West of Waterlooville Forum
Community Development Strategy

1. THE VISION

Vision for a new community (as agreed at the West of Waterlooville Forum on 3rd October 2005):

- *To create a sustainable urban extension to Waterlooville, integrated with Waterlooville town centre and forming the fourth quadrant of the town; delivering at least 2,000 dwellings, with employment provision, and associated physical and social infrastructure, and making provision for a further 1,000 dwellings and associated infrastructure to be held in reserve.*

- *To enhance the vitality and viability of the Waterlooville town centre and help secure and deliver the economic regeneration objectives of the wider area.*

- *To aspire to achieve the highest quality of urban design and create a new sustainable community with a strong sense of identity and belonging, which is safe and secure, is inclusive and which provides for the necessary social and economic needs of its residents to compliment the wider area.*

- *To facilitate active community engagement to create a place which is capable of adapting and changing to meet community needs over the next 15 years and beyond.*

- *To aim for best practice in all aspects of design and sustainability - in transport, construction, energy efficiency, environmental protection and enhancement and urban drainage.*

- *To create an exemplar development from which others can learn for the future and which the local authorities are proud to have facilitated and promoted.*

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2. <u>INTRODUCTION</u>

The completion of a Major Development Area at West of Waterlooville will create a new community of up to 5,000 people (or approximately 7, 500 if the reserve site is triggered). The development will provide a range of house types and sizes and include a high proportion of affordable housing to meet local housing needs. This will engender a rich and diverse community of all ages and from different socio economic backgrounds. Making this new community cohesive and sustainable is one of the fundamental objectives of all the key stakeholders involved in delivering the development.

Furthermore, the new settlement will be an extension of and become an integral part of Waterlooville and ensuring that the MDA is fully integrated with the host community will be an essential part of creating a sustainable community.

Delivery of the Community Development Strategy will be a very long term process with no clear end date. It will have to address the differing and changing needs of individual members of the community as well as the community as a whole.

It is acknowledged that the introduction of an additional 2,000-3,000 homes will impact on the existing community, but it is hoped that adopting a community development approach will help to reduce any potential negative impacts of such a large development and maximise the benefits that it can bring.

3. __BACKGROUND__

The West of Waterlooville Forum agreed that, if the West of Waterlooville MDA is to be considered an 'exemplar' development, as much emphasis would need to be given to the community infrastructure as would be given to the physical infrastructure. The Forum recognised that in order to achieve this, the community and other stakeholders would need to play an active and continuing role. To this end at their meeting of 23 June 2005 they agreed that a 'Community Development Strategy' for the MDA should be produced.

A 'Vision' for the new community was agreed by the West of Waterlooville Forum on the 3rd October 2005; this is set out in full on the preceding page and denotes the guiding principles for producing the Community Development Strategy. The Community Development Strategy is seen as an essential part of the delivery mechanism for realising this Vision.

The process of community engagement is on-going and stakeholders have been encouraged to participate and contribute throughout the process of identifying appropriate land-uses and creating a masterplanning framework for the MDA.

The latest event was a stakeholder meeting held in November 2005, to help identify community aspirations and priorities in respect of the necessary community infrastructure. The outcomes of this event have heavily influenced this Strategy and will be used to monitor and take forward the Action Plan that follows.   The key findings from this event are available on the Winchester City Council website, or in hard copy upon request.

The collection of data is only the first stage of achieving the vision and this strategy outlines the structure that will need to be adopted if that vision is to become reality. Key to the successful implementation of the strategy is that through every stage in the process of developing the MDA the community and other stakeholders have the opportunity to actively engage and that their views and opinions be given as much consideration and credence as those of the developers and of the local authorities.

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4. WHY IS COMMUNITY DEVELOPMENT?

"Community Development is about building active and sustainable communities based on social justice and mutual respect. It is about changing power structures to remove the barriers that prevent people from participating in the issues that affect their lives." *(The Standing Conference for Community Development)*
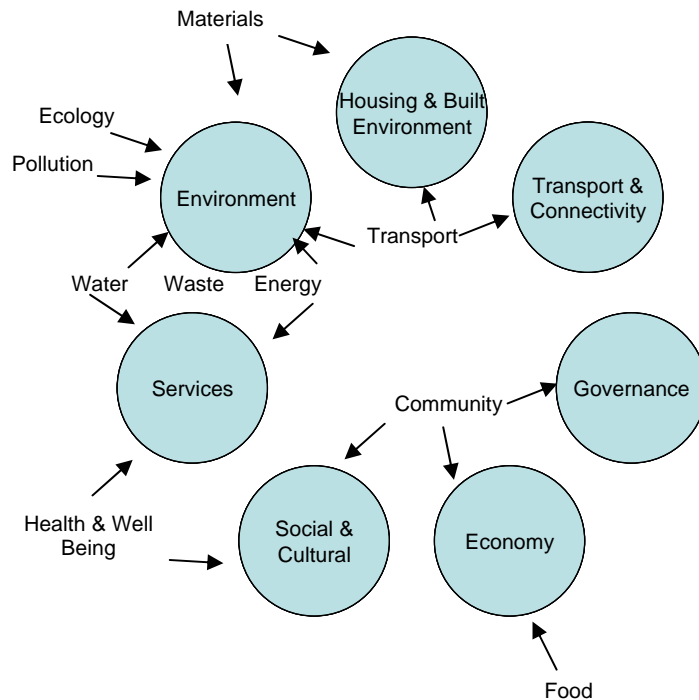
A sustainable community is a place where people want to live and work now and in the future. A place that is prosperous and vibrant, that will improve everyone's quality of life. The Academy of Sustainable Communities has identified seven key components of a sustainable community that together constitute a 'common goal'. These are:
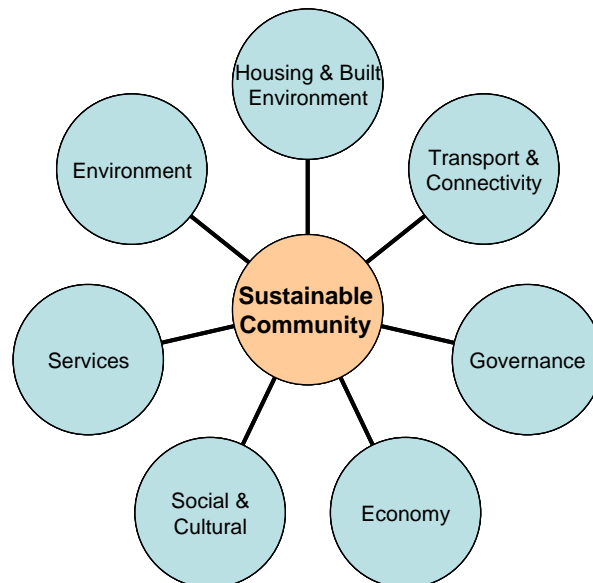
The developer, Grainger Trust, has developed its masterplan in response to the vision and community aspirations by identifying 10 key principles for creating a sustainable community:

- Energy
- Materials
- Pollution
- Ecology
- Community

- Transport
- Waste
- Water
- Food
- Health & Well Being

It can be clearly seen that the key principles identified by the developer for achieving a sustainable community complement the key components identified by the Academy of Sustainable Communities:

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Materials

Ecology

Pollution

Housing & Built Environment

Environment

Transport & Connectivity

Transport

Water   Waste   Energy

Services

Governance

Community

Health & Well Being

Social & Cultural

Economy

Food

In order to achieve an active and sustainable community, individuals, groups and organisations must be supported through this process on the basis of the following values and commitments:

Values:
1) ***Social Justice*** *– all people have the right to voice their opinions and have a say in decisions which affect their lives.*
2) ***Participation*** *– enabling the involvement of people on an equal basis in the issues which affect their lives.*
3) ***Equality*** *– challenging the attitudes and behaviour of individuals or organisations, which discriminate against and marginalise people.*
4) ***Learning*** *– recognising that through a community development approach, people contribute and develop their skills, knowledge and expertise.*
5) ***Co-operation*** *– working together to identify issues which affect lives and implement action which contribute to successfully resolving those issues.*

Commitments:
- ***Challenging*** *the practices of individuals and organisations which discriminate against any member of society.*
- ***Developing*** *processes that influence policies affecting the environment.*

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- ***Encouraging*** *connections and communication between communities, forums, partnerships and organisations.*
- ***Ensuring*** *access and choice for members of the community*
- ***Influencing*** *policy and programmes through consultation and negotiation with the community.*
- ***Prioritising*** *issues of concern identified by those who are most likely to experience poverty and social exclusion.*
- ***Promoting*** *positive action that brings about long-term and sustainable improvement to the community.*
- ***Reversing*** *policies and practices which prevent an equal and balanced relationship*
- ***Supporting*** *a community-led approach to achieving positive action.*

5. A COMMUNITY DEVELOPMENT APPROACH

Adopting a community development approach to the creation of a new community at West of Waterlooville means adopting all the values and commitments identified above - not picking and choosing the ones we like and discarding the rest, but agreeing to them all, however difficult that may be. A community development approach starts with people in communities coming together to identify those things that represent shared ambitions and working towards common goals by resolving difficulties and addressing issues together on the way. It does this in a way that is responsive and flexible to the priorities and concerns of communities.

Processes

Community development processes enable people to work together in identifying common issues and aspirations and providing the necessary support to achieve their goals. This is achieved through:

- **Empowerment** – working with people to define and deal with problems and assert their interests in decision-making.
- **Democracy** – raising people's awareness of issues which affect their lives, building consensus amongst diverse partners and empowering and enabling those who are marginalised and excluded when there are conflicts of interest.
- **Outcomes** – not always predictable and often seemingly intangible.

Resources

Resources are crucial to effective community development. Though the involvement of volunteers and community activists is unpaid, the processes of community development have to be underpinned by:

- **Funding** – Community development requires several types of funding from long-term funding to project, specialist and pump priming funding.
- **Staffing** – A combination of generic and specialist community workers are required to produce the best results. Staff with an understanding of community development are also required within management, policy and programming functions of the relevant statutory organisations. Voluntary staff should receive the same opportunities for support, training and development.
- **Information** – Access to information from government and other organisations is vital for community groups and workers supporting communities and should be made available in a variety of places, formats (including websites, telephone and Information points) and languages.

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- **Other resources** – Buildings, technology (ICT), media, design & printing, insurance, recruitment as well as advice on budgeting, employment, marketing and law.

Learning, Training & Occupational Standards

People are the main resource for community development. The learning that takes place when people come together to share experience, perspectives knowledge and skills is crucial to the process of change.

- **Personal development** – acquiring and re-discovering talents, skills, knowledge and understanding which enable people to take on new roles and responsibilities. For many people who left school with no formal qualifications, involvement in community development and community based learning and training can offer appropriate first learning opportunities. Involvement in community development can be a significant aspect of life long learning, with people taking on new roles in organising, leading and representing communities.
- **Community development learning** – a variety of methods and approaches can be taken. These include taster courses for people who want to understand the basics through to higher education leading to qualifications.
- **Occupational standards** for community work have existed for a number of years to support these learning opportunities. These have been used as the basis for the content and endorsement of courses. The standards are relevant for community activists, volunteers, professional community work staff, staff in other professions who are contributing to the community development process, managers and councillors.
- **Schools & Colleges** often involve pupils and students in activities in their neighbourhood. It is important that this work is based on community development values and commitments and that pupils and students are introduced to community development as part of the curriculum.

Networking & Strategic Support

It is important that opportunities exist for community activists, volunteers, community workers and managers to share ideas and experiences and take joint action on issues of common concern.

Networking is important because it allows access to information, support, resources and influence and enables cooperation between organisations from different sectors. This aspect of community development needs greater recognition and support.

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Evaluation & Dissemination

Evaluation and dissemination are about learning from practice and sharing this with others. They are key to community development, because of the role they play in empowering communities.

- **Evaluation** – should be a continuous process which helps to assess the effectiveness of community development projects, programmes and policies in meeting long-term objectives and understanding the reasons why achievements or difficulties happen.
- **Dissemination** - is sharing learning from experience and an opportunity to record and celebrate achievements as well as highlighting issues that may be dealt with differently in the future.

Quality Assurance

To be effective, community development requires competent organisations where there is an understanding of, and commitment to, community development.

- **Responsibilities of Organisations** – regardless of their sector, organisations have responsibilities to their public, their staff and other stakeholders.
- **Reviews** – It is good practice to periodically review community development undertaken by organisations and to ensure that they actively involve all stakeholders.

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6. <u>DELIVERING THE STRATEGY</u>

To be successful, this Strategy must be adopted by all those involved in the MDA, including the West of Waterlooville Steering Group, the West of Waterlooville Forum, the Developers and the community and other stakeholders.

Action Plan

An Action Plan has been produced setting out the main actions required to deliver the Vision, only in so far as they are relevant to the Community Development Strategy. It does not therefore attempt to set out all the actions required to realise the Vision.

Implementing the Action Plan will be the responsibility of the local authorities, the developers and other agencies. The Forum is therefore seen as the responsible body for ensuring that the actions are being met and agreeing changes to the Action Plan as required.

The Action Plan is structured around the six elements that comprise the West of Waterlooville Forum's vision for the community. In the case of each action it identifies the lead agency, anticipated timescale, how it will be funded, links to the planning process and links to the key components of a sustainable community.

Performance Indicators

The collection of information for the performance indicators (PI) in the action plan will take place in a number of ways. Most of the information will be collected through a survey of residents and will be referred to in the relevant PI. It is envisaged that the survey of residents will take place annually and will be organised and coordinated by the community development worker for the MDA.

The notable exceptions are LIB167, which is likely to be identified through an audit of legal documentation for the MDA and LIB178, which will probably be obtained through a survey of partner organisations. As with the residents' survey it is envisaged that the community development worker will coordinate this work.

A detailed description of each PI is provided in appendix 1.

Communication

Fundamental to the successful delivery and implementation of the strategy is ensuring that there is effective communication between all partners and key stakeholders, including the existing community and the new and emerging community. It is envisaged that this will be done in the main through existing structures and networks such as the West of Waterlooville Forum meetings and the Waterlooville Community Boards. However it is acknowledged that on occasion it may be required to hold open meetings or distribute information sheets etc to inform residents of changing situations that can not be reported to fit in with meeting timetables or to develop new structures where gaps have been identified.

It is also acknowledged that there will be more specific or local issues that need to be discussed, particularly in the MDA as the new community moves in. A key role for the community worker will be to ensure that there are also the local structures, such as Resident Associations etc to ensure effective communication on a local basis. The introduction of noticeboards, local information points and community newsletters etc will all form part of the local community's armoury to ensuring local residents are being kept informed.

Review & Monitoring

The Action Plan is not a fixed document but will change over time and will be responsive to new opportunities, changes in circumstances and learning through experience. It is therefore essential that the Action Plan is regularly monitored and up-dated; this will be a function of the Infrastructure Project Team, which will report progress on delivering the Actions to the Steering Group and the Forum on a regular basis.

It is good practice to ensure that periodic reviews are undertaken. This is not merely a process of identifying achievements against targets contained in the action plan, but should also include an evaluation of the processes, systems and practices to ensure that they actively involve all stakeholders in an equitable and fair manner, that they are transparent and that all groups and agencies etc. are engaged in the community development approach.

<u>**Summary of Key Points**</u>

- **Involvement of the community and other Stakeholders in the decision making process.**
- **Consultation with Stakeholders on Community Development Strategy.**
- **To establish an effective means of recording and monitoring progress made against actions.**
- **To monitor stakeholders commitment to the Community Development approach.**

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Action Plan

Vision 1
To create a sustainable urban extension to Waterlooville, integrated with Waterlooville town centre and forming the fourth quadrant of the town; delivering at least 2,000 dwellings, with employment provision, and associated physical and social infrastructure, and making provision for a further 1,000 dwellings and associated infrastructure to be held in reserve.

No.	Outcome/Project	Component	Planning	Funding	Timetable	Lead	Action/Comments	Progress
V1.1	Hold Stakeholder Event	All		£2,560	Nov 2005	CAH	Produce final report and feedback to Forum, Project Teams & Stakeholders (Jan 06)	✓ - Event held 10/11/05 Draft report presented to Forum 08/12/05
V1.2	Feedback report to Stakeholders & Community	All		Staff time	Apr 2006	HBC WCC	Hard copies posted. Copy posted on LA websites	✓ - Posted on WCC website but not printed as not efficient use of resources.
V1.3	Name for the MDA	Governance		Staff time	Summer 2007	WoW Forum	What should the MDA be called? Who makes the decision?	✓ - Suggested name of 'Newlands Common' as a result of public consultation events
V1.4	Take steps to ensure successful integration with the existing community of Waterlooville	All		Unknown	Ongoing	Community Officer	Requested by Forum 17/7/07.	Consultants commissioned to prepare study on integration options.

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Vision 2

To enhance the vitality and viability of the Waterlooville town centre and help secure and deliver the economic regeneration objectives of the wider area.

No.	Outcome/Project	Component	Planning	Funding	Timetable	Lead	Action/Comments	Progress
V2.1	Local labour in Construction Scheme	Economy, Housing & Built Environment	S106	£200,000	2010 *(original target 2007)*	Developers	Employment Skills	Taylor Wimpey Apprenticeship and Adult Improvers Training Scheme established 2009. Similar scheme expected from Grainger prior to commencement.
V2.2	Engage with key businesses including Chamber of Commerce	Economy	SCI	Staff time	Ongoing	HBC WCC	Invite Portsmouth & SE Hants Chamber of Commerce to Forum	Brambles Business Park and Portsmouth & SE Hants Chamber of Commerce regularly invited to Forum
V2.3	Identify links to LA's Economic Development Strategies	Economy		Staff time	Nov 2006	HBC WCC		✓ - Achieved: • 100 place nursery in mixed use business area Identified to do: • Develop business clubs and clinics • Encourage procurement of local goods and

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								services • Support initiatives to encourage healthy workforces
V2.4	Make local businesses more accessible to local people for more than just employment	Economy		Staff time	2010 *(2008)*	HBC WCC	Community Officer	Community Worker start date 2010.
V2.5	Evaluation of the existing community facilities	Housing & Built Environment, Social & Cultural		Staff time	2008 (Jan 2007)	HBC	Links to Community Strategy	✓ - Considered by HBC Cabinet in July 2009.

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Vision 3

To aspire to achieve the highest quality of urban design and create a new sustainable community with a strong sense of identity and belonging, which is safe and secure, is inclusive and which provides for the necessary social and economic needs of its residents to compliment the wider area.

Key Performance Indicators:		
LIB136	Access to services	
LIB172	(a) Percentage of people who know their neighbours	
	(b) Percentage of people who trust their neighbours	
LIB184	Percentage of citizens who feel well informed about local affairs	
LIB185	Social inclusion and community involvement	

No.	Outcome/Project	Component	Planning	Funding	Timetable	Lead	Action/Comments	Progress
V3.1	Access to information	Services		£5,000	Ongoing *(2008)*	HBC WCC	Adequate provision of information points and notice boards	Taylor Wimpey sales/service office on site. Grainger website.
V3.2	Meeting the Community's needs	Governance	SCI	Staff time	Ongoing	HBC WCC	Share the strategy and cascade it to project teams, relevant organizations & partnerships Involve the community & other stakeholders in the decision making process.	3 Exhibitions held at Denmead CC, Waterlooville Library & Deverell Hall, Purbrook. Also Community Involvement meetings at Denmead PC, Purbrook & Widley RA's & Waterlooville South Community Board.

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V3.3	Advice & Support services	Services		Staff time	2010 *(2007)*	HBC WCC	Seek to provide an integrated one stop shop approach including business and Job Seekers	Community centre allows for joined-up advice and information services. Also adjacent to health facilities. To be finalised in revised master plan.
V3.4	Involvement of young people in the design and planning of services to meet their needs	Governance, Services	SCI	Staff time	2010 *(2008)*	HCYS	Workshop?	This will take place as part of the detailed reserved matters design, particularly for play areas.
V3.5	Design out crime	Housing & Built Environment	Application/ Consultation	Staff time	2007	Police CDRPs	Consult with Crime Prevention Officers & residents to ensure design considers community safety issues. Incorporate into Design Codes.	✓ - Attendance of CPO at Design Code Workshops
V3.6	Community Centre	Services, Social & Cultural	S106	£1,857,400	2008 – Design *(2007)* 2015 – Provision *(2009)*	Developers	Involve community in design – particularly Waterlooville CA. Leave scope for expansion and green space adjacent.	Design produced and discussed with WACA. Considered by Forum in July 2008.

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V3.7	Maximise multi-use of facilities and locate complementary services close to each other	Services, Social & Cultural	Master Planning, S106	Staff time	2010 *(2007)*	HBC WCC	Consider multi-use settings such as community centre, school, health centre, youth centre, church	Revised master plan will locate appropriate facilities together in the local centre and mixed use area.
V3.8	Provision of public art	Housing & Built Environment	S106	£400,000	2011 *(2008)*	HBC WCC	Involve new residents in design and location of public art.	Public art plan under discussion by officers. Report to Forum likely in autumn 2010.
V3.9	Community Representation	Governance	SCI	Staff time	2010 *(Nov 2006)*	WoW Forum	How do we involve the community & other stakeholders in the decision making process.	See 3.2 Work underway to identify best model for ensuring ongoing influence through community representation on the Community Management Company.
V3.10	Consultation with Access Group regarding people with impairments (particularly visual)	Governance, Services	SCI	Staff time	2011 *(2008)*	Developers	Workshop, focus group	Consulted with the Access Policy Officer of The Guide Dogs for the Blind Association. Further consultation planned at more detailed stage.

Vision 4

To facilitate active community engagement to create a place which is capable of adapting and changing to meet community needs over the next 15 years and beyond.

Key Performance Indicators:

LIB137	Percentage of adults surveyed who feel that they can influence decisions affecting their local area
LIB164	Satisfaction of tenants of affordable housing for opportunities for participation in management and decision making in relation to housing services provided by their landlord
LIB167	Percentage of facilities and services that are managed under community management arrangements
LIB170	The extent of individuals' (a) participation and (b) active involvement in local voluntary and community activities

No.	Outcome/Project	Component	Planning	Funding	Timetable	Lead	Action/Comments	Progress
V4.1	Understanding the Community Development approach	Governance		Staff time	Ongoing (2007)	HCCS WACA	Workshops for Forum members, Project team members, community activists and other stakeholders.	Will be promoted through ongoing discussions regarding Management Company and future CD work.
V4.2	Access to information	Services	S106	£14,500	2010 (2008)	Community Officer	Development of community newsletter and website	Community Worker start date 2010.
V4.3	Appointment of Community Worker(s)	Governance, Social & Cultural	S106	£340,000 over 10 years + £10,000 start-up	2010 (2008)	Developer/RSL/HCCS/WACA	Generic and or Specialist? Directly employed by developer or contribution required?	Draft job description produced. Funds to go to HBC in line with S106 Agreement. Community Officer start date 2010.

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V4.4	Training needs analysis for CD workers & volunteers	Governance		Staff time	2010 *(2008)*	HCC	To develop a training programme for CD worker & volunteers	Community Officer start date 2010.
V4.5	Identify what current Networks exist (E.g. Havant 0-19 Forum)	Governance, Services		Staff time	2010 *(2007)*	Community Officer	How are they influenced? What strategies do they follow/support?	Community Officer start date 2010.
V4.6	Identification of gaps in existing Networks	Governance, Services		Staff time	2010 *(2008)*	Community Officer	How do they link to existing structures (E.g. LSP) and other strategies?	Community Officer start date 2010.
V4.7	Establishing/supporting new community infrastructure	Governance, Services		Staff time	2011 *(2008)*	Community Officer	Development of a Community Association or expand catchment of the existing Waterlooville CA	Community Officer start date 2010.
V4.8	Empowerment of the community through transfer of assets and responsibilities	Governance		Staff time	2010 *(2009)*	HBC WCC	Community takes on management responsibility for the community centre	Subject to outcome of discussions re governance of Community Management Company.
V4.9	Long-term delivery of CD Strategy	Governance, Services		Staff time	July 2006	WoW Forum Developers	Clarify the accountable body for the delivery of the strategy.	✓ - Accountability taken by Forum 20/07/07

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V4.10	Review of Stakeholder report	All		Staff time	2008 and annually thereafter *(July 2007)*	WoW Forum	Periodical review to establish whether stakeholder aspirations are being met	2007 was too early in the process to determine. Review will take place after new master plan is produced.
V4.11	Resident satisfaction survey	All		£2,000	2011 and annually thereafter *(2009)*	Community Officer	Linked to PIs	Community Officer start date 2010.
V4.12	Public education programme about concept of shared space	Housing & Built Environment, Transport & Connectivity		To be confirmed	2011	HBC WCC HCC	With residents of existing Waterlooville to raise awareness of different street environment	

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Vision 5

To aim for best practice in all aspects of design and sustainability – in transport, construction, energy efficiency, environmental protection and enhancement and urban drainage.

Key Performance Indicators: **LIB178**   **Range of support provided for community and voluntary organisations**

No.	Outcome/Project	Component	Planning	Funding	Timetable	Lead	Action/Comments	Progress
V5.1	Identify examples of Best Practice	All	App'n Process	Staff time	2007	HBC WCC Developers	Academy for Sustainable Communities	✓ - Applications and support materials recognized by several key bodies as an exemplar of good practice i.e. CABE and Environment Agency.
V5.2	Visits to exemplar developments	All	Planning Process	Staff time	2008 (2007)	WoW Forum	Cambridge, Basingstoke	✓ - Visits to Dartford and Harlow in 2008.
V5.3	Undertake a review	All		Staff time	Ongoing	HBC WCC	Are organisations committed to the approach? Is it working?	

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Vision 6

To create an exemplar development from which others can learn for the future and which the local authorities are proud to have facilitated and promoted.

No.	Outcome/Project	Component	Planning	Funding	Timetable	Lead	Action/Comments	Progress
V6.1	Publish CD Strategy	Governance		Staff time	April 2007	HBC WCC	Print hard copies and post on LA websites	✓ - Posted on WCC website. Printed version available on request.
V6.2	Publish regular update on CD Strategy action plan	Governance		Staff time	July 2007 and annually thereafter	HBC WCC	Annual report presented, plus quarterly update on progress.	Report to July 07 Forum meeting
V6.3	Integrate latest policy initiatives	Governance		Staff time	Ongoing	HBC WCC	Ensure that design and provision of services is in line with the latest policies such as children's centres, extended schools, extra care and adapts to new initiatives as they emerge	Example: Children's Centre linked to Health and nursery provision as part of the mixed use area.

Key: CAH – Community Action Hampshire   CDRP – Crime & Disorder Reduction Partnership
             HBC – Havant Borough Council   HCC – Hampshire County Council
             HCCS – Havant Council of Community Services   HCYS – Hampshire County Youth Service
             RSL – Registered Social Landlord   SCI – Statement of Community Involvement
             WACA – Winchester Area Community Action   WCC – Winchester City Council

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<u>Performance Indicators</u>

REFERENCE: LIB136

TITLE: Access to services

DESCRIPTION: The purpose of this indicator is to monitor the policy aim of improving accessibility to services and facilities within the community.

It forms two parts:

a) Percentage of residents surveyed finding it easy to access key local services
b) Percentage of residents defined as within a distance of 500m (15 minutes walk) of key local services.

DEFINITION: Percentage of residents surveyed finding it easy to access key local services. The question could be included in the user satisfaction surveys or be incorporated into other consultation methods e.g. citizens panels. The list of facilities and services below is quite detailed, which provides the opportunity for you to choose or make additions as appropriate.

"From your home, how easy is it for you to get to the following using your usual form of transport?"

a) local shop
b) shopping centre / supermarket
c) post office
d) GP
e) chemist/pharmacy
f) shop selling fresh fruit and vegetables
g) local hospital
h) publicly accessible green space e.g. park
i) public transport facility e.g. bus stop, train station
j) library
k) sports/leisure centre
l) cultural/recreational facility e.g. theatre, cinema
m) bank/cashpoint
n) Council/neighbourhood office

Answer options:

1. very easy
2. fairly easy
3. neither easy nor difficult
4. fairly difficult
5. very difficult
6. does not apply

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Those that answer either 1 or 2 are interpreted as satisfied with ease of access. The numerator is the number of respondents who answer either 1 or 2, and the denominator is the total number of respondents for each service - please note that blanks and those that respond with 'does not apply' are not counted in the calculations.

Example: to calculate the percentage of respondents satisfied with ease of access to the GP and the Post Office:

(1) V. Easy	(2) F. Easy	(3) Neither	(4) F.Diff	(5) V. Diff
GP: 5	10	5	10	5
PO: 7	6	7	8	3

GP: 15/35 = 43%, PO: 13/31 = 42 %

Please provide the Audit Commission with the percentage of respondents satisfied with ease of access (answering either 1 or 2) to each individual service.

COLLECTION OF PI: Local survey of residents

SOURCE/HISTORY: This is Quality of Life indicator QoL22.

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REFERENCE: LIB137

TITLE: Percentage of adults surveyed who feel they can influence decisions affecting their local area

DESCRIPTION: This indicator looks at the extent to which local people believe that they have the ability, either individually or with others, to influence the decisions that affect their local area.

DEFINITION: Record the number of people (adults aged 16 and over) responding to the following two questions who responded 'definitely agree' or 'tend to agree' as a percentage of the people surveyed.

a) *'Do you agree or disagree that you can influence decisions affecting your local area?'*

   1. Definitely agree
   2. Tend to agree
   3. Neither agree nor disagree
   4. Disagree
   5. Strongly disagree
   6. Don't have an opinion

b) *'To what extent do you agree or disagree with the following statement: By working together, people in my neighbourhood can influence decisions that affect the neighbourhood'*

   1. Definitely agree
   2. Tend to agree
   3. Neither agree nor disagree
   4. Disagree
   5. Strongly disagree
   6. Don't have an opinion

COLLECTION OF PI: Local survey of residents

SOURCE/HISTORY: This is Quality of Life indicator QoL23.

Source of Part (a) is the Home Office Citizenship Survey and Part (b) the Health Development Agency, with questions developed for the General Household Survey 2000/2001: Assessing people's perceptions of their neighbourhood and community involvement. Qs19 & 20.

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REFERENCE: LIB164

TITLE: Satisfaction of tenants of council housing for opportunities for participation in management and decision making in relation to housing services provided by their landlord.

DESCRIPTION: This indicator looks at the level of tenant satisfaction specifically with regard to how they view their opportunities for involvement in the decision making with regard to the housing services that they receive.

DEFINITION: Number of respondents stating that they are very or fairly satisfied to the following question:

'Thinking about the housing services that your landlord provides, how satisfied or dissatisfied are you with the opportunities for participation in management and decision making?'

As a percentage of all those responding to the question: Very satisfied / fairly satisfied / neither satisfied nor dissatisfied / fairly dissatisfied / very dissatisfied / no opinion

The survey should be carried out with a representative random sample of council tenants. Leaseholders and tenants of other social or private landlords are excluded.

The survey will be carried out on a regular basis, following the National Housing Federation's STATUS standard tenant satisfaction survey methodology. In years when there is no survey, the most recent available year's result will be reported, highlighting the date of the survey.

COLLECTION OF PI: Local survey of residents (Council tenants)

SOURCE/HISTORY: Last collected as BV75 2001/2002

Updated March, 2010

REFERENCE: LIB167

TITLE: Percentage of local authority owned facilities and services that are managed under community management arrangements

DESCRIPTION: This indicator looks at the extent to which services and facilities within and supporting the MDA, which in the past might have been run by the local authority, have been handed over to community management arrangements. This may include for example bowling greens, swimming pools, or village halls which rather than face sale and closure, have been leased to community groups to manage.

This indicator provides a number for a local area and does not attempt to scale to take account of, for example, different population sizes or extent of geographical area. It can still provide a useful measure for comparison as authorities can see how far others have taken this option in securing the continuation of local facilities.

DEFINITION: Number of local authority owned facilities and services that are managed under community management arrangements. Calculation is simply the number of individual local authority facilities that are still owned by the local authority, but are managed by community groups. This may include for example village halls, swimming pools, bowling greens and parks etc. which are leased to the community group. The management arrangements may or may not include additional support from the local authority, however the primary management responsibility must lie with the community organisation.

COLLECTION OF PI: Interrogation of local authority asset register

SOURCE/HISTORY: New

Updated March, 2010

REFERENCE: LIB170

TITLE: The extent of individuals' (a) participation and (b) active involvement in local voluntary and community activities

DESCRIPTION: The purpose of this indicator is to identify the extent to which local people take part in voluntary local activities (and also the extent to which those same people are actively involved in the running of these organisations.

DEFINITION:

a) *'Thinking about how you spend your free time, what groups clubs or organisations have you been involved with in the last 12 months? That is anything you have belonged to, taken part in, supported or that you've helped in any way. Please choose from the list below' (can choose more than one).*

A. Children's education/schools
E.g. parent teacher associations, education pressure groups, and pre-school play group - School governor - Going to or helping at fairs/fetes

B. Youth/Children's activities outside school
E.g. youth clubs, sports clubs, hobby or cultural groups for children etc.

C. Education for Adults
E.g. evening or daytime classes – attending or teaching, mentoring, cultural groups, Students Union, college governor, education pressure group etc.

D. Sports/Exercise – taking part coaching or going to watch
E.g. any sports clubs or groups e.g. football, swimming, fishing, golf, keep fit, riding, hiking etc. Supporters clubs

E. Religion
E.g. attending a place of worship (church, chapel, mosque, temple, synagogue etc. (to worship, to help out, to receive faith based teaching etc, attending faith based groups, Saturday/Sunday school etc.

F. Politics
E.g. membership of or involvement with political groups, serving as a local councillor

G. Health, Disability and Social Welfare
E.g. Health groups e.g. medical research charities, hospital visiting etc. Disability groups e.g. MENCAP Social welfare e.g. OXFAM, NSPCC, Samaritans etc, Citizens Advice Bureau or Volunteer Bureau. Offering respite care. Self Help Groups e.g. Alcoholic Anonymous, Gingerbread, Weightwatchers etc.

H. The Elderly
E.g. Involved with organisations e.g. Age Concern, Help the Aged etc, Pensioner's clubs. Local groups for visiting or transporting the elderly.

I. Safety, First Aid

Updated March, 2010

Red Cross, St John's Ambulance, Life Saving, RNLI, Mountain Rescue, Helping after a disaster etc.

J. The Environment
National organisations e.g. Greenpeace, National Trust, RSPCA etc. Local conservation groups, Preservation Societies.

K. Justice and Human Rights
E.g. Special Constable, Magistrate, legal advice centre, Victim Support, Prison visiting or aftercare, Justice and peace groups, Community or race relations. Gay and lesbian groups, national organisations e.g. Amnesty International, Liberty, Stonewall etc.

L. Local Community or neighbourhood groups
E.g. Tenants/Residents Association; Neighbourhood Watch; community groups; local pressure; token/voucher scheme

M. Citizen's Groups
E.g. Rotary Club, Lion's Club, Women's Institute (WI), Freemasons etc.

N. Hobbies/Recreation/Arts/Social Clubs
E.g. clubs or groups for the arts – theatres, museums, amateur dramatics, orchestras etc. Hobby or cultural groups e.g. wine club, computer games, local history etc. Social Club, Pub quiz team, Working Men's Club.

O. Trade Union Activity
Membership of or involvement with a trade union.

b) *'Thinking of the group(s), club(s) or organisations you have been involved with, in which, if any of these ways have you given unpaid help in the last 12 months?'*

1. Raising or handling money e.g. collecting on flag days, selling raffle tickets, selling at a jumble sale, fete or charity shop, taking part in a fundraising or sponsored event.
2. Leading the group/member of a committee
3. Organising or helping to run an activity or event
4. Visiting/Befriending people
5. Giving advice/information/counselling
6. Secretarial, admin or clerical work
7. Providing transport/driving
8. Representing e.g. addressing meetings, leading a delegation
9. Campaigning e.g. lobbying canvassing, letter writing
10. Other practical help e.g. shopping. Providing food or refreshments, making or mending, delivering (on foot)
11. Any other help (specify)

COLLECTION OF PI: Local survey of residents

SOURCE/HISTORY: Home Office Citizenship Survey

Updated March, 2010

REFERENCE: LIB172

TITLE: (a) Percentage of people who know their neighbours (b) Percentage of people who trust their neighbours

DESCRIPTION: Provides an indication of the degree of community spirit. Are people living as part of their local neighbourhood, or are they all living behind locked doors with no relationship whatsoever with people living close around them.

DEFINITION:

a) Percentage of people surveyed who, when asked, responded with 1,2, 3 or 4:

   'Would you say that you know…'

   1. Many of the people in your neighbourhood
   2. Some of the people in your neighbourhood
   3. A few of the people in your neighbourhood
   4. Or that you do not know people in your neighbourhood?

b) Percentage of people surveyed who, when asked, responded with 1,2, 3 or 4:

   'Would you say that…'

   1. Many of the people in your neighbourhood can be trusted
   2. Some of the people in your neighbourhood can be trusted
   3. A few of the people in your neighbourhood can be trusted
   4. Or that none of the people in your neighbourhood can be trusted?

Neighbourhood in this case should be read as immediate neighbourhood, i.e. streets or block.

COLLECTION OF PI: Local survey of residents

SOURCE/HISTORY: Home Office Citizenship Survey

Updated March, 2010

REFERENCE: LIB178

TITLE: Range of support provided for community and voluntary organisations

DESCRIPTION: The purpose of the indicator is to identify the extent to which community and voluntary organisations are supported by the local authority and their partners.

DEFINITION:

a) Range of support provided for community and voluntary organisations

   'Please answer yes or no to show whether your authority, either solely or with partners, provides the following types of support to community and voluntary organisations:'

   (i)   Help from community worker(s)
   (ii)   Help from an umbrella group
   (iii)   Training
   (iv)   Help from officers
   (v)   Access to premises
   (vi)   Publicity promotion

b) Level of funding (financial and personnel monetary equivalent) provided in the year per 1,000 population for:

   (i)   Revenue funding (including access to premises, staff time and equipment)
   (ii)   Capital funding
   (iii)   Start up grants for local community and voluntary organisations.
   (iv)   Lease of buildings
   (v)   Training and development bursaries

For each of the above total all funding in each of the categories provided directly to community and voluntary organisations by the local authority. For non-financial support provided through, for example personnel and services provided, calculate the FTE equivalent and value in monetary terms and add to the financial support.

For each show the total funding provided, as per 1,000 population. Population figures should be the Registrar-General's mid year estimates for the year being reported, or if these are not available, a reasonable extrapolation from the figure for the previous year. Funding to be shown as provided through the financial year, April to March, for which the support is provided.

COLLECTION OF PI: Local survey of organisations

SOURCE/HISTORY: New

Updated March, 2010

REFERENCE: LIB184

TITLE: Percentage of citizens who feel well informed about local affairs

DESCRIPTION: This indicator tests out the extent to which the local council and other organisations' efforts to inform the community are having an impact on the awareness and knowledge of local people.
It also could be considered as a measure of the extent to which individuals are actively looking to keep themselves informed, and to what extent they are interested.

DEFINITION: Percentage of people who responded with: Yes / No / don't know to the following question:

'Thinking of your local area, would you say that you are well informed about local affairs?'

COLLECTION OF PI: Local survey of residents

SOURCE/HISTORY: Health Development Agency, questions developed for the General Household Survey 2000/2001: Assessing people's Perceptions of their neighbourhood and community involvement. Q18.

Updated March, 2010

REFERENCE: LIB185

TITLE: Social inclusion and community involvement

DESCRIPTION: As part of the process of developing community involvement indicators, "dimensions" of community involvement were identified that were required to be measured to enable a proper analysis of the scale of community activity.

DEFINITION: Measures of social inclusion can be achieved by separately identifying the participation of particular groups of people defined by age, disability, ethnicity or gender throughout the suite of community involvement indicators. In Winchester this is principally Children & Young People and Older People. How this is done and what indicators are chosen may vary on a local basis according to local circumstances and according to the range of communities identified.

COLLECTION OF PI: As specified in the PI in question

SOURCE/HISTORY: