Princes End
World Café findings
11th June 2016

Overview

We at LoveTipton have come together as a partnership between the Council, West Midlands Police, Fire Service and members of the Voluntary Sector to look at how we approach community engagement afresh. We aim to deliver effective community engagement with local people in Princes End and to encourage community ownership and leadership.

"The Tipton community has seen Sandwell Council and the West Midlands Police run many projects and incentives in the past to engage the community. These have not always achieved the results they were looking for with some having little or no effect. I believe this is the first time that the community has been able to sit down in a safe environment and say how they really feel and what they would want to see done in Tipton.

The World Café held on the 11th June was a great way of giving the people a voice and allowing the authorities to listen and act upon what the community are saying. I hope this leads to a more involved and active community both from the citizens and the authorities in the future."

Steve Peach

Senior Minister Tipton Christian Church

Background

We invited 120 local residents from the Princes End ward who we recruited at various times and locations including at local schools, libraries, door-knocks, Sure Start, sheltered bungalows and more. We wanted a range of views from all ages but also to include different sections of the community who may not usually get involved or engage with the police/council at other events.

We set three topics for discussion and captured the conversations.
1. **"Community - What does it mean to you?"**
2. **"Trust - What does it mean to you?"**
3. **"What matters in Tipton?"**

The questions were left open so that the community could tell us what they thought rather than us dictating to them what we thought.
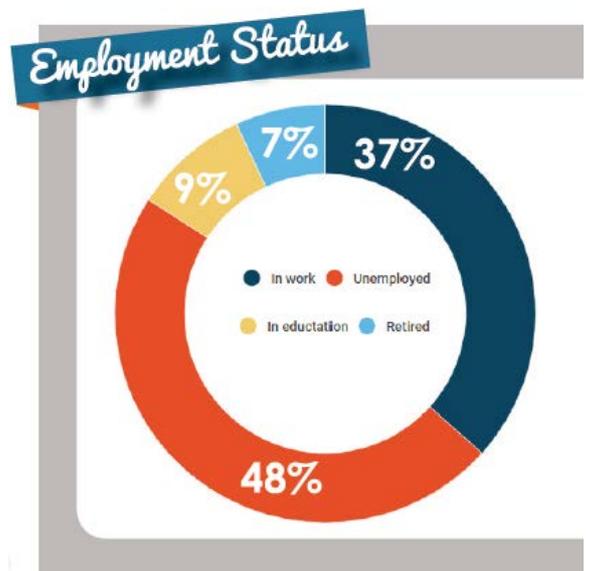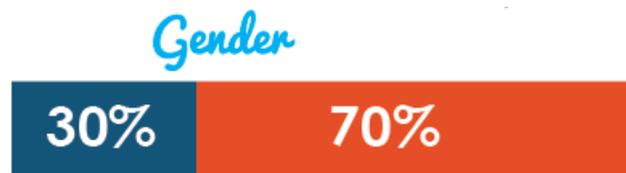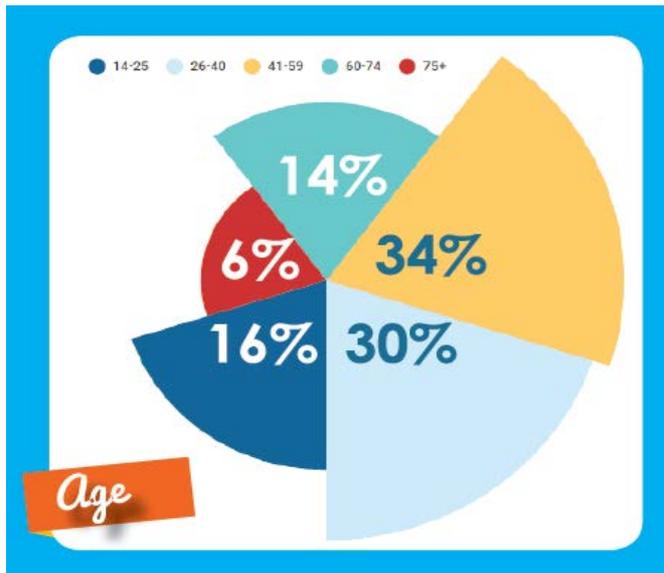
Strategic Objectives

- ☐ Reduction in crime levels in key hotspot areas
- ☐ Transforming the way we tackle local issues through developing new ways of community engagement
- ☐ Driving forward community ownership and leadership within local communities
- ☐ Increasing the confidence of the community in the police and the local authority in tackling crime and ASB
- ☐ Support residents to help themselves and others
- ☐ Early prevention of ASB and crime
- ☐ Actively engage local people in community action
- ☐ Support communities to become more confident and take responsibility for 'policing' low level issues that impact upon their daily lives

Participation

This is a break down of who participated at this World Café:

73 local residents attended all aged 14+

Age

Legend: 14-25, 26-40, 41-59, 60-74, 75+

14%
6%
34%
16%
30%

Gender

30%   70%

Tenure

36% SMBC tenant
28% Private rented
21% Owner occupier
15% Living with parents

Employment Status

7%
9%
37%
48%

Legend: In work, Unemployed, In eductation, Retired

Ethnicity

Legend: White (English)   White (Welsh)   White (Irish)   Mixed (White& Black Caribbean)

You said that the 6 main themes within Community were Neighbourliness, Engagement, heritage, resources, environment and safety.

Below is a chart which shows the number of times these main themes were mentioned in the discussions within the round:

Neighbourliness - 81, 60+ were

Safety - 21, 12 were positive

Engagement - 28, 20 were positive

Environment - 24, 10 were positive

Heritage - 28, 16 were positive

Resources - 25, 10 were positive

What did Tipton say about community?

Neighbourliness
Generally, participants explained their neighbours in a positive light. Communication and friendliness were both seen to be important for individuals who described good relationships with their neighbours; with good neighbours being people who helped each other.

The idea that neighbours looked out for one another, whether it be the protection of property or ensuring wellbeing was mentioned numerous times, particularly in the context of elderly or infirm people.

Negative descriptions of neighbours included areas where communication between residents wasn't good, and where the community only came together in emergencies. Limited understanding of differences of race and religion, as well as language barriers, were all seen as barriers to good relationships with neighbours.

Neighbours' having good manners is seen as being really important to people in Tipton, as well as being able to trust each other.

Engagement
The majority acknowledged that there are existing mechanisms of engagement. There were references to community events such as the "Big Lunch", day trips to Blackpool and fun days across the ward.

There was also acknowledgment that this World Café was a positive form of engagement.

Some of the negative comments were around the lack of integration within the community or things that no longer took place but these were minimal.

Heritage
Participants expressed real pride on the whole of living in Tipton, and people generally love living here.

Tipton's heritage was generally acknowledged as coming from its love of horses to what others saw as a diverse, accepting area where all different cultures lived alongside each other without issue.

Resources

The majority of the comments around resources centred around the lack of facilities available for young people. It was recognised that there are existing facilities such as the Jubilee Centre and the Tibby base; however what is available does not meet the needs of young people or the wider community.

Environment

The references to environment were predominantly around litter and dog mess. With regards to the observations around litter it came to light that there are already active citizens who voluntarily clear up litter around the ward. However there was still a clear need for additional clearing of litter and more bins for dog waste.

Safety

The majority of the statements made were about the perception of safety. Of the comments made half were positive.

It was reflected that people feel that the majority of people are trustworthy, with only a select few that caused issues. There was a perception felt by older people that groups of younger people are intimidating.

Here are a selection of quotes from the tables on this round:

"To be asked what we feel is excellent #LoveTipton"

"Working together to make place a better place"

"No mixing of people young and old"

"Family hasn't got to be blood related"

"Tibby and City -it's not as bad as made out "

"Looking out for lonely people and old people"

"Majority of people are trustworthy, just a select few, druggies"

"Children should be safe where they play – neglected"

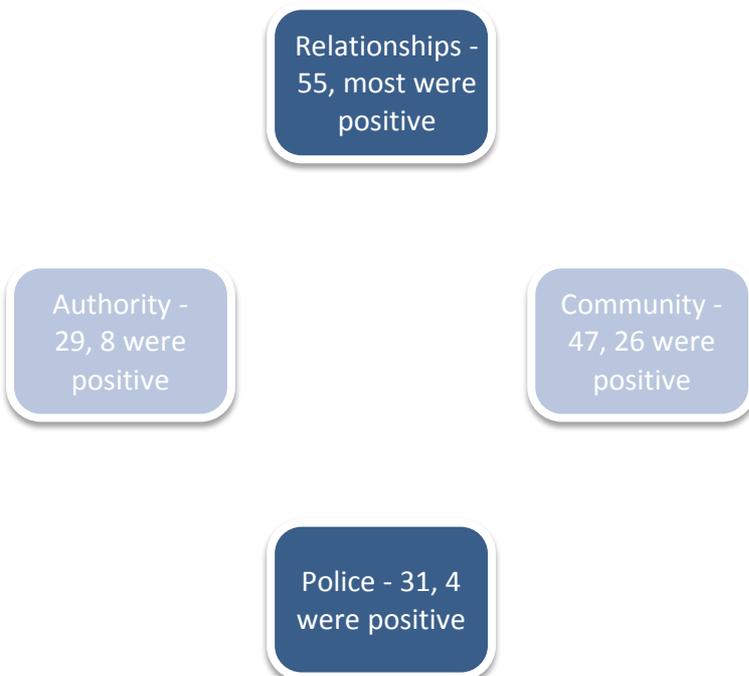*"Elderly people fear young people - intimidated when in large numbers"*

"Can't trust police unless its foot patrol being seen otherwise they respond too slowly"

Round 2 – Trust, what does it mean to you?

You said that the 4 main themes within Trust were Relationships, Community, Police and Authority.

Below is a chart which shows the number of times these main themes were mentioned in the discussions within the round:

Relationships - 55, most were positive

Authority - 29, 8 were positive

Community - 47, 26 were positive

Police - 31, 4 were positive

Relationships

A strong essence of this round was around building relationships and the value of trust. The importance of Trust was clear in respect to building relationships, both with neighbours and with authorities.

Many of the comments were positive; there were a lot of general comments around how we trust and who we trust and reflection on personal experiences.

Community
From the comments made within this round it was clear there is a strong community spirit in Princes End. The majority of these comments were positive and that there is trust **with one another**.

Many examples were given about how people support one another both for day to day issues and can be called upon in emergencies.

Police
Most of the comments suggesting a lack of trust in the police stemmed from a belief that the police didn't do enough to respond to peoples' requests for help when they needed it, such as not attending an incident when the public phoned in or not seeming to react to low level crime or anti-social behaviour.

Some comments were that the police could be "lazy" in their response, and the public didn't understand why they didn't see the police dealing with their priorities.

Whilst the overwhelming majority of responses were negative some participants were able to recognise the positive role that the police have within the community.

Authority
A very strong and clear message comes through from the comments made that there is a lack of trust between community and authorities. It appears that the lack of trust exists based on past experiences and relationships.

Here are a selection of quotes from the tables on this round:

"Police and council say one thing and do the opposite"

"Trust can be improved with authorities attending and calling more events"

"Trust people who keep you safe like: local authorities, family, friends, emergency services, neighbours "

"Community come together but can take time to build trust"

"Area has grown a lot over year and become a better place"

"I have trust in my street that neighbours look after each other"

"Tipton used to have a bad name but it is better - families are most important and stick together"

"We need to mix more religions etc"

"Rely on neighbours and friends to look after house and pets when on holiday"
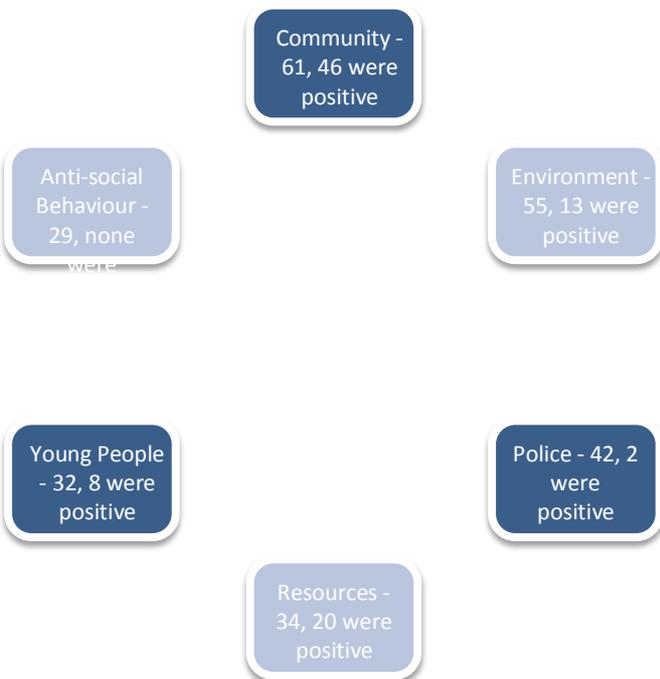
"Police are there to help not all bad "

"Don't see enough police patrols"

Round 3 – What matters in Tipton?

You said that the 6 main themes within What Matters in Tipton were Community, Environment, Police, Resources, Youth and Anti-social Behaviour.

Below is a chart which shows the number of times these main themes were mentioned in the discussions within the round:

Community - 61, 46 were positive

Anti-social Behaviour - 29, none were

Environment - 55, 13 were positive

Young People - 32, 8 were positive

Police - 42, 2 were positive

Resources - 34, 20 were positive

Community

You told us that Community is a key component of what matters most to you in Tipton. The focus appeared to be around the need to work together to meet shared goals and opportunities to come together through organised activities.

Participants were seen to value the opportunity to get more involved in decision making and being listened to across many organisations.

Some individuals stated how they would like to get involved in fundraising, as well as other activities which brought together groups such as parents with similar aged children. It could perhaps be suggested that these community events could be better used as a way for authorities to speak to Tipton residents.

Environment

Of the key issues raised that most participants would like to see addressed is litter and fly-tipping across Tipton. Some actions that residents suggested would need assistance from the authorities, such as providing more dog waste bins to tackle the problem of excrement on the streets.

Some local residents expressed that they were willing to play a part in cleaning up Tipton, often on small scales which might need some coordination.

There were several other suggestions from local people on how to accommodate those with horses in Tipton.

A further concern was to do with the quality and better use of the available green space in Tipton.

Police

As expressed in the previous round there were a significant number of negative statements made towards the Police. The comments centred on a perceived lack of responsiveness from the Police force towards both crime and anti-social behaviour.

Participants gave examples of where incidents have taken place within the community with some locations being identified as hot spots. Visibility with policing was regarded as really important, with people reporting they felt safer when they saw police on the streets. Some residents felt a police patrol passing through twice a day made them feel safer, whereas others stated that they felt police needed to be out and about much more often to make them feel safe. Generally, there was agreement that the police were not visible enough.

It was suggested that maybe when patrolling, police might spend more time walking around, as it was not felt as reassuring just to see a police car passing through. In addition the closure of police stations was a particular worry of some residents; with people concerned that Tipton police station was always closed.

There was a sense that incidents are not taken seriously when they happen in Tipton. Participants stated that they often did not report incidents to the Police or Authorities because they are scared of reprisals.

Resources

The comments made on the available resources in Tipton were mostly positive.

There was an acknowledgement of the availability of recreational activities and facilities that are used the community; however it was identified that there is a need for more activities for younger people and the wider community.

One particular resource that participants felt were missing in Tipton was appropriate support for people with mental health needs.

Several comments suggested a dependence upon health services in Tipton, as well as describing how ineffective they could be. It didn't seem local residents felt listened to by local health providers. A suggestion was made that more could be done to beat obesity in Tipton, perhaps through healthy eating family sessions.

Young People

Youth came up repeatedly as both a source of issues and as a group of people who were seen to be disadvantaged within Tipton. Youth were seen to have been labelled unfairly as troublemakers, although many believed this not to be just. There seemed to be an appetite that Tipton should **"...give kids a fair chance…"** and that *"...kids should be kids…"*.

Some residents didn't believe that schools were educating children enough to equip them to live well in Tipton, such as good quality religious education. It was also suggested that schools should do more to instil respect in children, as some residents felt this was lacking.

Many people believed that Young people needed better resources in Tipton, as a way to reduce what they thought were interconnected links between anti-social behaviour and youth being bored.

It was suggested that the success of organisations such as the police and fire cadets should be looked into, and whether this could be expanded to provide this to larger numbers of children. It was felt that there is a need for better use of existing communal spaces, such as providing youth clubs in schools during the holidays or at weekends.

Football was seen as an area to look at as a potential relief for boredom. Many residents suggested that a youth club would be a great asset for Tipton, as well as helping solve many other issues.

Anti-social Behaviour

All comments made regarding anti-social behaviour have been classified as being negative. There were strong comments that have been made, specifically around hate incidents related to race and ethnicity.

Whilst very few comments actually used the term "hate crime", several participants described racist incidents that either they or a friend/relative had experienced.

The recent EDL march had caused fear with some residents, and they felt they couldn't properly report their concerns to the police for fear of backlash. There did seem to be an appetite for some within Tipton to learn more about the other cultures who live there, as well as to break down some of the barriers that exist between some groups.

There was a focus on the impact of drug and drink related behaviour. This was seen to have a particular impact on young people, both who take drugs and who are affected by the actions of others, such as in the misuse of the "Tibby" park.

Issues caused by motorbikes were mentioned by more than one participant, with residents complaining of dangerous driving, such as driving mopeds on pavements.

Residents seemed to recognise that it was the actions of the few that were causing issues in Tipton, the "10%" making life worse for the "90%" of people who were law abiding and want a safer community. Some residents spoke of an informal neighbourhood watch system in place, where locals looked out for each other and for suspicious behaviour.

Here are a selection of quotes from the tables on this round:

"Needs someone—some key people to start things off"

"Keeping Tipton a good place to live in and take pride in, parks, horses and community values"

"Happy to organise litter pick if council provided pickers"

"Keep the Pride of Tipton awards"

"Key issues activities, funding, crime, security, places to report face to face , someone to listen more events like this"

*"**RACISM** Having your bins emptied on your drive/car "*

"Mum getting abuse based on appearance of looking like a gypsy"

"Polish friend been waited for out chip shop and egged -> burnt with lighter"

"Well known families - victimising elderly"

"Thank for Sandwell Park its lovely"

"Thank you for free bonfire and firework display in October 2015"

"There is a lack of help for people with mental health needs"

"Too many youth clubs closed down"

"Scared of reprisals"

"Keep the people of Tipton informed"

"Neighbourhood watch scheme not formal but informal on the estate "

"Please stop mopeds on paths and racing up road as I have witnessed a couple of accidents".

Conclusion

LoveTipton's first World Café was well received by all involved. There was a real buzz on the day of the event and you could feel a community spirit even though people did not necessarily know each other and this has been echoed by the comments and feedback.

Based on the overall feedback from all three rounds the top three themes were Community, Environment and Police.

There are some interesting perspectives around what the community see as a "good service"; there seems to be positive comments relating to individuals named and not named explaining positive experiences with local service providers. There are also some negative comments which suggest discontent with current service provision in the area.

In part, during the round of the World Café where participants were given the opportunity to discuss their views they did just this. It was very apparent that a sizable number of participants felt aggrieved at service providers/authority in Tipton who they did not feel delivered on their promises, nor acted in their best interests.

It is clear that a new relationship is required with some individuals in Tipton and their respective local authorities, that greater transparency and clarity of action will help progress relationships and build foundations for the "active citizen" to take a much greater stake in their local area.

The issues that were raised around anti-social behaviour and crime were an overarching theme impacting on most residents and the community as a whole. Some of these issues are the cause of much of the division within the community and cause significant distress to individuals which residents felt may not be acknowledged by services.

Some of the environmental issues are the areas of focus that we can scope with the community to determine ways that they can get more involved. There were examples discussed with individuals being very active in the community, doing positive actions to make Tipton a cleaner place.

We also need to see why these issues exist as some of the litter and dog fouling is about attitudes and behaviour so its scoping out work that can be done that focuses on prevention and challenging behaviours.

It is clear from the feedback surrounding the police that the lack of visibility of officers and the response provided to the public does not meet their expectations. There is a view amongst participants that that what matters most to them is not reflected by those in authority.

As expectations amongst the public on services remain so high there is a clear need to work with them to develop a shared understanding of what is possible. There were many citizens who expressed a love of their area and a willingness to become more involved in bringing about change to make it a better place to live. This willingness will be necessary to enable better use of resources and to enhance smarter working and work with the community to support with issues and aid solutions.

Moving Forward

Through many comments, it was easy to see the community reflecting on the behaviour of services in Tipton, yet it was less obvious that the community had fully reflected on their own behaviours and the opportunity here to drive change in Tipton. There is an opportunity here to develop solutions alongside residents, using their ideas and also their ability to challenge suggestions and plans from the authority in order to maximise the efficiency of the resources available in Tipton.

Engagement there is clearly more work and opportunity to engage with the community.   The main thing will be about investing time with them and building and sustaining relationships. A key message will also be about the feedback and communication of action that is being taken, especially around policing as there is a perception that no action is taken and there is no justice.

The need for a cash investment into the area is clear; this is an opportunity to work with the community and partners to deliver something around Participatory Budget.

Trust is an important value system and there is currently a lack of trust and we need to build relationships and work with the community. We need to be honest and transparent with our actions. We need to ensure we manage realistic expectations and don't promise anything we can't deliver.

Going on from this report, there is a potential to harness the energy of those who attended the event and the wider community to address the issue of future service provision in Tipton. Whilst some services may have to be closed or restructured, there is an opportunity for local residents and community organisations to deliver some of these services, keeping the community and their needs and aspirations at the heart of what they look to achieve.

What will be required however is a new relationship between the public and the providers in Tipton. As individuals and communities are expected to do more for themselves, they will expect the support to do so, and a level of transparency that it seems may have been missing in past years, to become "partners" in Tipton, not just to have their voices heard. If organisations are willing to commit to this, it seems Tipton may be ready for the "Active Citizen" to start doing more in their local community.

If our expectation is for the community to become more engaged and to be more actively engaged and accountable and providing solutions and not reliant on services, we need to recognise that the lack of engagement within this community will not be changed overnight.

Behaviours and attitudes are what we are looking to change and influence and this will take time. The key messages that have been delivered through our engagement event are that there is an existing community and there are active members who are willing to get involved and want to do more.

The main thing that we must ensure is that now we have started this process that the journey continues and we maintain momentum. If we fail on this after initiating such a positive response we will reinforce the negative perceptions of authority and any existing barriers will be endorsed.

Appendixes

The table below contains all of the themes identified across the 3 rounds. There is a break down in the number of times each category was mentioned by participants which have been displayed by round.

R1. "Community - What does it mean to you?"
R2. "Trust - What does it mean to you?"
R3. "What matters in Tipton?

Main Categories	R1	R2	R3	Grand Total
ASB	12	0	29	**41**
Authority	8	29	5	**42**
Communication	4	16	22	**42**
Community	5	47	61	**113**
Crime	2	7	4	**13**
Division	4	0	0	**4**
Education	1	1	15	**17**
Employment	4	0	13	**17**
Engagement	28	0	19	**47**
Environment	24	2	55	**81**
Financial	2	0	0	**2**
Health	4	0	4	**8**
Heritage	28	0	0	**28**
Horses	7	0	7	**14**
Leisure	1	0	0	**1**
Neighbourliness	81	0	0	**81**
Resources	25	0	0	**25**
Safety	21	8	0	**29**
Solution	5	0	0	**5**
Integrity	0	14	0	**14**
Outcomes	0	7	0	**7**

Police	0	31	42	**73**
Housing	0	2	10	**12**
Poverty	0	1	0	**1**
Relationships	0	55	0	**55**
Resources	0	2	34	**36**
Respect	0	13	0	**13**
Investment	0	0	2	**2**
Youth	0	0	32	32
Pride	0	0	2	2
Total	**266**	**235**	**356**	**857**