

# **Social Cohesion in Preston**

## **(A Case Study of Inner East Preston)**



**A Work Plan Study by the Communities Scrutiny Panel**

**August 2012**

# CONTENTS

<b>Section</b>	<b>Page</b>
1. Foreword by Chair of the Panel, Councillor Bhikhu Patel .....	2
2. Membership of the Panel .....	2
3. Introduction.....	3
4. Deliberations.....	3-10
5. Findings and Conclusions .....	11-12
6. Recommendations .....	12

**Appendix A - Scoping Document**

**Appendix B - Background/Reference Documents**

**Appendix C - List of Structured Questions for Interviewees**

**Appendix D – Comments from a representative from Sahara**



## 1. Chair's Commentary

This study arose from members' suggestions that we should look at how well different communities get on with each other, what impact the current economic climate has had on them and identify examples of where communities are thriving – and possibly replicate this in other areas. The study was also contextualised by the Cantle Report commissioned in 2001 following the race riots in Bradford, Oldham and Burnley. I am pleased to say that we found no evidence of similar social tensions in Preston.

Because the topic was very comprehensive and so wide ranging, we decided to take an 'Area Based Approach' in order to make the study as effective as possible. Members agreed to have particular focus – looking at what makes an area 'cohesive' and issues such as reputation and stigma. We agreed to invite representatives from public sector, faith and voluntary sector to the town hall to seek their views on community cohesion. We also agreed that we would go out into an area and ask specific questions to community groups, businesses and local residents.

I hope members enjoyed taking part. In the light of government cuts the Council and its' partners need to continue seeking ways of supporting local communities through the voluntary and community sector, local organisations and groups.

I hope you find the report interesting. I would like to thank the various representatives who met us in Fishwick and who came into the Town Hall. I would also like to thank officers who help to organise the interviews and put this report together.

Yours truly,

*Councillor Bhikhu Patel*  
**Chair, Communities Scrutiny Panel**

## 2. Membership of the Panel

### **November 2011 – April 2012\***

Councillors Patel (Chair), Wilson (Vice-Chair), Bax, Calder, Ms Eaves, Gale, Gallagher, Hart, Pomfret, Seddon, Sedgewick and S Thompson

**\*Council 15 December 2012 – Cllr T Cartwright replaced Cllr Mrs Calder**

### **May – July 2012**

Councillors Patel (Chair), Councillor Wilson (Vice-Chair), Bax, Mrs R Cartwright, Councillor Corker, Ms Eaves, Hart, Lavalette, Pringle, Mrs Thomas, Lavalette, S Thompson, and Wildgoose

## 3. Introduction

- 3.1 This topic was initially selected by the Panel at its meeting on 19 October 2011. A scoping sub group, comprised of Councillors Patel, Wilson, Gallagher and Thompson subsequently met in November 2011 to discuss the scoping for the study. The draft scoping document was then presented and approved by the Panel on 7 December 2011.
- 3.2 The study was conducted over the course of three meetings and one site visit, from January 2012 – June 2012. The study began on 25 January 2012 with a presentation by Peter Bargh, Assistant Director (Head of Community Engagement) – An Introduction to the Asset Based Community Development Approach. This was followed by informal workshops in which members agreed upon the structured questions they wished to ask external interviewees throughout the course of the study (see Appendix B).
- 3.3 The Panel’s deliberations then involved detailed information gathering and in depth interviews held with the following key partners:-

#### **Public/Statutory Sector Representatives**

Mr S Daley – Sports Development Manager, Preston City Council  
Ms D Bollinger – Chief Executive, Community Gateway Association (CGA)  
Ms K Perry – Head of Community Empowerment, CGA  
Mrs L Petch - Central Lancashire Primary Care Trust  
Ms L Shorter – UCLAN  
Mr G Murdoch – LCC, Young People’s Service

#### **Site Visit to Fishwick Area**

Colin Makinson, Estate Warden, Callon Estate  
Zafar Coupland – Sahara  
Representatives from Fishwick Rangers at the YMCA  
Local shops and members of the public in the area

#### **Community, Voluntary and Faith Sector Representatives**

Tim Keightley – The Foxton Centre  
Grete Smith – Friends of Fishwick and St Matthews

Plus the following organizations who were unfortunately unable to attend a meeting in person, but were invited to submit their comments via email:-

Denise Hartley – INTACT  
Daveen Wallis - Lancashire Wildlife Trust  
Preston FM  
Robin Maudsley – CRAB  
Zafar Coupland – Sahara  
Rev Peter Nunn – Parish of the Risen Lord  
Peter Bullman – Friends of Highgate Woods

## 4. Deliberations

### 4.1 29 February 2012 – Interviews with Public Sector Partners

The purpose of this meeting was to invite the views of public sector partners and was attended by both the internal officers at the Council (PCC Sports Development) and a number of the Council's external partners.

#### Responses to Questions on Consultation on Service Provision at Neighbourhood Level

Grant Murdoch representing Lancashire County Council Children and Young People's Service referred to a study by LCC in 2006 and indicated that this study would build on that. He also cited a Lancashire wide survey in which 80% of Preston respondents said that they felt people did get on with each other. He stressed the importance of communication when consulting people especially the use of plain language, whether in English or another language.

He cited the following examples of good practice from LCC:-

- Youth Council – its bid approval and recommendations process
- Youth Zone Development Group
- Youth Forum – voice and response process
- Customer Surveys
- Commissioning Services – engagement with hard to reach areas
- LCC Community Cohesion Website

Liz Petch from the Primary Care Trust (PCT) cited the following examples of consultation methods used by the NHS:

- Survey Monkey (online facility)
- Membership of the Ownership Programme
- Patient Focus Groups

Karen Perry, Head of Community Empowerment, Community Gateway Association (CGA) gave details of a successful (and ongoing) drive to profile their tenants in which data was collected via door knocking and when a tenant contacted them, rather than just requesting the information in writing.

Stephen Daley, PCC Sports Development Manager, reported on various following consultation methods they used, including:

- BME Forum
- Preston Sports Forum
- Friends of Leisure Centres
- Inclusion Reference Group

He also indicated that the 'Park It' Scheme had been developed through consultation.

In terms of improving consultation and community engagement going forward, in his view more work was required tackling the 'generation gap' and bringing older and younger generations together.

#### Responses to Question regarding Negative Image/Stigma

Kerry Perry, CGA felt that good news stories from communities with a negative image or which have been stigmatised tend not to be reported in the press and that old impressions were difficult to change. The CGA was using a initiative called 'Community Option Study' which involved identifying community aspirations and encouraging residents to recognise positives within their community rather than focussing on the negatives.

Liz Petch, PCT acknowledged that the NHS was sometimes guilty of 'labelling' certain areas as problem areas, particularly in their reports concerning health deprivation. She said however that the PCT Public Health Directorate was now embedding asset based approaches to health and well being into the culture of the organisation.

Liz Shorter, from UCLAN indicated that students had been talking to people in the Deepdale area and had found that there was a lot of civic pride within the community. However, it was noted that people and communities only seem to become active when an issue arises or if the area is about to lose something.

Grant Murdoch stressed his concerns regarding the perception that only young people were involved in anti-social behaviour and that a lot of young people found it difficult to disengage from this stigma, becoming disillusioned. He cited a recent example of partnership working between UCLAN and Sports Development, where a module was developed to enable opportunities to gain hands on experience.

Jennifer Carthy, Neighbourhood Manager (Community Engagement) reminded the Panel that they used the 'Asset Based' approach to Community Development and had undertaken street audits across Preston to 'map' community assets and activities. They also utilised the skills of local people in developing neighbourhood projects.

#### **30 May 2012 – Fishwick Site Visit – Walkabout, Interviews**

For the next part of the study, the Panel wanted to gather information and conduct interviews through a 'street audit', where members would be able to ask members of the public for their views about the area where they lived and speak to local organisations involved in work promoting community cohesion.

The Panel visited the Fishwick area of Preston, noted for its previously very negative reputation/stigma and subsequent dramatic improvement in its reputation, together with having a diverse range of communities

living in the area. The site visit was also attended by Councillor Tom Burns (local councillor for Fishwick Ward) and County Councillor Jennifer Mein (representing Preston South East).

The locations visited were the Contour Housing Association and Callon Kids Community Club; Sahara (Drop-in centre for Asian, African & African Caribbean Women); Fishwick Rangers Youth Development Scheme at the YMCA; All Weather Pitches and Callon Estate; and Indian, Pakistani and Polish Shops on New Hall Lane.

### Summary of Feedback/Observations from the Site Visit

#### **Sahara**

- Racism was not identified as a problem and users said that all the nationalities 'gelled together to make a cohesive environment'
- The youth group at Sahara had engaged in activities with white female groups in other areas including Longridge, which seemed to be a positive experience. The activities the young ladies were involved in were varied but carried out in female only groups. The mothers group seemed to be confident and happy to engage with people outside their group. The further integration of the Muslim community would be helped by a more modern/western approach to gender issues.
- Lack of funding was identified as a major issue by the users of Sahara, i.e. that they need funding for a crèche in order to allow more groups to be run for mums with young dependent children; and they need funding in order to be able to vary the activities for the youth group cohort.
- Some issues mentioned regarding the general area were:

there were still visible incidents of drug dealing on the streets after 8 or 9pm; large dogs without leads had been seen being walked by children of 11 or 12, unaccompanied by parents; Robin Street was cited as a particular problem for dog mess.
- A number of Muslim Afghan families (refugees) had recently moved to the area. Although they were Muslim there were cultural differences between Indian/Pakistani heritage and Afghan heritage and additionally there were language barriers.
- The Afghan families are new immigrants who will require access to services. Language barriers must be addressed as well as ensuring that existing service providers understand their particular circumstances coming from a war torn country.
- Much of work at Sahara appears to be aimed in large part at integration and community cohesion in its truest sense - often working with mums

and young children with cultural and English as Second Language issues.

### **Fishwick Rangers at the YMCA**

- Originally a football club which assumes a broader role now, including a youth club and community centre. It was funded from various sources including PCC and LCC. It had worked with the PCC sports team to facilitate activities for discrete groups in the PCC leisure centres. Social interaction between different groups was mentioned incidentally, which appeared to have improved over time.
- Huge steps have been made in the community thanks to the efforts of the staff at the centre; there was a huge collection of trophies and medals on display showcasing the Soccer prowess of the young people. The centre had played a great part in persuading the local youths to stay away from the drug scene.
- The group set up originally for local Asian children and young people but the activities have become increasingly mixed, especially the young adult football teams

### **Contour Housing Association, All Weather Pitches and Callon Estate**

- The area has greatly improved; facilities are generally good and cohesion not an issue. One resident said “it’s like the United nations” a good mix of people from different cultures/countries. While there are still issues of minor nuisance there is also a lot of volunteer commitment particularly for young people’s activities.
- The fact that there is an estate caretaker, a local person who is knowledgeable and respected has an enormous positive impact in resolving minor issues immediately, providing a focus for people to go to with other problems and actively involved in other voluntary activities.
- The estate caretaker is also the founder member of Callon Kids Community Club, which started in the early 1990’s when the area’s reputation was at its’ worse. This organisation has worked closely with Fishwick Rangers over the years developing mixed sporting and other diversionary activities in the area.

### **New Hall Lane/Local Indian, Pakistani and Polish Shops**

- It was noted that there were no litter or piles of rubbish; having spoken to some of the local shop keepers, they appeared content and optimistic about the future.
- The residential area is made up of multi racial community, however, people seem to get on with each other. They were satisfied with local facilities including schools, community centre, places of worship and public transport.

## 21 June 2012 – Interviews with Voluntary and Community Sector Organisations

The purpose of this meeting was to both receive member's feedback from the 30 May site visit to the Fishwick Area and to formally interview relevant voluntary and community sector organisations working within their local area to promote community cohesion.

### DVD – Anti Social Behaviour on Callon Estate

Just prior to the formal commencement of the meeting, members viewed a DVD supplied by Colin Makinson of Contour Housing to demonstrate the level of anti-social behaviour on Callon Estate during the 1990's, as useful comparison to the area at present.

### Feedback from 30 May Site Visit to Fishwick

Members who attended the Fishwick Site visit reported that it had generally been a very positive and worthwhile experience. The Panel agreed that there had been significant improvements within the area over the last few years, particularly since the 1990s, as evidenced by comparing the footage shown on the anti-social behaviour on Callon DVD with the area today and evidence given by local residents and businesses, who felt that overall communities did get on well together in Fishwick generally. The Fishwick Rangers and Callon Kids Club are also evidence of a successful project for young people, managed locally.

As highlighted previously a key issue identified from the site visit was the importance of ensuring access to services by Afghan refugees who had recently moved to the area and addressing language barriers to facilitate this. Members felt that certain issues were linked to Public Health Policy and particularly the child and maternal health programmes. The Panel felt that it was essential that the Council provide assistance wherever possible to the Afghan refugees. The Assistant Director (Head of Community Engagement) explained that information regarding the number of Afghan refugees would be available from LCC and Health partners. He also said that if the Community Engagement department could support the voluntary sector to assist the refugees in any way, they would investigate methods of doing so.

It was noted that Fishwick and St Matthews wards were one of the most deprived wards in the country. The Assistant Director (Head of Community Engagement) indicated that whilst money was not the only answer to these problems, the withdrawal of recent grant funding would only exacerbate the problem as interventions had radically reduced as a result.

## Interview/Discussion with Community and Voluntary Groups

The Panel were able to interview Tim Keighley from the Foxton Centre (Avenham) and Grete Smith from the Friends of Fishwick and St Matthews, who attended the meeting.

### **Key issues/points made during the meeting**

- The Foxton Centre represented a positive symbol in the community and as well as assisting individuals, dealt with larger issues such as equal opportunities and democracy
- Many groups that the Foxton Centre deals with are stigmatised e.g. it is always young people who carry guns. The Centre works with such groups to ensure they do not become marginalised
- The Foxton Centre Community Café used to be provided as a service, now the services users run it themselves.
- Community involvement would be much improved if there were more social venues which could be used. Fishwick and St Matthews covered such a large area many residents were excluded due to restricted meeting locations (Friends of Fishwick and St Matthews).
- An issue was raised with regard to the lack of funding in St Matthews historically. It was suggested that only organisations which were confident and articulate managed to secure local authority funding.

In response to this Jennifer Carthy from Community Engagement explained the background and historical context of funding available in previous years and made the point that there were many more community activists in Fishwick which were organised and able to access different funding streams. She also said that both wards had similar housing numbers, however St Matthews was more densely populated and had over 140 derelict properties. Many buildings are in poor condition and the mix of factory / industrial sites and residential properties all impact upon the number of community activists and deprivation levels.

The Friends of Fishwick and St Matthews also sent some written responses to the structured questions, which are summarized as follows:-

- From our experience of organising events and activities, residents are happy to participate if events/activities are organised by someone else, but are reluctant to or need support and direction to organise activities themselves. Most of the time they have the ability and the experience, but lack confidence.

- The challenges are:
  - Identifying the most efficient ways of advertising events/activities; Lack of financial resources for advertising (for printing leaflets/newsletters and mailing leaflets/newsletters); Lack of a suitable provision of venues accessible to all residents; The same residents being involved in our activities and events, difficulties in attracting more residents
  - People/ residents are connected to each other, especially neighbours and members of the same group. Residents are perhaps not that connected to local amenities because they do not feel they have a stake in the amenities (for instance they do not make use of the amenities, they are not involved in developing or running the amenities).
  - Wider services: residents feel entirely disconnected from wider services especially when they have made their views known and everything leads them to believe that their views have been disregarded
  - The perception and rhetoric on the part of some individuals has in the past not been conducive to instil much pride or desire to make any changes. More respectful language and consideration to residents' predicaments who are unable (for any reason) to improve the appearance of a site would be helpful.
  - Expectations for actions should be directly proportional to the type of neighbourhood. i.e. – the fact that in more deprived neighbourhoods there is a higher degree of apathy and a higher lack of confidence and motivation has been well documented. In view of this, small steps should be acknowledged. Showing appreciation might boost the confidence of those involved
  - Deprived neighbourhoods and their residents are portrayed in the national and local media in a negative light. Following negative stories residents tend to all be labelled in a very prejudiced manner. Every 'bad news' story from a deprived neighbourhood needs to be balanced with a success or achievement story from the same neighbourhood.
  - In response to a suggestion that residents in St Matthew's are not persistent enough to resolve issues identified in their area in comparison to other wards, one reason could be the fact that unlike residents from other wards, the vast majority of residents from St Matthew's are unlikely to have experienced 'winning battles' in respect of local authorities or statutory bodies.  
It is unrealistic to expect individuals with no experience of success to sustain community activism stamina in the same way as individuals whose previous experience taught them that battles can be won. It is also unrealistic to expect that change and understanding of the benefits to self and family of being involved in community activism may happen overnight. Such change is very slow, but possible with the appropriate support.

Ideas of actions which would be helpful for individual residents and community groups from deprived neighbourhoods:

- small scale school projects in schools so that future adults are confident and develop a spirit of community activism
- An idea for the Council to involve residents would be to randomly select a household from each ward and invite a council tax payer and one guest to the Guild Ball
- When a location (street/neighbourhood/cul-de-sac etc) is identified as a particularly well kept area in the neighbourhood, the Council acknowledge this by a letter to the residents in that location. People take pride and more notice when their efforts are acknowledged.

## 5. Key Findings / Conclusions

1. The Asset Based Community Development Approach adopted by the PCC Community Engagement department is an approach 'which builds on assets that are already found in the community and mobilises individuals, associations and institutions to come together and build on their assets – not concentrate on their needs'. (What is Asset Based Community Development – Appendix A). ABCD is increasingly seen as beneficial by public sector bodies.
2. Research referenced by Lancashire County Council, and evidence given by individuals and organisations throughout the course of the study, indicate that in general Preston people do get on with each other and reflect the existence of widespread community cohesion.
3. It is extremely important for public sector/statutory bodies to consult with and engage people effectively regarding service provision at a neighbourhood level. This can be achieved by exploring alternative methods of consultation and engagement and sharing successful examples with public sector partners.
4. One area of improvement as regards community engagement is tackling the 'generation gap', bringing older and younger people together to address negative perceptions and stigma in relation to young people.
5. The Site Visit had shown that the Callon Estate and wider the Fishwick area had dramatically improved its reputation over the years. Individuals and organisations interviewed confirmed that the area had improved, facilities were generally good and lack of cohesion was not an issue.
6. Members were particularly impressed the work of the Callon Estate Warden. They felt that this highlighted an example of a tenancy management model where a Housing Association invested heavily in the role, and worked very well.

7. The Fishwick site visit had revealed that a number of Afghan families had recently moved to the area. Key issues identified were language barriers and issues relating to child and maternal health programmes. It is vitally important to address language barriers and to ensure access to existing service providers which understand their particular circumstances coming from a war torn country. Assistance could perhaps involve the Council's Community Engagement department where possible and certainly the wider public sector including health partners.
8. It was noted that Fishwick and St Matthews wards were one of the most deprived wards on the country and that the recent withdrawal of Government grant funding had led to a significant reduction in interventions.
9. The voluntary/community sector organisations reported that residents are happy to participate if events/activities are organised by someone else, but are reluctant to or need support and direction to organise activities themselves. Most of the time they have the ability and the experience, but lack confidence.
10. If deprived neighbourhoods and their residents are portrayed in the national and local media in a negative light, residents tend to all be labelled in a very prejudiced manner. However, Callon Estate is an example of how this can be countered by Community Action.
11. Greater community involvement would be assisted by the availability of more free social/community venues – there is an issue regarding the availability of 'public space' in some areas.
12. The Sports Development, Community Engagement and Arts and culture offer of the city council has significant positive benefits on the health and well being of communities.

## **6. Recommendations**

1. That the Asset Based Community Development approach is endorsed and that its principles are embedded in all relevant services across the Council.
2. That public sector partners are encouraged to work collectively in any consultation
3. That the council needs to be proactive in tackling stigmatized areas through positive publicity
4. That new the community engagement team takes the lead in identifying new communities and their needs

5. That the council representatives on the newly established Health and Wellbeing Board, actively seeks any opportunities for commissioned services that can be delivered by existing city council services.

## **9. Management Team Commentary**

In relation to the recommendations, Corporate Management Team suggests that they need to have some ownership and timescale (where possible) so that progress against them can be reported back to Scrutiny/Cabinet in due course. CMT will work with the Scrutiny officer to address relevant actions.

## SCOPING DOCUMENT

## Social Cohesion

1.	<u>Scrutiny Chair:</u> Councillor B Patel	<u>Contact Details</u> <a href="mailto:Cllr.b.patel@preston.gov.uk">Cllr.b.patel@preston.gov.uk</a>
2.	<u>Scrutiny Support Officer:</u>	Clare Gornall ex6475 <a href="mailto:c.gornall@preston.gov.uk">c.gornall@preston.gov.uk</a>
3.	<u>Departmental Link Officer:</u>	Peter Bargh ex6453 <a href="mailto:p.bargh@preston.gov.uk">p.bargh@preston.gov.uk</a>

1. **Which of our Corporate Priorities does this topic address?**

Brighter futures and Safer and Stronger  
Well Run Council (EFLG Cohesion)

2.

**What are the overall aims and objectives in doing this work?**

To investigate the effects of external views or "stigmatization" of local estates/areas experiencing multiple disadvantage and what consequences result. Specifically perceptions of:

- the lack of a work ethic
- criminality and levels of crime
- lack of interest and community activity

To consider what if any barriers there are to community cohesion by looking at:

- whose views are being heard and whose were not
- the barriers to being heard and how they could be overcome.

To develop recommendations for the council on the role of the local authority in tackling stigmatization and promoting the value of communities.

To build stronger, more sustainable communities for the future

3. **Possible outputs/outcomes to this review are:-**

The work will be outcome rather than output focussed and seeks to embed an approach across the authority that:

- considers local assets as the primary building blocks of sustainable community development
- builds on the skills of local residents and the power of local associations
- identifies the supportive functions of local authority
- Through targeted community development work enable communities to reclaim 'ownership' of and (some) responsibility for their neighbourhood to varying degrees and levels to get local people thinking 'what can we do about this issue?' rather than 'what are services going to do about it?'
- Values resilience, social networks within and between communities
- Understand the social value of connecting people to services, amenities and each other in terms of positive health and well-being outcomes

4. **What specific value can Scrutiny add to this work area?**

Asset Based Community Development (**ABCD**) is an approach already employed within the neighbourhood engagement team and by colleagues within the health field. Through this study, the council could add significant value to the work firstly by developing a greater understanding of community concerns, aspirations and possibilities.

Secondly developing a greater understanding of the way this approach can be used to help local people to mobilise the talents, skills and resources already within the community and understanding the associated health and well-being benefits.

Thirdly, adding a political dimension by elevating the importance of this approach from the starting point of what an area has to offer rather than from identifying its problems or deficits.

Lastly by raising the profile of this approach with partners, staff and the wider community

5. **Duration of the Review?**

It is expected that the review will last until early summer 2012

6. **What category does the review fall into?**  
**[several may apply]**

Policy Development  
External Partnership

7. **What information do we need to undertake the Scrutiny Review**

Presentations on the ABCD approach from PCC staff and other agencies  
Review of literature from, for example, the Joseph Rowntree Foundation, Marmot Review on Health Inequalities  
Outcomes and learning from a range of existing community activities and ABCD approaches

8. **Who can provide us with relevant evidence?**      **What areas do we want them to cover when they give evidence**

Local Community Groups and local activists Local elected ward members	Local activity Local concerns Local approaches
--	--

Faith leaders	The role of faith groups in local activity
---------------	--

Colleagues from other public sector agencies	To discuss their approaches. (E.g. in terms of the police, to give factual accounts of the real levels of crime and the problems of perceptions of crime)
--	---

Good practice examples from other local authorities / PCT 's and from within PCC Neighbourhood Working	Experiences of an ABCD approach and lessons learned
--	---

Wider Voluntary Sector representatives	Consideration of additional support needs and/or barriers to community action and activity e.g. carers' responsibilities
--	--

How do the community engage with existing community 'leaders' and representatives

9. **What processes can we use to feed into the review (site visits/observations, face to face questioning, telephone surveys, written questionnaires etc?)**

Visits to areas and face to face meetings with community groups  
Visits to local centres of faith  
Interviews with representatives via the panel meetings  
Walk abouts - engaging those who are not tied into any community group

10. **Diversity – How will we address the diversity standards in order to uphold the Council’s Single Equality Scheme?**

All areas of work and resulting recommendations will be equality impact assessed.

However, working at a neighbourhood level is accessible and inclusive by definition – every household and its’ occupants are potential stakeholders in any given community activity or intervention.

It is important that the focus is on community concerns, strengths and weaknesses rather than a focus on one aspect of community such as race or faith. The challenge is to clarify the goals at the start of the project. I.e. an objective could be to ‘increase resilience’ and ‘build social networks’ on an estate and or between estates / between young and old / new arrivals etc. A geographical focus would to a large degree take the focus away from a particular group.

Residents’ involvement is central to the asset-based approach to developing communities and the potential outcomes impact positively upon a range of local policies and priorities. These include:

- increased sense of safety and well-being
- better connectivity of people to each other, local amenities and services
- Improved landscapes and environments that address factors that contribute to crime
- Alternative options and life style choices that lead to improved health outcomes
- Being a significant part of local solutions and asset development increases confidence, pride, a sense of entitlement and civic responsibility

**Reference Documents/Reports/Presentations**

White working-class views of neighbourhood, cohesion and change: Joseph Rowntree Foundation, November 2011

What is Asset Based Community Development – Presentation by the Head of Community Engagement

The Cattle Report - Community Cohesion: a report of the Independent Review Team (January 2001)

**Structured Questions for External Interviewees**

**Public Sector:**

1. Tell us how or if you consult and involve people in organisational change and service provision at a neighbourhood level
2. Please give us any good practise examples from the above that impacts positively on community cohesion that we can share with cross-sector partners
3. Tell us how or if you can redress the negative image and stigmatisation experienced by some neighbourhoods e.g. what is reality, what is perception?

**Private Sector:**

1. Tell us what your business contributes to the local community and/or local economy e.g. track record employing local people or involved in volunteering opportunities

**UCLAN:**

1. How does the student base get involved in community cohesion activity as additional local assets?

**Faith Sector:**

1. What is your vision for the communities you serve and how will it be achieved? I.e. do you need the support of local people and/or partner organisations?
2. How could you support the cross section of residents involved in neighbourhood activities become involved in wider civic events as equal stakeholders e.g. the Guild?

**Voluntary and Community Sector:**

1. Tell us your experiences of working at a neighbourhood level that impacts positively on community cohesion
2. Tell us about any challenges and achievements from the above that we can learn from and your support needs for the future (if any)
3. In your view, how 'connected' you feel people are to each other, to local amenities and to wider services?

4. Tell us how you have or could redress the negative image, poor reputation and stigmatisation experienced by some neighbourhoods?

### **Questions for Fishwick Site Visit**

1. What is it like to live here?
2. How many different communities live here?
3. How do they get on?
4. What sort of community facilities do you currently use?
5. What sort of facilities do you think might be lacking?
6. What is it like finding work in this area/ what types of work are available?

**Comments Regarding the Study from Mrs Zafar Coupland, SAHARA**

At the final meeting of the Panel on 22 August 2012, Mrs Coupland indicated that she had some concerns regarding the emphasis and conclusions of the study. Her comments are therefore on record as follows:

“This is an important study, investigating the effects of external stigmatization of local areas experiencing multiple disadvantage and the consequences of this on the local people; and considering what, if any barriers there are to community cohesion.

The study identifies current practices adopted by public sector organisations when consulting about their service provision. It is obvious that the organisations interviewed are all engaged in some way in seeking the views of local people. However it does not provide any evidence as to whether the consultation process was inclusive and reached the cross-section of the local community, and whether the community was given any feedback about the outcome from the consultation and any impact on policy or service provision as a result of it. It is noted that PCC Sports Development Department included a number of interest groups as part of its consultation process, which does have the potential to reach a wide cross-section of the community and also the SDD’s constituent groups. This should be seen as an example of good practice.

One of the key findings of the study is that ‘in general Preston people do get on with each and reflect the existence of widespread community cohesion’. Of course we would all want to welcome this observation, however it should be noted that this study included only 2 out of the 22 wards in Preston and was limited to one site visit and interviews with a small number of public and voluntary and faith sector organisations. It would have been helpful if the study included analysis of data related to ‘hate crime’ reported to the Police or other agencies such as Racial Equality Council and what the trend was. This could be seen as one possible measure of whether there was now a greater tolerance and acceptance of the diversity within the local neighbourhood. It should further be noted that community cohesion implies that those from different backgrounds have similar life opportunities; and strong and positive relationships are being developed between people from different backgrounds and circumstances within a neighbourhood. Although the study identifies that young people from diverse backgrounds participate together in activities, no evidence is presented about the older generations coming together in a similar manner or there being more social interactions amongst them.

The study identifies the need to tackle the ‘generation gap’ to ‘bring older and young people together’ and it is acknowledged that this is a very pertinent issue in all communities”.

Zafar Coupland  
Manager.  
Sahara.in.Preston