

Case study – Community Research a) Curo Community research

Background

The aim of this commission (through Campbell Tickell) was to find out more about the Foxhill area of Bath through community-led research. This was in order to inform a Community Engagement Strategy. Curo (who commissioned Campbell Tickell) are a housing association.

Work carried out

The work on this commission involved recruiting and training researchers from the community to conduct community research. Recruitment was done through a flyer in late 2017 and early 2018 and there was an incentive of gift vouchers for those who came forward. 6 residents volunteered to conduct community research. Two training sessions were delivered to these volunteers in May 2018 on things including what community research is, selecting a method and data protection.

5 of the 6 residents who came forward then conducted the community research. They knocked on doors and carried out street interviews over the period of June-July 2018.

Outcome

146 responses were recorded over the period. Some of the findings that were gauged were that:

- 67% of residents are happy with their neighbourhood as a place to live (40% are satisfied, 27% very satisfied)
- The top 4 things that respondents liked about Foxhill are: Community, Local Amenities, Green Spaces and Transport/Proximity
- The top 3 specific improvements wanted in the neighbourhood were: Addressing anti-social behaviour, Maintaining and improving the local environment and Involving residents in decisions about the neighbourhood
- The 4 most important activities for residents in the area are: activities for disabled people, activities for older people, activities for 13-19 year olds and initiatives to support people into employment
- 24 residents offered to get involved with Curo on community projects

After the community-led research, Curo organised a community drop-in on the 27th September with all Foxhill residents invited to come and discuss in more detail the community research and how this will be taken forward. This was quite well attended. There was also a follow-up survey and a focus group that we helped to facilitate along with some of the community researchers. This focus group helped to drill down on some of the findings from the community-led research and the follow-up survey and all of this has fed into the development of a Resident Engagement Plan for Curo.



Picture of the community researchers at work

b) Lambeth and Southwark Housing Association Community research

Background

The aim of this part of the commission with Lambeth and Southwark Housing Association (LSHA) was to find out what LSHA tenants think in order to inform the Investment Strategy the organisation is working on.

Work carried out

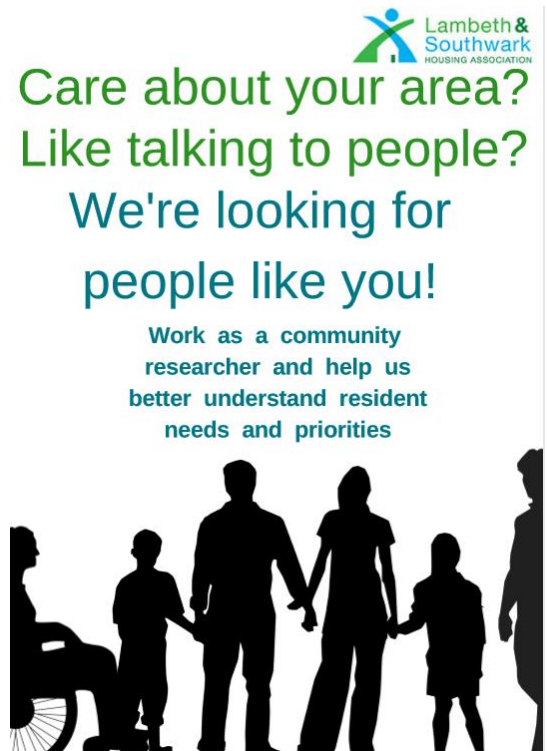
The work on this commission involved recruiting and training researchers from the community to conduct community research. The recruitment was done through a flyer (see picture on the right) in July 2018. Residents came forward as volunteers to conduct community research. We delivered two training sessions to these volunteers on all the steps in the groundwork research process including selecting the right method for the task, setting and testing questions and ensuring both interviewer and interviewee are safe.

The training sessions took place during late September-early October and the research was conducted through October and November. 78 responses from residents were collected through the community research that included door knocking, street interviews and telephone interviews. 10 responses were also received from partner organisations.

Outcome

The outcome of the research was important data that has informed the Investment Strategy. Some of the findings of the research were that:

- 77% of residents are happy with their neighbourhood as a place to live (40% are satisfied, 37% very satisfied)
- The top 4 things residents like about the neighbourhood are: good location & transport links, nice & friendly neighbours, local amenities and nearby park & green areas
- Improvements residents want to see in the area are: more involvement opportunities and more community spaces & activities, better safety and tidiness, cleanliness & better waste management
- Important activities for residents in the area include: activities for disabled people, activities for older people, courses/classes, initiatives to support people into employment and social events and events that bring people together



2018 recruitment flyer for community researchers

c) West Hendon Community research

Background

The aim of this commission with Mobilise was to find out what residents on the West Hendon estate in Barnet need via surveys with fellow residents. The results from this consultation would feed into the West Hendon Neighbourhood Investment Strategy which we worked with Mobilise to develop.

Work carried out

The work involved recruiting and training researchers from the community to conduct community research. Volunteers were recruited through a flyer (see picture on the right) and 8 residents came forward as volunteers to conduct community research. 7 residents then conducted the research. We delivered training sessions to these volunteers to prepare them for community research and the survey was carried out between June and August 2017 through street and door interviews.

Furthermore, in working in the development of the strategy (which the community research was part of), we also worked on mapping services and facilities, conducting stakeholder interviews and facilitating a number of workshops.

Outcome

213 residents completed the survey (either through a face to face paper format or online). Some of the main outcomes of this consultation were:

- Nearly half of respondents had lived in the area for more than 10 years
- Newsletter was the most prevalent form of communication with information from friends, relatives and neighbours second most prevalent - online sources like local Facebook pages and Twitter feeds were underused at that time
- The top things liked by residents included local infrastructure with transport connections, local shops, the local community and the local green space
- Resident priorities included the improved provision of free or cheap activities, improving youth activities and doing more to involve residents in decisions about the local areas
 - Improving access to free and low cost activities was particularly noted by younger people
 - Improving local health facilities was prioritised by older people
- Residents wanted the green space to be maintained and the possibility for a playground within it. The cleanliness of the local area and activities and facilities for young people were also mentioned



2017 recruitment flyer for community researchers

d) Grahame Park Community research

Background

In Autumn 2014, we managed a project in Grahame Park called the Community Research Project. This project aimed to identify resident priorities through interactions between resident researchers and fellow residents. Grahame Park is an estate in Barnet, London.

Work carried out

The work involved recruiting and training researchers from the community to conduct community research. With residents being paid per questionnaire to conduct the research, a more formal recruitment process was used with a job advert, job description and interviews. 7 residents were recruited and they were trained. The training was accredited and provided by Barnet and Southgate College with community researchers receiving a qualification. Residents were then paid to carry out interviews with local residents to find out their concerns and needs.



Outcome

402 street and doorstep interviews were completed. 1 workshop with partner organisations, 2 focus groups with residents and 1 focus group with young people were also completed with 38 people participating in these activities. Some of the main outcomes of this consultation were:

2014 recruitment flyer for community researchers

- The best things about living in Grahame Park are:
 - Local amenities
 - Local community and support
 - Transport
- The following would make Grahame Park a better place:
 - Improve the area and public
 - Addressing crime and security
 - Youth facilities and activities
- Improvements for Grahame Park should be:
 - Jobs and training
 - Addressing anti-social behaviour
 - Involving residents in decisions about the regeneration of the area
- The most important activities for Grahame Park are:
 - Social events that bring people together
 - Activities for 13-19 year olds
 - Facilities for 5-12 year olds

These results were used by the Grahame Park Strategy Group (GPS), a multi-agency partnership of local organisations to inform the focus of their work in the community with local residents.