

Grahame Park Neighbourhood Change Evaluation Report



Who are CCT

CCT's vision:

*“Develop sustainable services and projects that improve the economic and social well-being of people in Colindale”
focused through the Neighbourhood Theory of Change Programme*

Our Aims:

- *Ensure the **provision and management** of effective community centres and facilities.*
- *Identify local needs in order to **influence** community services.*
- *Ensure partners join up to prevent duplication and maximise the benefit of **working together** for the benefit of the community.*
- *Further the economic well-being of residents by supporting the **improvement** of skills, learning and routes to employment.*
- *Ensure and encourage **clear and accessible** information and communication within the community and between agencies.*

Neighbourhood Change Approach

Neighbourhood Change aimed to:

- Make community and economic development more effective.
- Facilitate partnership working & ensure evidence of impact.
- Demonstrate targeting of resources to where most needed.
- Attract further investment.

VISION:

An engaged, strong, innovative and prosperous community where different people connect, feel safe, share a sense of ownership and are proud of where they live, work and play

The Story So Far

Initial Phase (Feb to July 2017)

- 2 workshops to co-produce the theory of change with stakeholders & community groups

Implementation (Sept 2017 to March 2018)

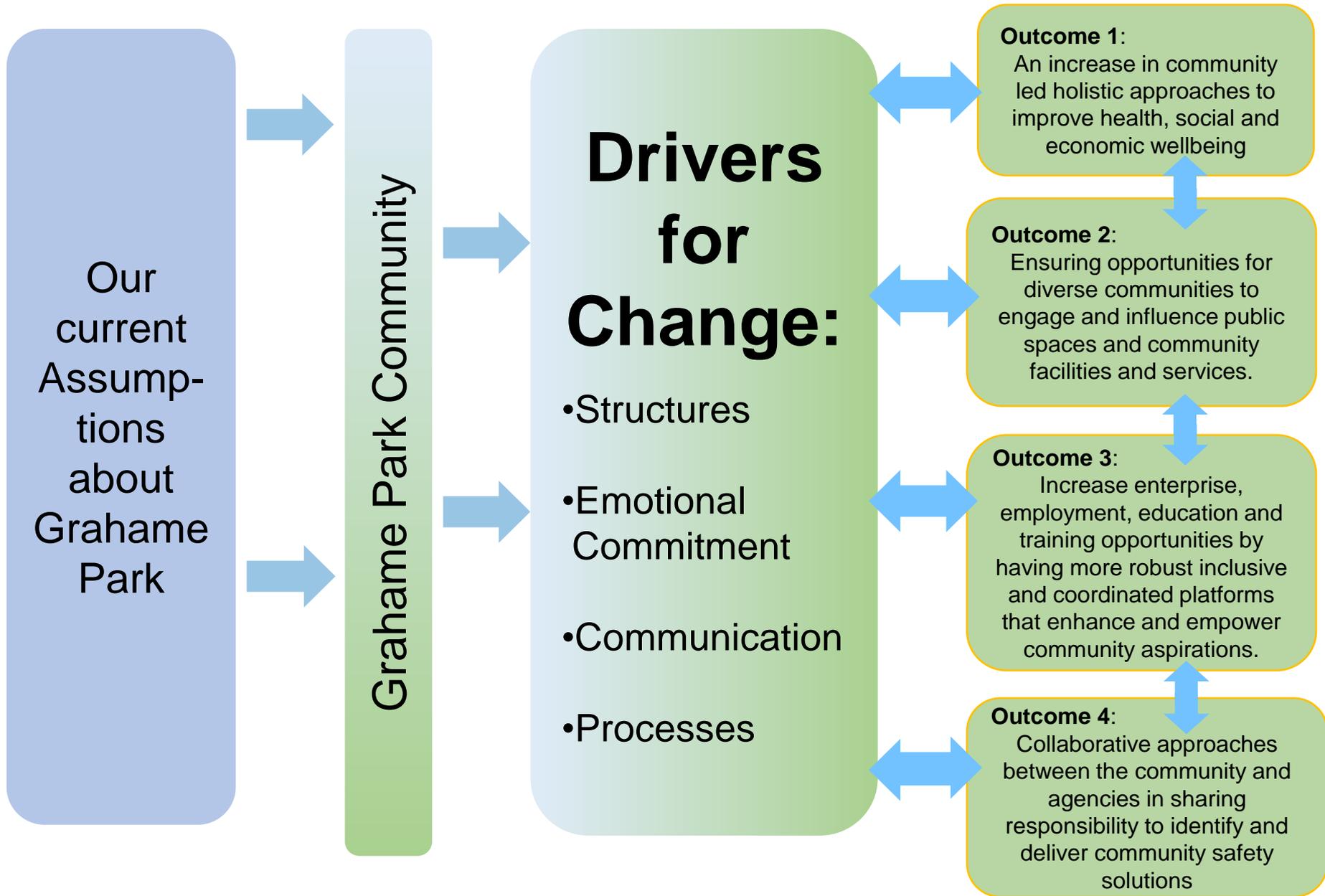
- Working group - local stakeholders to guide the pilot project of introducing ToC
- Call for groups to join the pilot project. 13 groups sign up and receive:
 - Workshops on how to implement the theory of change and to update on progress
 - One to one support
- Launch event to spread the word and gain further interest
- Lots of hard work from pilot groups in a short space of time

Evaluation (May 2018 to March 2019)

- Evaluation phase to see the difference that has been made

Values:

Community ownership – Empowerment- Cohesion - Information & Communication - Equality Engagement



Grahame Park Theory of Change July 2017

Vision: An engaged, strong, innovative and prosperous community where different people connect, feel safe, share a sense of ownership and are proud of where they live, work and play

Assumptions

Family pressure means it is hard to function well and meet necessities e.g. financial exclusion
Youth and gang violence is a key concern in the area
Grahame Park community will change substantially with 10,000 new homes
There are still a number of residents who don't know what is available for them and their family in the area
Grahame Park is a diverse neighbourhood
There is need for a stronger resident voice
There is a growing uncertainty for the high number of non-secure residents who will have to leave the area
Cuts to public spending will continue to impact on families and community organizations
Helping to build connections between people will strengthen the community
There will be less community activity space in Grahame Park
People in Grahame Park need places to meet and come together
The new Health & Community centre will mean that organizations will need to increasingly coordinate and integrate what they do.
Parking is an issue for residents
Community cohesion will increasingly be an issue in Grahame Park

Grahame Park Community

Drivers for Change:

- Structures**
 - Training, employment, social enterprise and business support – skills/opportunities
 - Link to local, borough and regional networks and engage in partnerships- With residents and future residents
 - Deliver a range of projects that build sustainable legacy
 - Grow, support and sustain a local voluntary and community sector
 - Ensure community managed community facilities are a focal point for new and existing communities
 - Engage with statutory/private sector partners in a strategic way
 - CSR corporate sponsorship
 - Strategically influencing strategy and private Sector partners in the area
 - Consortium (needs growth)
 - More support at statutory and private sector
- Emotional Commitment**
 - Understanding community needs and priorities
 - Activities to support people and help them develop skills and build confidence
 - Community genuinely influencing decisions in the local area
 - Increased involvement of residents participating in community and economic development activity-Developer to include resident's views
 - Increased sense of pride and neighbourliness, with new residents feeling part of the community.
 - Engage with non-secure residents more effectively
 - Common values and interests
 - Harnessed sense of anger and frustration to drive change
- Communication**
 - Ensure people are aware of opportunities and how to access them
 - Ensure a central hub for information
 - Draw on skills and experience of residents as a voice
 - Share and disseminate information – welcoming and sharing information with new service providers to embed them quickly
 - Leaflets, brochure, one hub, IT provision, resident voice word of mouth, Grahame Park Strategy group
 - Develop network opportunities
 - Social media – Facebook page / twitter and other platforms
 - Grahame Park App for community facilities
 - Flexible timings
 - Relationship building
 - Honouring Commitment
- Processes**
 - Community development and engagement
 - Increased community engagement and involvement
 - Community researchers facilitating resident voice
 - Sharing knowledge and targeting expertise, experience and skills.
 - Local volunteering with clear pathways
 - Influence policies, programmes and initiatives -
 - Challenging existing barriers which prevent residents access
 - Build evidence base of residents needs
 - Maximise funding and extend sources
 - Stakeholders and community partnerships
 - Community ownership
 - Increase partnership working
 - Build consensus
 - Mutual support
 - Pooling resources to add value
 - Sharing facilities to maximise use

Outcome 1:

An increase in community led holistic approaches to improve health, social and economic wellbeing

Outcome 2:

Ensuring opportunities for diverse communities to engage and influence public spaces and community facilities and services.

Outcome 3:

Increase enterprise, employment, education and training opportunities by having more robust inclusive and coordinated platforms that enhance and empower community aspirations.

Outcome 4:

Collaborative approaches between the community and agencies in sharing responsibility to identify and deliver community safety solutions

Values:

Community ownership – Empowerment- Cohesion - Information & Communication - Equality

Emerging Themes: what is working & what can be improved?

- Partner engagement is strong
 - workshops, Consortium members, pilot groups
- Strategic & proactive working by organisations
 - Clear framework that helps focus work & ensure collaboration
 - Partners more able to align their organisational priorities to the neighbourhood
 - Greater impact & time saved by investing in this approach
- Working in partnership through Neighbourhood Change
 - Identified needs & gaps
 - Created a platform for organisations to come together
 - Informed partners of community needs
 - Increased trust between Consortium Members

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Involvement of residents & delivery by stakeholders

Involvement of the residents in co-producing activities is a key driver for change and volunteering to sustain



Biggest changes to activities include increased health and well-being programmes & activities for young people.



Most reported activities focused on health and well-being.



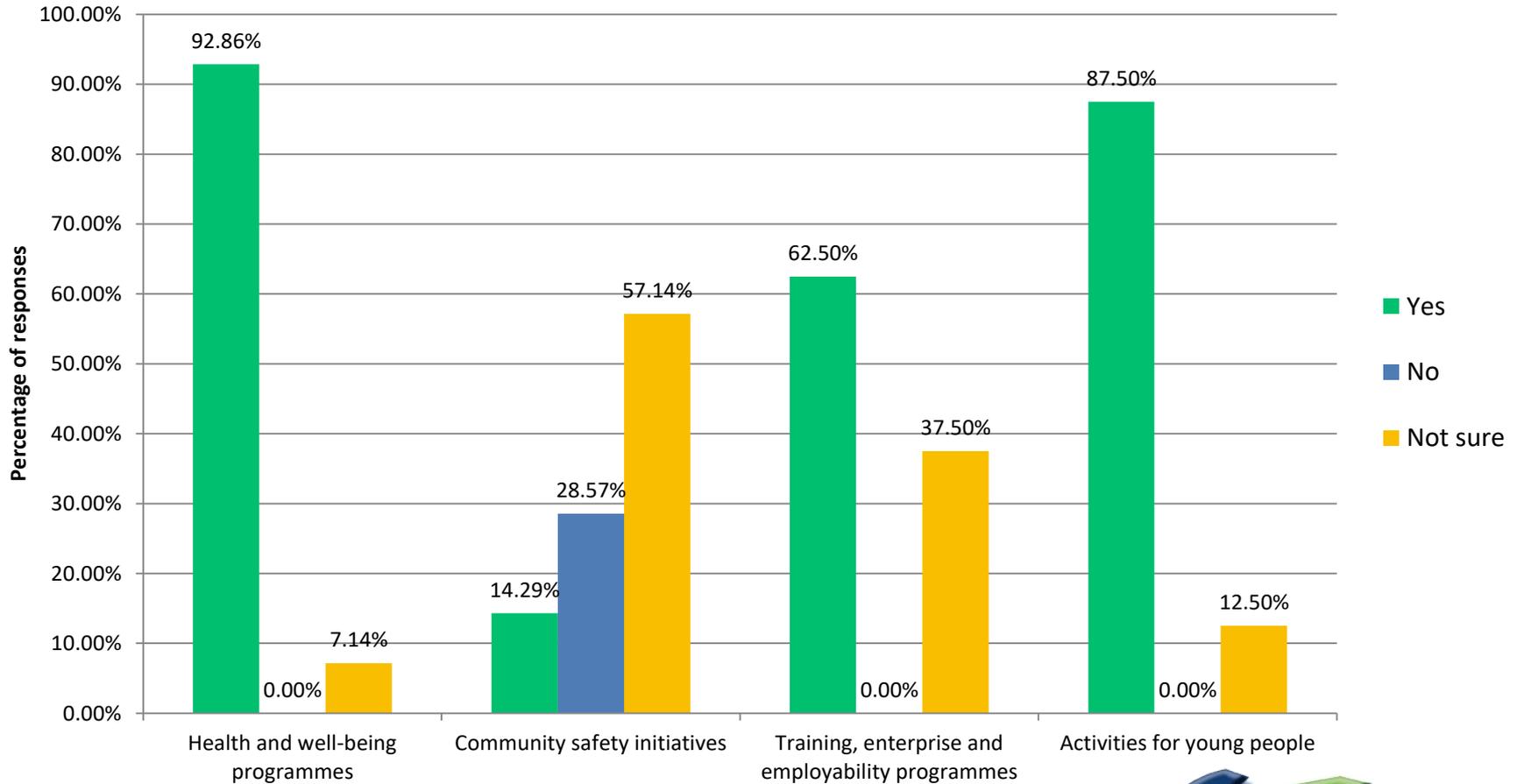
Outcomes for residents include feeling happier, growing in confidence, making positive life-changes, making friends, going to more classes or activities, and getting more involved in the community.

Health and well-being outcomes included:

- Improved physical health
- Improved mental health
- Decreased isolation
- Better social & cultural integration
- Increased mental well-being.

Health & Well-being

Have you seen a change in Grahame Park in these areas over the past 18 months?



Accessibility of Community Facilities & Engagement with Local Provision



1/3 residents surveyed who had used community spaces felt they were easier to use.



Community spaces offered events that were mainly organised activities.



70% stakeholders who responded to the survey thought residents were either much more or a little more engaged with community spaces and facilities.

Increased number of activities for young people with better communication about existing provision

- Activities & services for young people has been a key area of change in Grahame Park and surrounding
- Universal Youth Offer is a good example of partnerships
- Clear community support for more young people's activities
- Still room grow and develop activities, especially mental health and counselling support

Enterprise, Employment, Education and Training Opportunities for Residents

‘The One Stop Shop has increased its offer to residents to help them gain skills and become more employable. Some of this has been done through working with Shared Enterprise.’

(Stakeholder)

- Residents wanted to see more opportunities to train, and to be more employable.
- Outcomes include growing in confidence, feeling happier, making friends getting more involved in the community.

Residents better informed about what is going on



1/2 residents surveyed said they felt more up to date than before.



Residents received newsletters, got information from One Stop Shop, community activities & activities calendar



Newsletters best way to keep residents informed

Community Safety

- Key activity - resident and stakeholder feedback hadn't seen a change.
- Fewer activities addressing community safety
- Increased police presence & CCTV cameras were mentioned as answers to community safety concerns.
- Open access blocks contributes to residents not feeling safe.
- Residents feel repairs not being carried out due to concerns they would just get broken again.

Working in Partnership

'The key changes which have come through the ToC [Neighbourhood Change] are partnership working, building shared good practice, joint fundraising or project development, and more organisations engaged in meetings and sharing info and spreading the work on Grahame Park.'

(Stakeholder)

- Stakeholders emphasised working in partnership is one of the most significant outcomes of Neighbourhood Change.
- Partnerships helped to achieve more collaboration - supports local growth and development - makes the delivery of services easier & provides more to residents.



Request to support this Change

- Need to increase engagement of some statutory partners; CCG, Police, Barnet Homes, 0-19
- Not assuming the area will be regenerated resolving socio-economic deprivation – 8 years plus to go still
- Develop and support neighbourhood work around community safety
- Build on and strengthen the health and well-being work;
- Embed integrated care partnership
- Support hidden mental health & support needs, especially for young people

Bringing to life the individual impact achieved so far...

“These local groups have been a life line to me while my husband was ill and especially since he died two years ago. Everyone is very friendly and supportive and I try to go to something every day.” Female over 65

“Although a small activity [walking group] with a group, it does make a difference. We get to talk to each other, share thoughts and a laugh. This enables insight into the life of the community. I would love this to continue.” Female 46-55

“I’d go every day if it was on, I like the mixed groups. A men’s group and cooking group would be good for more men to get involved.” Male Over 65

“My level of confidence has become better, I feel more confident talking to people. My overall health has become better. I have met a lot of people and I can ask them for help when I need it. I was telling D [CCT H&W Volunteer] about my problem and he told me I could meet him at OSS. I met another walker who had the same condition and it was good to talk to her about it.” [Joined AGE UK gentle exercise group further to engagement]. Female 46-55

“Mixing with people is so important to our age, walking together and chatting together. It helps to reduce social isolation for us.” Female over 65

“I am very impressed by the organisation of the groups. Pleased that everyone seems to get along. Distraction from the daily grind. Feel lucky to have the groups. Great chance to settle into the community. Always leave a group feeling happier. Really enjoy talking to and getting to know fellow users. Overall a reliable and friendly service that helps me.” Male 36-45

Evidence: CCT's Health & Wellbeing Programme over a period of 3-24 mths

Participants informed us of their responses **BEFORE** they took part in any activities, and changes in their responses of a period of up to two years **AFTER** they took part in activities.

General Health compared to people of similar age

22.2% felt their health was very poor or poor - improved with only 6.7% in this banding after engagement.

Were you suffering from depression or anxiety?

33.3% stated they were suffering from depression or anxiety. This reduced to 11.1% after engagement; many have become engaged in additional programmes to continue their journey. Overall change 66.7% decrease in depression or anxiety.

Were you losing confidence in yourself?

Saw an improvement of 33.3%. 17 people who showed this change, only 2 felt they were still losing confidence in themselves. We are working with them to ensure they are supported. Overall change 80% feeling confident.

Did you have a problem with drugs or alcohol? Did you smoke cigarettes?

Two people, drugs, of which one person had changed. Five people, smoked, of which one person has stopped.

I feel that what happens to me is out of my control?

75% positive change;

I felt lonely and isolated

26.67% before engagement felt lonely and isolated. After engagement 0%

Your levels of physical activity

8.9% had no physical activity and we saw a 100% change in their behaviour.

26.7% had less than 30 minutes a week changed to only 2.2% - 91.7% change overall.

The significant change is 28.9% at the beginning had more than 60 minutes a week of physical activity which changed to 73.3% after engagement, showing a 153.6% positive change.

Bringing to life the individual impact achieved so far...

Warwick Edinburgh Mental-Wellbeing model and HACT social value

Health & Wellbeing

Definitions

IMPACT £1,071,338

– INPUT £30,000

= SROI £1,041,338

£1 CCT / £23,141 SROI

