

Queen's Park

YEAR 1 evaluation survey

July 2007

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BBWCVS

Basildon, Billericay and Wickford Council for Voluntary Service

Introduction:

Community Development Worker Artak started his work in Queen's Park Billericay in January 2006. The first stage of his work was a general resident survey which took place in April 2006. The survey covered 407 houses to include the private houses surrounded by the social houses to give us a complete picture of people's perceptions and experiences living in Queen's Park. The Survey was conducted on a door-to-door basis.

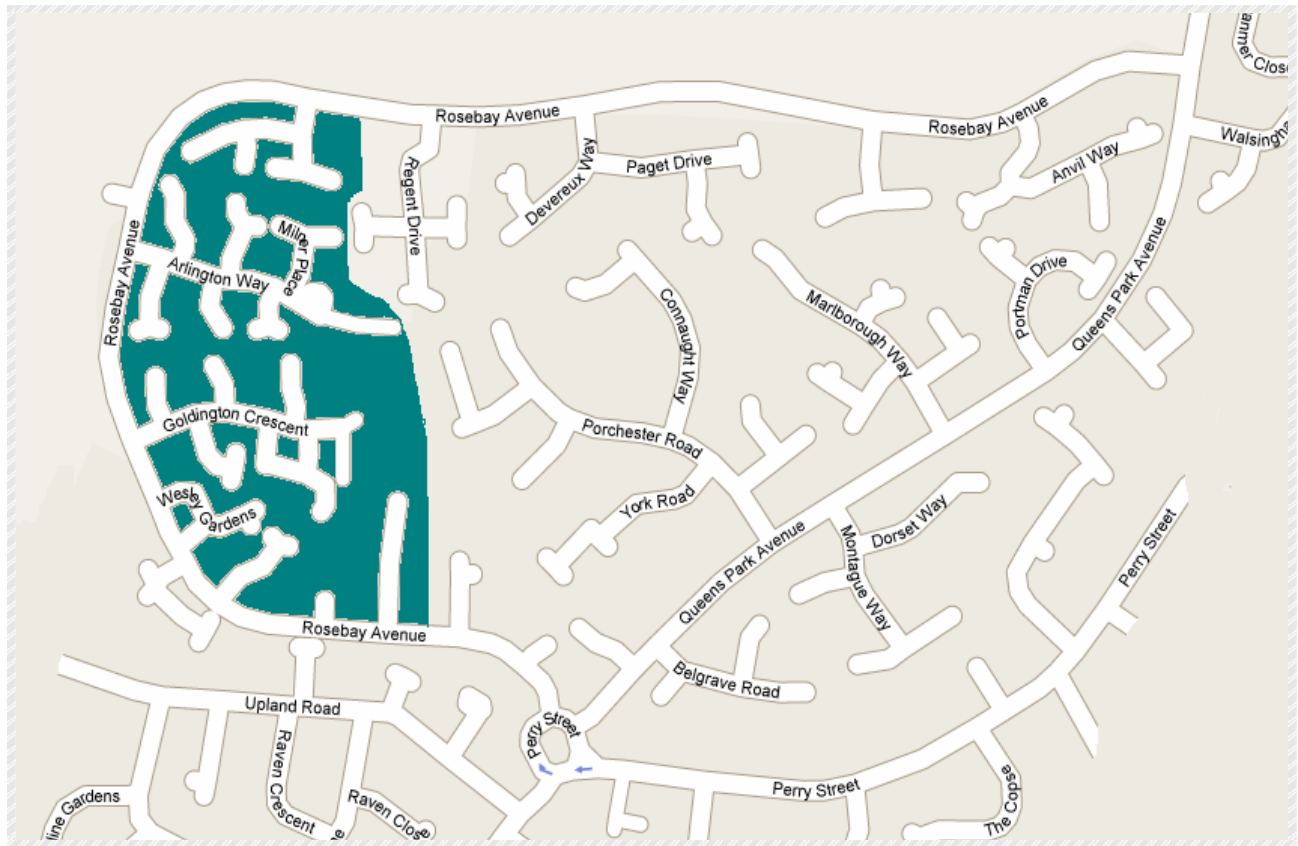
During 2006 and to date various activities have been organised in Queen's Park, including Queen's Park Reference Group formation – May 06, "Planning for Real" events – July – September 06, Queen's Park Newsletter – quarterly, Fun Day - September 06, Queen's Park Working Group formation – November 06, Christmas Event – December 06, "101" bus campaign which resulted in the 222 – December 06, "Skip or No Skip" – April 07, "Open Day" for youth – April 07 amongst others.

The aims of this evaluation survey were to:

- Find out residents views on community development that took place in the last year,
- Find out residents perceptions about changes and improvements in the community,
- Identify improvements from the residents' point of view still needed in the areas.

The information contained in this report is based on the completed survey questionnaires. All 407 households received the survey in the post, with a FREEPOST label on the back of the survey.

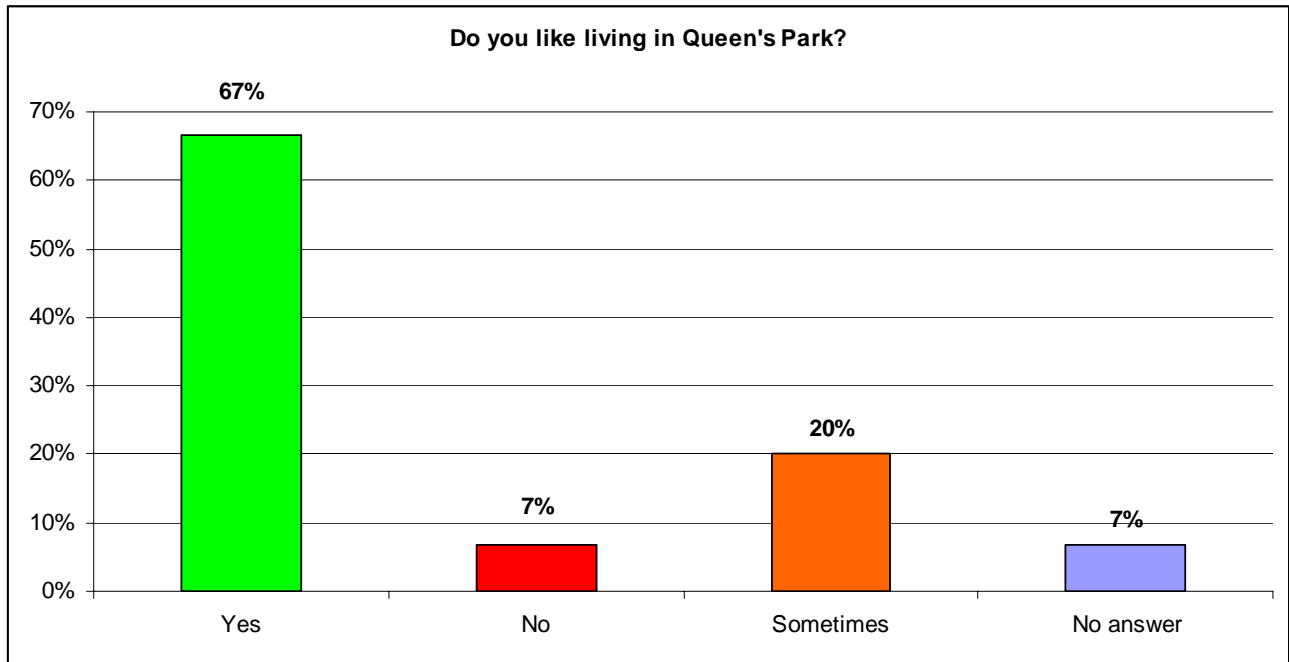
Area covered by the survey



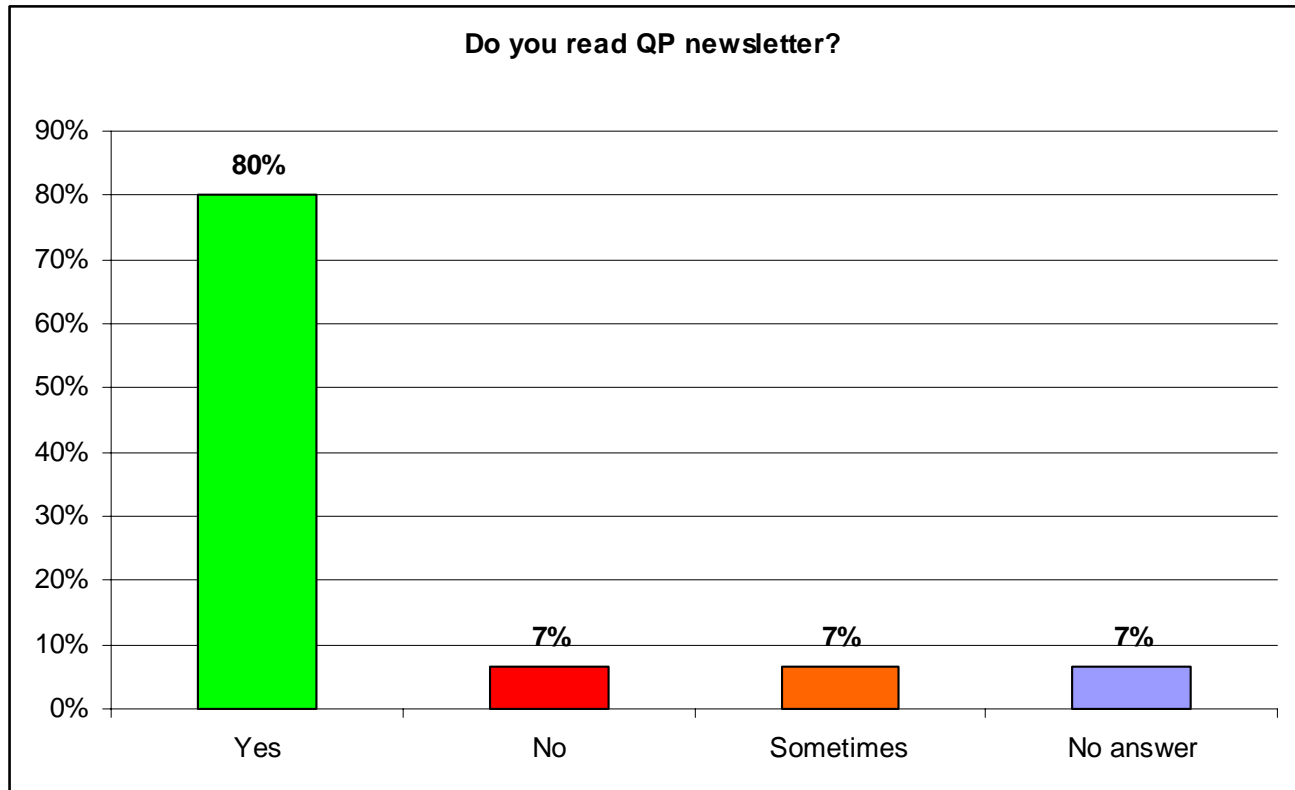
- 407 households were involved in the survey
- 15 completed surveys were received (3.6%)

Results:

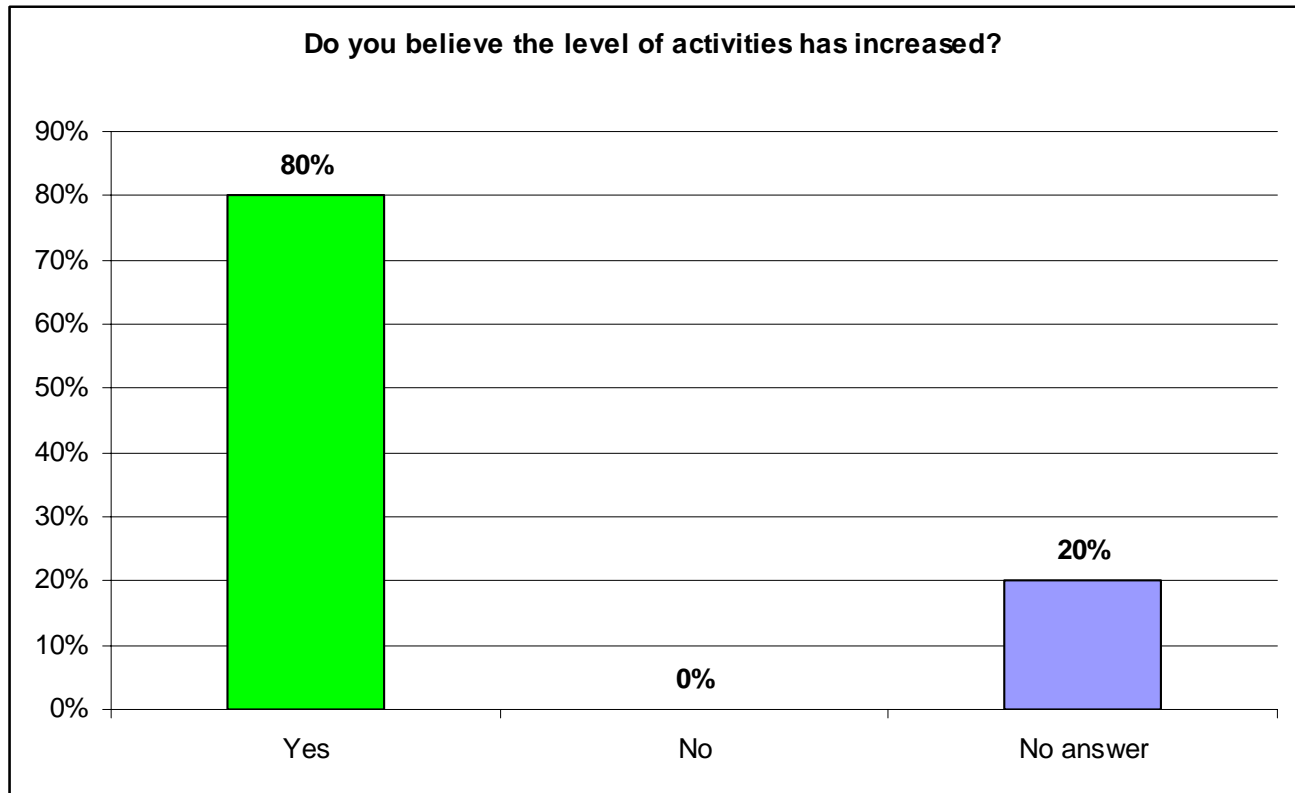
The majority of residents like living in Queen's Park (67%)



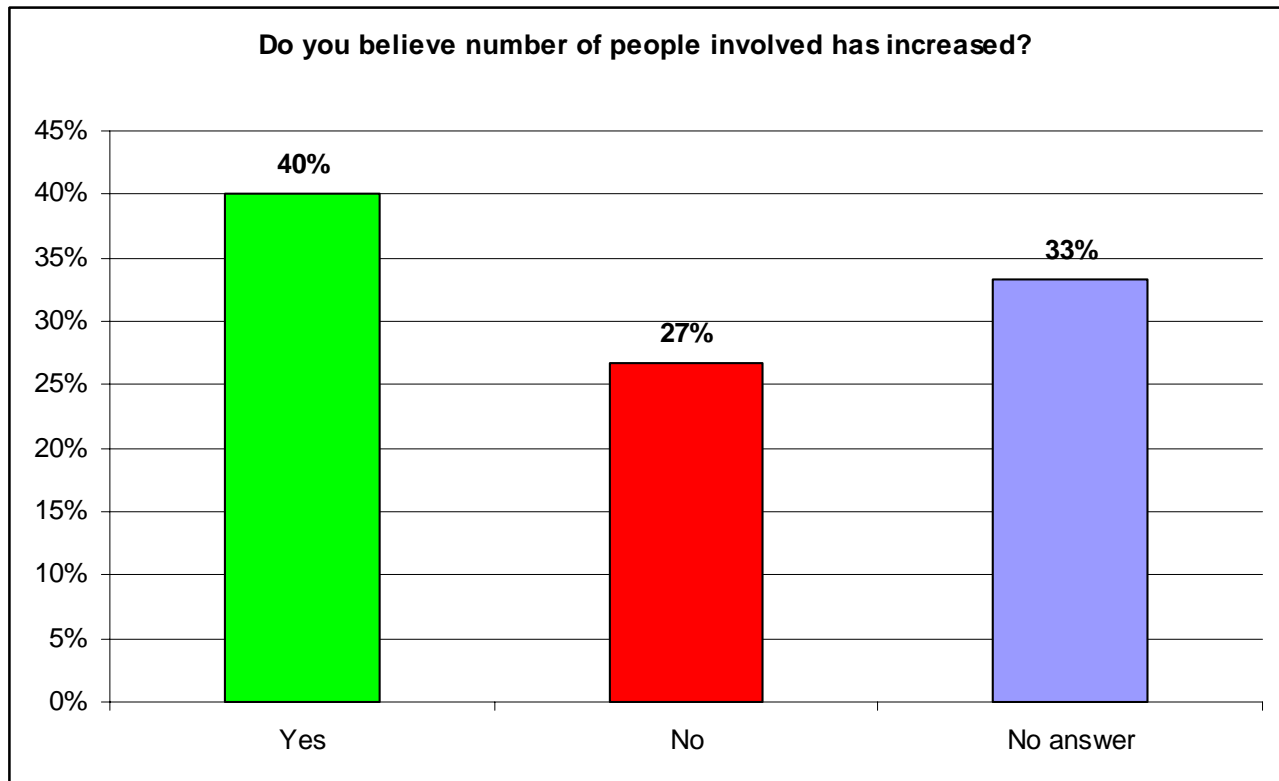
Most residents read the "Queen's Park" quarterly newsletter.



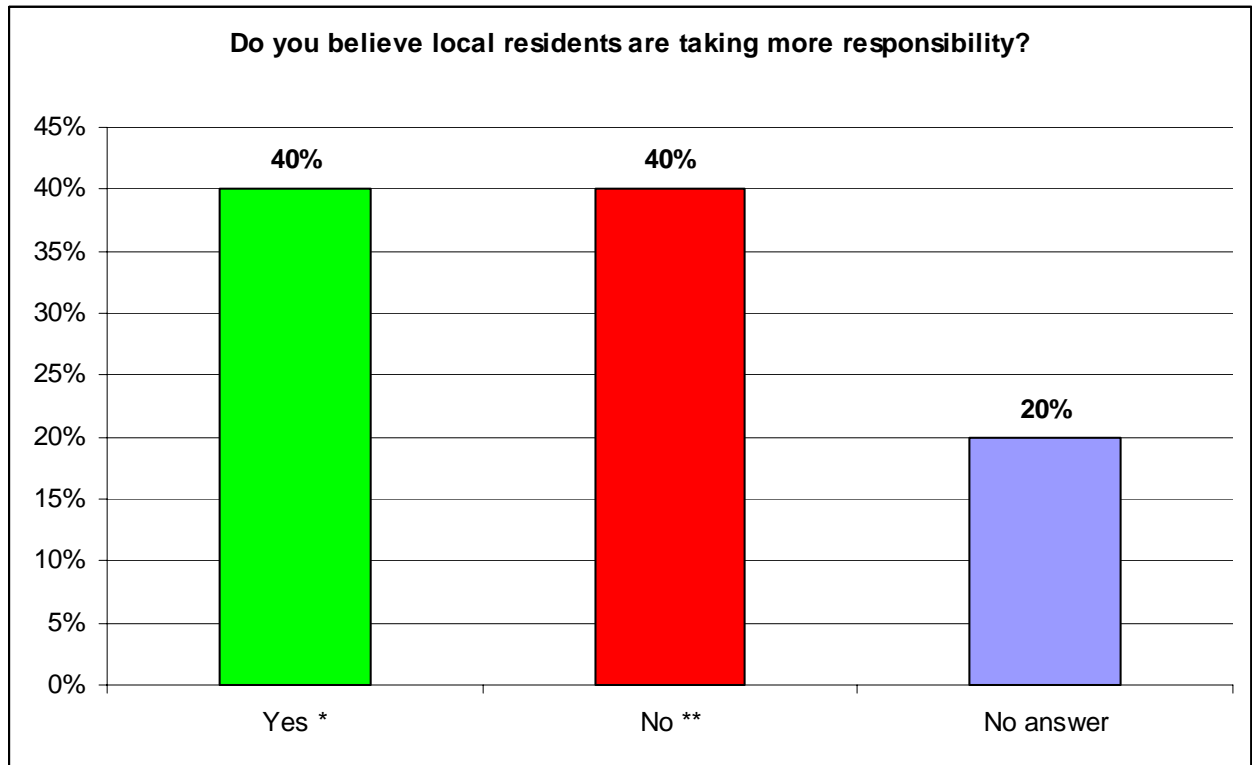
80% of respondents agree that the level of activities in the Queen's Park area from April 2006 -2007 have increased compared to the April 2005-2006.



There is not a strong indication that residents believe there are more people involved in the community than before the work started.



Opinion is split between respondents about whether residents of Queen's Park are taking more responsibility for and control of solutions in the community since April 2006.



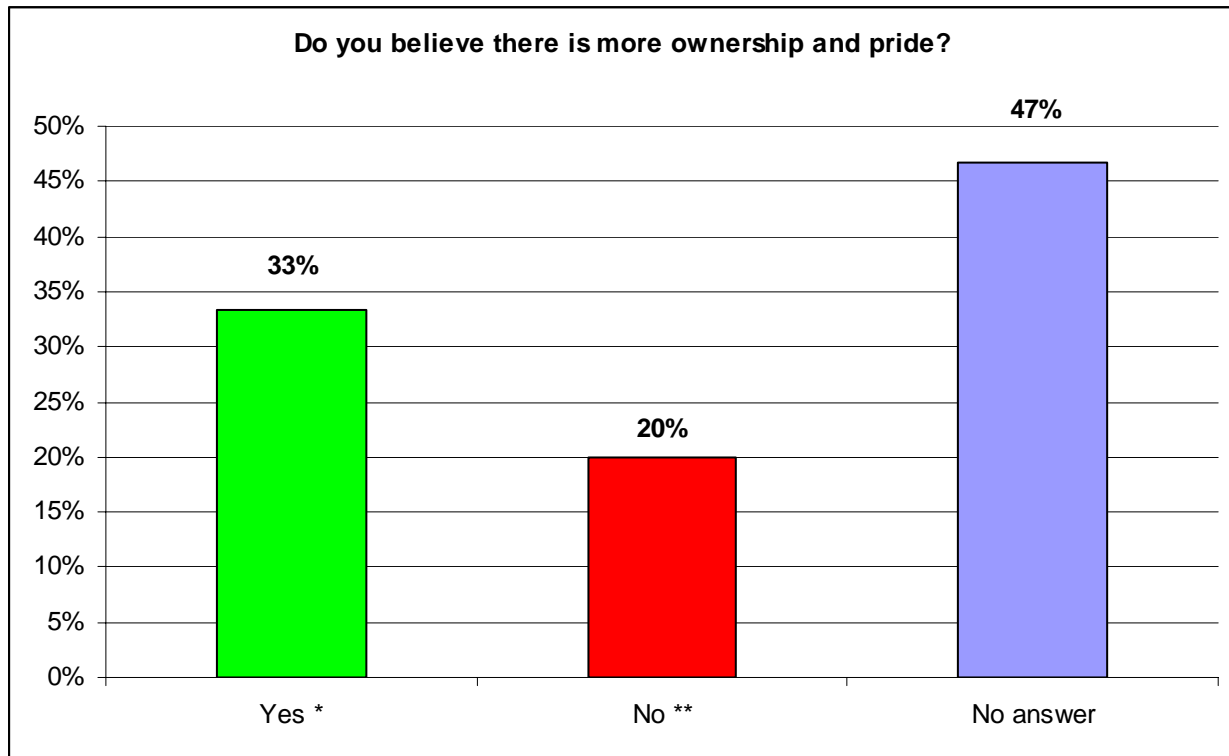
If yes, why?

- some are, but there aren't enough yet.
- from the BBWCVS newsletters I feel that the worker has created opportunities for people, less problems due to your hard work!
- Its early days, but it looks good.

If No, why not?

- people can't be bothered
- nothing looks like it's changed
- no change noted in lack of care
- I have not seen any improvements yet

Less residents believe that there is more ownership and pride by fellow residents in Queen's Park.



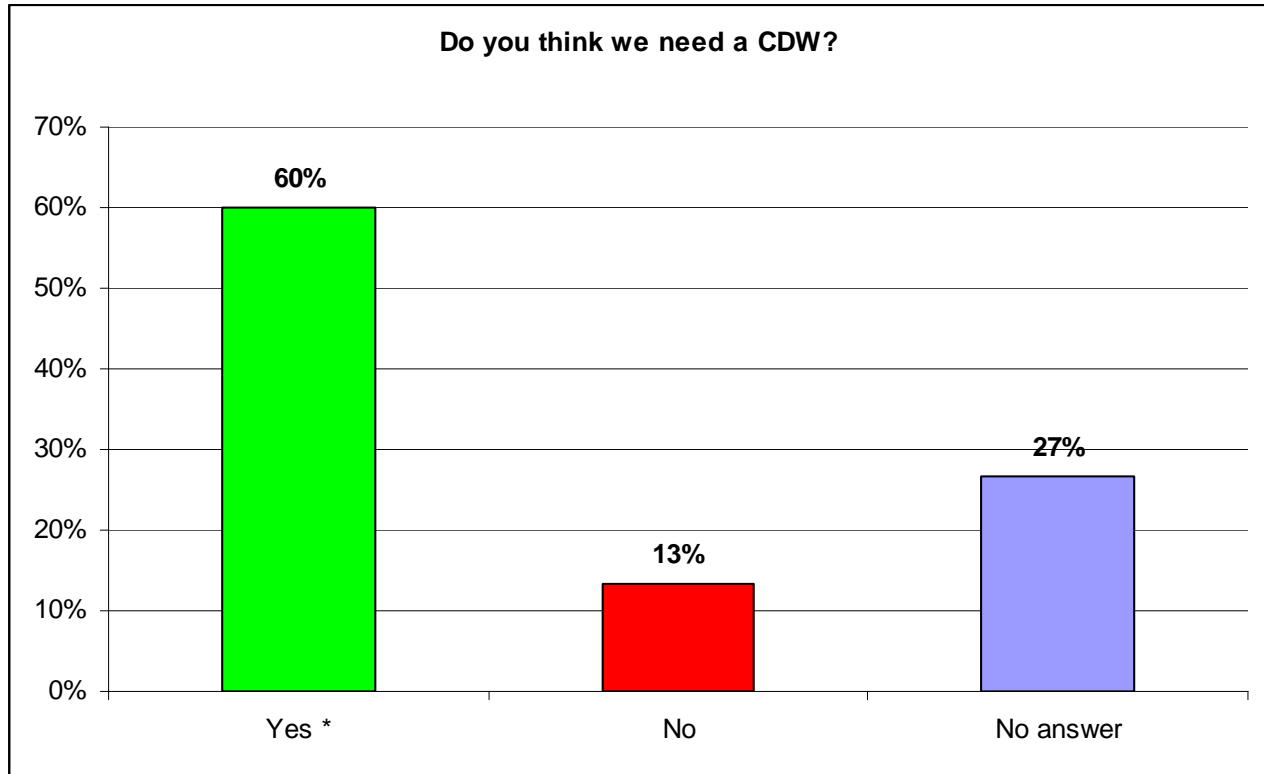
If yes, why?

- much cleaner estate now!
- from BBWCVS newsletters
- I have noticed improvements around Hannakins Farm, less litter, and mess, seems more cared for with greens, etc.
- less rubbish since the SKIP or NO SKIP scheme
- more people buying privately, less council houses or temporary rental in my small area

If No, why not?

- adults are the ones that litter and vandalize the most.
- general appearance of locality hasn't changed
- no change of attitude

Residents were asked whether or not they need a Community Development Worker. The majority of respondents agreed that they need to have an officer. Comments that were received from respondents about why they need a community development worker are listed below.

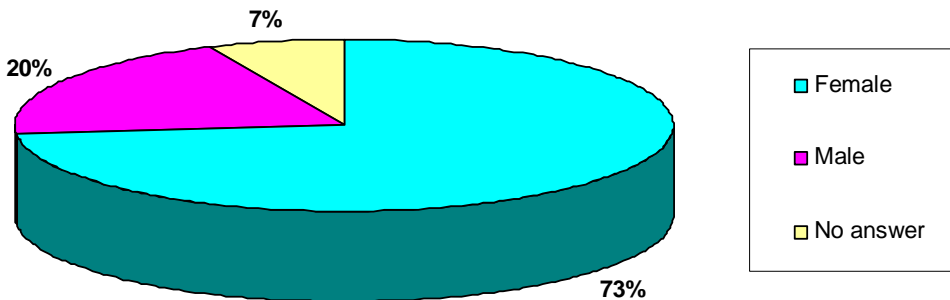


* if yes, why

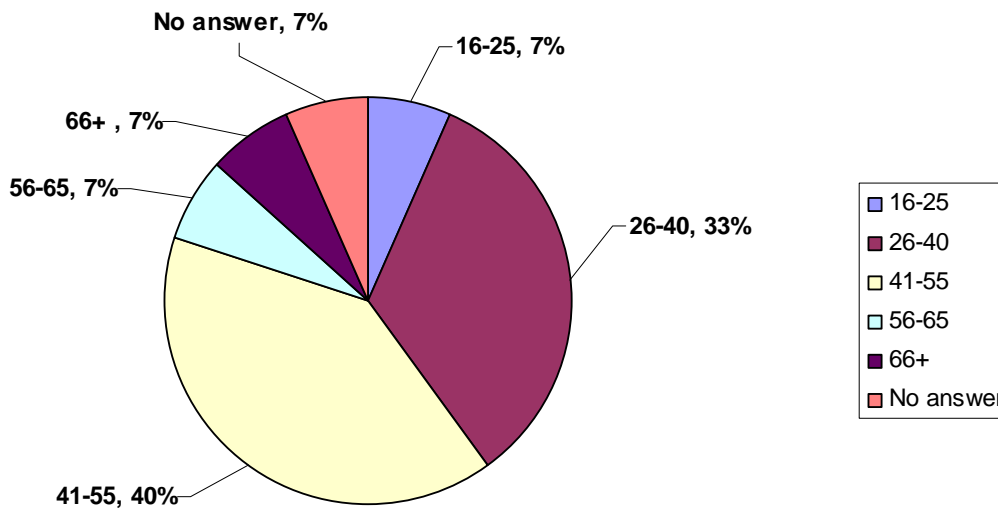
- as a voice for the community
- someone on hand to explain and inform, would be good
- as a central co-ordinator to make things happen
- barriers need to be broken down for people to get together and make things happen
- to help bring the area together, to help those who are not sure where to obtain information
- it focus the area on building a sense of pride and improvement

General profile of respondents:

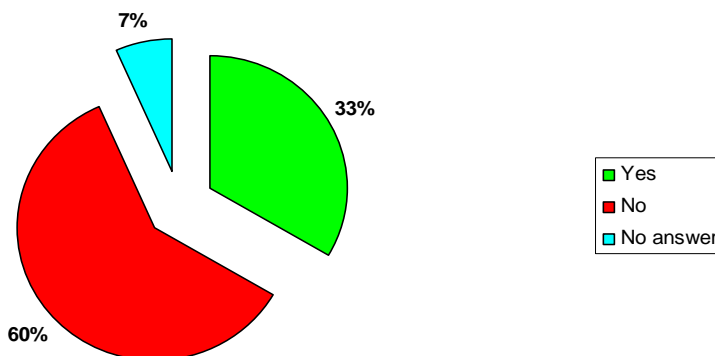
Majority of respondents were females (73%)



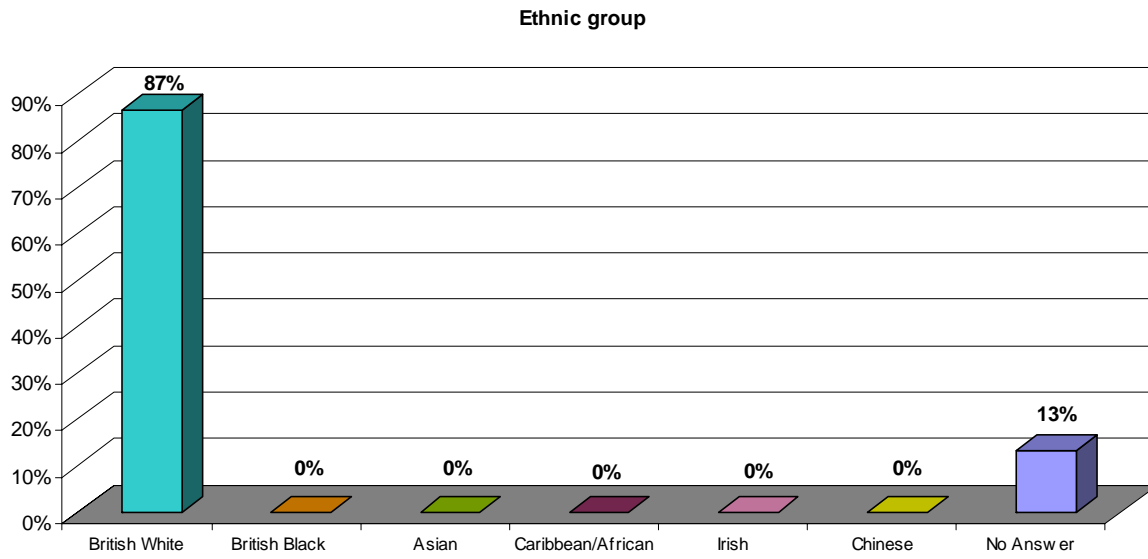
40% of respondents are between 41 to 55 years of age.



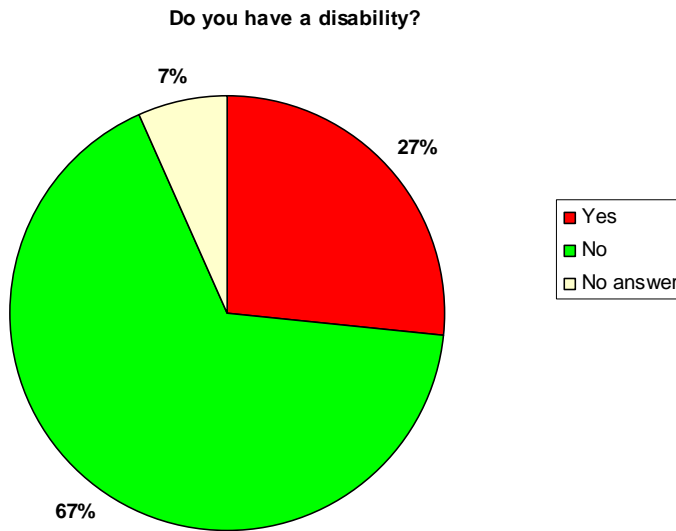
Majority of residents who replied to the survey do not have children living with them (60%)



All respondents to this survey were from white British background.



27 % of respondents do have a disability.



Residents were asked to tell us what other issues are still affecting their lives. These are comments made by the residents.

- I was broken into through a broken bedroom window. This is less likely to happen if I had double glazing. I do not feel safe now! I am a disabled 28 year old female.
- I have lived here 13 years and every summer is the same, groups of children allowed out late at night, drinking, smashing bottles, screaming, swearing. Hanging around greens, walls and rarely used slides in playing areas. If you flatten them they play football until late at night because they can't be bothered to walk over the park. Parents don't care where they are and what time they come in. Let's have some proper police officers (NOT PCSOs) to move them on and tell them to go home. If we do it we get stuff over our garden (which have included knives) or sworn at!
- I am a new tenant, just moved in, no comments yet
- I would like to know when we are hoping to get new windows fitted.
- A leaflet drop on the whole estates may make people aware of the club at Hannakins, a lot of people don't know about the bar and social side of the centre.
- I have lived at Goldington Crescent nearly 6 years and I am very happy overall here but some of the youth not too nice.
- I think there has been an increase in graffiti in QP, there is also an increase in dogs fouling pavements, laws should be enforced, prosecutions made.
- A TIDY GARDEN project would improve locality – i.e, cut lawns, paint fences, etc.
- Nice to see the local bobbies walking around the estate, need to focus on reducing vandalism of bus shelters, post boxes, phone booths.
- Some road signs need to be cleaned and or repaired.
- I have always felt Queen's Park is a nice place to live, insufficiently valued by residents. It is still the case that pink bags are left lying around, broken glass, etc, but I really think it's better than it was. Graffiti has started appearing...
- More youth services (there are still too many out at night) - stop mopeds/bikes hurtling up Arlington Way late at night frightening the elderly and keeping up children.
- Stop the amount of trolleys being abandoned and other rubbish dumped so that children are safe.
- Queen's Park community church run a host of great activities, as well as offering a range of support groups. Why don't you and Hannakins in general liaise more closely with them? This has the benefit of a uniform front, shared support, knowledge, ideas, whilst complementing each others strengths. This also prevents you running the same sorts of things. You are doing a very important and a very good job! Thank you very much!

Summary and Conclusions

This survey aimed to find out Queen's Park residents' opinion on the work carried out in the area since April 2006 up to April 2007 by the Community Development Worker - Artak.

From the results we can see that most residents who replied to the survey are aware of the activities and the work that has taken place in the last year. Most residents know about activities through the Queen's Park quarterly newsletter which is hand delivered to all 407 households.

Even though most residents have noticed the visible changes in the community and increase of the activities, there are those who would like to see more residents involved in the work, through the Reference Group or taking part in the events. There is also a strong opinion that residents need a Community Development Worker in the area to focus the work in the community and act as a central point for residents to go to for assistance, information etc.

It is recommended that

- The Queen's Park Reference Group continues the work with the Community Development Worker - Artak, working on issues identified in the Action Plans (Planning for Real) and including new issues in the Working Group's agenda brought to attention by the respondents in this survey.
- Recruit more members through publicising the successes of the group so far, newsletters, radio, website. Celebrate successes in the community.
- Continue publication of the Queen's Park newsletter and delivery to all 450 households in the area. Source funding for the year 2008.
- Hannakins Farm Community Centre has provided great opportunities for many residents to join the centre and benefit from the social activities they provide. As mentioned by the respondent in the survey, there have been visible improvements in and around the centre, nicer green areas, cleaner streets, improvements to centre and services. It is recommended that Hannakins Farm Community Centre continues to promote the social activities aimed to residents of Queen's Park in the Queen's Park Newsletter.