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Assessing Community Cohesion in Leicester

Report approved by
Leicester City Council
Cabinet Meeting - September 2008

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VAL SUPPORTING VOLUNTARY ACTION

The work on which this report is based was commissioned by Leicester City Council in 2007. The findings of the report were presented to the Council's Cabinet on 1st September 2008 by Councillor Abdul Osman, Cabinet lead for Community Cohesion.

The work was carried out by a multi agency project team. This team consisted of Thilo Boeck from the Centre for Social Action (De Montfort University), who was the academic lead, Carine Cardoza from Leicester City Council who was the project manager and Jim McCullum, Martin Bell and Michelle Skinner from Voluntary Action Leicester who were project members and worked with community and voluntary groups to carry out surveys and to take part in focus groups.

Councillor Osman and the project team would like to thank all the community and voluntary groups that participated in the project and for the support and contribution received from elected members from the ten super output areas.

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Purpose of Report

1.1. This report presents the main findings of a project to assess community cohesion in the city.

2. Summary

2.1. Cabinet at its meeting on 12th March 2007 agreed the use of the Community Cohesion Assessment Instrument to assess cohesion in Leicester, to inform the development of the community cohesion strategy, to enhance community capacity and to collect baseline data. The information collected will also be used to inform the target setting for LAA national indicator number 1: % of people who believe people from different backgrounds get on well together in their local area. It advised that the programme be carried out in ten Super Output Areas (SOAs) across the city to ensure a robust picture is obtained. Apart from Leicestershire County Council (2006/2007), no other city has used the instrument to assess community cohesion.

2.2. **The key messages from the research are:**

- 60% of city respondents definitely or tend to agree that their neighbourhood 'is a place where people from different backgrounds get on well together'. 46% of people living in the city's deprived outer estates agree that their neighbourhood is a place where people from different backgrounds get on well together against 76% of people living in affluent areas (see paras. 4.13 to 4.21).

- Most respondents had a strong sense of belonging to their neighbourhood, Leicester and Great Britain. The highest number of people felt a strong sense of belonging to Leicester (78%) and there was no difference between White British people and people from ethnic minorities (see paras. 4.23 to 4.25). This is an important finding as it dispels the myth that people from ethnic minorities do not identify with Great Britain or Leicester.

- There is a consistent relationship between the dimensions of disadvantage and perceptions of cohesion. It is noticeable that within deprived and average areas perceptions of neighbourliness and diversity are very similar. (See para. 4.9 for more info).

- Our research has found that communities can build resilience to the negative impact of deprivation on community cohesion. Cultural and

religious identity was a strong determinant for socialising and contributed positively to community cohesion especially in enhancing community spirit, reciprocity and trust within confined neighbourhoods (see paras.4.27 – 4.31).

- Our Research found that residents don't feel that Leicester is a city where communities live parallel lives but stress the need for more meaningful interaction.

3. Cabinet Recommendations

a) Acknowledged that the socio-economic well-being of individuals and communities is a pre-requisite for cohesion:
    - Recognised that investment in the neighbourhood leads to a stronger sense of pride, belonging and neighbourliness.
    - Targeting deprivation must take into account the perceived or real competition for resources between areas and or communities.

b) Cohesion work should continue to work on building on the strong sense of belonging to Leicester. This work should be balanced between ethnic minority residents and White British residents:

    - The 'One Leicester' Strategy can build on this positive finding and has a vital role to play within the key theme of wanting 'the people of Leicester becoming more confident – in themselves, their communities and their city'.
    - The work should strengthen initiatives for informal networking and the pursuit of a common sense of belonging to Leicester.
    - Resource allocation to communities of identity (i.e. religious and cultural) is important and should be continued. Attention should also be given to those neighbourhoods where residents feel that community spirit has dwindled (i.e. outer city areas).

c) Strategies must continue to strengthen connection and co-operation between people and communities who might otherwise not have the opportunity to interact i.e.
    - Community facilities should be encouraged to promote themselves to all communities. This may mean staff or committees running such facilities by consulting and engaging with other communities to overcome real or perceived barriers to access.

- Attention should be given to those areas of the city where more residents feel that people from different backgrounds do not get on well together.
- Building on the recommendation of the I&DeA report[1], develop innovative ways of communication and dissemination of information to and between communities.
- Communicate the positives of community cohesion and 'myth busting'.
- Facilitate dialogue in safe environments in a way where people can express their differences and perceptions about diversity and cohesion and follow these up through structures of support such as conflict resolution.
- Organise more opportunities for people to have open dialogue with people across neighbourhoods and communities of identity.
- Arrange activities where all communities can celebrate pride in the city.
- Support projects based around specific community needs.

d) Continue to invest in structures where the diverse communities and residents are able to influence the decisions that affect them i.e.
   - Make sure that these structures include the diversity of existing communities and create access for new communities.
   - Provide resources and structures to enhance community action through all forms of volunteering throughout Leicester.
   - Promote the collecting and analysing of community profiles and intelligence.

4. Report

Background

4.1. Community cohesion emerged as a concept following the disturbances in Bradford, Burnley and Oldham in 2001. Soon after, the Government set up an independent review team headed by Ted Cantle to investigate what went wrong. During his investigation, Ted Cantle visited Leicester and, in his report to the Government, praised the City's many achievements in building good community relations.

[1] * *I&DeA: Taking Forward Community Cohesion in Leicester (2002/2003).*

4.2. Community cohesion is now both a national and a local priority. In Leicester, community cohesion is about us all learning to live together. Understanding what makes us all different, as well as what unites us. It is about reaching out to people of all backgrounds and in all areas of the city. A cohesive community is one where trust and reciprocity exists between people at a neighbourhood level and between different communities. Where people perceive themselves to be included, 'to belong' within the community. A better understanding of our neighbours and communities will help us to lessen the tensions that ignorance brings so that we can all live with a feeling of safety and security.

4.3. Leicester now has a national and international reputation for community cohesion. It has a history of good practice for community relations and has invested with partners to develop multi agency initiatives at a local level to sustain integration and cohesion. One of these initiatives is the innovative and experimental Community Cohesion Assessment Instrument, which was developed by Leicester City Council and the Centre for Social Action at De Montfort University to explore the nature of community cohesion in selected areas of Leicester and to collect baseline information. This project is based on an understanding that community cohesion is a key aspect of sustainable communities. It concerns the social health and well-being of communities: what makes an area ‘a good place to live' which is as vital to a vibrant community as economic and environmental success and good quality public services.

Assessing Community Cohesion

4.4. The initial scope of the project was to consult with the adult population in ten Super Output Areas (SOAs). This is the report on its findings. The scope of the project was later broadened to include separate consultation with young people (14 -16 year olds). The results of the latter consultation will be reported to the Cabinet meeting in November 2008.

4.5. The methodology for selecting SOAs was based on their position within the Indices of Multiple Deprivation (IMD) 2004 and to get a fair mix between the inner city and outer city areas and community clustering. Using the Indices, the SOAs were classified into three headings: deprived, average and affluent areas. The SOAs were not selected to be representative of the ward however together they make up a representative sample of Leicester.

4.6. The SOAs were in Abbey, Beaumont Leys, Braunstone Park & Rowley Fields, Eyres Monsell, Humberstone & Hamilton, Knighton, Latimer, Spinney Hills, Stoneygate and Western Park. Within each SOA, specific

roads were identified for consultation. In total, just under 1000 people were consulted through the survey and about 80 people through the focus groups. See Appendix 1 for map of SOA's.

4.7. Surveys commenced from end of December 2007 and were completed end of February 2008 - These were followed up with focus group discussions in April and May 2008 to provide further opportunity to examine specific findings through targeted in-depth discussion. The assessment allows for comparisons to be made and an exploration of the inter-relationships between different aspects of cohesion in the 10 SOAs. More information is provided in Appendix 2 (demographics of the survey), Appendix 3 (methodology), Appendix 4 (research questionnaire) and Appendix 5 (key messages from the focus groups).

4.8. The analysis of results shows trends and patterns, by revealing participants' perceptions and feelings, illustrating the state of community cohesion in the ten SOAs. It also highlights areas where cohesion is weak and/or absent. This data has then been matched against existing datasets such as national indicators, diversity or unemployment, to build up the bigger picture and to indicate areas of interest or concern amongst the deprived, average and affluent areas.

4.9. Out of the 23 cohesion indicators, the following 12 indicators were directly related to levels of deprivation:

	Deprived SOA	Average SOA	Affluent SOA
Neighbourhood is a friendly place to live.			
Neighbourhood is a good place to live.			
Neighbourhood is a place where people from different backgrounds get on well together.			
…happy living among people of different lifestyles....			
Generally speaking ….. most people can be trusted.			
….people in neighbourhood who can be trusted.			
In general, what kind of neighbourhood, i.e. help each other.			
In the last 12 months, how often have you given unpaid help, i.e. formal volunteering.			
Contacted the appropriate organisation to deal with the problem, i.e. Council, PCT, Police etc.			
Contacted a local councillor or			

Key

- around average of Leicester
- below the average
- above the average

MP.			
Feel informed about what council doing to tackle anti-social behaviour in area.			

Enhancing Capacity

4.10. By training and using local volunteers, the method helped to build capacity in the voluntary sector and raised awareness of cohesion issues within groups and communities. Volunteers learnt new skills in research methodology and administering face to face surveys. It was also an opportunity for different voluntary groups to meet and network.

4.11. Community groups that were involved in the process received a small fee to pay for basic expenses incurred. In this way, approx. £10,000 was redistributed back into communities. The following are examples of how some community groups made use of the money they received from the project:

- Hope Hamilton Church – funds went towards a sports cage that is being provided in the area for ball sports.
- Stafford Employment & Social Club (Beaumont leys) – paid for drama and art sessions for children.
- Eyres Monsell Action Group – paid for slabbing a seating area on Hillsborough Road.
- Nemesis (Castle) - rebuild a sound recording studio for young people.
- Imperial Avenue PTA (Braunstone/Rowley Fields) - pay towards 75th anniversary celebration of the school.
- St Matthews Community Solution Centre – help to finance the homework club for BME children.
- Beaumont Leys TARA - assisted with running costs of the centre.
- Turning Points Women's Centre (Braunstone) - replacement of a new boiler.
- New Community Advice & Resource Bureau (St Matthews) – help towards food feeding arrangements for refugees and destitutes.
- Shree Prajapati (Latimer) – paid for badminton equipment for the youth club.
- Kirby Frith Residents Association (New Parks) - helped to publicise the tenants association.
- Coleman Youth Project - paid for a kit for the football team.
- Dovelands Primary School PTA (Western Park) - paid for a new boiler.
- St Alban's Church (Latimer) – went towards room hire for a mental health project.
- Childrens and Parents Alliance (Stoneygate) – paid for two family cookery learning days.

- Shree Mandata (Spinney) - pay towards doing their own community cohesion research.
- Chand Project (Abbey) – went to the elderly persons lunch club fund.

MAIN FINDINGS

4.12. The following outlines the main findings of the research and the implications. A full report of the research will be located in the Members area and on the internet/intranet.

Diversity in Leicester

4.13. 60% of respondents definitely or tend to agree that their neighbourhood 'is a place where people from different backgrounds get on well together'. 46% of people living in the city's deprived outer estates agree that their neighbourhood is a place where people from different backgrounds get on well together against 76% of people living in affluent areas.

4.14. In 2006, the Best Value General Survey asked residents if they thought their local area was a place where people from different backgrounds got on well together - 84% of the residents agreed with the statement. It must be noted however that whilst the question was similar to that asked in the Cohesion assessment, the surveys used different methods and population samples and so the results are not directly comparable with each other.

4.15. 71% of our respondents strongly agree or agree that they are happy to live amongst people with different lifestyles. More people (77%) living in 'ethnic mixed' areas than in 'predominantly white or ethnic minority' areas (67%) are happy living among people of different lifestyles.

4.16. It would be wrong to label "predominantly ethnic minority" areas as segregated. Almost the same amount of people living in these areas strongly agree or agree that they are happy to live among people of different lifestyles as people living in predominantly white areas.

4.17. 66% of people living in deprived and average areas are happy living among people of different lifestyles against 83% of people living in affluent areas and 92% living in affluent, high ethnic mix areas.

4.18. Respondents from our focus groups in some of the deprived outer city areas felt that they are 'losing out'. There is a strong perception of unequal distribution of resources mainly about housing and jobs but also

about how community resources such as recreational and cultural centres are being allocated.

4.19. Ethnic or cultural diversity is not the only aspect of diversity identified in the discussion groups. Levels of diversity are different in different areas. Diversity might mean one or a mixture of the following main types:

- Ethnicity and inter-ethnic diversity.
- Class diversity mainly through mixed housing.
- Inter-generational diversity through young people, students and adult population.

4.20. Local residents identified that enhancing cohesion dynamics are:

- Embracing diversity of **all** groups.
- Good balance between 'people sticking to their own' and 'mixing' and 'opening up'.

4.21. Undermining cohesion dynamics are:

- Too much 'people sticking to their own' and not enough 'mixing' and opening up'
- Tensions between different groups:
  - Ethnic and Inter-ethnic tensions.
  - Inter-generational tensions.
  - Perception of unequal distribution of resources.

Implications

4.22. People referred to different types of diversity and to the different dynamics, which exist within their neighbourhoods. This is an important finding because it suggests that within Leicester, different areas have to deal with different types of diversity issues. These types of diversity have different manifestations within the neighbourhoods and contribute to different community dynamics. The need for diverse and wider ranging networks and a sense of belonging to a wider locale is well recognised but this could be overemphasised and the impact of deprivation on the perception of diversity has to be acknowledged. Overall our analysis suggests that "high ethnic mix" can have a positive impact on community cohesion especially in more affluent areas.

Sense of Belonging

4.23. More people felt a strong sense of belonging to 'Leicester' than any other area (78% of respondents felt 'very' or 'fairly' strongly that they belonged to Leicester). This was followed by a sense of belonging to their own neighbourhood (70%), their ward (44%), England (77%), Great

Britain (71%) and any other place outside Great Britain (31%). See Table 2 for comparison with other surveys.

4.24. **Table 2: Sense of belonging to Leicester.**

	Leicester	England	Britain
2008 Community Cohesion Assessment	78%	77%	71%
2005 Residents Survey	79%	84%	84%
2003 Best Value General Survey	71.4%	76.3%	73.2%

Note: Whilst similar questions may have been asked, the surveys used different methods and population samples, so results are not directly comparable with each other.

4.25. Residents who have a strong sense of belonging to a place outside of Great Britain have a higher sense of belonging to Leicester (89%) and Great Britain (85%), than those who do not have a sense of belonging to a place outside of Great Britain.

Implications

4.26. The significance of these findings is that Leicester people have a strong local identity, which should be promoted and strengthened. Multiple identities and strong sense of belonging to places outside of Great Britain does not have a negative impact on the sense of belonging to Leicester or to Great Britain. On the contrary, those with multiple national identities have made Leicester and Great Britain their home.

Communities
(this section was mainly explored through discussion groups with residents).

4.27. In the discussion groups, people identified with many different types of communities. The communities serve different purposes and give access to different types of resources, from personal well-being and support to community regeneration.

4.28. Across Leicester there are many examples of good community identity based on community spirit, pride and trust.

4.29. Residents referred to strong local community spirit. However many people within the same areas felt that the sense of community was dwindling. The loss of local community spirit seems to have affected

some people and left them with small networks, which can lead to a strong sense of isolation and a lack of access to community resources.

4.30. In terms of community cohesion, residents felt that enhancing the identification with the area would be beneficial for bridging community divisions and thus enhancing community spirit.

4.31. Across many neighbourhoods people felt a strong affiliation to religious and cultural communities, which seem to enhance their experience of cohesion and well-being.

Implications

4.32. In Leicester, different areas have different community groups, affiliations and dynamics. Communities of identity (i.e. religious and cultural) which are strongly represented in neighbourhoods can build resilience to the negative effect deprivation has on community cohesion. One aspect, which has to be considered, is that in principle, strong ties within a community can be accompanied by the tendency to discriminate and exclude those people who do not belong to that community. The issue of strong cohesion within a community which itself is exclusive leads to the question: can strong inter-group cohesion be a threat to community cohesion? A distinction needs to be made between cohesiveness within communities of identity and communities of place (local area). Communities of identities are very cohesive but can create tensions with other communities within localities especially if there are conflicting values and interests. Communities of place tend to rely strongly on the identification with the local area and tensions can arise if there are perceived or real competition for resources between areas and or communities.

Perception of the Neighbourhood and Neighbourliness

4.33. Almost three quarter of people (71%) find their neighbourhood to be a friendly place to live, having strong relationships with their neighbours.

4.34. The main problems identified by residents were: parents not taking responsibility for their children (44%), teenagers hanging around on the streets (43%), rubbish and litter lying around (43%) and people not treating other people with respect and consideration (40%).

4.35. In the discussion groups, residents highlight the importance of neighbourhood relations and inter-community relations but they also referred strongly to problems such as fear of crime and safety, the effects of poor neighbourhood planning and design, the lack of facilities

and negative changes in the area. Negative changes were strongly related to disadvantage, lack of services and high population change. Children and young people hanging out on the street was seen as contributing to fear of crime and the breakdown of intergenerational relationships.

4.36. Many residents in our discussion groups were also proud of their areas, with very positive experiences due to the positive changes in the area through improvements, regeneration and investment. Investment into and regeneration of deprived areas had a positive effect on neighbourhood perceptions and neighbourliness. This was especially visible in deprived areas where people also felt satisfied with the improvements made to facilities for the community such as arts and entertainments and facilities for children and young people.

Implications

4.37. Levels of deprivation are the main factor to have a negative impact on perceptions of neighbourhood and neighbourliness. Tackling deprivation especially in terms of providing facilities in deprived areas is paying off in Leicester. However there are still areas where there is more to do. Good infrastructures and good access to services, diverse leisure activities and youth and community facilities are all seen by residents as vital for a good community spirit and for community cohesion to flourish.

Trust

4.38. 23% of respondents in Leicester said that many of the people in their neighbourhood could be trusted. The lowest perceptions of how many people can be trusted was within the average areas with 14% of people agreeing that many people in their neighbourhood could be trusted compared to 20% of people in deprived areas and 37% in affluent areas.

4.39. However in another question, which explored if residents felt that most people who lived in their neighbourhood trusted one another, 47% of respondents agreed or strongly agreed with this statement. Within this question 35% of people who live in the city's deprived outer estates agree or strongly agree with this statement compared to 52% of people living in deprived areas with more ethnic mix.

4.40. The level of trust is especially low amongst people who have lived between 1 to 5 years in their neighbourhoods.

Implications

4.41. Leicester people have strong relationships with their neighbours but this does not necessarily extend to the whole neighbourhood. One of the impacts of this is that people might withdraw from neighbourhood and community affairs. Levels of deprivation are the main factor to have a negative impact on levels of trust. In Leicester the ethnic mix within the areas does not seem to have a negative impact on the levels of trust.

Sense of Power, Investment and Participation

4.42. 27% of respondents definitely or tended to agree that they can influence decisions that affect their area on their own. 53% of people feel that they can influence decisions that affect their area when working with others in the neighbourhood.

4.43. 36% of all respondents had given unpaid help (informal volunteering) in the last twelve months (at least once a week or once a month). This was higher in deprived areas (42%) than in the average and affluent areas (33%).

4.44. The level of informal volunteering is higher than the level of formal volunteering with around 44% of all respondents saying they had never given unpaid help to any groups, clubs or organisations compared to 17% of respondents who never engaged in more informal types of volunteering.

4.45. Formal volunteering tended to be higher in deprived and affluent areas (21% volunteering between 2 or more hours a week to once a month) than in average areas (17% volunteering between 2 or more hours a week to once a month).

4.46. More people from deprived areas seem to have contacted an appropriate organisation to deal with a problem in the area; more people from deprived and average areas contacted a local councillor or MP; more people from average areas initiated local activities, campaign or network.

4.47. More people from affluent areas said that there were no local problems (58% compared to an average of 40% in the other areas).

4.48. More people from deprived areas seem to have contacted an appropriate organisation to deal with a problem in the area (46% compared to 26% in the other areas).

4.49. More people from deprived and average areas contacted a local councillor or MP (18% compared to 11% in affluent areas).

4.50. More people from average areas initiated local activities, campaign or network (12% compared to an average of 7% in the other areas).

Implications

4.51. Within Leicester's cohesion framework, a strong sense of belonging and neighbourliness is seen as important factors to assess cohesiveness along with the investment of people in their communities and the sense of power they have. Feeling happier about the local area and getting on with the neighbours does not necessarily lead to a higher engagement with local issues. It seems that especially in deprived areas more people are proactive to engage with local issues than in average and affluent areas especially with a view to make their voices heard.

5. Background Papers

I&DeA: Taking Forward Community Cohesion in Leicester (2002/03)
The Community Cohesion Strategy for Leicester (2007)
Social Capital & Stronger Communities in Leicestershire (May 2007)
The Diversity of Leicester – A Demographic Profile (2008)

6. Consultations

Community Cohesion & Safety Task Group - *Interim Results* – 10/6/2008
Corporate Directors Board – 22/7/2008
Cabinet Briefing – 28/7/2008
Chino Cabon (Critical Friend to the Project) – The Race Equality Centre
Jo Dooher (Critical Friend to the Project) – Audit Commission

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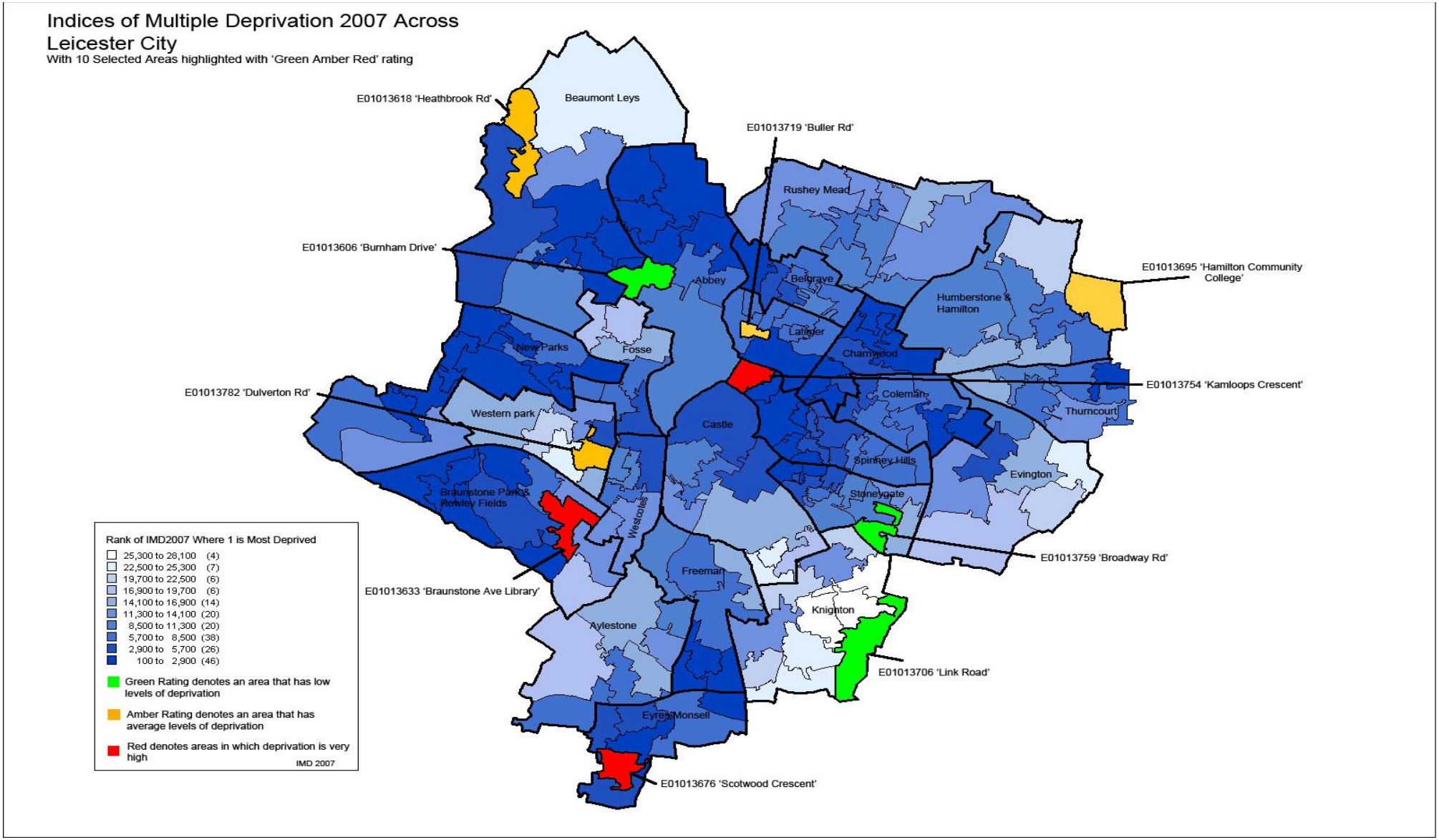
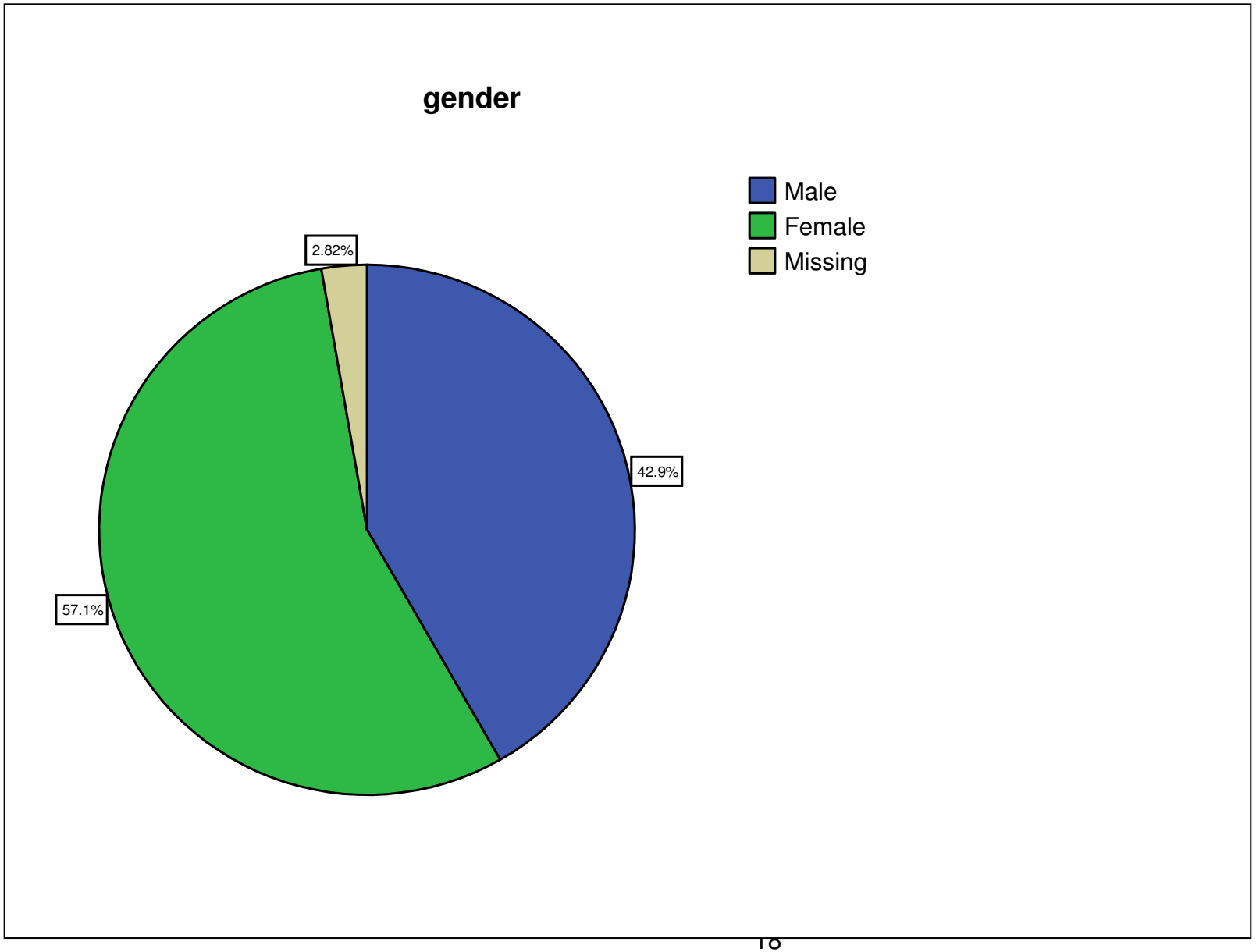
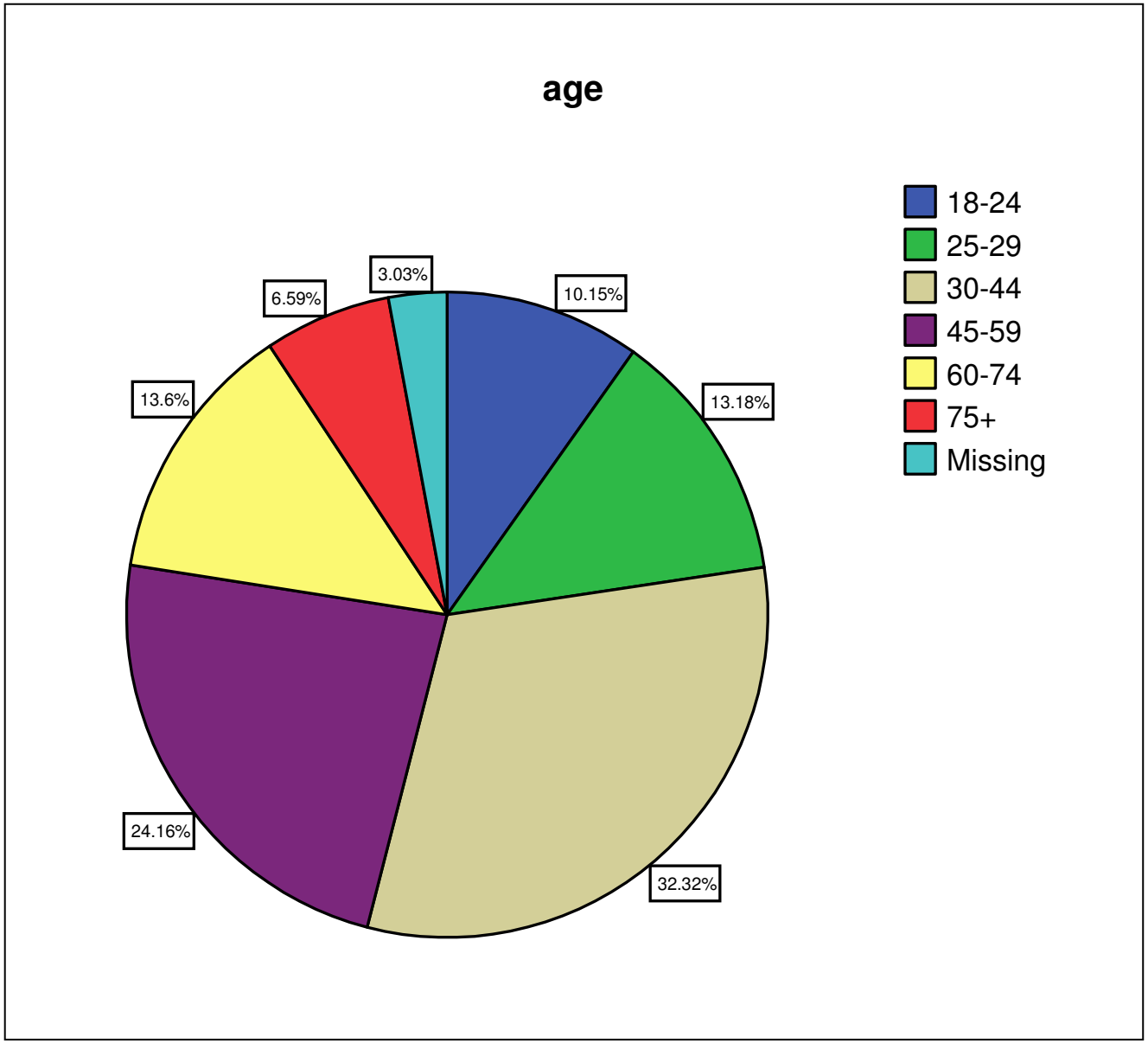
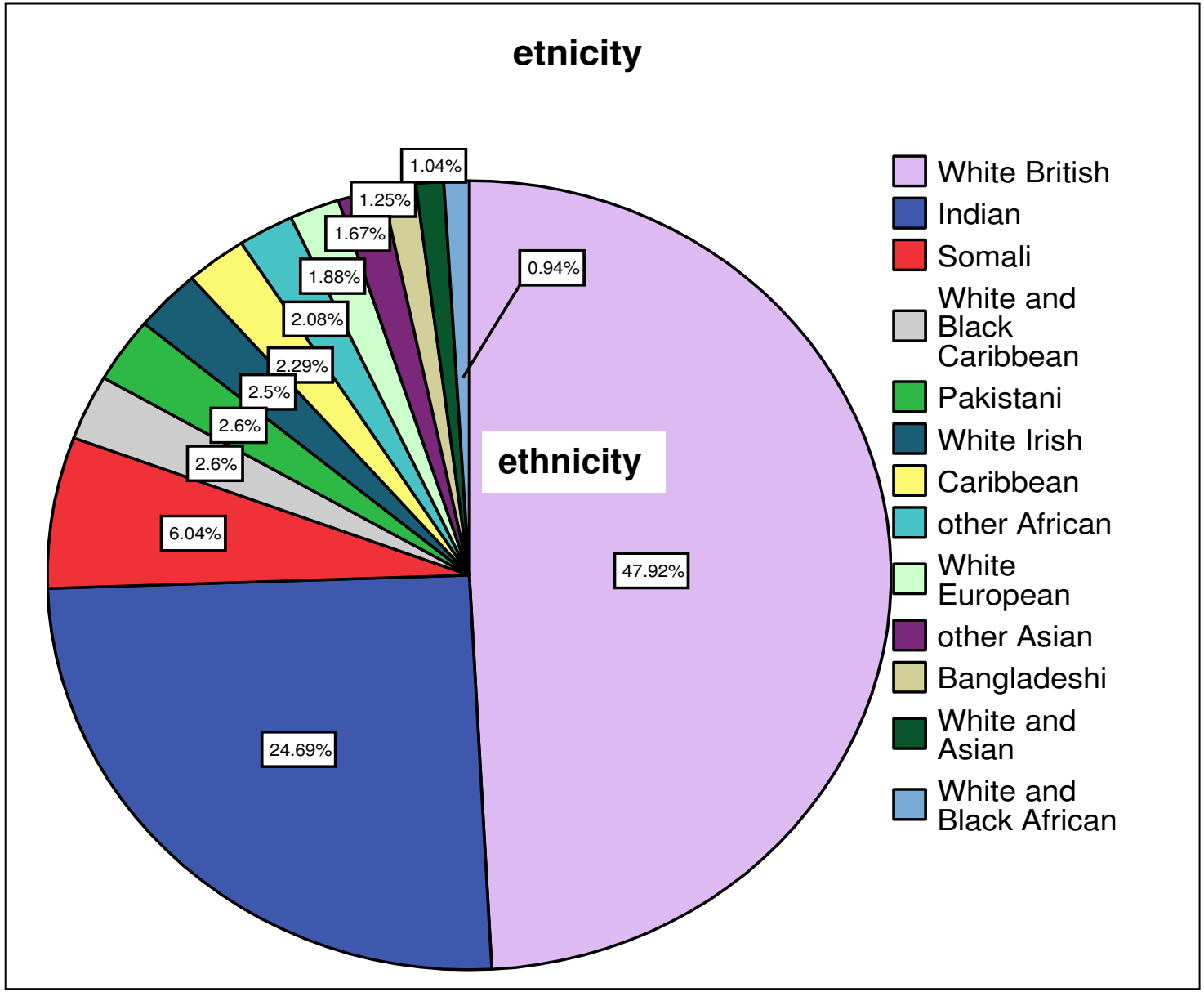
Appendix 1 – Map of Selected Super Output Areas



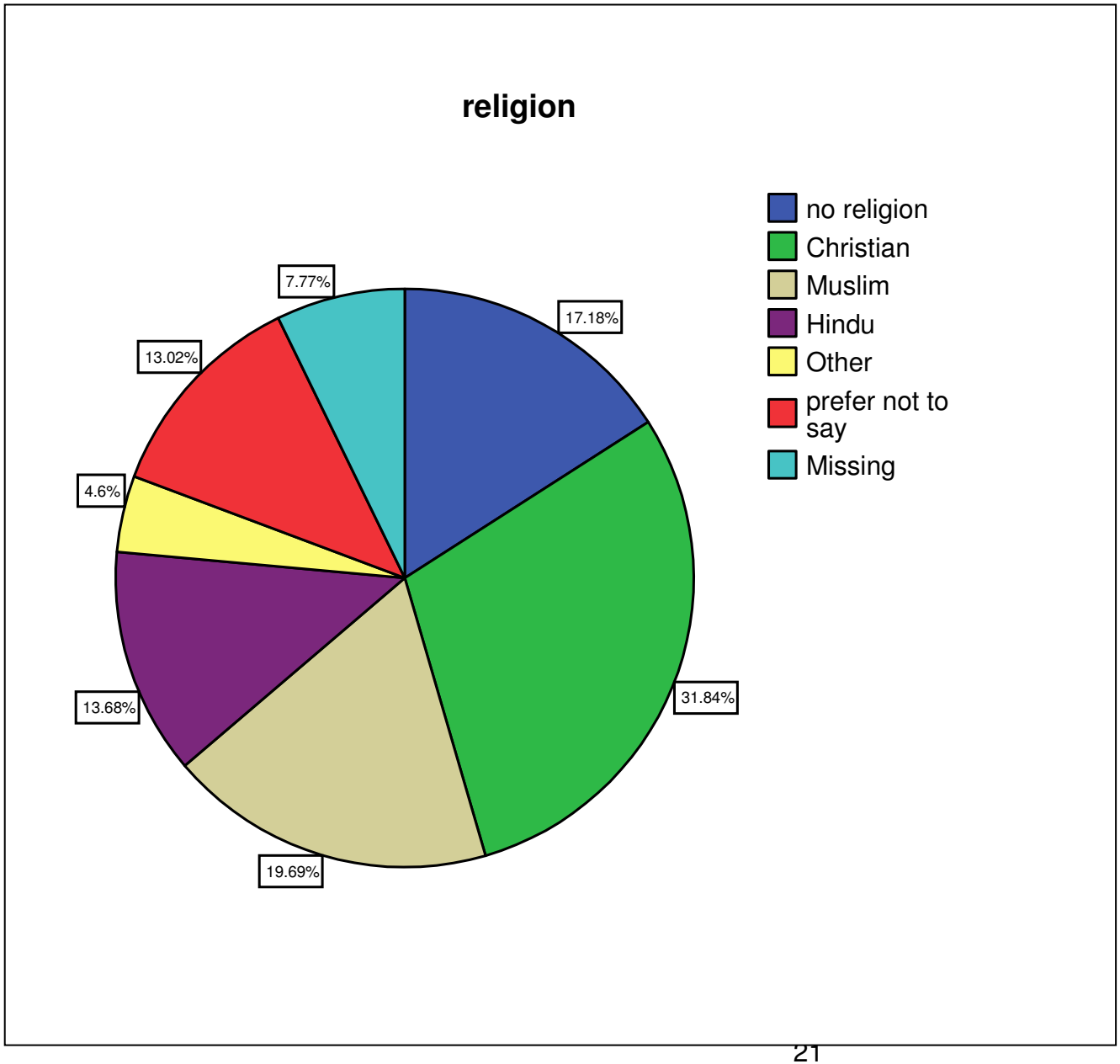
Appendix 2 Demographics of the Research Survey




age
18-24
25-29
30-44
45-59
60-74
75+
Missing
10.15%
13.18%
32.32%
24.16%
13.6%
6.59%
3.03%



Note!
Some categories were left out in this chart because of the low percentages


religion
no religion
Christian
Muslim
Hindu
Other
prefer not to say
Missing
17.18%
31.84%
19.69%
13.68%
4.6%
13.02%
7.77%

Methodology for Selecting a Super Output Area (SOA)

The selection of the SOA's was based upon their position within the Indices of Multiple Deprivation 2004 (IMD2004).

In order to get an even spread of SOA's across Leicester based upon deprivation, the list of 187 SOA's was divided into 10 bands. Within each band, of 18 or 19 SOA's each, the area selected was done based upon the position of each SOA on the main index of deprivation across the country.

This meant looking at the rank of each SOA within the 34000 in England and UK and choosing the one that is best representative. However, in order to do this it is important to account for large jumps in the ranking of SOA's as these can highlight some important differences in the types of deprivation each area faces. Therefore, as an approximate way of accounting for this, the SOA where the difference in rank is greatest has been chosen. The concept is somewhat similar to standard deviation or variation.
e.g.

LSOA	Overall IMDScore	Overall Rank of IMD	Difference/significance	Rank in Leicester
E01013651	45.76	3113	43	41
E01013723	45.46	3188	75	42
E01013646	45.44	3194	6	43
E01013676	42.91	3784	590	44
E01013617	42.69	3835	51	45
E01013769	42.68	3840	5	46
E01013674	42.36	3917	77	47
E01013724	42.33	3927	10	48

The example above shows that there is a significant jump in rank of E01013676 (highlighted in red) on the national rank. This could be for a variety of reasons, however because it stands out as the largest variance it is more likely that the types of deprivation that occur in this area are different than the ones below it.

The Process

Voluntary Action Leicester (VAL) database of local community organisations VCS (Voluntary and Community Sector) groups working within each of the SOA's, were invited to assist with collecting data within their areas, thus capitalising on the local knowledge of those groups as well as building capacity.

Areas with a higher concentration of VCS involvement produced a higher number of applications though in all but a few cases it was possible to assign work to groups wishing to help. This was in keeping with the inclusive ethos of the research. Where there was competition between bids, weighting was given to those groups with knowledge of particular geographical area, number of volunteers at their disposal and experience in conducting research of this nature.

A timeline of the research process was as follows:

a) Draft of initial questionnaire complete	October 2007
b) Pilot of initial questionnaire and invitations sent to community groups	November 2007
c) Training of successful groups and questionnaires begin	December 2007
d) Questionnaires complete and sent for analysis	February 2008
e) Adult focus groups arranged and started	March 2008
f) Adult focus groups complete	April 2008
g) Focus groups complete and results sent for analysis	May 2008

Training was undertaken by each group on three separate dates. Training focused on personal safety of volunteers as well as research ethics and social research methodology. The intention was that this would be passed on to volunteers conducting the questionnaires. Each group approached this task differently according to the numbers of volunteers at their disposal. Local youth groups with large numbers of volunteers, for example, held formal training sessions of their own while some of the smaller groups passed on information less formerly before going out door-knocking.

For attending these training sessions a financial donation was made to the voluntary organisation they represented. Groups were awarded £5 for each questionnaire completed since it was estimated that each interview would take between 30 to 40 minutes.

Groups with larger number of volunteers were most likely to get the best results from the questionnaire process. Those with small numbers of volunteers naturally found that more of their time was taken up in completing the required number of forms. The commencement of door-knocking in December also meant that weather and fading light was more of an issue than it might have been for some groups at other times of the year. In general there were surprisingly few issues concerning access and all of the groups reported that they had learned a great deal about the areas they were researching with

one group braving the cold on Christmas Day and Boxing Day to survey local people about their neighbourhood.

On average each of the groups used around 8 volunteers to assist them with the surveys. A focus group of all those who contributed was held on 26th February and groups reported that they had been surprised at the level of openness they found on the doorstep and how, doing research such as this has served to bust some of the myths they had about the people from that particular area.

In addition to the meetings with groups that were held throughout the research, the process was overseen both by fortnightly steering committee meetings of representatives from Leicester City Council, Centre for Social Action at DMU and Voluntary Action Leicester and three meetings were held with 'critical friends' who were asked to comment on crucial stages of the research (the draft of the questionnaire, commissioning of groups to assist with questionnaires and focus groups, discussion of interim results and production of interim topline report).

Focus Groups

Groups who had originally applied to assist with questionnaires had also been asked to hold focus groups in the area, designed to provide qualitative data that the more quantitative research might overlook. From this list a number of groups were commissioned to hold hour-long discussion groups facilitated both by DMU and VAL on each of the chosen SOA's. The list of groups are as follows:

Hope Hamiton Church	Humberstone/Hamilton
Dovelands PTA	Western Park
Eyres Monsell Action Group	Eyres Monsell
Turning Point Women's Centre	Braunstone Park and Rowley Fields
Shree Sanatan	Belgrave/Rushey Mead
Solution Centre *	Spinney Hill
Evington Church *	Stoneygate
Parent and Children's Alliance	Highfields
St Luke's Church	Abbey
Knighton	Knighton
Beaumont Leys TARA	Beaumont Leys

In most instances these focus groups were organised by VCS (Voluntary and Community Sector) groups themselves though in those cases marked with an asterisk the discussion groups were arranged through Voluntary Action Leicester itself in conjunction with all groups in that area in order to gain a more complete representation of areas with more diverse communities. On

average each of the discussion groups featured around 8 members of the community.

Levels of participation

We estimate that approximately 230 volunteers were involved in this research in total (adult and youth consultation).

1	2	3	4	5	6	7	8	9	10
10.1%	9.7%	12.4%	8.6%	9.0%	10.2%	10.4%	12.3%	7.0%	10.4%

Survey Area Code - IMPORTANT - Please remember to complete this for every

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1 How long have you lived in this neighbourhood? PLEASE TICK ONE

Less than 1 year	1-2 years	2-3 years	3-5 years	5-10 years	10-20 years	Over 20 years
5.5	7.5	8.5	15.2	24.6	16.3	22.5

2 Do you regularly PLEASE TICK ONE BOX FOR EACH

	Yes	No
... read any local newspapers?	74.9%	25.1%
... listen to any local radio?	67.8%	32.2%
... access local news on the internet?	46.4%	53.6%

3 How strongly do you feel you belong to each of the following? PLEASE TICK ONE BOX FOR EACH ISSUE

		Very Strongly	Fairly Strongly	Not Very Strongly	Not at all Strongly	Don't Know
a.	Your neighbourhood	28.3%	41.3%	17.8%	5.9%	6.7%
b.	This ward <***Questioner to insert name***>	16.4%	29.9%	21.8%	11.1%	20.8%
c.	Leicester	36.7%	41.6%	11.7%	3.9%	6.1%
d.	England	38.4%	38.5%	13.2%	4.2%	5.6%
e.	Great Britain	33.5%	37.8%	18.0%	5.0%	5.7%
f.	Other place outside GB	11.2%	20.1%	20.1%	24.0%	24.5%

4 Who do you live with? PLEASE TICK THAT APPLY

Family	67.2	Friends	5.6
Foster family	1.7	Boyfriend/Girlfriend/Partner	13.2
Alone	16.0%	Other	3.7

5 Which of these statements do you most agree with? PLEASE TICK ONE

In this neighbourhood everybody is very much the same (ethnic, economic, social background)	28.5
In this neighbourhood there are people from different backgrounds (ethnic, economic, social background)	71

6 Which of these statements do you think most applies to you? PLEASE TICK ONE

I like to socialise with lots of people	37.3	I like to socialise with a few people	31.0
I like to socialise mainly with my family	20.5	I like to keep to myself	11.2

7 Apart from my own family, I like to spend my free time with? PLEASE TICK

Other people with similar interests to me	59.6
Other people with similar ideas or attitudes as me	40.9%
Other people from the same culture as me	27.4
Other people from the same religion/faith as me	26.0
Other people who like to do the same kind of things as me	45.9
Ienjoy my own company	30.6

8 How much do you agree or disagree with each of the following statements neighbourhoo
PLEASE TICK ONE BOX FOR EACH ISSUE

		Strongly Agree 1	Agree 2	Neither 3	Disagree 4	Strongly Disagree 5	Don't Know
a	This neighbourhood is a close, tight knit community	12.3	33.1	25.4	15.2	3.9	10.0
b	This neighbourhood is a friendly place to live	18.0	53.0	14.1	7.8	2.1	5.0
c	This neighbourhood is a place where people look after each other	13.2	39.1	22.6	12.9	3.1	9.0
d	Most people who live in this neighbourhood trust one		36.2	22.2	12.8	3.8	14.2
e	You often see strangers in this area	10.8	35.9	20.4	18.0	3.9	11.0
f.	I would be happy asking certain local people to keep an eye on my house and property	18.3	45.3	12.0	10.9	5.6	7.9
g	The people who live here can be relied upon to call police if someone is acting suspiciously	18	45.0	13.7%	8	3	1

9 So overall, what do you currently think of this neighbourhood as a place to live? PLEASE TICK ONE BOX ONLY

Very good 1	Good 2	Ok 3	Bad 4	Very Bad 5
23.7	37.4	34.3	3.9	0.6

10 "Your neighbourhood is a place where people from different backgrounds get on well together" To what extent do you agree or disagree with that statement?
PLEASE TICK ONE BOX ONLY

Definitely Agree 1	Tend to Agree 2	Neither 3	Tend to Disagree 4	Definitely Disagree 5	Don't Know
15.3	45.1	20.9	7.2	2.8	8.8

11 "I am happy living among people of different lifestyles". To what extent do you agree that
PLEASE TICK ONE BOX ONLY

Strongly Agree 1	Agree 2	Neither 3	Disagree 4	Strongly Disagree 5
17.0	53.8	22.1	5.8	1.2

12 How often do you socialise with neighbours, friends or family for example by going to a pub, restaurant, cinema or somewhere else (including each others homes)?

		Every day	At least once a week	At least once a fortnight	At least once a month	Less than once a month	Never
a	Neighbours	8.9	18.3	9.8	9.8	19.0	34.2
b	Friends	17.4	32.0	14.3	18.1	9.9	8.4
c	Family	33.2	28.6	12.0	12.9	9.4	3.9

13 Generally speaking, would you say that in our PLEASE TICK ONE BOX

...most people can be trusted? 22.0%... you can't be too careful in dealing with 27.6

...some people can be trusted? 50.4

14 How many people in your neighbourhood can be trusted? PLEASE TICK ONE

Many	Some	A few	None
22.8	39.6	31.1	6.6

15 Thinking about this local area, how much of a problem do you think are...? PLEASE TICK ONE BOX FOR EACH ISSUE

		A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
a	...parents not taking responsibility for their children	20.6	22.9	22.9	19.1	14.5
b	...people not treating other people with respect and consideration	16.8	23.1	24.9	24.7	10.6
c.	...noisy neighbours or loud parties	10.6%	11.3%	32.4%	38.3%	7.5%
d	...teenagers hanging around on the streets	19.2	23.2	26.5	23.3	7.7
e	...rubbish and litter lying around	19.9	23.0	30.2	20.3	6.7
f.	...people being drunk or rowdy in public spaces	13.3	13.3	30.4	32.4	10.8
g	...abandoned or burnt out cars	10.6	9.0	26.3	43.8	10.3
h	...vandalism, graffiti and other deliberate damage to property or vehicles ..		16.6	29.0	30.9	10.1
	...people using or dealing drugs	14.6	13.1	21.4	29.1	21.9
j.	...cars being broken into or stolen	12.5	15.7	26.3	29.4	16.2
k	...homes being broken into and property stolen	12.4	15.7	30.9	23.8	17.2
l	...people being insulted or attacked because of their ethnic origin or colour	9.5	9.7	21.7	35.5	23.6
m	...people being insulted or attacked because of their religion or faith	8.6	8.4	21.1	38.8	23.0
n	...people being insulted or attacked because of their age	8.7	7.1	22.8	40.4	20.9
o	...people being insulted or attacked because of their gender	7.7	6.1	22.2	41.3	22.7
p	...people being insulted or attacked because of a disability	8.2	5.9	19.2	42.3	24.4

Q15 continued ...

		A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
q	...people being insulted or attacked because of their sexuality	7.3	6.6	23.3	38.3	24.5
r	...people being robbed or mugged	9.9	14.7	28.2	30.7	16.5
s	...people being attacked, harassed or threatened	9.5	12.8	27.2	31.7	18.9
t.	...people driving above the speed limit	20.7	24.8	25.6	16.4	12.4

16 How well informed do you feel about what the council is doing to tackle anti-social behaviour in your area? PLEASE TICK ONE BOX ONLY

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
5.0	17.9	36.7	27.4	13.0

17 Thinking about the <u>next twelve months,</u> in your neighbourhood how likely do you think it is that you will be the victim of the following types of crime?
PLEASE TICK ONE BOX FOR EACH ISSUE

		Very likely	Quite likely	Not very likely	Not at all likely	Not applicable
a	Vandalism, graffiti and other deliberate damage to your property or vehicles	6.5	22.4	38.8	25.9	6.3
b	Car being broken into or stolen	5.3	22.0	36.9	22.7	13.0
c	Home being broken into and property stolen	5.0	22.8	44.1	22.4	5.8
d	Being robbed or mugged	4.5	17.9	43.2	28.6	5.9
e	Being insulted or attacked because of my ethnic origin or colour	2.8	11.6	38.7	33.7	13.3
f.	Being insulted or attacked because of my religion or faith	2.3	10.5	39.3	37.5	10.4
g	Being insulted or attacked because of my age	2.4	10.3	41.5	36.9	8.9
h	Being insulted or attacked because of my gender	1.7	8.2	38.3	41.2	10.6
i	Being insulted or attacked because of a disability I have	1.7	8.6	34.3	36.6	18.8
j.	Being insulted or attacked because of my sexuality	1.7	7.8	35.7	40.9	13.9

18 How, if at all, do the following statements currently apply to you? PLEASE TICK ONE BOX FOR EACH ISSUE

		...during the day	...at night	...at all times	Not worried about	Not applicable
a	I avoid going out alone in my neighbourhood	1.2	40.7	4.2	47.2	6.8
b	I avoid answering the door	0.7	32.1	6.0	54.6	6.5
c	I avoid certain areas of my neighbourhood when out	0.5	34.0	10.3	47.5	7.6
d	I avoid groups of young people in my neighbourhood	0.7	30.1	18.0	43.7	7.5
e	I avoid leaving my house unoccupied	0.8	23.4	14.2	53.9	7.6
f.	I avoid using a cash point in my neighbourhood	0.6	26.1	9.8	46.9	16.5

Q18 continued ...

		...during the day	...at night	...at all times	Not worried about	Not applicable
g	I carry a mobile phone in my neighbourhood for safety reasons	3.0	10.5	30.4	40.1	16.1
h	I always tell somebody where I am going	2	14.6	33.9	38	10
i	I plan my route when going out in my neighbourhood	1	13 .1	19.2	53.0	13 . 1
j.	I avoid using public transport if on my own in my neighbourhood	0.5	16.0	7.5	55.9	20.1

19 How likely is it that you could get help from your neighbours when you need it? PLEASE TICK ONE BOX ONLY

Very likely	Quite likely	Not very likely	Not at all likely	Don't know
30.2	42.2	15.1	4.6	7.8

20 In general, what kind of neighbourhood would you say you live in? Would you say it is an area in which people try to help each other, or one in which people mostly go their own way?
PLEASE TICK ONE BOX ONLY

Help each other	Don't help each other	Mixture
22.0	22.0	56.1

21 In the last 12 months, how many times have you given unpaid help to friends, neighbours or anyone else <u>except relatives?</u> For example, by keeping in touch, baby sitting, sitting in or providing personal care, looking after property or pets, giving advice, providing transport.

At least once a week	At least once a month	At least once every three months	Less often	Never
15.0	20.9	19.0	27.8	17.2

22 In the last 12 months, how often have you given unpaid help to any groups, clubs or being a
PLEASE TICK ONE BOX

2 hours or more a week	At least once a month	At least once every three months	Less often	Never
7.6	12.0	11.6	24.7	44.2

23 How important is it to you that you contribute to your community in some way? PLEASE TICK ONE BOX ONLY

Very important	Sometimes important	Not at all important
30.9	55.1	14.0

24 In the last 12 months, have you taken any of the following actions in an attempt to solve a problem facing people in your local area?
PLEASE TICK ALL THAT APPLY

Contacted a local radio station, TV station or newspaper	11
Contacted the appropriate organisation to deal with the problem, such as the council, PCT, police etc	31
Contacted a local councillor or MP	15.4
Initiated local activities, a campaign or network	8.7
Attended a public meeting or neighbourhood forum to discuss local issues	20.4
Attended a tenants or local residents group	16.4
Attended a protest meeting or joined an action group	10.1
Helped organise a petition on a local issue	10.7
Nolocal problems	45.8%

25 To what extent do you agree or disagree that ... PLEASE TICK ONE BOX

		Definitely Agree 1	Tend to Agree 2	Neither 3	Tend to Disagree 4	Definitely Disagree 5	Don't Know
a	You can influence decisions that affect your area on your own?	8.0	18.8	19.5	15.2	19.2	19.3
b	You can influence decisions that affect your area when working with others in the neighbourhood?	16.3	36.9	15.8	6.7	6.3	18.0

26 To what extent are you satisfied with the delivery of public services in your local area? PLEASE TICK ONE BOX ONLY

	Very Satisfied 1	Satisfied 2	Neither 3	Dissatisfied 4	Very Dissatisfied 5	Don't Know
Schools	20.2	40.1	11.2	8.0	2.0	18.5
Policing	11.9	39.8	20.5	15.5	5.1	7.2
Libraries	13.5	45.2	18.0	8.1	2.3	12.9
Public Transport	15.7	46.5	12.3	10.9	4.2	10.4
Council Housing	8.5	24.4	21.5	10.6	5.3	29.7
Arts and Entertainment Events	6.3	19.2	24.4	13.5	8.3	28.3
Parks and Open Spaces	14.3	38.8	15.7	13.0	9.5	8.6
Youth Centres/ facilities	6.6	16.1	22.2	15.7	12.4	27.1
Neighbourhood Centres	6.9	23.1	24.4	12.6	9.3	23.6
Leisure Centres	11.9	27.2	19.7	11.3	10.3	19.6

27 What is your

Male	Female
42.9	57.1

28 Do you consider yourself

Yes	No
16.3	83.7

29 How old are

18-24	25-29	30-44	45-59	60-74	75+
10.1	13.2	32.3	24.2	13.6	6.6

30 Which group do you consider you belong to? PLEASE TICK ONE

a) Asian or Asian

Indian	24.7
Paki stani	2.6
Bangladeshi	1.3
Any other Asian background	1.7

b) Black or Black

Caribbean	2.3%
Somali	6.0%
Other African	2.1%

c) Chinese 0.3%

d)

White and Black Caribbean	2.6 %
White and Black African	0.0%
White and Asian	1.0%
Any other Mixed background	0.7%

e)

British	47.9
Irish	2.5
European	1.9
Any other White background	0.6

f) Other Ethnic Group 0.8%

31 What is your religion? PLEASE TICK ONE BOX

No religion	Christian	Buddhist	Muslim	Hindu	Jewish	Sikh	Other	Prefer not to say
16.6	30.7	0.9	19.0	13.2	0.7	2.7	3.6	12.6

32 Would you be willing to be interviewed again in 3 years time, and/or be sent feedback on the results of the survey? If so, we will record your name, address and email on a separate sheet so that your answers above remain anonymous*.

	Yes	No
Would you be willing to be interviewed again in 3 years time?	46.2	53.8
Would you like to be sent feedback on the results of the survey?	40.9	59.1

Thank You

*Should you supply any personal data on the contact details form, that information will be held on computer and will be used in accordance with the Data Protection Act 1998 for statistical analysis, management, planning and in the provision of services by the Council and its partners. The information will be held in accordance with the Council's records management and retention policy. The Questionnaire will not carry any information linking it in any way with the contact details form, thus ensuring the information you provide will remain anonymised.

Information contained in the questionnaire may be subject to release to others in accordance with the Freedom of Information Act 2000. Certain exemptions from release do exist including where the information provided is protected by the Data Protection Act 1998.

Appendix 5

Feedback from Focus Group

This section provides an individual feedback and short overview of each of the focus groups. It highlights some of the different dynamics and needs of each of the areas.

St Matthews

- Residents felt that it is a very mixed place and people get on with each other.
- Residents felt that there was no racism.
- Residents felt that there are many cross cultural events, especially sports in the Park.
- Positive feeling about neighbourliness.
- Area has changed positively: safer, less crime.
- Highlighted the complexity of the Somali community in terms of where they come from.
- Communication in the area was a key element and residents feel that it is working.

Leicester

- Happy with the changes in Leicester

….Leicester is changing, it is a new Leicester.

So why do you think it is a new Leicester?

(M) I don't know, somehow… it is fantastic, it has changed, I have got to say thank you.

(M) It is not us, we have got to tell the council that.

(M) …there has been a lot of hard work over a long time from the people who live here and the agencies who help us.

Highfields

- Residents felt that it is safe to walk around Highfields and that there is a 'family feel' about the area and that people talk to each other.
- Residents highlighted the vibrancy and cultural richness of the area.

(F) I would say so but in addition …..I just think there is a richness of culture. If you came round on a Sunday in late spring or early summer ….there is vibrancy in terms of cultural aspects of the community.

- Residents from ethnic minority background highlighted the welcoming nature of Leicester.

(F) From my personal perspective I feel they are welcoming and they are sort of have an open-minded approach. And you can go into activities like the carnival; it was originally an African sort of thing but look at the mix you find. Some of them come as far a field as Northampton to come and take part in the carnival. To show their acceptance, they have seen the carnival, they have enjoyed the richness of the festival and they have sort of embraced it. So in terms of the white community, I would say their approach to diversity is very good.

- Centres should be open for diverse communities and not only targeting one community …perceived unequal distribution of resources

(F)….we are allowing people to have centres and community specifically for particular communities and at the same time restricting and discriminating other people who are not from that particular community.

- Acknowledged some inter-ethnic and inter generational tensions. Youth gangs from different cultural and ethnic backgrounds are seen as an issue but residents highlighted that this is a minority and they are happy with the young people of the area.
- Residents feel that whilst Highfields should not be stereotyped, crime is still an issue. Park is seen as unsafe, especially for young people to use.
- There are many good services in the area but not all of them are accessible for the diverse community.
- Feel the need for more cultural services.

Braunstone

- Lots of positive change in the area: better housing, more facilities, better infra structure and community provisions, more involvement of residents

(M) I like Braunstone I have to say, I have been here 8 years and in the 8 years I have been here it has been going up and up and up. When I first moved here there were a lot of derelict houses, that's all gone.

- Highlighted the good services, which have contributed to change the image of the area.

(M) The council have built a lot of other things, they have built a new library, they have built new schools, new doctors surgery, new leisure centre.

(M) There are a lot of things the local council does for Braunstone community activities.

(F) There is so much more for the community, for the younger community as well and I just think it is a very nice place to live. Considering I came from London, and a rough part of London, this is a walk in the park so I like Braunstone for that reason.

- Residents felt proud to live in Braunstone.
- They celebrate the different cultures in the area.
- Residents felt that they have a say in things that matters in the area.
    - Felt that this could be improved for young people.

- Problems identified: motorbikes and burnt out cars in the park. There are still divisions between north and south Braunstone and this is coupled with allocation of resources to one part and not the other.

Eyres Monsell

- Highlighted the good relationships and neighbourliness between immediate neighbours.
- Strong feeling of decline of the area.

(M) When we were first on this estate it was absolutely fantastic, we were voted one of the best estates.
(F) But now we are the worst estate.

- Residents feel a lack of community spirit and a decline in trust within the estate.

- Perception of unequal allocation of resources, especially housing which leads to a sense of being 'pushed out' and lack of community facilities.

(M) No it is not against all the immigrants….it is not about I don't like you, it is about what they get and we can't.

- Certain groups do not mix. Overall it seems to be the 'new people' who come into the area and the lack of understanding and communication: ethnic and generational. Perceive intergenerational segregation and feel intimidated and a sense of 'loss of control'.
- Feeling of lack of power and influence.
- Problems identified: crime, drugs, and motorbikes, shopping centre feels unsafe.

Leicester

- Feel that their identity is not being celebrated in Leicester i.e. Christianity (Christmas).
- Don't feel safe to use the city centre.

Humberstone

- Residents feel that overall it is a nice and pleasant place to live. However, in terms of cohesion it is a community without community: a commuter community
- Layout of the estate and houses does not contribute to enhance community spirit

(M) I get the impression that the design, which is very pleasant, had more in mind of the builders selling the houses and looking nice, and feeling nice for the person who is viewing the property, but not …to make it more receptive for community…. it's quite a clever designing but I'm not sure that the purpose of the designing was for community, I think the purpose of the designing primarily was for selling houses…

- Don't see much of the neighbours but they are slowly building a sense of community but would need spaces for this to happen.
- Highlighted the need for better channels of communication.

(M) There's no newsletter, there's no website, there's no e-mail distribution, there's nothing at all is there. There is no way to sort of blanket, there are not even any notice boards. There is no way of communicating.

- Lack of general facilities. Highlighted the good work of the local church.

(F) It's a lot to do with the lack of services isn't it. I think there are not very many things here. I was thinking about our families who are in our school, anything they want to do at the weekend really, apart from a walk you have to go elsewhere to do it. If you want to go swimming you have to go somewhere else, for shopping, unless you want Tescos it's somewhere else. Anything really recreation wise.

- Divisions between private housing and social housing.
- Presence of travellers.
- Problems: quad bikes, graffiti, litter, parking on grass verges and traffic especially along Sandhills Avenue.

Leicester

- Positive about changes in Leicester

(M) The change I see in Leicester all seems to be very positive. The investment in the city, infrastructure, shopping centre, drama and, what's it called, the Arts Centre.

(F) I think it will make it more on a par with other East Midlands cities like Nottingham and places like that.

Western Park

- Residents felt that it is a good area, that people are friendly and people know their neighbours and feel positive about it.
- People feel safe and can rely on their neighbours.

(F) It feels quite safe here as well, I came here 11 years ago and I certainly feel that it is a safe area; I don't worry about walking down the street at night. I feel like I could knock on any body's door if I was concerned.

- Divided opinions about the Park. Some residents like it, others not. Residents agree that it would good to have a café there and there is an issue about motorbikes especially if you have smaller children.
- People feel that they have access to different facilities and use leisure faculties form Braunstone.
- Residents feel that there is a focus on school and church but if you do not belong to either, there are no other facilities.

- Whilst on the surface cohesion seems to be good, there might exist some hidden issues such as racism and divisions between affluent and poorer areas.

(F) I think there are hidden issues in this community, I think yes on the face of it there is a lot of cohesion in the school and children play well together. But in my own experience I have talked to some parents, just general chitchat, and they will say something and you think oh god I would never of thought you would think that. They might say what I would think is a racist comment or something and it throws you.

- Feel that primary school pupils do mix and learn to mix. School is important to bring people together. But often parents send them into schools in the county after that.

Beaumont Leys

- Overall residents highlighted that the area was a nice place to live where people are friendly.

(M) People are friendly. Wherever you go you are bound to get the odd one or two …but you speak to somebody and say good morning even if you don't know them.

- Generalised feeling that diversity is not causing a problem.
- Whilst they recognise that it is a mixed community, residents feel that people don't mix. This seems to be with people from different backgrounds and young people. There seems to be a lack of communication and meaningful interaction.
- Lack of youth facilities was considered as the biggest problem.

(M) I think the biggest problem is that there are no facilities and nothing organised for the kids that are just about to leave school. They cause the biggest problems like motorbikes and graffiti, destroying property, destroying people's cars and things like that. I think Beaumont Leys is better than what it used to be.

- Perception of unequal allocation of resources, especially housing which leads to a sense of being 'pushed out' and lack of community facilities.

- Problems: antisocial behaviour, criminal damage, fly tipping, trouble with various shops with the trolleys being abandoned, abandoned cars, burnt out cars.
- Residents feel that the look of the area is deteriorating especially the green spaces.

Abbey

- Participants highlighted the different community feel to different areas such as Stadium estate, Stocking Farm and Mowmacre Hill.
- Residents have a good relationship with their neighbours with high levels of trust but generally don't feel that there is a community spirit.
- For participants in the focus group the Anglican Church provided them with a sense of community and crossed the divide between different areas, ethnicities and ages.
- They perceive that the area is changing. Becoming more multi-cultural is not seen as a problem and they prefer that people mix.

(F)…we want to intermingle. It is better to have equal black and white and grey altogether in the same areas rather than separated.

- Residents feel that the community centres are places where people mix and are generally well used. There are some differences between in the take up of the centres but they do not know the reasons for it.
- Young people hanging around on the street are perceived as a threat for older generations.

(F) We have a lot of youths hanging around but I have been on the estate for 35 years and this sounds silly, but you sometimes feel threatened…

- Perception of unequal allocation of resources, especially housing which leads to a sense of being 'pushed out'.

(F) Because a very large part of Mowmacre Hill has been taken over by immigrants and there is a lot of white people that are needing house …when it comes to being re-housed and their children being re-housed they seem to be put on the back burner. So my feedback from friends and things that is a big problem.
(F) Well we have always had a few coloured people. And I understand that everybody is entitled to a decent house and a decent living but a

lot of white, well not necessarily white even coloured people that have perhaps lived in Leicester all their lives, are feeling as though they are being pushed out because of all the immigrants, that sounds awful, but it is the truth.

Problems identified: Traffic and parking

Knighton

- Very strong sense of community but mainly within a confined area (the close) where people are quite similar to each other (participants of the focus group all lived in the close).

(M) I think it is a comfortable neighbourhood and one reason it is comfortable is because we haven't got any extreme people, race, religion or anything else that dominates. Everybody accepts everybody else and it is a mixed close. And for me that makes it quite a nice area to live in.

- However the contact and feeling of community does not extend to the whole area.
- Residents felt that the elderly people of the area are overlooked. There are no facilities for them.
- The area is perceived of being wealthy but there are pockets of deprivation. These residents might loose out of services which are put in more deprived areas.
- A big change in the area is the students who are renting accommodation in big houses. This is changing the dynamics of the area.
- Residents feel that there are many facilities in the area, which contribute to the feeling of cohesiveness.

(F) But that is one of the reasons that I like living where I live. It's not just about the close but the resources I have around me and the amenities I have down the road they all tick a box. I think we are lucky in our position, we have got lots of amenities, we have parks, we have got shops down the road, there is a pub and everybody goes to the pub those sort of things. I think it is a quite beneficial sort of area.

Leicester

- Positive about changes in Leicester

(M)I think the city is spending a lot of money trying to get the city into a prosperous situation, they are putting in a new shopping centre, they are raising the profile, doing the theatre and doing cultural quarters. But that is not addressing how they are then getting the community to work behind it.

- Some residents were concerned that some areas are decaying and women feel harassed to walk around:

(M) I work in the city centre, in Lee Circle which is right next to the back of St Matthews and leads bang into the edge of the city centre. It is a grim end of town where the buses all drop off, there is a lot of decay and it has got what is called the cultural quarter at the moment where they are doing a lot of work to put it right. We have a lot women who work in our building, we have about 2000 people who work in our building, and they always feel very uncomfortable