event because it was of personal interest to them. One in six took part because a family member or friend asked them to. 28% of those aged 55 and above stated that they got involved because it was a community issue, compared with just 4% of those aged between 16 and 34. 22% of those who have been living in Norris Green for more than 20 years stated that they got involved because it was a community issue, compared with 3 who have lived there for less than 10 years.

Q.10 (a) IF NO “Is there anything that prevents you from getting involved in these types of activities in Norris Green.” (Base: 276 respondents, those answering ‘no’ to Q.9 (a))

WHAT PREVENTS YOU FROM GETTING INVOLVED	FREQ	%
LACK OF KNOWLEDGE	60	21.7%
DON'T KNOW HOW	52	18.8%
NO INTEREST	48	17.4%
TIME	43	15.6%
LACK OF VENUE	40	14.5%
NO SUPPORT	14	5.1%
HEALTH	14	5.1%
WOULD PREFER OTHERS TO	9	3.3%
AGE	7	2.5%
LACK OF TRANSPORT	3	1.1%
DON'T LIKE THE PEOPLE	3	1.1%
OTHERS	8	2.9%
DON'T KNOW/NOTHING	18	6.5%
BASE	276	

WHAT PREVENTS YOU FROM GETTING INVOLVED IN THESE ACTIVITIES



A lack of knowledge or awareness of events taking place, and not knowing how to get involved were the most commonly given reasons for not getting involved in activities. These preventions were more commonly identified than a lack of interest. 24% of those aged over 55 stated that they wouldn't get

involved due to a lack of interest, compared with just 85 of those aged between 35 and 54.

The general view of people attending the feedback sessions and workshop was that local people were generally apathetic about participating and getting involved in community activities, events or voicing their opinion. This contrasts with the community survey which highlighted that nearly one third of people had said that they had taken part in community activities that interested them. In addition the majority of people said that they did not get involved in community activities because they did not know about them or how to get involved rather than the common perception held of apathy.

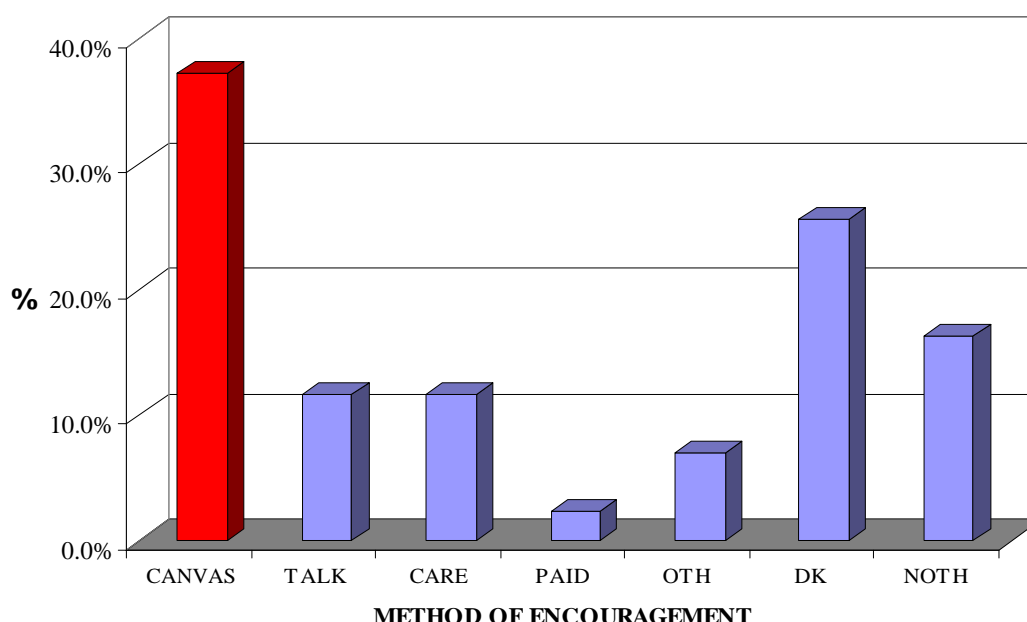
The apparently contrasting views may actually be compatible if we take it that people's participation in and definition of community activity may be wider than the activities that agencies and community and voluntary sector groups seek participation from local people in. For example, an agency may want community participation in a clean up campaign or a forum which an individual local person may be apathetic about and yet the same local person may volunteer every Sunday morning to run a local football team which is valid community participation. It is a truism to state that the answer to participation in activities requires individual interest.

There appears to be an absence of community development workers who have a brief to be involved in all aspects of community life and activity not confined to for example, health or housing or belonging to a voluntary group. The absence of community development workers with a generic brief means that silo working can occur among agencies and within communities. This can also lead to the viewpoint that the community is apathetic because it does not share the same interest that the community worker who has a single focus seeks to involve them in.

Q.10 (b) “To encourage you to get involved, what would you say has to happen?” (Base: 43 respondents, those answering ‘time’ to Q.10 (a))

WHAT WOULD ENCOURAGE YOU	FREQ	%
DOOR TO DOOR CANVASSING	16	37.2%
TALK WITH LOCAL ORGANISERS	5	11.6%
CHILDCARE	5	11.6%
PAY FOR INVOLVEMENT	1	2.3%
OTHER	3	7.0%
DON'T KNOW	11	25.6%
NOTHING	7	16.3%
BASE	43	

WHAT WOULD ENCOURAGE YOU TO GET INVOLVED



Two in five respondents, who stated that they would not get involved in activities in Norris Green due to time, stated that they would be encouraged to do so by door to door canvassing for support. One in nine stated that talking to the local organisers would encourage them to get involved.

There have been examples of this from the “Streets Ahead” team (part of the Job Education & Training agency covering the Alt Valley area) regarding certain events and activities such as clean up campaigns but with limited success. Most agencies let alone community and voluntary sector groups state that they do not have the resources to knock on doors when they are undertaking an activity or an event.

These organisations and groups therefore rely on traditional methods of getting people involved such as word of mouth, leaflets, newsletters etc. but acknowledge that they have very limited success.

So the question is whether agencies and groups who are trying to engage and involve local people can afford to continue with the same methods of communication or whether there are different ways of communicating?

At the agency and community/voluntary sector workshop various ideas were suggested for example, having a newspaper for the area which could be funded by agencies instead of printing their own newsletters, leaflets and flyers. Some of the larger agencies have failed to provide newsletters consistently therefore there may be merit in pooling resources to ensure that a publication is provided to residents on a consistent basis.

Another suggestion was for providing community transport that would enable people to come to events and meetings particularly elderly and disabled people. The re-starting a project called "Alt FM" that was a radio station for the Alt Valley area that ran for a 2 week period last year and was deemed successful was also suggested.

Another initiative suggested was the development of greater access via the internet. There were proposals for an initiative between Liverpool Housing Trust, Liverpool City Council and Bishop Loch Homes to provide access to telephony, internet and intranet access with the building of new homes however this suggestion came to no avail.

Cobalt housing has limited plans to try and increase internet access through a recycling project. Cobalt's last tenant's survey (undertaken approximately 2 years ago) showed that 72% of tenants did not have access to the internet. Therefore it would seem that the idea of communicating with local residents via the internet is some way off.

However for those with access to the internet the websites of some agencies and groups need to be more responsive. For example, during the course of this research we found examples where the information on the website was dated and did not have important information on it.

5. Conclusions

“enduring and genuine citizen participation in public life *require education for citizenship*, including the development of the habits, skills and knowledge needed for active engagement in the community.”

David Blunket MP (then Home Secretary) 2003 speaking about Civil Renewal

The majority of people who participated in the survey, feedback sessions and workshop expressed views that lead to a conclusion that community spirit is low, which on the one hand is often a natural viewpoint as people often express the view that community spirit was better ten, twenty or forty years ago no matter what area they live in.

However the current situation in Norris Green i.e. gangs and shootings have according to people attending the feedback sessions and workshops had an affect on the community spirit. On a positive note the evidence within the survey points to a stable community with little transience which is a prerequisite for creating community spirit and ownership within the area. Representatives from agencies and community and voluntary sector groups suggested that the area needs initiatives that are going to raise its image to tackle the current negativity.

The linkage to family and friends by people in the area is what local people valued the most about living in the area. However this was contrasted with their main dislikes about living in the area which concerned community safety.

Respondents stated that the environment of the area was the one thing above all else that needed to be improved, commonly translated as “clean the area up”. According to research commissioned by the Alt Valley Partnership children and young people have very similar concerns to adults about their area.

Respondents in the survey said that they did not know of services or where to access them within the area. This is not to say that those services did not exist in the area and a viewpoint from those attending the workshop from agencies was that there appears to be no less facilities and services for people in Norris Green compared with other similar areas of Liverpool.

There is a need to identify specific services that are targeted to meet the requirements of particular sections of the community and to strengthen and sustain the existing community facilities.

There appears to be no forum for paid workers from agencies and community/voluntary sector groups to meet as a way of ensuring that information and good practice is shared among agencies and co-operative working is enhanced.

Agencies participating in the workshop acknowledge that traditional forms of communication (leaflets, newsletters, flyers) to gain the involvement of local people have had limited success in the past.

Respondents in the survey specified that the barriers for them to getting more involved in community activities were lack of knowledge of facilities and events taking place and also a lack of knowledge of how to get involved. Apathy was also suggested as a reason for non-participation given in the feedback sessions and workshop. This is contrasted with the finding from the survey that nearly one third of respondents said they had participated in some form of community activity.

The respondents in the survey stated that knocking on their door was the most likely way of getting people involved in community activity and events. The view of the agencies and community groups attending the workshop was that they haven't got the resources to do this at present. However there were suggestions that a joint approach to producing a newspaper, re-starting a project called "Alt FM" that was successful in gaining a cross section of community involvement and exploring how to get more people access to the internet should be considered.

There appears to be an absence of community development workers in the area who operate on a generic basis i.e. not contained to working on issues relating to a single issue such as health or housing. This absence could lead to a silo approach to working as community development workers only focus on issues related to their specific duties.

6. Recommendations

It is difficult to make recommendations as the status of the client in this case the Norris Green Reference Group is one of a loose grouping of people who have come together and share common concerns. The Reference group is not a constituted organisation as previously mentioned. This reason for making this statement is not to diminish the capabilities of the people on the Reference Group (many if not all are key players and well known in the Norris Green area) but to acknowledge that the Group is not a well known and official body with power to take through recommendations.

With this in mind we have divided the recommendations into two sections:

Section A is concerned with the future work of the Reference group

Section B is concerned with the possible actions that could be undertaken by agencies that the Reference Group can continue to highlight, encourage agencies to consider and monitor progress on those recommendations that are taken up.

We are aware that the recommendations need to provide a very practical way forward for the Reference Group (and for that matter agencies and voluntary/community groups) to move the issues surrounding community involvement and facilities forward and not over burden people who are already over-burdened. With this in mind we have kept the recommendations to a minimum and what we see from the evidence gathered as the key recommendations.

A) Recommendations for Norris Green Reference Group

1. The Reference Group explores how it can publicise the findings of the research and takes lead responsibility for distributing and sharing the findings at forums and meetings with agencies and community/voluntary sector groups in the area.
2. The Reference Group identify appropriate agencies that can provide leadership and take responsibility for ensuring that individual recommendations are undertaken.
3. The Reference Group establishes a timetable for periodically reviewing the progress of the recommendations and evaluating their impact.
4. The Reference Group consider how it can widen its membership to provide a forum for paid workers and community activists in the Norris Green and act as a vehicle for sharing information and good practice.

B) Recommendations to be promoted by the Reference Group with public sector agencies and community/voluntary sector organisations in the Norris Green area

1. Agencies and community/voluntary sector organisations resource and facilitate an annual community awards ceremony as a mechanism for promoting the image of Norris Green and to enable groups and agencies to celebrate the work they do.

2. Agencies and community/voluntary groups explore how they can resource existing and develop new inter-generational work between people within the area.
3. Agencies and community/voluntary sector organisations establish a cross agency working group to review the communications practice between agencies and to explore alternative ways that will compliment or replace existing practices of communicating information to local people.
4. Agencies and community/voluntary sector organisations explore the feasibility (including the feasibility of an existing agency undertaking the task) of establishing a community enterprise with a remit to knock on local people's doors to provide information on community activities, events and undertake consultations. Revenue could be provided for the enterprise from agencies that do not have the staffing resources to undertake such exercises.
5. Agencies and community/voluntary sector organisations consider mechanisms for example, forums for how local people and in particular children and young people can air their views on a consistent basis.
6. Agencies should review their community involvement activities to assess the number of "out of office hours" community involvement activity they undertake with a view to increasing or re-allocating resources as appropriate
7. Agencies and community/voluntary groups should explore whether there are sufficient community facilities/activities available for young people in particular the 5-13yr age group and how they can resource existing provision within the community.
8. Agencies give consideration to jointly funding and/or attaining external funding for the establishment of a Community Development Co-ordinator post that will assist the Reference group and agencies in fulfilling the aforementioned recommendations and seek to co-ordinate community activity and communication within Norris Green in the future.

7. Appendices

Appendix I – Training programmes provided to local residents involved in the research

A) Outline of “how to undertake market research” training Programme

Day 1 – Wednesday 5th July 2006 – Classroom based:

- Get to know each other
- Introduction to Market Research
 - Why Market Research?
 - Benefits of Market Research?
 - Research at Community level
- Brief insight into Market Research process
- The interviewing process
- Introduction – length of time in Market Research, topics covered, examples of ‘extremes’ in Market Research
- Respondent engagement:
 - Expressions to avoid – carrying out market research/survey, canvassing opinions
 - Use of buzz words – consultation, your views and opinions are very important to us
 - How to address the respondent
 - Preamble, invitation to participate now
- Overcoming objections
- Interviewing manner – polite, chatty, gain mood of the respondent
- Use of show cards
- How to probe and get the best out of the respondent
- How to follow filters and routings
- Different types of questions
- Yes/no

- Semantic scales
 - Rating scales
 - Open-endeds
 - Demographics – ‘personal questions’
-
- Use of ‘Anything else’ ‘Any others’ after unprompted and prompted questions
 - ‘If in doubt, write it out!’
 - How to keep respondent engaged till the end of the questionnaire
 - How to overcome objections to questions, particularly personal ones
 - Popular respondent questions and answers to give
 - How to close the interview
 - Practise interviewing each other using a ‘real’ questionnaire

Day 2 – Thursday 6th July 2006 – practical ‘in the field’

- Briefing on live interviewing
- Interviewing members of the general public with short questionnaire
- Feedback discussion
- Briefing on Norris Green questionnaire
- Piloting the Norris Green questionnaire
- Feedback from pilot
- Reflection on learning
- Work programme

b) Outline of “facilitation and presentation skills” training course 29th August 2006

Aim: To provide participants with a basic understanding and knowledge of how to facilitate a workshop and undertake a presentation

Objectives

- Identify what facilitation is and its purpose
- Identify what a workshop is
- Identify what aims and objectives are
- Identify what is involved in preparing and running a workshop
- Identify what is involved in making presentations
- Have a basic knowledge of visual aids used for presentations

Programme

9.30	Welcome & Introduction
10.0	What is Facilitation?
10.10	What is a workshop and why do we have them?
10.20	What are aims and objectives and why do we need them?
10.30	Planning for the workshop
11.0	Break
11.15	What would worry you about running a workshop?
11.45	Introduction to making presentations
12.00	What do you need to think about when making a presentation
12.30	Lunch
1.0	What are your fears and experiences of a making a presentation?
1.25	Visual aids for making a presentation
1.50	Planning and making a presentation
2.20	Having a go
2.50	Evaluation
3.0	Close

Appendix II. – Survey Methodology & Map of Norris Green

In conjunction with local stakeholders, we agreed the boundaries of the district of Norris Green to enable us to draw up a detailed household count of all the properties falling within these boundaries. This was enumerated at street level using the most up-to-date electoral registers available in the William Brown reference library. This data also enabled us to divide up the area into a number of zones with one zone representing a day's work for all interviewers involved in the consultation. To implement our community consultation strategy we formulated a contact strategy which enabled us to achieve a robust and statistically valid sample size of over 400 local residents.

By the time fieldwork was due to commence eight local volunteers were recruited and trained to take part in the consultation. The training programme will be outlined in the next section of this report. Training was carried out by the Murray Consultancy's field manager. Of these eight volunteers, six took part in the consultation to its ultimate conclusion.

On a daily basis, our team were allocated street lists which outlined where they were scheduled to work. We briefed our Interviewers to carry out face-to-face interviews on a door-to-door basis. The street lists identified how many interviews were required on the odd and even sides of each street. Daily work patterns varied considerably as we carried out some evening and weekend work to ensure we were engaging economically active residents. If an interview took place at a particular household, the interviewer was briefed to leave a sampling interval of at least five households between the successful interview and the next household knocked. If no interview was forthcoming, then the interviewer would try next door. Interviewers were not asked to interview named persons within the household. However they were asked to satisfy a sex and age quota, which approximated to that of the district as per the 2001 Census – details are which can be found in the classification section of the survey findings. The quota was controlled on a daily basis by the field supervisor. Care was taken to ensure interviewing took place amongst Norris Green residents only. The questionnaire was effectively piloted during the training session with 16 pilots taking place to ensure the questions asked were readily understood and the filters and routings were correct. The average length of an interview was 10 minutes.

This sampling methodology was rigorously implemented till all 400 interviews were accomplished.

Street-lists and number of interviews per street are identified on the next pages:

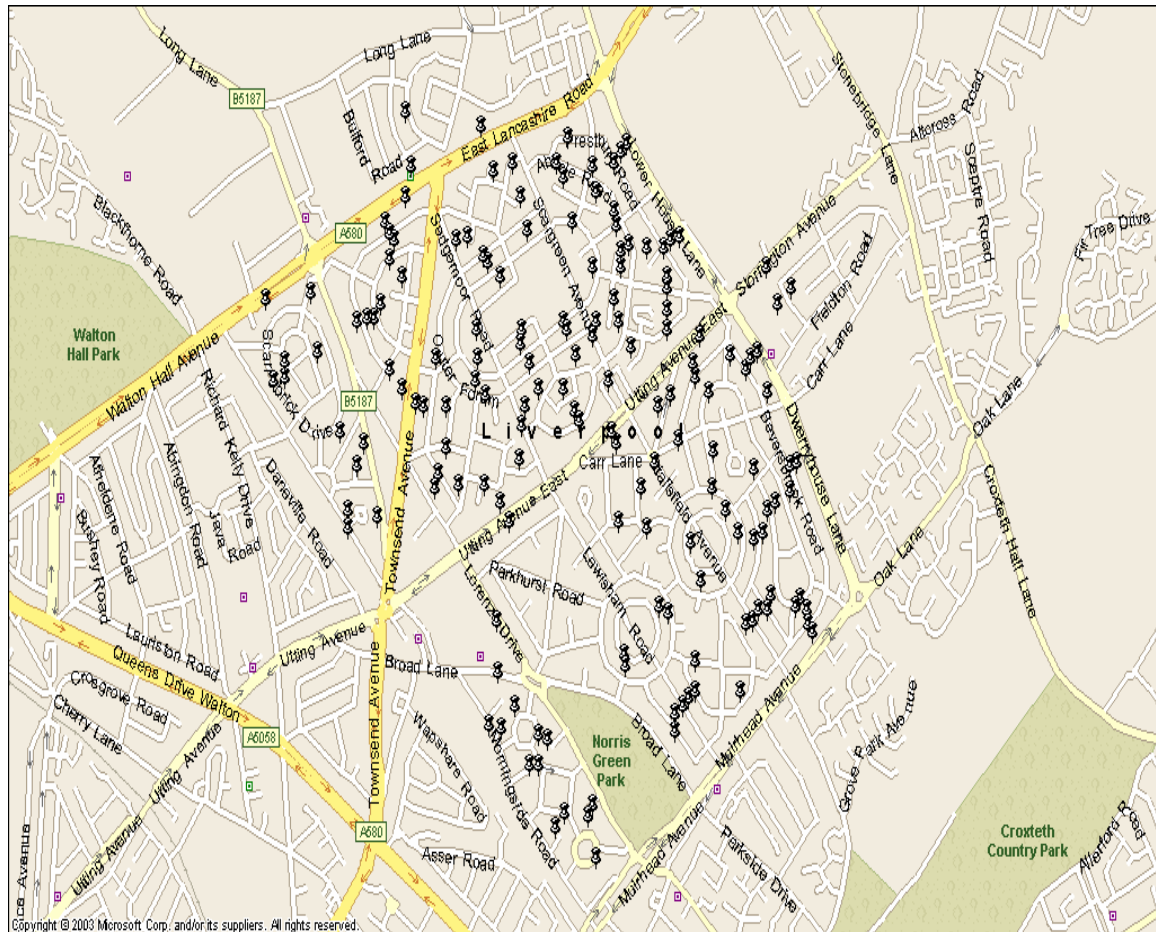
ROAD	INTERVIEWS
Abbotsford Road Count	4
Abdale Road Count	4
Aconbury Close Count	1
Aconbury Place Count	1
Ardville Road Count	1
Ashbank Road Count	5
Beaversbrook Road Count	6
Bellgreen Road Count	3
Berkeswell Road Count	3
Beversbrook Road Count	3
Bonscale Count	1
Braithwaite Crescent Count	2
Branstree Avenue Count	4
Braybrooke Rd Count	2
Bremhill Rd Count	1
Broad Lane Count	2
Broad Place Count	1
Broad Square Count	5
Broad View Count	2
Broadgreen Square Count	1
Call Lane Count	1
Carisington Road Count	1
Carr Lane Count	8
Circular Road Count	2
Circular Road East Count	5
Circular Road West Count	2
Clanfield Road Count	5
Colesbourne Road Count	4
Coleshill Road Count	1
Colmore Road Count	3
Cottesbrook Close Count	2
Cottesbrook Place Count	1
Cottesbrook Road Count	5
Culme Road Count	1
Deanscale Count	1
Dencourt Road Count	5
Denescale Road Count	1
Drakefield Road Count	9
Dunnerdale Road Count	2
East Lancashire Road Count	8

Eaversham Road Count	1
Elderfield Road Count	3
Elkstone Road Count	3
Fairfax Road Count	2
Fairmeade Road Count	2
Faversham Road Count	9
Felmersham Avenue Count	2
Gayhurst Avenue Count	2
Gayhurst Crescent Count	2
Glasonby Crescent Count	1
Glasonby Road Count	1
Guildstead Road Count	9
Hamestall Road Count	2
Harcham Way Count	1
Harewell Road Count	2
Hartland Road Count	4
Hasfield Road Count	5
Hazelbeech Crescent Count	2
Heathwaite Crescent Count	1
Hebden Count	1
Highfield Road Count	1
Hollingbourne Place Count	1
Hollingbourne Road Count	5
Holmbrook Road Count	7
Homeshall Road Count	4
Inner Forum Count	4
Jenningham Road Count	1
Kingsland Crescent Count	11
Langside View Count	1
Lewisham Road Count	5
Lorenzo Drive Count	4
Lowerhouse Lane Count	7
Malmesbury Road Count	4
Manningside Road Count	5
Marathan Way Count	1
Mentmore Crescent Count	5
Mentmove Crescent Count	2
Meyrick Road Count	3
Mollington Avenue Count	3
Molyneux Court Count	1
Monksdown Road Count	1
Morningside Road Count	9

Morningside Way Count	1
Muirhead Ave East Count	4
Muirhead Avenue Count	5
Navensthawpe Green Count	1
Netherwood Road Count	1
Norris Green Court Count	1
Norris Green Crescent Count	3
Norwyn Road Count	1
Outer Forum Count	4
Oxonholme Count	1
Parthenon Drive Count	2
Prestbury Road Count	5
Railton Road Count	4
Ranworth Place Count	2
Ranworth Square Count	3
Ranworth Way Count	1
Ridgemont Avenue Count	3
Risbury Road Count	4
Sandway Crescent Count	1
Scaresbrick Crescent Count	1
Scaresbrick Drive Count	1
Scargreen Avenue Count	5
Scarisbrick Crescent Count	2
Scarisbrick Drive Count	8
Scarisbrick Place Count	1
Scarisbrick Road Count	12
Scarisbrook Crescent Count	2
Scarisbrook Drive Count	1
Sedgemoor Road Count	5
Sencourt Road Count	1
Shottesbrook Green Count	1
Stainburn Avenue Count	3
Stalisfield Avenue Count	9
Stawberry Road Count	2
Stockmoor Road Count	2
Strawberry Road Count	2
Swallowhurst Crescent Count	6
Swinbrook Green Count	2
Teynham Crescent Count	4
Thornholme Crescent Count	1
Townsend Avenue Count	8
Utting Avenue East Count	8

Walton Hall Avenue Count	2
Warsley Crescent Count	1
Wellesbourne Place Count	6
Winskill Road Count	3

Geographically, the map below illustrates the depth of sampling that took place to ensure total coverage of Norris Green:



Appendix III. – Profile of Respondents

GENDER	FREQ	%
MALE	196	48.3%
FEMALE	210	51.7%
TOTAL	406	100.0%

AGE	FREQ	%
16-24	72	17.7%
25-34	62	15.3%
35-44	79	19.5%
45-54	60	14.8%
55-64	52	12.8%
65+	81	20.0%
TOTAL	406	100.0%

WHAT ARE YOU DOING AT PRESENT	FREQ	%
FULL TIME EMPLOYMENT	101	24.9%
RETIRED	98	24.1%
SEEKING EMPLOYMENT	51	12.6%
LOOKING AFTER THE HOME	49	12.1%
PART TIME EMPLOYMENT	42	10.3%
SICK OR DISABLED	37	9.1%
FULL TIME EDUCATION	17	4.2%
SELF EMPLOYMENT	8	2.0%
GOVERNMENT SUPPORTED TRAINING SCHEME	1	0.2%
VOLUNTARY WORKER	1	0.2%
REFUSED	1	0.2%
TOTAL	406	100.0%

TO WHICH OF THESE GROUPS DO YOU BELONG	FREQ	%
WHITE EUROPEAN	403	99.3%
MIXED RACE	1	0.2%
ASIAN	1	0.2%
SOUTH AFRICAN	1	0.2%
TOTAL	406	100.0%

WOULD YOU LIKE A COPY OF THE REPORT	FREQ	%
YES	272	67.0%
NO	132	32.5%
NO ANSWER	2	0.5%
TOTAL	406	100.0%

WOULD YOU LIKE TO ATTEND A FORUM	FREQ	%
YES	203	50.0%
NO	201	49.5%
NO ANSWER	2	0.5%
TOTAL	406	100.0%

Appendix IV. - Notes of Respondent Feedback sessions

Notes from the Feedback session held at
Ellergreen Community Centre
11th October 2006

Barry Navarro gave a presentation on the findings of the community survey and the following points were made by attendees:

- I was surprised by the amount of people who didn't know of the facilities and activities in the area
- City councillors holding surgeries in the library but maybe they are not giving enough information
- The whole community is starved of information
- Things need to happen for all ages
- Things from the past e.g. transport to go to the carnival don't happen anymore
- Lack of communication between local neighbourhood organisations
- Everyone in the area has to want change for it to happen
- No motivation to change things
- There are things that go on that we don't know of
- There is a lot of apathy in the area
- Most of the information is word of mouth
- Not enough people are involved
- Its not a lack of communication, people who have been surveyed are just sitting and waiting for something to happen instead of trying to get involved
- We need more community spirit
- What happens in the less socially deprived areas?
- You find some of the kids for example my grandson loves snooker and everywhere he went closed down, but he ha found a club and he loves it, he's 18 and a good kid, there should be more round here

- Things get built then knocked down by gangs
- There is no respect, nowadays
- Police are trying to change things starting with younger generation
- Police stop the innocent people of the community because it is an easy option
- The police are losing local peoples respect
- How do we get people here?
- Have meetings after Weight Watchers to involve them when they are there
- Clean the street of rubbish i.e smashed bottles (Skipping scheme – only one person filling them up and nobody else gets a chance)

Notes from the feedback session held at
Ellergreen Community Centre
12th October 2006
Facilitated by Barry Navarro (Navarro Training & Consultancy)
and Local Resident Survey Team

1. Welcome & Introduction

Barry welcomed people to the session and stated that the aim was to give feedback to those people who had taken part in the community survey and to gain their further thoughts on

Some people were surprised at the results of the survey namely the lack of knowledge about facilities and activities in the area

People are not interested in things about the community

We are living in limbo because we are scared to go out

People don't know what is going to happen in the area

Don't know if its worthwhile trying to change

There is no community spirit

Young people don't appreciate what they have

People are scared to take young people on trips due to insurance purposes and therefore they don't get the benefit of them in terms of development

People not letting children take part in football because of hooligans

People are not letting children participate because of gangs

These problems run through out the country not just Norris Green

Childrens Centre is squeezing local groups out of community centre

Facilities for elderly are going to be less in the future because they are giving it to young people

People have no respect

Minority are in control stopping majority

Parents need to keep more control of what their kids are doing

Appendix V. – Notes from Public Agency & Community/Voluntary Groups workshop

Norris Green Community Research
Workshop
For Representatives of Local Public and Voluntary Sector Agencies and
Tenant & Residents Association
6th November 2006
St Christophers Church Hall

Facilitated by Barry Navarro (Navarro Training & Consultancy) & local residents research team

1. Welcome & Introduction

Barry welcomed people to the workshop and asked people to introduce themselves and the organisations they represented

2. Presentation: Feedback on the findings of the Norris Green Community Research Project to date

Barry gave a presentation on the process followed in undertaking the research and the findings of the community survey of 406 residents of Norris Green and the following points were made in the discussion that followed the presentation:

- People don't join tenant groups because there nothing to complain about now that the housing is being sorted
- There is a gap and nothing for children who are between 5-13 yrs to do Sure start has a cut off age of 4yrs old and there is a gap that needs filling
- Things are improving there is more agencies in the area than 10 yrs ago but people don't know what is available unless they need the service and then they will find out
- Cobalt attempting to combat problems with lack of knowledge about tenants and residents meetings
- When workshops are run for local people there is a poor turnout
- Agencies only tend to do things 9-5 and perhaps we need to do more activities out of hours to access people who are working

3. What facilities are provided and who are they provided to?

Participants were asked to identify what services, facilities and activities were available to people in Norris Green:

<p>Males</p> <ul style="list-style-type: none"> • weight watchers • slimming world • sports centre slimming club 	<p>Housing (Cobalt)</p> <ul style="list-style-type: none"> • ASB team • funding extra policing • employing police officer • working with residents from other area (joint meetings) etc • One stop shop
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	<ul style="list-style-type: none"> • Art gallery neighbourhood services • Cab list of RSL's • Cab representation for Despair-disputes Repossession- benefits Eviction-homelessness • Drug housing problem-solicitor types own lighthouse project Croxteth
<p>Women</p> <ul style="list-style-type: none"> • Weight watchers • Slimming world • Knitting group (prem babies book club) • Ellergreen sports centre slimming club 	<p>children</p> <ul style="list-style-type: none"> • Ellergreen crèche • Clubmore children centre • sports centre • community sports • connections • CAB • Cobalt-community fund supports activities • Working with schools-job placements
<p>Elderly</p> <ul style="list-style-type: none"> • Active age • City wide handy person scheme • Walk for health • Indoor bowls • Days out • Chatty café • Grandparents support-PADA • LHT sheltered housing scheme-green home • Home visit service 60 plus CAB • Knit/natter • Young heart club • Coffee mornings • coach trips • befriending – early days • line dancing • dancing-sequence-Scottish 	<p>Young people</p> <ul style="list-style-type: none"> • detached youth workers-working on streets • free sports session-Ellergreen for ages 8+ • drug service 18yrs + (drop in) • boot estate hoardings project (linked to schools) • cadets ccc • cobalt establishment a youth forum • cobalt-work placement
<p>Families</p> <ul style="list-style-type: none"> • Support for families affected by 	<p>sports</p> <ul style="list-style-type: none"> • spring-Scargreen playing

<p>substance misuse-</p> <ul style="list-style-type: none"> • PADA grandparents + young people parental substance misuse • Drug awareness/family support group 1;1 family support (lighthouse project Croxteth covers Norris green) • CAB • Sure start - LCC centre • Goals programme • Cobalt-working with our contractor-employing local people 	<p>field outdoor sports facility-starting 2007</p> <ul style="list-style-type: none"> • free Friday evening sports session age 8+ - Ellergreen sports • football training-on Scargreen tue, wed, thu - start 07 • Loop-line • Ellergreen swimming and coaching
<p>Community safety</p> <ul style="list-style-type: none"> • trailblazer • community wardens • Community Support Officers working with children in schools 	<p>Health</p> <ul style="list-style-type: none"> • A+E (Aintree) • Medical centres • Gp's • Dentist • Five a day • Walk for health • Cycle for health • Fagends • Sexual health/condoms • Drug awareness • Anti Natal CCC • Baby clinic CCC • Out of hrs doctor surgery CCC • Alternative therapy CCC • Loop-line
<p>Education</p> <ul style="list-style-type: none"> • Adult learning • Jet-jobs education training • Volunteering-CAB • Adult learning ccc • Cobalt-job placements and school visits 	<p>Regeneration</p> <ul style="list-style-type: none"> • Boot estate/Ellergreen dev. • Improvement programme ie windows, GCH.etc • Supporting people team

4. What are the barriers to community involvement and how can they be overcome?

Participants were asked to identify the barriers to improving community involvement and increasing community activity and then to suggest possible ways of overcoming those barriers

Barriers	Solutions
<ul style="list-style-type: none"> • Confidence • Self esteem • Fear • Loneliness • Ignorance/lack of knowledge • Lack of information from agencies • Lack of support • Lack of agencies e.g. residents assoc • Feel let down/loose hope/no sense of community • No back up from police • No forum for N.G. agencies/residents • Children here no forum to have a say-schools could help • fear of going out • suspicion of agencies – motives,rivalries,false promises and getting roped in • poor communication- ignoring leaflets • lack of co-operation with authorities-police and council • fear of grassing • no opportunity to get questions answered • mobility issues • agencies can't act effectively without community consultation 	<ul style="list-style-type: none"> • federation forum • youth club • working with schools • email forum • transport • face to face consultation • street representatives • wardens/local police • community involvement and leadership of initiatives • sharing solutions and ideas through network of community groups eg-contact group <ul style="list-style-type: none"> -street reps -new federation -major publicity - radio -glossy magazine -Merseymart • positive image raising • link events • more funding for activities tai chi • fun day/carnival with celebrities agencies sport • police doing after-school football • inter-generational activities • community minibus

5. Next Steps

Barry stated that the final draft report of the research would be presented to the Norris Green Reference Group on 23rd November and then the reference Group would distribute the report to agencies and community organisation throughout Norris Green in early December (if the report was agreed).

Appendix VI. – List of Agencies & Community/Voluntary groups in Norris Green and community facilities and activities provided for residents of Norris Green

This is a list of the agencies and community groups that were identified during the course of the research and the activities that are presently taking place in and around the Norris Green area. The list of organisations and activities is not meant to be comprehensive (as there are no doubt many other smaller groups and activities taking place) but to show the evidence for the point made in the report that the area (in the view of the authors) do not fare significantly worse in a general sense with other similar areas in Liverpool regarding the facilities and activities that are available.

ELLERGREEN COMMUNITY CENTRE (COMMUNITY FACILITIES PLUS TRAINING COURSES)

ELLERGREEN SPORTS CENTRE

CLUBMOORE CHILDRENS CENTRE

COMMUNIVERSITY

PRIMARY CARE TRUST (LOCAL INITIATIVES)

CHURCHES

- THE GOOD SHEPPERD CHURCH HALL – COMMUNITY ACTIVITIES
- ST. CHRISTOPHERS CHURCH HALL – COMMUNITY ACTIVITIES
- CHRIST CHURCH – COMMUNITY ACTIVITIES
- ST. THERESAS CHURCH – COMMUNITY ACTIVITIES
- METHODIST CHURCH

ELLERGREEN SPORTS CENTRE
(LIFESTYLES)

NORRIS GREEN DISC-

NORRIS GREEN LIBRARY

ACTIVE AGED CENTRE

NORRIS GREEN YOUTH CENTRE & DETACHED OUTREACH PROJECT

ALT VALLEY PARTNERSHIP

NORRIS GREEN CAB

SALVATION ARMY

THE LIGHTHOUSE PROJECT

PADA

MERSEYSIDE POLICE (LOCAL COMMUNITY INITIATIVES)

ALT VALLEY JET

BROADWAY ONE STOP SHOP

ACTIVITIES

The activities were identified at the workshop with representatives of public agencies and community/voluntary groups. (See appendix 5 notes of workshop)

<p>Males</p> <ul style="list-style-type: none"> • weight watchers • slimming world • sports centre slimming club 	<p>Housing (Cobalt)</p> <ul style="list-style-type: none"> • ASB team • funding extra policing • employing police officer • working with residents from other area (joint meetings) etc • One stop shop • Art gallery neighbourhood services • Cab list of RSL's • Cab representation for Despair-disputes Repossession- benefits Eviction-homelessness • Drug housing problem-solicitor types own lighthouse project Croxteth
<p>Women</p> <ul style="list-style-type: none"> • Weight watchers • Slimming world • Knitting group (prem babies book club) • Ellergreen sports centre slimming club 	<p>children</p> <ul style="list-style-type: none"> • Ellergreen crèche • Clubmore children centre • sports centre • community sports • connections • CAB • Cobalt-community fund supports activities • Working with schools-job placements
<p>Elderly</p> <ul style="list-style-type: none"> • Active age 	<p>Young people</p> <ul style="list-style-type: none"> • detached youth workers-working on streets

<ul style="list-style-type: none"> • City wide handy person scheme • Walk for health • Indoor bowls • Days out • Chatty café • Grandparents support-PADA • LHT sheltered housing scheme-green home • Home visit service 60 plus CAB • Knit/natter • Young heart club • Coffee mornings • coach trips • befriending – early days • line dancing • dancing-sequence-Scottish 	<ul style="list-style-type: none"> • free sports session- Ellergreen for ages 8+ • drug service 18yrs + (drop in) • boot estate hoardings project (linked to schools) • cadets ccc • cobalt establishment a youth forum • cobalt-work placement
<p>Families</p> <ul style="list-style-type: none"> • Support for families affected by substance misuse- • PADA grandparents + young people parental substance misuse • Drug awareness/family support group 1;1 family support (lighthouse project Croxteth covers Norris green) • CAB • Sure start - LCC centre • Goals programme • Cobalt-working with our contractor-employing local people 	<p>sports</p> <ul style="list-style-type: none"> • spring-Scargreen playing field outdoor sports facility-starting 2007 • free Friday evening sports session age 8+ - Ellergreen sports • football training-on Scargreen tue, wed, thu - start 07 • Loop-line • Ellergreen swimming and coaching
<p>Community safety</p> <ul style="list-style-type: none"> • trailblazer • community wardens • Community Support Officers working with children in schools 	<p>Health</p> <ul style="list-style-type: none"> • A+E (Aintree) • Medical centres • Gp's • Dentist • Five a day • Walk for health • Cycle for health • Fagends • Sexual health/condoms • Drug awareness • Anti Natal CCC

	<ul style="list-style-type: none"> • Baby clinic CCC • Out of hrs doctor surgery CCC • Alternative therapy CCC • Loop-line
<p>Education</p> <ul style="list-style-type: none"> • Adult learning • Jet-jobs education training • Volunteering-CAB • Adult learning ccc • Cobalt-job placements and school visits 	<p>Regeneration</p> <ul style="list-style-type: none"> • Boot estate/Ellergreen dev. • Improvement programme ie windows, GCH.etc • Supporting people team

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