



# Getting Started

## BIG LOCAL NORTH EAST HASTINGS

Barry Cooper, Jodie Cornford, Steve Manwaring,  
Peter Thorpe and Nick Wates

Hastings Voluntary Action with Nick Wates Associates and Hastings Trust  
for the Big Local North East Hastings Interim Steering Group

September 2013, revised May 2014

Local Trust

Big Local

HVA  
Hastings Voluntary Action



the Hastings Trust  
Supporting Your Community



WITH PHOTOGRAPHS BY LINDA KING AND NICK WATES



# Contents

Executive summary	2
Introduction	4
Project brief and summary	5
Methodology	6
About North East Hastings	9
Literature review	12
A sense of the issues	13
A sense of place	19
A sense of time	22
Priorities for action	23
Building community capacity	25
Recommendations	28
Momentum, transition and “quick wins”	30
Thanks, references and list of appendices	31



# Executive Summary

## Introduction

Between May and September 2013 Hastings Voluntary Action (HVA) led a consortium of Community Engagement specialists to undertake an in-depth engagement exercise with the residents of North East Hastings. The area has a population of approximately 8,000 people and comprises parts of three electoral wards – (Ore, Baird and Tressell) including the neighbourhoods of Broomgrove, Farley Bank, Halton, Red Lake and Down's Farm. The aim of this work was to provide intelligence to enable the North East Hastings Big Local Partnership to invest £1 million over the next 10 years to make a massive and lasting positive difference to their communities. The “Getting Started” phase is about starting the conversation and empowering local residents – spreading the word about Big Local, making sure people locally know how they can get involved, creating a profile of the area and gathering ideas about how they feel the area could become an even better place to live now, and in the future.

## The process

A series of events, road-shows, on line and leaflet surveys were undertaken together with on-line and social media opportunities for residents to comment and give their ideas. Recognising that some young people may be less likely to participate, a programme of detached youth work was also commissioned which resulted in a small video project which enabled the voices of young people to be presented to the Big Local Partnership. A “literature review” was also compiled reviewing previous consultation and engagement results. In all, interactions with over 750 people were concluded providing ‘reach’ into all parts of the Big Local area. Considerable interest was shown in the initiative with 88 people wishing to become more involved in running Big Local. A total of 41 individuals came forward to volunteer in the local area.



## Key issues

### A sense of community

The Big Local area was regarded as having a sense of community but with a general feeling that there was not enough to do and that there should be more opportunities for learning, training and acquiring skills. It was felt that there should be more events to facilitate interaction between different parts of the Big Local area and opportunities to meet other people. Crucially information available within the local community should be extended so that residents knew “what was going on” and the services they could access in the local area.

Affordability was a big issue with a sense that those on low incomes could easily be “priced out” emphasising a need for low cost access to sports and leisure opportunities. Community Centres were regarded as important resources which were running – or had the potential to run – a programme of activities. But more joining up and investment in these buildings was often raised as an important issue. Community Development support was felt to be important to enable groups to develop. A strong network of community groups exists in the area providing vital services activities and support,

However it was felt that more could be done to improve networking and collaboration so that best use was made of resources. The “Gateway Event” – run at the beginning of the consultation – was felt to be a useful way of “getting everyone together” who was active in their community and should be repeated. Celebrating self-help and voluntary effort was also felt to be important. Across North East Hastings there was a general consensus that the area was a nice environment to live in and had what was often referred to as having a ‘community feel’ about it. Some people have lived within their communities their entire lives, building up a network of friends, who also ‘come together’ for support when needed and Big Local could then “help us who want to help ourselves and others”.

There was a lot of support shown for more community events to happen within the area, encouraging residents to get out more and allowing for new friendships to develop, because the residents “are kind and caring”. There was a sense that “community events bring everyone together and troubles can be forgotten for the day”.

## Young people

Young People's needs came across strongly in the consultation with frequent requests for leisure opportunities, a safe place to meet and 'hang-out' and designated space and facilities for skate-boarding. It was also felt that more could be done to provide young people with greater opportunities to get involved with their local community in interesting and useful ways. Strengthening links between schools/academies and local communities was regarded as important.

## Transport and access

Transport was regarded as generally poor – particularly during evenings and Sundays. The limitations of Ore Station in terms of access for those with mobility issues, its location and sense of safety was also raised. The conditions of roads and pavements were highlighted as areas of concern and the implications of the Bexhill to Hastings Link Road were raised in terms of potential traffic increase and congestion.

## The look and feel of the area

A sense of community and neighbourhood featured in the consultation quite strongly with the area regarded as OK to live in but sometimes cut off and in the case of Downs Farm “on the edge” of the town in more ways than one. One resident described the area as “a place to pass through rather than stop”. The public realm was felt to be in need of improvement with fly-tipping, dog-mess, some anti-social behaviour, and litter perceived as problems. Where shop units were empty the need to fill these spaces to prevent the area feeling dilapidated was identified. The need to “art up” the area was emphasized with local initiatives like Ore in Bloom cited as examples of something which could be done to positively contribute to the feel of the local neighbourhood. De-cluttering signage to improve the look of the area together with clean-ups and prompt responses to littering and low level nuisance were also raised. The importance of access to local shops was identified repeatedly with concern being raised about the issues faced by “independent” long-standing traders faced with increased competition from super-markets, on-line shopping and more corporate retailers. Access to green space was regarded

as significant across all areas and age groups. The need to protect existing green space such as Speckled Wood and the Village Green, safe areas for dog-walkers and places to enjoy the open air came across strongly from all ages.

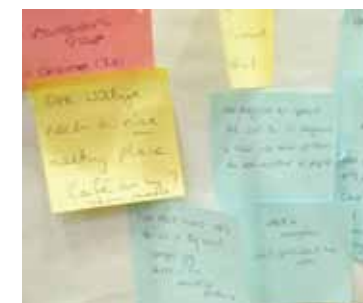
## Taking it all forward

The consultation exercise captured a wide range of perspectives and in the words of Jim Boot, the consultant to the Big Local Trust, “has produced an excellent and very thorough community profile which will move the area a long way forward”. It was presented to the Interim Steering Group in September 2013 who endorsed its contents and findings. A programme of work is being planned which will take forward the recommendations which have been made in order to:

- Provide a community chest of funding to enable a programme of quick wins – small projects to take forward some of the issues identified by local people.
- A community development worker is to be employed to help groups networking, improve communication about services and continue working with local people on the issues which have been identified.
- The Big Local Partnership (with at least 50% residents) is being established which will create a plan to invest the £1m the area will receive.
- Dialogues with service providers will be strengthened with the first “priority area” being around issues relating to young people. Steps will also be taken to involve young people in the decisions which will affect them throughout the programme.

## Conclusion

The gathering of residents' views forms a vital part of the Big Local process and the consultation phase has highlighted a range of issues and priorities which will be of immense value to those who will take the spending decisions forward. We would like to thank all those who came forward, discussed their experiences of the area and gave their views about how they would like the future in North East Hastings to develop.



# Introduction

## Overview

This document is a written report covering the consortium's contribution to the 'Getting Started' phase of the Big Local North East Hastings project. Big Local is an exciting opportunity for residents in 150 areas around England to use at least £1 million to make a massive and lasting positive difference to their communities. 'Getting Started' is about starting the conversation and empowering local residents – spreading the word about Big Local, making sure people locally know how they can get involved, creating a profile of the area and gathering ideas about how they feel the area could become an even better place to live now, and in the future.

This phase of the North East Hastings 'Getting Started' project was carried out between May and August 2013, with the report written during August and September 2013. The consortium's work and report were commissioned by the Interim Steering Group (ISG) for Big Local North East Hastings through open competition. The specification for the 'Getting Started' phase forms **Appendix 1**



Left: Project team at a roadshow event. From left to right: Jodie Cornford; Nick Wates; Steve Manwaring; Barry Cooper; Peter Thorpe.

## Consortium

The consortium was led by Hastings Voluntary Action (HVA), supported by Nick Wates Associates (NWA), and with Hastings Trust providing initial project planning and participatory appraisal methodology.

The team that delivered this project and produced the report are:

- Barry Cooper
- Jodie Cornford
- Steve Manwaring
- Peter Thorpe
- Nick Wates

Brief biographies can be found in **Appendix 2**

The consortium would like to thank each and every individual and organisation that has provided invaluable support throughout our work.

A detailed list of all the agencies and individuals that supported the consortium is included later in this document.



# Project brief and summary

The main aims of the 'Getting Started' phase are:

- **Raising Awareness of Big Local** – a publicity campaign to reach as many Big Local residents, businesses and groups as possible, generate excitement and manage expectations about the possibilities of Big Local - to include the design, production and distribution of promotional materials. For the avoidance of doubt, groups includes community and voluntary groups and local education establishments which have pupils and students living within the Big Local boundary
- **Getting People involved** – encouraging young people and adults, groups and businesses to respond to consultation exercises, bring forward their vision for the area and ideas for the Big Local plan.
- **Forming a Big Local partnership** – encouraging sufficient people, including representatives of groups and businesses to join the resident led partnership that will oversee delivery of the remainder of the programme.
- **Exploring a Big Local vision** – organising activities, events or other work to capture a vision for the area

The required outcomes of the 'Getting Started' phase of the Big Local Project, and a brief summary of the current status of each, are:

## 1 Widespread awareness of and positive feelings about Big Local amongst residents

As an evolving outcome this will continue throughout the lifecycle of the Big Local Project. We have made great progress in promoting Big Local and have guaranteed widespread awareness of the project by delivering promotional literature to every one of the 3,500 households in the Big Local North East Hastings area. We have hosted two extensive consultation workshops (utilising various Participatory Appraisal (PA) methods and tools) at two of the most accessible, popular and valued community hubs. We have also promoted Big Local, and engaged with many local residents at externally organised local events, including school fêtes, faith events, housing association resident involvement days, statutory services open events and community centre functions and group meetings.

## 2 The identification of sufficient residents to form a resident led partnership

The Resident Led Partnership (RLP) will continue to grow and evolve throughout the Big Local project in affiliation with outcome one. Relevant data on the RLP is contained in the Building Capacity section of this report. In summary, to date 88 people have either expressed an interest in volunteering on the Big Local project or becoming a member of the RLP.

## 3 The capture of information in various usable forms, from a wide range and sufficient number of residents to establish a local vision and inform the development of a Big Local plan by residents

The detailed data and information captured throughout the 'Getting Started' phase is contained and presented in the Issues, Space, Time, Priorities, Recommendations and Momentum and Appendices sections of this report

## 4 One brief oral progress report to the ISG half-way through the project

This was successfully delivered by the consortium to the Interim Steering Group (ISG) on Friday 5 July 2013.

## 5 A final written report to the ISG covering the information gleaned; methods of communication used; details of technology used, e.g. web site, Facebook etc; and any recommendations for the remaining phases of the Big Local Pathway

The required data as specified by the ISG is contained within this report.

## 6 Complete the 'Getting Started' programme in three months

Our consultation and awareness raising activities took place between May and August 2013, with the report written during August and September 2013.

# Methodology

A range of different qualitative and quantitative methods, tools and approaches were used throughout the 'Getting Started' project.

## Participatory appraisal (PA)

PA is a family of approaches that enable local people to identify their own priorities and make their own decisions about the future. It is an adaptive process and ethos that comprises community research, learning and collective action. PA is dependent on a community approach, where the views and knowledge of local people are crucial and are valued as important and significant contributions by the local experts, and contribute to sustainable development strategies.

PA is based on a set of interactive tools that rely largely on visual methods. The flexible and innovative tools encourage involvement and engagement, and are designed and used in ways to help overcome barriers to community consultation and participation, such as formal literacy or numeracy. Tools can be used with both individuals and groups, and encourage a wide range of views, issues and perspectives to be expressed. PA is a process by which communities express their needs and aspirations, which leads to positive learning for future action. PA collects highly qualitative information relating to participants' experiences, and perceptions of reality, to acknowledge issues and plan for change.

The participatory appraisal enables a series of dialogues which can capture:

- **A sense of issue:** the things which people are concerned about or see as opportunities.
- **A sense of place:** how different areas or neighbourhoods are perceived.
- **A sense of time:** how people view the past of the North East Hastings area through their own experience and envisage its future.

PA Tools used to engage the North East Hastings Community included the H Form, Graffiti Wall, Maps and Timeline.



**H Form:** The H Form asks a specific question about a single topic, i.e. "What do you think about your local area?" and asks participants to provide positive and negative feedback. It also asks for ideas and suggestions for improvement.



**Graffiti Wall:** This is an open and free format tool that allows any and all comments and images to be recorded.

**"An open, honest, but apparently unworkable comment – "Can we move Ore train station?" was a great example of participatory appraisal in action. It highlights and opens up for discussion a real issue – that of the isolation of Ore station due to location, poor transport links and disability access."**

Barry Cooper



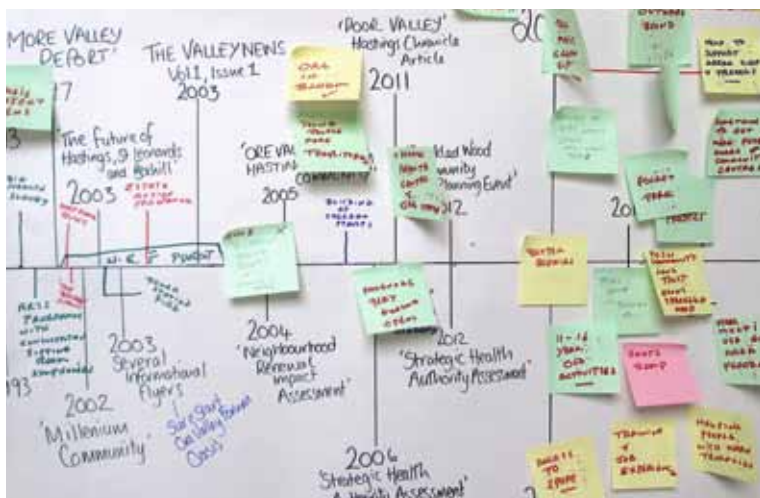
**Maps:** Maps of the Big Local North East Hastings area were provided and participants were asked to locate areas and places on the map they liked or disliked, and to suggest locations for activities or events they would like to see take place locally.

**Responses from local residents to all of these tools can be found in the appendices.**

*“It’s good to have the chance to share our views and thoughts”*

*“It’s interesting to see what everyone has put, it makes you think of things you probably wouldn’t have thought of”*

*“What a simple but effective way to get views and ideas”  
(about the map)*



**Timeline:** The Timeline is a linear tool for showing significant or important events in a community, and how the area has altered over a period of time. Different people will have different perceptions about what the important changes are and how things have changed over time.

## Community consultation and engagement

A cross-section of key stakeholders were invited to a Gateway Event which was held on Thursday 13 June 2013. At the Gateway Event we described the Big Local programme and its purpose, outlined our planned programme of activities, and encouraged attendees to promote Big Local through their contacts and networks.

Two Big Local roadshows were held at two prominent local community venues (the Adventure Playground and the Ore Centre) and various PA tools were utilised to effectively engage and consult with local residents. Members of the ‘Getting Started’ team attended many and varied local community events and activities, promoting Big Local, engaging and consulting with local residents, including school fetes, community services open days, faith events, children’s street activities and youth clubs.

A promotional leaflet that included a questionnaire, was hand delivered to each of the 3,500 households in the Big Local North East Hastings area. The leaflet contained both illustrations and narrative information and included contact details for residents requiring support to feedback or to request additional information. Five main community hubs were used to continuously promote and advertise Big Local, and were venues where the completed questionnaires could be left for collection. Local shopping vouchers were offered in a prize draw that each completed questionnaire was entered into.

Conversations were held with local residents whenever and wherever possible, and the discussions were recorded and data used to populate this report.

A list of people who attended the Gateway Event, and a list of people and organisations that we consulted with can be found in the appendices.

We made a special effort to link up with the local Community Organiser, Calvin Humphries, to make sure our work complemented each other, and Calvin helped us to deliver some of the leaflets to local households. However we did not detect that local residents had significant confusion between Big Local and Community Organisers.



## Big Local website and social media

On the leaflets delivered to each household, details of a Big Local North East Hastings website, email address, Facebook page and Twitter account were advertised and updated throughout the 'Getting Started' phase.

The web pages and accounts had links to a survey with the same questions as those included in the leaflet, and gave residents an alternative and additional method of engaging and consulting on Big Local.

During the consultation phase the Big Local North East Hastings Facebook page gained 113 Facebook friends, and some lively discussions of issues took place. There were 32 followers of the Big Local North East Hastings twitter account, and during July and August 2013 there were 677 visits to the Big Local North East Hastings website.

## Responses

During the consultation phase of the 'Getting Started' project, we logged the following number of responses:

Leaflet survey	120 responses
Web survey	16 responses
Roadshow 1 (Adventure Playground)	63 participants
Roadshow 2 (Ore Centre)	52 participants
Ore Village Fayre	153 recorded conversations
Ore Christ Church summer fayre	33 recorded conversations
Broomgrove ice rink	60 recorded conversations
Speckled Wood come walk with us event	20 recorded conversations
Ore Fire Station open day	25 recorded conversations
Downs Farm BBQ	83 recorded conversations
Hastings Academy students	16 participants
Outreach (includes Halton Baptist Church Youth Club)	72 recorded conversations
Conversations while leafleting	22 recorded conversations
<b>TOTAL</b>	<b>735</b>



## Increasing awareness of Big Local

At the first event that the 'Getting Started' team attended, the Ore Village Fair in May 2013, out of 153 people we spoke to, less than 10 had heard of Big Local.

At the first roadshow event at the Adventure Playground in late June 2013, about a third of attendees had heard about the roadshow from a leaflet through their door, and about a quarter through word of mouth.

At the Downs Farm event in July, approximately 95% had been told about Big Local by Suzie from Downs Farm Community Centre.

At the Broomgrove Ice Rink event in August, about half of people we spoke with had seen the Big Local leaflets already.





## About North East Hastings

The North East Hastings Area has a population of approximately 8,000 people and comprises parts of three electoral wards – Ore, Baird and Tressell. It is the largest suburb in Hastings and grew in size during the 19th century as Hastings grew in popularity as a seaside resort and traffic along The Ridge increased. Further expansion during the early part of the 20th Century located a number of factories and businesses in the area and the North East Hastings location was notable for its mix of housing in close proximity to industrial and commercial premises and infrastructure. For many years the topography of the area was dominated by the Broomgrove power station and until the 1980s many residents were employees of WM Stills a large manufacturing factory which was one of a number of employment sites within a stones-throw of their homes.

From its earliest beginnings the area which we now identify as North East Hastings was an edge of town community which provided lower cost accommodation for workers. As a consequence the area was, in the words of one historian “a place which housed the labourers rather than the bosses” and economically much of this trend continues as the North East Hastings area has higher levels of deprivation, higher unemployment and lower wage levels than other parts of South East England.

Housing was developed incrementally leading to a “sprawling” rather than designed feel to the area. A clearance area was declared in the 1950s to remove some of the poorest standard accommodation and the gradual increase in the population led to the development of larger planned areas of Council (now Housing Association) properties in Broomgrove, Halton, Farley Bank and Downs Farm.

As well as providing low cost housing for local people these estates were, in part, developed to accommodate London families who were part of a significant relocation scheme administered by the Greater London Council which brought workers and businesses to Hastings in the late 1960s and early 1970s.



Economically the area and its residents have fared badly during periods of recession and a significant number of the smaller industrial units and factories providing local employment left the area. Income levels in the area remain significantly lower than the national average and this has created challenges for local shops and businesses in terms of local spending power and economic sustainability. As a result of this, much, but not all, of the area has been the focus of a series of Government programmes linked to regeneration, renewal and social inclusion.

In terms of physical regeneration the area has seen some recent change in the form of new educational establishments like the Hastings Academy and new modern sites such as the development of Sussex Coast College Hastings' Parker Road campus (close to the Big Local area) and their motor vehicle centre in Ivyhouse Lane. However, macro-programmes of physical regeneration have not always delivered as well as intended. For example, the Ore Valley was selected as an area for the Government's Millennium Communities programme which promised a bold vision of a sustainable neighbourhood, a transformed public realm and enhanced opportunity for local people but which failed to deliver on this vision in a way which could be readily identified by residents.



Although the area is a couple of miles from the town centre, it has felt, in the minds of many local people isolated or separate from the Town. The development of industrial units and lower-cost housing took priority in terms of land-use. As a result, shops, amenities and other important social infrastructure took longer to develop. This brought with it some social isolation and led to long-standing campaigns by local residents to create community space in the form of community centres at Broomgrove and Farley Bank. Today the area is better served in terms of social amenity. Within the area we also see a series of smaller identified communities which are defined by the typography of the area. Until the creation of the Deepdene estate in the 1990s, the valley separating Broomgrove and Farley Bank created a visible and discernible gap between those areas. Long-standing residents of Downs Farm also described a sense of the estate being “cut-off” or isolated from the wider area.

The Big Local project has identified an artificial but a potentially ‘natural’ community (i.e. the catchment of the Ore Village shops) but the ‘Getting Started’ phase has revealed that the area is not one which has a discernible sense of identity or ownership by local people who have tended to identify themselves with smaller community areas (such as Ore Village, Halton, Broomgrove, Red Lake or Downs





Farm for example). Thus within the generic area of North East Hastings lies a complex picture of community identity, history and affiliation to much narrower geographical areas which will need to be taken into account. In terms of community engagement there is a similar 'mixed' picture within the communities which make up North East Hastings. The literature review, (documented elsewhere in this report) reveals that some parts of the Big Local area have been the subject of significant and long-standing interventions involving neighbourhood planning, community-led consultation and community involvement in decision making. In other areas this is far less a feature of local residents' experience.

Despite some of the challenges and features within North East Hastings there is a strong sense of community. Like much of Hastings, the area is inter-connected with lots of people who know each other, have lived in the area for some time and have significant local knowledge and connections to the area. A significant number of local community groups exist, undertaking significant work to protect and preserve local space, improve the area, and offer essential support and amenities to local residents. The relatively high number of participants who indicated a willingness to engage in volunteering or be part of the Big Local Partnership in the future seems to indicate a positive and viable level of interest which, if nurtured, could be a positive resource for further work. A simple audit of community capacity and assets would demonstrate that some of the infrastructure which make programmes like Big Local achievable are present in North East Hastings providing a base for further involvement and inclusion to strengthen the ability of local communities to influence positive change in their neighbourhood.



# Literature review

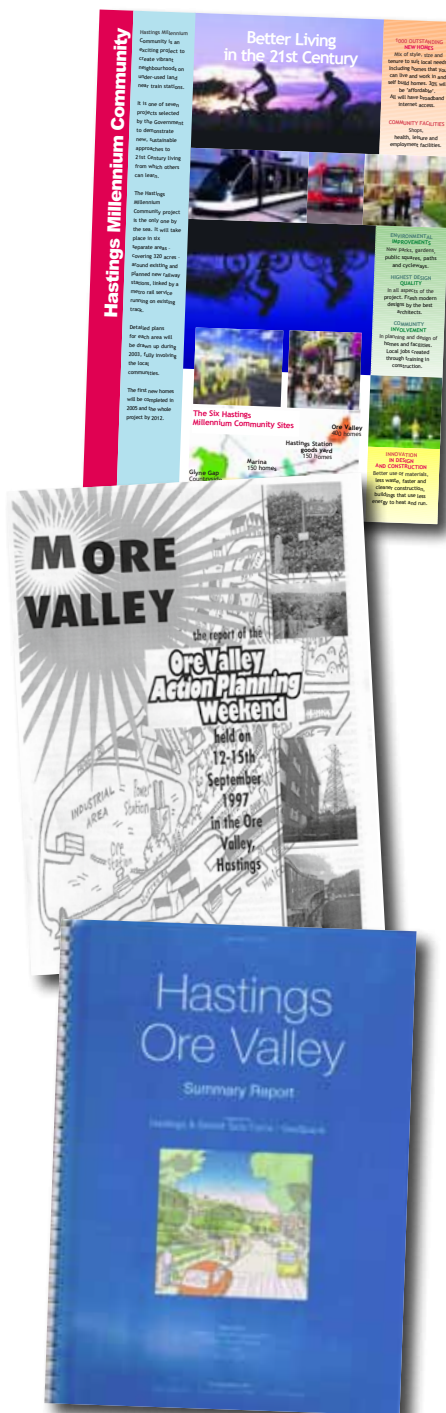
When the 'Getting Started' team were preparing their proposal for approaching the Big Local work, a number of informal conversations took place with residents and service providers who have a history of engagement and activism in the area we now identify as North East Hastings. These conversations identified a detailed and comprehensive body of past activity and generated an interest in building a history of consultation, engagement and planning activity which had taken place within the area.

This initial scoping work revealed the existence of a significant body of work ranging from local history articles, master-planning exercises, evaluations of past projects, neighbourhood plans, consultations and surveys. From this, and the richness of the material which had been found, the North East Hastings Literature Review began to take shape.

Essentially, a literature review recognises that any activity does not materialise "out of nowhere" but exists within a history, framework and context of previous work to which it should relate. It is also important that any new work takes account of what is already known and seeks to fill a gap or build on existing knowledge rather than simply repeats what has gone before.

In taking this approach the team were also acutely aware that as agencies and public services change and – in the present climate shrink - there is a real risk that the "corporate memory" of past work and research will diminish over time as individual practitioners leave or organisations re-structure. Therefore, the Literature Review is a way of preserving past work and making this available to a wider set of residents, agencies and academics who may use it to inform their current work or approach.

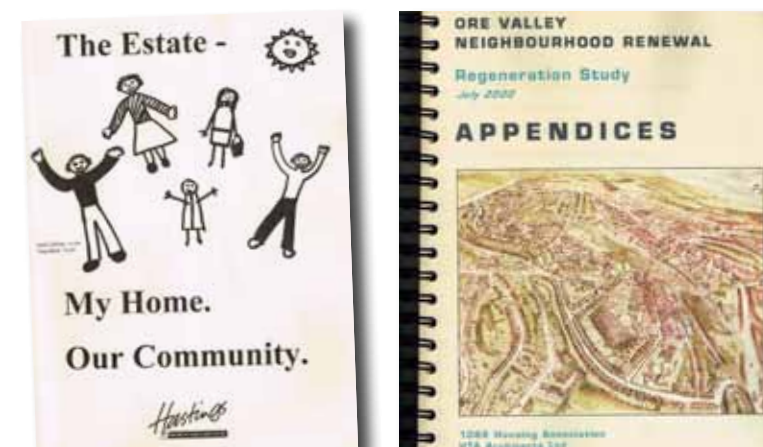
In practical terms the literature review has involved developing a spreadsheet cataloguing material of possible relevance and recording key bibliographic data as well as summarising any findings. A selection of the most important material is provided in the Literature Listing Appendix 3 and also on the Big Local 'Getting Started' website



(‘Before Big Local’ menu tab) with live access to individual source documents where these are available digitally.

The process of undertaking a literature review has provided a context which has been used to inform individual conversations with residents. An example of this is shown in the “timeline” exercise which was used extensively in the Big Local Roadshow events. As part of this approach a report from a community led-action planning exercise from 1997 was used. Many residents were unaware that the community had created a formal document describing its vision for the area and were asked simple questions arising from it e.g. “In 1997 residents identified young people as the top priority - is this still the case and how have things changed?”. In this way the current Big Local work could be presented properly in the context of previous activity and in a way which enabled residents to examine change and development over periods of time.

The ‘Getting Started’ Team are keen that the Literature Review which has been created should be a “living” document which grows over time adding to the intelligence about the area. Therefore, having created the framework, initial discussions have taken place with the University of Brighton with a view to embedding the North East Hastings material within the Hastings Knowledge Exchange, a new initiative from the Community University Partnership Programme which aims to bring together the knowledge of local communities, voluntary organisations, practitioners and university academics to share their different understandings and perspectives on issues of common interest.





# A sense of the issues

When asking residents about what they felt were their area's greatest needs it became apparent that the majority of issues discussed were all interlinked. Once the data was analysed and configured into a presentable format it was clear that some headings were needed to enable us to clearly get across key points. With this in mind we have sectioned our findings under the headings of Issue, Space, Time and Priorities for Action. Each section will be broken down further and have sub-headings that allow for a greater focus and ease of access to the reader.

## Nothing to do

One of the key issues raised was that of 'nothing to do'. Generally this is a term linked to bored young people, however the consultation accentuated the perception that there was simply nothing to do for the majority of the residents. It was felt that there was a need for more age specific facilities and services such as more youth clubs, more social clubs for older people, interest groups, workshops and activities. Two proposals were discussed repeatedly throughout the consultation, the need for free training and skills opportunities, and a youth facility. The need for training and skills links to feelings of low aspiration, lack of opportunity, unemployment and poor educational attainment as identified by the residents within the area. The 'Getting Started' phase has identified several members of the community who have shown an interest in volunteering and more specifically teaching and using their trades; including a carpenter and a music DJ/producer. The idea for a youth facility has arisen from various other issues, such as vandalism, anti-social behaviour, groups and gangs and more often than not as a way of stopping older youths (deemed 11+) from

'hanging around in the play parks'. The facility has been discussed in various forms, one of which is a youth pub/cafe as several residents suggested. The idea of the "youth pub" belonged to a lady who had a vision to turn the Oddfellows Pub into a youth pub (no alcohol), where young people could go to and socialise freely with their friends, use the facilities as their own and ultimately be a safe haven for them. Her vision also included the possibility of training and skills provision during the day in term time and it could be open 'all hours'. Whilst The Oddfellows pub is no longer an option for this lady, the 'Getting Started' team did not want her, nor her idea to lose momentum so whilst her ideas were included in this report, the Star People Awards information was forwarded on to her which offered advice and support around starting her own social enterprise.

## Investment in sport and leisure

Investment within the area was another key issue, with residents highlighting some very specific needs for North East Hastings. There was a big focus on the need for more sporting/leisure facilities within the area and suggestions ranged from Multi Use Games Area's (MUGA), to swimming and paddling pools and to a full leisure complex. Sitting within the leisure theme was a strong wish to support Sandown School in saving their swimming pool. One resident sent in a letter with her completed leaflet explaining her personal reasons for supporting the Save Our Pool campaign, she explained the historical relationship she had with pool and the future relationships she envisaged the local community having with it. A further expansion of the investment in leisure was the need for more 'Active Hastings' inspired free or cheap activities within the area. Active Hastings is a partnership initiative delivered by HBC offering free and subsidised sport and fitness activities.

## Green space

People liked living near to open green space. A desire for investment within green space was quite prominent, with another strong wish to support the growth of Speckled Wood and to make it a community space, saving it from being developed. Ideas for the wood included a small animal petting area and a wildlife station where children can learn more about woodland plants and animals. It was also suggested that the pond by the Adventure Playground be cleared out properly and to create nature reserves within the area. There was a call for allotments, with one 8 year old suggesting a "community vegetable garden", whilst someone else proposed "guerrilla gardening". Some residents highlighted a need to extend the cycle paths from the seafront up into the area as a way of encouraging "more residents to cycle to and from town" but also to "increase the safety of those wishing to cycle out to the country park rather than driving there to then cycle". Another suggestion was to try and get "village green status for the space by the Salvation Army" in Ore Village.

## Community centres

Further investment was suggested for the community centres within the area, enabling them to enhance their service provision and bring some of them 'back to life'. There was some popularity around free computer and internet access along with young people suggesting free gaming stations; Playstations, X-boxes etc.

Each centre had varying amounts of support from members of the community, emphasizing what they already do and what they could go on to do with additional funding; a popular choice was the Adventure Playground and the need for it to be open more. The community centres were also widely linked to the need for the provision of age specific activities; they could be the ideal venue to host such activities.



## Age specific activities

There was a huge need identified for the provision of age specific activities and some of the activities suggested were pottery, drama, needlework and writing classes. Under 5's, 8+, 11+ and over 55's were specifically identified as needing activities. Under 5's were mainly linked to play parks as were the over 11's, however the issue here was that the over 11's needed their own space so that they stayed out of the play parks and the younger children could then enjoy them more. There was also the suggestion of a music facility within the area so that young people could learn all aspects of music production, engineering, radio etc. A further idea was that there should be "targeted initiatives for young people 8+ to increase their communication and confidence skills, things such as outward bound, training and cultural visits". The over 55 activities seemed to focus more around social activities at local community centres and all ages were suggested as having regular out of area trips and visits. One resident also discussed the idea of organising "inter-generational activities" and another suggested "tradesmen could teach young people their skills for free in workshops to help keep them off the streets". This linked well with the idea of creating a "young volunteers program to develop skills/ confidence and counteract damage done by schools", as well as a "local Ore young apprentice scheme".

## What's on information

Continuing with the subject of investment in community centres, residents didn't always know what was happening locally, either within their community or at any of the community centres. Whilst online advertising via websites and social media is being used more and more within society, a proportion of people, especially the elderly, do not have access to the internet and so they can miss out on what is happening. It was suggested that there could be a revival of a new North East Hastings magazine/

newsletter, keeping people informed and allowing community centres and service providers a space to advertise. Several people indicated that there needed to be a more 'joined up' approach from the community centres and service providers in the area to reduce duplication and to broaden the options available to the residents. "If the Bridge is offering free computer training workshops then the Ore Centre doesn't necessarily need to but they could offer a learn to sew workshop instead". With a forward thinking approach in mind a few residents suggested that a Community Development Worker for the area would be able to undertake many of the issues listed and help to create a more "joined up community".

## Transport

Transport was another big issue, especially public transport in relation to cost and service provision. Residents that used public transport felt they were cut off and isolated from the main town as bus provision was poor and costly. Residents want more frequent bus services in the evenings and weekends, more specifically on a Sunday, but they also want the fares to be lowered. Several residents suggested a North East Hastings shuttle bus service that was for the residents to use in and around the area for free or at a low cost. This service could then allow greater movement within the area and enable those with mobility issues, money issues or a lack of area knowledge the opportunity to get out and about and use the facilities and services available. The lack of accessibility, especially for disabled people to Ore train station was highlighted along with the lack of trains that actually stop at the station. It was suggested that the station's name was a misrepresentation about its location; it was even suggested that the station be moved to the northern part of North East Hastings. There seems a need to encourage a better link with out of area locations from Ore Station itself, as well as North East Hastings as a whole.

## Service provision

Attention was also given to service provision within the area, what types of provision the residents would like and the need to "give more support to those already trying". It was suggested there was a need for some outreach work within North East Hastings from the Citizens Advice Bureau, Hastings Advice and Representation Centre, Lesbian, Gay, Bisexual and Transgender support and advice, and "inspiring, creative, motivational style groups/workshops for teenage girls to help develop careers". Ore Christ Church has an interest in delivering parenting style groups and workshops. Residents also expressed their satisfaction in childcare, playgroups, nurseries and parent and toddler groups within the area.

## Schools

The residents seemed split on their like and dislike of the schools generally within the area. This could be due to the consultation involving young people throughout, but also because there were several concerns over the behaviour and actions of some of the students outside of the schools themselves. Issues highlighted were rubbish being dropped by the students, loudness, language, large groups and lack of parental control.

## Social capital

"Financial poverty within the area shows there is a need to advertise and promote projects such as streetbank.com". This is a free utility for residents to encourage a way of sharing skills and trading items, services and products between residents. Babysitting circles and Local Exchange Trade Scheme initiatives were also discussed with a group of young mums at one local event as a way of saving money and supporting each other. Access to the Hastings & Rother Credit Union was also raised. One young girl discussed the need for a zoo within the area. She felt that it would "get more people visit the area, give young people something to do as residents could get free entry and it will also create jobs that we need".

## Anti-social behaviour

This incorporates many issues such as, people's behaviours and attitudes, drinking, drugs, vandalism, crime and fighting. Parental control of children within the area and fighting, both in the street and within residents homes were discussed as well as a need to tackle drug deals within the area. The majority of residents who highlighted these issues suggested CCTV and an increase in police presence as possible deterrents. Other suggestions included "putting up a gate that only residents have a key for" at the walk through at Halton Flats, by the bus stop and "locking up the play parks at 9pm".

## Health and well-being

The isolation of individuals within the area was highlighted, especially amongst older people who sometimes struggle to get out and about. Suggestions here ranged from providing "outreach services in people's homes" to "free transport provision within the area", enabling those that cannot get out the opportunity to visit and use services within the area. There were links made to the need for more play spaces for children not "just for something to do, but for ways to get them out the house and playing with other children" because "we are becoming a nation of computer zombies". In addition to this there were concerns over the "massive obesity issues" within the area as well as "ill health and depressions through obesity and early pregnancy". It was further suggested that Big Local could "run community health kitchens" in a bid to tackle these problems.

## Community feel

Across North East Hastings there was a general consensus that the area was a nice environment to live in and had what was often referred to as having a 'community feel' about it. Some people have lived within their communities their entire lives, building up a network of friends, who also 'come together' for support when needed and Big Local could then "help us who want to help ourselves and others". There was a lot of support shown for more community events to happen within the area, encouraging residents to get out more and allowing for new friendships to develop, because the residents "are kind and caring". There was a sense that "community events bring everyone together and troubles can be forgotten for the day".

## Tidy up

The flip side of this however is that the residents feel very strongly about how the area is perceived; not just in terms of deprivation and empty buildings but also very physical and immediate issues such as rubbish and dogs mess. It was suggested that empty shop fronts could be "brightened up" and there could be "communal rubbish areas" as well as a "community recycling centre" that took a wide range of goods to be recycled. Several residents also felt that the rubbish collection process could be improved and there were suggestions that "anyone with an ASBO etc could clean up the streets as community service" or Big Local could help to "create community clean up groups".

Residents are aware of people's views on the area they live in and feel that both investment and a "tidying up" of the area could help with this; Big Local could "Art up the area, by brightly painting dull communication/electric boxes" and "planting more attractive trees and plants within the area". So by investing in the visual image of North East Hastings, Big Local could "increase residents respect for

where they live, which will in turn help to change people's negative views of the area" and "empower the residents to take pride in where they live". One person described their area as being "a little run down and obviously a poor area, but there are some interesting things happening" such as "Ore in Bloom" that could challenge the fact that the area is "a place to pass through but not to stop at".

## Pavements, roads and traffic

Pavements, roads and traffic within the area were also highlighted as issues that needed attention in terms of investment within the area. There was a very real concern for the safety of older people in respect of the uneven pavements, especially in the Ore Village area. The general condition of the roads, placement of traffic lights and crossings were also discussed as things that needed improving, and the need for more crossings and traffic calming measures. There is also uncertainty on how the town's new Link Road will impact on traffic in the area, especially considering the current density of traffic at peak times. There were further requests for "salt and grit bins within the area to help through the winter months".

## Shopping

Residents like the smaller shops and the interactions and friendships they have with the staff and other shoppers; one resident said "it would be like losing a loved one if they go". She was discussing possible impacts should bigger stores move into the area, highlighting that it is not just the economic impact but also the personal and more individual wellbeing that could be affected. That aside some residents are welcoming the idea of bigger stores coming into the area, as they will bring with them an increase in footfall as well as employment opportunities.

## Play facilities

Undoubtedly the biggest need that the residents highlighted was the need for bigger and better play facilities; play parks, outdoor play and skate parks. Whilst the North East Hastings area already has these within it, it was recognised that some needed modernisation, some needed expanding and some needed to be built in areas where there were none, such as “Harkness Drive and Ore Village”. There was also great concern over who uses the play parks and older youths “hanging around in them because they have nowhere else to go”. There were several suggestions for an indoor play facility within the area, something along the lines of Clambers in the Town Centre. There was also a want for more “real adventure play” and outdoor “risky play which allows kids to be kids”, so things such as zip wires, rope swings, tree climbing, log fires and the use of chainsaws were all mentioned. Young people identified that they wanted more skate parks as the ones they already have are not big enough to cope with demand and there are only 2 within the whole area. Play parks are predominantly for younger children and can be a catalyst for building friendships and social networks between both the children and their parents.

## Safety

There was a mixed response around the feeling of safety and yet there was a big consensus for an increase in police presence, despite more residents stating that they feel safe rather than unsafe. This could be due to the need to tackle vandalism and anti-social behaviour as a way of increasing amenity within the area. Respondents said that Police Community Support Officers (PCSOs) and wardens should “make people accountable for any damage or criminal behaviour done”. In addition to this there were several requests for “neighbourhood watch schemes” to be set up within the area. Poor

access and lighting between areas such as “Hurrell Rd and Upper Broomgrove Rd”, “The Bridge and The Adventure Playpark” and the path between “Quantock and Waterside” were also mentioned as being something that needed addressing.

## Unfinished projects

Areas within North East Hastings were highlighted as having projects and work that was unfinished, creating “wasted land”, highlighting “an overall neglect by planners, developers, politicians and business leaders which has led to social decline and exclusion”. There is “the road to nowhere” at the top of Frederick Rd, opposite Oakfield Rd which leads to the empty space that was to be part of the Millennium Community as well as the areas in Broomgrove where the flats were taken down many years ago to make way for houses that have never been built. It was indicated that the Big Local could help to “establish a forum with the power to lobby councillors and business leaders into listening to concerns raised by the community and factor them into future plans to improve the area”.

This form of lobbying could help to “control the type of building being done” and make developers “take more notice of the people living in the area”, because “as a collective body we can make a strong representation to the relative statutory bodies”.

## Recording the responses

When planning the consultation process it was decided to use Participatory Appraisal as an approach, which utilises various qualitative methods of data collection. These methods enable the participants to share their thoughts, views and ideas in a free format, often resulting in a wide and varied range of responses. Participatory Appraisal, as with most qualitative methods

is not about the numbers and the amount of people that agreed, but more about understanding and taking into account every single participant’s input.

However there were some key issues highlighted by more than one participant so when collating the data, we identified 6 overall key themes that all the data sat within: Services, Outdoor Space, Community, Security, Generalisation & Other. Underneath these key themes we listed every service/facility/space/issue/idea identified and the full list can be found in **Appendices 8–11**.

Each theme covered topics such as:

### Services

Community centres, transport, facilities and activities, shops, churches and many more

### Outdoor Space

Woods, play parks, outdoor space, cycle paths and more.

### Community

Residents, rubbish, dog mess, access, area specific concerns and many more.

### Security

Anti-social behaviour, crime, feeling of safety, drinking and more.

### Generalisation

Nothing, everything or left blank.

### Other

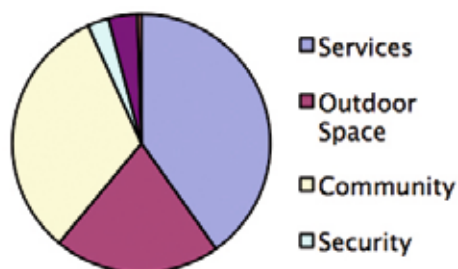
Materialistic and wider social issues,

By grouping the data we were then able to transform it into tables and graphs to profile the area in a more quantitative way: this allows us to draw attention to the issues that were more prominent throughout the entire consultation process.

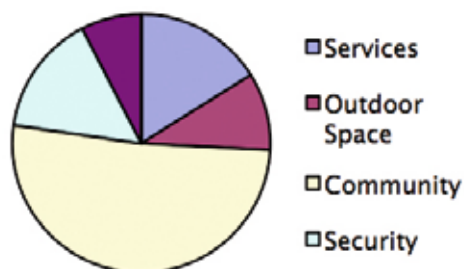
On the next page we have transferred the statistical data from our coding spreadsheet into some more visual graphics.



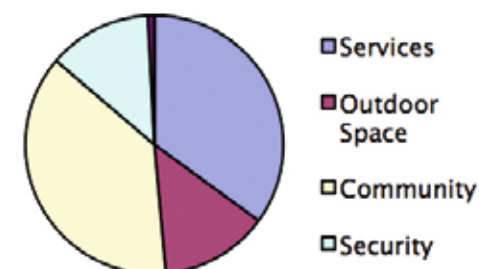
**THEMES:**  
What do you like about your area?



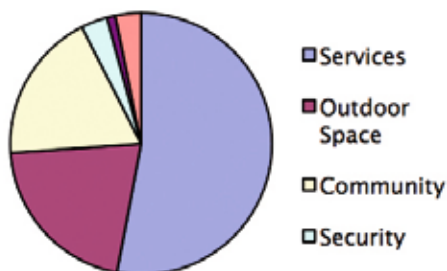
**THEMES:**  
What do you dislike about your area?



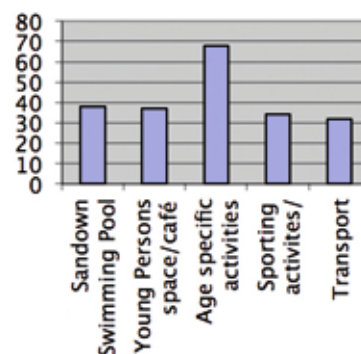
**THEMES:**  
What are the greatest needs in your area?



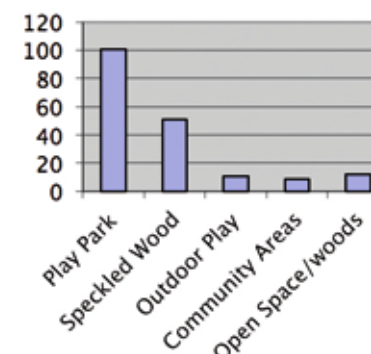
**THEMES:**  
Ideas for investment



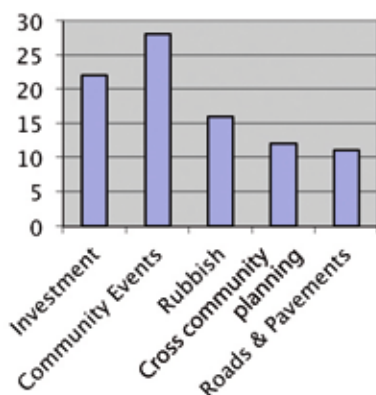
**SERVICES:**  
Top 5 ideas



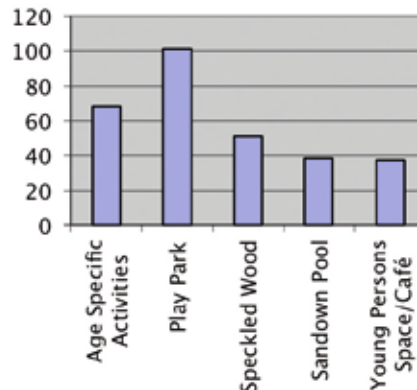
**OUTDOOR SPACES:**  
Top 5 ideas



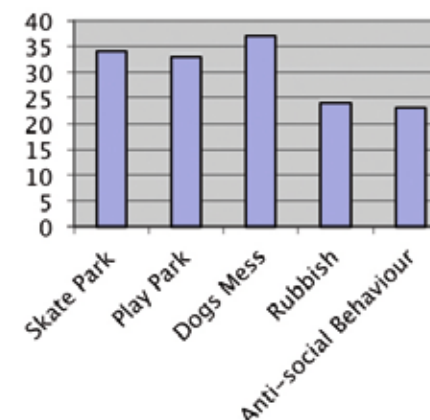
**COMMUNITY:**  
Top 5 ideas



**OVERALL:**  
Top 5 ideas



**OVERALL:**  
Top 5 needs



## Age comparisons

We wanted to ensure that a good cross section of residents engaged in the consultation process and we paid particular attention to age, making sure we had representation from all age groups. At most of the events we hosted and/or attended there were a good proportion of families in attendance and we utilised these opportunities to engage with children and young people. Alongside that we attended street and play activities hosted by other organisations, enabling us to engage with young children whose parents may not have wanted to participate in the consultation process, or could not attend. In addition to these we incorporated local schools in the process and commissioned some detached youth work within the area. It is therefore important to consider how age impacted on the consultation findings and to show how this affected the key differences between the needs.

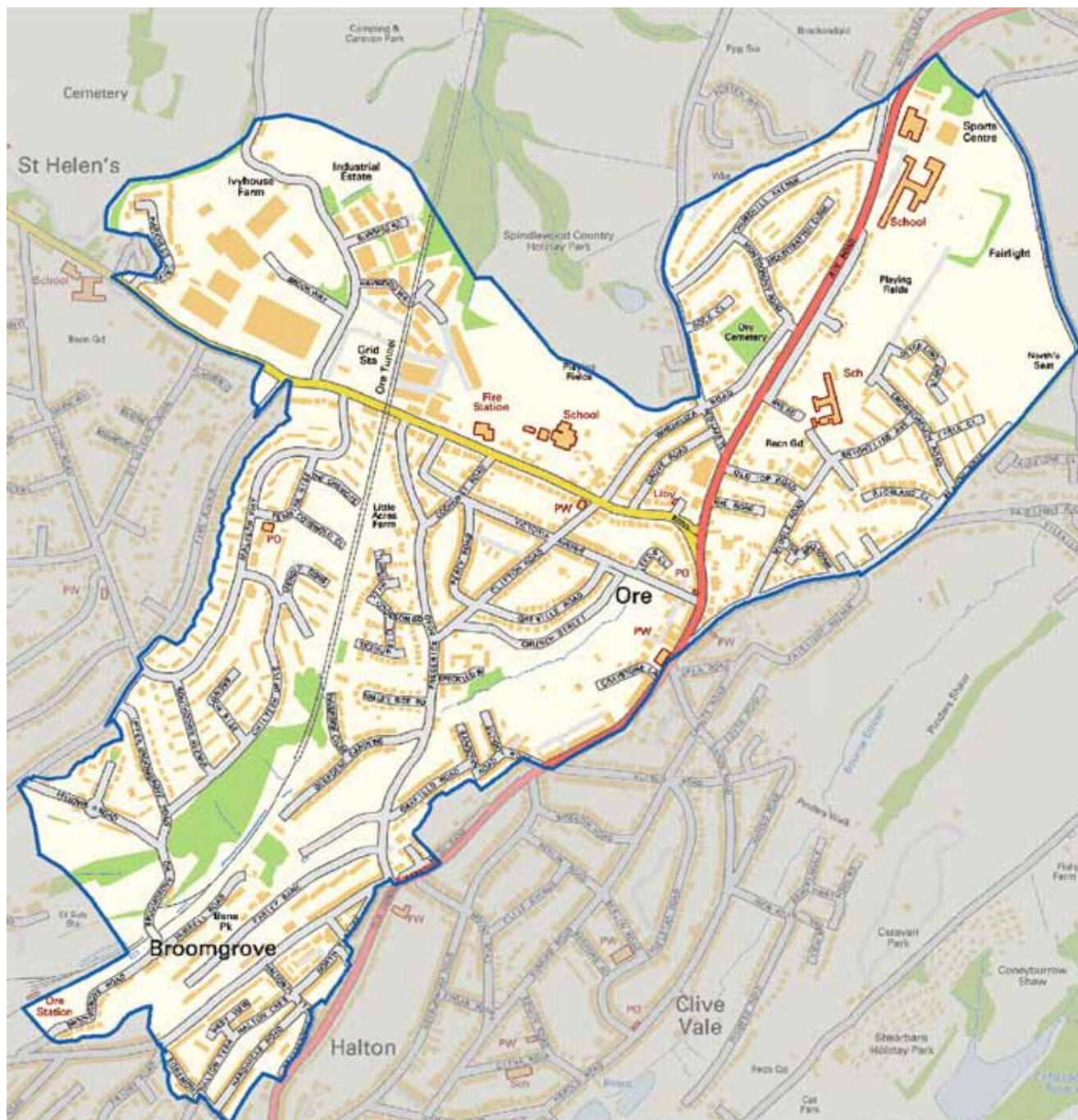
There were several suggestions from young people that were materialistic and supported self-gain and self-satisfaction. Whilst the majority of those requesting skate parks were under 18, the majority suggesting play parks were over 18 and mainly parents of young children. There was a general feeling shared by everyone that there was nothing to do, particularly for young people aged 11+, but the idea for a youth facility was mainly suggested by people over 36. This was very similar when considering the idea of a leisure complex and sporting facilities within the area. The majority of residents that highlighted the need to improve the 'look and feel' of the area were again over 36, but the issues of dog mess and rubbish were highlighted by every age group. Antisocial behaviour, vandalism, drugs and crime were again deemed important by those over 45, yet several young people also discussed "bullying, drunks and fighting" as issues within their areas.

On a final note regarding age and the impact this had on the findings, something to remember is that young people tended to only give one or two answers to the questions, whereas older people often listed several issues and suggestions.

Right: Younger participants at a Roadshow event in front of the iconic Adventure Playground tree mural.







## A sense of place

It is essential to understand the context of North East Hastings, the smaller communities within it and how this affected the consultation findings. The 'Getting Started' team ensured that through the schedule of activities, smaller and isolated geographical areas within the boundary would be covered, through road shows, street events, local events and outreach work. We also wanted to ensure that we recorded the age ranges, sex and location of those residents that participated in the Big Local process so that we could highlight any specific groups of people or areas where we would need to find other ways of engagement. There are a few differences between residents across the area and as suspected the majority of residents focused mainly on their specific area needs. This could be because it was what they felt was relative and important to them; it was their immediate living space. With this in mind this next section focuses on the main areas within North East Hastings and their immediate issues and needs; taking what has already been discussed and making the topics more area specific.





## Broomgrove

Residents here know that the area itself has a very negative label attached to it; the fact it is not “visually appealing”, that it has a “high density of social housing” and that other people would like to see it “bulldozed” to the ground. Many residents would like to challenge that label and feel that the roads within the area “need great improvement” and that there should be a “Community Purchase Order” placed on the Malvern Pub to “actually do something proper with it”. Some residents felt that new homes could be built on the open spaces where the flats used to be, but one young boy felt it was the perfect space to have solar panels that could generate electricity for the area. There were responses surrounding the rubbish and dogs mess within the area as well as a focus on more activities for young people. Some highlighted the need for better parking spaces in Mendip Gardens and the need to improve their play park, expand it and bring back the “missing swings”. There were requests to “fix the football pitch” and “make it level”. The skate park was a popular choice with local young people and they wanted to see it made bigger and better, especially as it was used by other young people from outside the Broomgrove area.

Further investment in both The Adventure Playground and The Community Centre was highlighted to enable them to be open more to the public and offer a wider range of services and facilities. The Adventure playground received a lot of positives about it, but it was felt it was still “hidden from the public” and people “didn’t know it was there”. The Broomgrove community centre needs to “be utilised” more but there was also recognition for Kool Klub. Some young people indicated that the area needed more shops. In addition to this one lady discussed the issues she was having with the block of flats she lived in, “there is rubbish and urine in the stairwell as the door is broken and people just hang out in there”. She went on to say she has “reported it so many times, but the door gets fixed and then broken again so what can you do?”



## Downs Farm

Despite the area being described as “a bit isolated and there is not much for its residents” there was a great respect shown to the community centre and what they offer to the residents. There was a strong desire to invest in it, enabling the centre to build up the services and facilities they offer, including things such as “free gaming access”. There was strong consensus that young people needed things to do and with regards to play parks the residents were quite specific in the need for their own skate park and the preferred location was by Red Lake School. Alongside this there was a big focus on the need for a bigger play park located by the community centre and more play sessions available (these were not specific as to whether they were community centre focused or outreach from Active Hastings). Dog mess, litter and drunks were also listed as being issues that needed to be dealt with within this area.



## Red Lake

The main need again was to have “something for the children” in the area and play parks as some residents do not “want to go into Downs Farm”, the suggested areas were Churchill Avenue, Fairlight Rd and Middle Rd. Rock Lane was identified as an area that could have an “outdoor adventure play area that had ropes etc”. A skate park in Rye Rd was also mentioned. It was here where a zoo was suggested and there was mixed feelings around the schools within the area.





## Ore Village

The “village feel” was deemed quite prominent in this specific area and there was great support for the local shops within the area, however the need for bigger supermarkets was also highlighted by some residents, especially those who “now have to travel out of the area to do their shopping”. There were specific features that residents disliked and felt needed improving; the toilets, the pavements, the empty shops, vandalism, anti-social behaviour, parking and through traffic. One resident went on to explain why they felt “the traffic lights in the village were ill placed and caused more traffic issues”. There was a good level of commitment to the Ore Centre and its need for further funding to deliver more services, such as training, classes, social groups and events. Another idea for improving the area was to have a cinema/bowling complex within the village. The need for something for young people to do within the area was evident; a skate park, a play park and a youth facility. Support was shown for both the library and the fire station, whilst some people indicated the need for a bank and a dental surgery within the village. There was a strong desire shown for the need to improve public transport within the area.

## Central North East Hastings

There was concern over speeding vehicles in Frederick Rd and the suggestion of more speed bumps being placed in the road. Better and quicker walking access to Ore Station was also mentioned, especially as the “old route through has been closed for some time”. A “free cash machine at Mount Rd” was also suggested by a few residents.

## Halton and Farley Bank

The general consensus within this area was the need to improve the access between Halton, Farley Bank and Broomgrove, especially for parents with buggies. It was felt that if the access could be improved then there could be an increase in users of the Adventure Playground. The skate park was discussed in two ways; firstly the improvement of it and secondly the fact that other young people “won’t use it” and “would rather walk up to Malvern Way” to use the skate park there. There was support again for the Bridge Community Centre and the need to provide funding so they can offer more services to the community, alongside improved advertising of what’s on offer. Local residents in Farley Bank are “unaware of what is going on at the Bridge”. Drug deals within the Halton Flats vicinity were also mentioned.



## Ivyhouse and Harkness Drive

People liked the employment that Ivyhouse Industrial estate offered and there was the idea of building a theme park within this area. Harkness Drive residents, supported by their local Police Community Support Officer (PCSO) discussed the need for a play park for the younger children and the desire to have a roof added to the Multi-Use Games Area, providing shelter for when the weather is less favourable.



## Deepdene

A skate park was the main focus here, in particular some young people suggested having two; one for beginners and one for those who are more skilled. The route between Waterside and Quantock was also mentioned as needing to be “tidied up”.





# A sense of time

Issues of memory and a sense of time forms an important part of the Participatory Appraisal method and proved to be a powerful and popular part of the “Getting Started” phase. Participants were invited to provide their views and recollections by contributing to a “timeline” of notable events which they considered to be important to the area’s history.

Through this assessment of the past it is possible to contextualise a vision for the future of North East Hastings and get a sense in which it forms part of a rich and varied history. A reproduction of the timeline is included in this report (**Appendix 6**) but a few general comments are worth noting.

**Striking Events:** The public order disturbances in Broomgrove, referred to as the “Broomgrove Riot” was listed as a key event which highlighted some of the issues affecting the area. Responses coming out of events like this such as the creation of the Ore Valley Forum to strengthen the community ‘voice’ and improve dialogue with service providers were also recorded,

**Community Wins:** A further feature of the ‘timeline’ activity was the perceived importance of “community wins” which were frequently mentioned by residents. On a number of key occasions achievements were recognised as being ‘delivered’ which responded directly to community need or aspiration or where residents views had been listened to by service providers when provision was being planned. Examples include the opening of The Bridge Community Centre and the culmination of other community led campaigns to strengthen opportunities for involvement and reduce isolation. The development of the Ore Valley Adventure Playground was regarded in a similar way as responding directly to the needs of children, young people and parents. In discussion there was a clear sense in which residents had a fairly clear view of the things which promote or inhibit a sense of community in their area, The look and relevance of the shops in Malvern Way, and plans for the re-development of the area formerly occupied by the Malvern Pub were picked up by residents who felt



that, unless this was sensitively handled that part of the North East Hastings area could lose the only area which acts as the centre or focal point of the community.

**Visioning:** A strong feature of the ‘Getting Started’ work and the use of the timeline as an enabler to look at future wishes or aspirations was the relatively modest set of future initiatives identified by residents. Here there is a sense in which those who took part aspired to basic improvements rather than a transformation of the whole area. In this sense there was a clear view that the next steps might involve protecting what is already there rather than embarking on ambitious plans for the future. The importance of local shopping and the challenges of maintaining small businesses and independent traders were frequently raised as a priority. In terms of the public realm a programme of clean-ups which could complete minor improvements, reduce nuisance caused by rubbish, dog fouling and enhance the “liveability” of the local space. In terms of a wider vision for the area the provision and protection of green space was a key theme running through this exercise: areas for walking, the protection of woodland and the idea of a green route so that the area could be easily navigated on foot or cycle.

A future timeline collating the vision of local residents for the next 10 years can be seen in **Appendix 7**.

In advancing a vision for the area, residents tended to adopt a common sense approach in which there was a recognition of the difficult economic challenges faced by the area and of the problems and cuts affecting service providers. This affected the visioning exercise in two key ways:-

Firstly, it affected the breadth of the vision and confined it to those areas which residents felt could actually be delivered rather than broader transformative projects.

Secondly, the Big Local programme was recognised as important to the area and against the grain in terms of being a relatively unrestricted investment at a time when other services may be being reduced. For this reason residents frequently highlighted a need to “take care” in making choices about how the money arising from this “once in a lifetime” opportunity should be spent.



# Priorities for action

The issues and aspirations raised in this report are complex and varied and the Big Local Partnership will be faced with some clear choices and challenges when it comes to selecting areas and priorities for investment. In approaching these decisions the Partnership will need to be guided by a set of principles to act as a guide or filter:

<b>Resonance</b>	Investment decisions which resonate and are supported by the views of the community
<b>Evidence</b>	Investment decisions which are objectively supported by clear evidence of need
<b>Plausibility</b>	Investment decisions which can make a tangible difference to the issue at hand
<b>Deliverability</b>	Investments which can be effectively delivered within the lifetime of the project in a way which makes a quantifiably positive contribution to life in North East Hastings

It is important that when creating the Big Local Plan, the facilities and services that are already within the area or within the town itself are acknowledged and understood, and to consider those issues where the responsibility for the solution actually lies outside of the Big Local remit. This is an opportunity to start a more cooperative and cohesive way of working both across North East Hastings and Hastings as a town. Big Local can be the catalyst for a more connected and cohesive approach to community development work, including empowering communities to influence authorities who have responsibility for public services outside the Big Local remit.

Alongside this it is important to make links between the issues and needs highlighted by the residents within this report and look at both the obvious connections as well as secondary and indirect associations.. By creating the links we can start to look at cause and effect relationships, resulting in numerous resolutions from fewer well-coordinated actions.



## Community representation

It was evident during the consultation process that residents felt that they don't have a voice, both individually and collectively. Big Local has the potential to become their voice in a variety of ways:

- 1 Big Local could represent residents and spearhead lobbying campaigns around issues that are controlled and managed by other organisations. Examples include concern over the high cost and lack of service in the area of public transport, or the suggestion for individual parking bays in Mendip Gardens.
- 2 Big Local could implement an initiative to advertise and promote what is happening within the area; enabling a better response to service provision and an increase in the use of the area's current facilities.
- 3 Ultimately the Big Local Plan can become the first way of showing the residents that they are being listened to and that their voices can be heard.



## Community image

Residents have recognised the negative labels attached to various communities within the area and are keen to work on ways of improving these through a tidying up process. One resident said she “was not proud to live here, the area has a reputation that you just can’t shake” and yet “it is home” to a large population of people.

## Community investment

The report shows that there is a great desire for investment within the area in varying ways:

- 1 In the current community centres; the buildings themselves as well as the services they provide.
- 2 In sport, leisure and play facilities within the area; as a way to engage young people as well as offering health and well-being benefits.
- 3 In facilities such as Sandown swimming pool and Ore Christchurch hall.
- 4 In the economy of the area through a major tourist attraction, through shops and employment.
- 5 In green spaces such as Speckled Wood and a “village green”.

## Community feel

By incorporating the residents’ thoughts and views on the area’s needs as discussed above and previously within the report, Big Local could re-inforce, re-build and re-create the “feeling of a community again”.





# Building community capacity

Community capacity refers to the social networks, connections and levels of activism in a given geographical area. It is highly valued by local communities and can often lead to a sense of belonging, being known and the kind of “community spirit” that was commented on during the ‘Getting Started’ phase of the Big Local project. The related concepts of community capacity and social capital are regarded as integral to an understanding of positive community change and vital to programmes such as Big Local which envisage both a community owned vision together with a vibrant and diverse resident-led partnership to deliver it. Central to the achievement of this is a strategy to maintain/increase levels of resident involvement, strengthen local organisations and develop new local leaders, particularly those becoming involved for the first time.

This will be a crucial element of the programme and it is important that activity is founded on a theoretical and methodological framework which can:

- Adopt a community development approach, accepting as a starting point the values on which community development is based
- Recognise and build on what exists - focusing on the assets and strengths of communities, as well as their needs or issues
- Take a long view - there are no quick fixes if change is to be lasting
- Ensure that support is accessible at neighbourhood or community level
- Accept that learning is a key to success for everyone involved
- Embrace diversity and recognise solutions are needed which respond to local circumstances, rather than taking a ‘one size fits all’ approach.<sup>i</sup>





As part of the 'Getting Started' phase of the Big Local project an attempt was made to assess the current level of community capacity. This was done in two ways.

Firstly, a **"Gateway Event"** was held to bring together existing community groups, brief them about the Big Local and obtain comments about the community engagement programme.

Secondly, the programme sought to align its activities with **existing community events** (such as the Ore Village Fayre) and provide resources for community centres to host an event for their own neighbourhood events.

Through these mechanisms the 'Getting Started' team feel that they were able to undertake an assessment of existing levels of community capacity. This analysis reveals a strong and diverse network of local community groups supported by individual activists who were devoting significant amounts of their free time to activities of considerable benefit to the local area.

There was evidence of systematic activity to improve access and enjoyment of local woodland through organisations such as Friends of Speckled Wood and during the period of the 'Getting Started' phase Hastings Borough Council commenced the process to transfer the former Village Green to Ore Community Land Trust.

We found faith groups who were active within the local community and through which a number of local initiatives such as toddlers groups, summer play-days and social activities for older people were being offered.

On the positive side also, a number of local organisations were aware of and were utilising the services of Hastings Voluntary Action and were able to access advice and committee training through this route.

Crucial to the development of Community Capacity is the existence of appropriate and accessible space and we found the area to be relatively well served by a number of affordable community spaces which could provide meeting space or a venue for activities. We also found that local service providers and institutions had adopted approaches which fostered or took account of local community capacity.

Two examples are worth noting here:

- During the initial Big Local phase the former Hillcrest school was finally demolished and the full vista of the new building at the Hastings Academy was revealed for the first time. It is pleasing that the Hastings Academy have embraced a vision at the centre of the community together with a commitment to make its facilities available to local groups where this is possible. A specific space has been included in the new building for this purpose.



- The team were also impressed with the approach being taken by Amicus Horizon who have become part of the Chartered Institute of Housing programme which will develop neighbourhood profiles and bring together front line workers who serve a specific neighbourhood in order to avoid duplication and improve access to support and advice. We note that whilst this initiative is at an early stage the Chair of the Big Local Interim Steering Group was involved in these discussions and recommend that this link should be maintained by the formal partnership when it is established.

As part of the 'Getting Started' phase residents were invited to express an interest in the possibility of further involvement either by way of volunteering in the area or formally being part of the Big Local partnership when this is formed. This exercise revealed some very encouraging results with 48 individuals registering an interest in volunteering and 81 wishing to explore an involvement with the Partnership itself. This is positive feedback but will need to be carefully nurtured if the diverse and vibrant partnership envisaged by Big Local is to become a reality. In this context the following points are worth bearing in mind:

- Some areas of the Big Local area have been heavily involved in previous initiatives which have emphasised community development and sought to strengthen the voice and influence of local residents. The existence and work of the Ore Valley Forum, for example, demonstrates a sophisticated level of dialogue with local service providers together with an ability to challenge and hold them to account where this is necessary. However in other neighbourhoods this feature is less well developed and the incoming partnership will need to take account of varying levels of experience and confidence if it is to create a meaningful structure which is genuinely reflective of all areas and interests.

- At the Gateway Event and at other points during the 'Getting Started' phase the issues of recruiting new and younger volunteers was noted. Whilst the area has a strong level of existing activists it is felt that more could usefully be done to promote volunteering and involvement of younger people. It is therefore recommended that the Partnership, when formed, establish a dialogue with the Hastings Academy to enable young people taking part in citizenship activity to link more easily with local groups in the Big Local Area. We also note that during this phase of the programme local activity was being rolled out by the YMCA as part of the National Citizenship Service programme and this might also provide an opportunity to consider how younger community leaders who live in the area can best be identified and supported.
- The team also note that young people are less likely to be represented in local groups and will be more difficult to involve in the Partnership without the existence of a coherent and thought through strategy. National research supports the contention that young people's views and aspirations are less likely to be embedded in a community. This was reflected in the teams work which funded a specific programme of detached youth work and a review of previous consultation events to ensure that views were captured. This is a difficult issue to address but a vital one for the future Big Local Programme.

In this context it is recommended that:

- 1 The Partnership appoint a young people's champion to ensure that views and links with young people are "flagged up" even though young people may not be directly represented on the Partnership itself.
- 2 The Partnership consider, within its constitutional arrangements, having at least two dedicated spaces for young people to promote involvement.
- 3 The Partnership examine other ways via which its work can be accessible to young people and reforms in its processes which can best enable this. It is recommended that the National Youth Bureau resource pack for involving young people in Community regeneration (A Real Part to Play)<sup>ii</sup> be used as the framework for achieving this.

In terms of community capacity the 'Getting Started' phase has revealed a strong network of community groups, an appetite to extend dialogue and involvement by service providers together with the existence of facilities and support to extend capacity still further. We have noted some of the issues in terms of different neighbourhoods and the barriers to achieving the long-term involvement of young people and have made appropriate recommendations accordingly.



# Recommendations

## 1 Networking for community groups

The Gateway event was valued by community groups and although it was predominantly a consultation exercise was used by participants as a useful networking opportunity. The evaluation from this event indicated that no single forum or network brought all the community organisations in North East Hastings together and the benefits of sharing intelligence, local knowledge and links was highlighted. It is therefore recommended that the Big Local Partnership convene an annual meeting of interested groups to act as a networking opportunity but also help the progress of the programme be communicated to as wide an audience as possible.

## 2 Local services, activities and facilities

It was evident that a lot of residents were unaware of facilities, services and activities within the area, some of which were actually within their own micro community. Alongside that there was a lot of support for the local facilities and the need to invest in them, but to ensure sustainability these facilities must be utilised. It is therefore recommended that the Big Local Partnership look at ways of advertising and promoting what's on within the area, ensuring residents are aware of the services, facilities, activities and opportunities available to them within North East Hastings.

## 3 More communication

Some residents commented that a number of consultation and engagement activities had taken place before but these had not always resulted in meaningful – or indeed any – change. In some areas “consultation fatigue” was evident but even where this was not the case a need was highlighted for swift and effective follow up to the ‘Getting Started’ phase.

In light of this five inter-related activities are recommended:

- i That a simple and cost effective way of summarising the findings from the ‘Getting Started’ phase be developed
- ii That a programme of quick wins against each of the key themes be identified
- iii That a “you said, we listened, we did” campaign be promoted to ensure that the programmes credibility is protected and so that residents can see that initial action has occurred on the issues of greatest interest or concern to them.
- iv That the data contained in this report is presented back to, and validated by, the residents and communities in the Big Local area.
- v That the consultation programme with the North East Hastings communities started as part of the ‘Getting Started’ phase continues throughout the Big Local project.

## 4 Dialogue with Amicus Horizon

The team were also impressed with the approach being taken by Amicus Horizon who have become part of the Chartered Institute of housing programme which will develop neighbourhood profiles and bring together front line workers who serve a specific neighbourhood in order to avoid duplication and improve access to support and advice. We note that whilst this initiative is at an early stage the Chair of the BL Interim Steering Group was involved in these discussions and recommend that this link should be maintained by the formal partnership when it is established.

## 5 New community leaders

At the Gateway Event and at other points during the ‘Getting Started’ phase the issues of recruiting new and younger volunteers was noted. Whilst the area has a strong level of existing activists it is felt that more could usefully be done to promote volunteering and involvement of younger people. It is therefore recommended that the Partnership, when formed, establish a dialogue with the Hastings Academy to enable young people taking part in citizenship activity to link more easily with local groups in the Big Local Area. We also note that during this phase of the programme local activity was being rolled out by the YMCA as part of the National Citizenship Service programme and this might also provide an opportunity to consider how younger community leaders can best be identified and supported.



## 6 Involve Young People

The team also note that young people are less likely to be represented in local groups and will be more difficult to involve in the Partnership without the existence of a coherent and thought through strategy. National research supports the contention that young people's views and aspirations are less likely to be embedded in a community. This was reflected in the teams work which funded a specific programme of detached youth work and a review of previous consultation events to ensure that views were captured. This is a difficult issue to address but a vital one for the future Big Local Programme. In this context it is recommended:

- i That the Partnership appoint a young persons champion to ensure that views and links with young people are “flagged up” even though young people may not be directly represented on the Partnership itself.
- ii That the Partnership consider, within its constitutional arrangements, having at least 2 dedicated spaces for young people to promote involvement.
- iii That the Partnership examine other ways via which its work can be accessible to young people and reforms in its processes which can best enable this. It is recommended that the National Youth Bureau resource pack for involving young people in Community regeneration (A Real Part to Play)<sup>iii</sup> be used as the framework for achieving this

## 7 Continue to engage with local schools

The Hastings Academy have shown a strong support for Big Local and the need to keep their students engaged in the project, suggesting that this could be initiated through their Senior Student Leadership Team, who also form part of the town's Ambassador Group. All local schools have a student council and this could be a great way to involve them more in the project. Taking it one step further, Mr Lindsay the Head teacher at Sandown Primary has shown an interest in the Resident Led Partnership as a way of representing his students and their families. He is very keen for the school to become more involved in the local community.

## 8 Build on past experience and effort

The literature review has identified a considerable number of publications arising from past regeneration initiatives and consultations (See page 12 and **Appendix 3**). There are undoubtedly more publications to be added. It would be very helpful if this material could be made easily available to those working on the Big Local plan and to local people more generally. A start has been made with making digital copies of some items freely available on the internet. But this needs to be extended, some publications will need digitising and copies of others will need to be tracked down. It is recommended that the Big Local Partnership works with Hastings Voluntary Action, Hastings Borough Council, Nick Wates Associates and the University of Brighton to continue this work.

## 9 Energy saving and generation

Some suggestions have been for energy initiatives. A well-crafted local energy plan could bring substantial financial benefits to both individual residents and the community as a whole. It is recommended that an Energy Fair be held in the area to enable local people to work with energy providers and installers to explore possible local energy initiatives and incorporate this aspect into the Big Local Plan. Energise Sussex and/or Energise Hastings would be well-placed to organise this.

## 10 A Neighbourhood Development Plan

The possibility of developing a formal statutory Neighbourhood Development Plan for all or part of the Big Local North East Hastings area was discussed at several of the consultation events. It is recommended that this is explored further in parallel with the development of the Big Local Plan and that applications are made to secure the Government support and advice that is available.

## 11 Media focus

Although the team published press releases to raise awareness of Big Local and promote consultation events, but these were not prominently picked up by the local newspaper. We recommend that the Big Local Partnership build a good relationship with local media, and develop a communication strategy to maximise the awareness of Big Local activities and outcomes.

## 12 Evaluate

It is recommended that the Partnership establish early on in its work the way in which it would wish to evaluate the Big Local programme at the end of the 10 year period and of the key indicators which will determine effectiveness and success.

# Momentum, transition and “quick wins”

Inevitably in a community engagement programme of this type some reservations are likely to be expressed by local residents. In terms of the Big Local North East Hastings work where these were encountered they tended to arise for the following reasons:

- At a time when services are being reduced and residents are feeling the bite of the economic recession there was almost a sense of disbelief that the investment of £1m in North East Hastings and the motivations behind it were genuine and “for real”.
- Some residents had been part of – or could cite – previous attempts to consult with the community which had not always resulted in tangible benefits which delivered or responded to the needs of the area. The Millennium Communities programme was cited on a number of occasions as an example of this together with a long standing community aspiration in Baird ward to have better access to primary health services.
- Those who had heard of the Big Local initiative or remembered the allocation of resources to the areas occasionally commented on the gap between the announcement and the next steps being taken to engage with residents.

Although these attitudes and comments may appear negative they also need to be seen in balance with other more positive aspects of the programme such as the relatively high numbers of people indicating a willingness to get involved with the Partnership or to volunteer. However whatever positive or negative perceptions drive



residents' views it clearly points to a compelling need to gather and maintain the momentum of the 'Getting Started' phase. The credibility of the whole programme and the building of a successful partnership will ultimately depend on the wider view of the public that the outcomes of the Big Local have responded to the desires and vision of the local community.

In this context it will clearly be important for the Partnership to develop clear and consistent methods of communication so that residents are aware of the progress of the project and its timescales. Some of this work may take a little time and to ensure that the ground gained through the 'Getting Started' phase is not lost we would recommend:

- That a simple and cost effective way of summarising and publishing the findings from the 'Getting Started' phase be developed.
- That a programme of quick wins against each of the key themes be identified and implemented.
- That a “you said, we listened, we did” campaign be promoted to ensure that the programmes credibility is protected and so that residents can see that initial action has occurred on the issues of greatest interest or concern to them.

As part of the 'Getting Started' process transitional arrangements have also been agreed and implemented with the Big Local Steering Group to cover the following areas:

- The hosting and management of the website and other social media so that residents have a point of contact and can find out what is going on.
- A joint induction meeting with those residents who expressed a willingness to become more involved with the Partnership or through volunteering in the area.
- Initial discussions with the University of Brighton to agree to permanently host the Big Local Literature Review as part of the Hastings Knowledge Exchange so that this material and other previous reports and consultations can be permanently available.
- The provision of website training for members of the Big Local Interim Steering Group and other volunteers is also being rolled out.
- Hastings Voluntary Action have also agreed with the Chair of the Big Local Steering Group to discuss and agree the constitutional arrangements regarding the formal election process for the Partnership and also its alignment with the work of other bodies including the Ore Valley Forum.

The Big Local 'Getting Started' phase has generated some useful intelligence to inform the next steps of the programme. It has also elicited resident's views on a range of other services – particularly involving children and young people. It is suggested that as part of the transition phase that the Partnership make organisations like the Targeted Youth Service aware of the findings of this report and establish a dialogue to discuss future service provision.



# Thanks

We would like to thank the following people who contributed to this consultation:

**Members of the Big Local North East Hastings Interim Steering Group, especially Ron Bennett (Chair)**

Jim Boot, Big Local rep.

The volunteers who helped with the ‘Getting Started’ phase:

Barbra Allam-Rummery,  
Kim Hanslow,  
Ben Hanslow,  
Abi Watson,  
Coby Beadle,  
Maureen Curzon,  
Jo McKerell,  
Debbie,  
Wendy & Coz

The Community Hubs for hosting displays and postboxes:  
Downs Farm Community Centre,  
Ore Community Centre,  
The Bridge Community Enterprise,  
The Adventure Playground, and  
Broomgrove Community Centre.

Calvin Humphries, Community Organiser

Cheryl Davis, John Humphries and Pat Weaver from  
Hastings Voluntary Action

Erica Smith, graphic designer

All the local residents who took part in the consultation,  
and all the organisations and groups who helped us to  
raise awareness of Big Local.

# References

- i Firm Foundations for Community Capacity Building  
Social Inclusion Unit 2004
- ii A Real Part to Play Involving Young People in  
Community Regeneration National Youth Bureau 2002  
(updated 2010)  
Resource pack: available as an e-Book or print version
- iii A Real Part to Play Involving Young People in  
Community Regeneration National Youth Bureau 2002  
(updated 2010)  
Resource pack: available as an e-Book or print version

# List of Appendices

1	Specification for the ‘Getting Started’ phase	32
2	Biographies of the ‘Getting Started’ team	34
3	Literature Listing	35
4	Schedule of activities during ‘Getting Started’ phase	38
5	Interactions with organisations and groups	39
6	North East Hastings timeline	42
7	Future timeline – next 10 years	43
8	Summary of consultation responses	44
9	H Chart data	47
10	Graffiti Wall data	50
11	Mapping Station data	54
12	Big Local leaflets	59

Further information including all the data and Powerpoint presentations are available online at:  
[www.biglocalnortheasthastings.org.uk](http://www.biglocalnortheasthastings.org.uk)

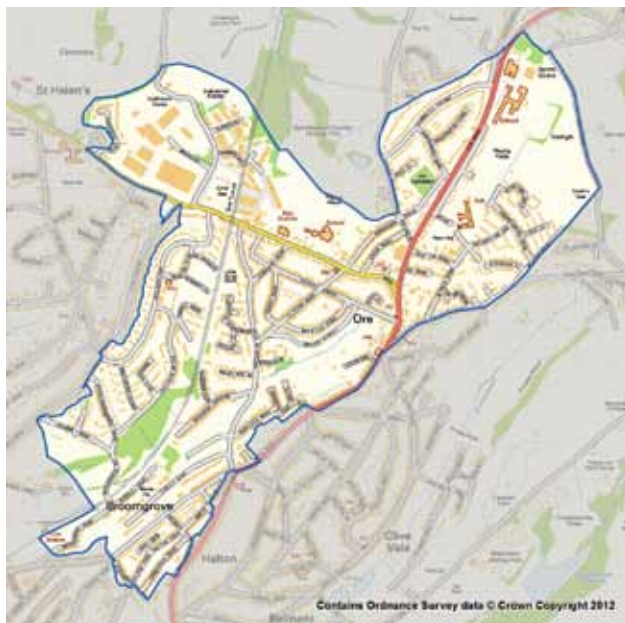
## APPENDIX 1

### Specification for delivery of the 'Getting Started' Phase

North East Hastings' Big Local's Interim Steering Group (ISG) wishes to invite local organisations to manage and deliver the start-up project of a £1 million programme to engage local residents, businesses and community and voluntary groups in activities which will make a lasting difference to their neighbourhood. A budget of £18,000 has been allocated to the project.

### Background

Big Local is an exciting opportunity for residents in 150 areas around England to use at least £1m to make a massive and lasting positive difference to their communities. Funding has been awarded to an area that the Big Lottery fund has called North East Hastings and includes Ore Village, Downs Farm, and the Broomgrove Estate. A map of the Big Local area is shown here.



The funding is invested as a charitable endowment and is allocated directly to each community to be spent over 10 years. An independent organisation called Local Trust has been established to help local areas decide how to spend their allocations. They have appointed a local representative who is available to guide residents through the process of delivering Big Local.

The Big Local programme differs from other funding schemes in that it is a long term programme and there are few rules about what the money can be spent on. There is considerable flexibility on developing and planning the programme particularly with regards to timescales. The key objective is to ensure decision making and delivery are resident led and that the local community is the main beneficiary of the programme. More information on the programme is available from Local Trust's website [www.localtrust.org.uk/big-local/](http://www.localtrust.org.uk/big-local/).

### The four programme outcomes for Big Local are:

- 1 Communities will be better able to identify local needs and take action in response to them.
- 2 People will have increased skills and confidence, so that they continue to identify and respond to needs in the future.
- 3 The community will make a difference to the needs it prioritises.
- 4 People will feel that their area is an even better place to live.

The steps to delivering the programme are known as the Big Local Pathway and these are:

- 1 Getting People Involved
- 2 Exploring your Big Local vision
- 3 Forming a Big Local partnership
- 4 Creating a Big Local plan

- 5 Delivering the Big Local plan
- 6 Collecting the evidence
- 7 Reviewing the Big Local plan and partnership

This project is concerned with the first three of these steps.

### Delivery of the Hastings programme

The North East Hastings area was selected by Big Lottery Fund in February 2012 to benefit from Big Local funding. The area is formed from parts of the wards of Baird, Ore and Tressell and contains a mix of social and private housing, a small retail centre and an industrial estate.

An interim steering group (ISG) has been established to oversee the early stages of the programme until a resident led partnership is formed.

Some preliminary work has taken place in the form of the Big Local Rep meeting local community groups, councillors and service providers to start raising awareness and to explain the principles underpinning the grant.

The ISG wishes to appoint an organisation to deliver the activities listed below.

Partnerships and consortia of local groups using their areas of expertise and local knowledge will be welcome as long as there is one signatory lead partner who has overall responsibility to the ISG for the project delivery, quality and reporting.

A budget of £18,000 is available for all elements of the project. The successful organisation will be responsible for paying all costs associated with the work including but not restricted to staff time and overheads, room hire, technology, materials, promotional literature and advertising, and postage. Start-up costs and staged payments are subject to negotiation.

The successful organisation will be responsible to the Interim Steering Group for:

- **Raising awareness of Big Local** – a publicity campaign to reach as many Big Local residents, businesses and groups as possible, generate excitement and manage expectations about the possibilities of Big Local – to include the design, production and distribution of promotional materials. For the avoidance of doubt, groups includes community and voluntary groups and local education establishments which have pupils and students living within the Big Local boundary
- **Getting people involved** – encouraging young people and adults, groups and businesses to respond to consultation exercises, bring forward their vision for the area and ideas for the Big Local plan.
- **Forming a Big Local partnership** – encouraging sufficient people, including representatives of groups and businesses to join the resident led partnership that will oversee delivery of the remainder of the programme.
- **Exploring a Big Local vision** – organising activities, events or other work to capture a vision for the area
- **Creating the foundations for a Big Local Plan** – collecting views, ideas and priorities of local people in both qualitative and quantitative form for presentation to the ISG that will help decide how the £1m should be spent to improve the area of Big Local area of North East Hastings.

This will include the design and development of a survey, carrying out the survey, analysing the results and the provision of a report to the ISG.

Innovative, imaginative and perhaps unconventional ideas are required to give Big Local a visible presence in the area and to stimulate interest amongst the widest range and highest number of people in an area that includes “hard to reach” groups and individuals, and encourage residents, groups and businesses to consider the

possibilities for the Big Local area and how the funding may be spent. It is considered that the creation of a website will assist with all the steps listed above, as will public meetings and focus groups.

The creation of a web site to collect views and disseminate information must be on the basis that the domain name, hosting and content can be transferred to any organisation decided by the ISG or subsequently by the residents’ panel.

In order to extend the capacity of the ‘Getting Started’ budget it is hoped that local volunteers will be used as much as possible.

A range of Big Local resources and ‘Getting Started’ guidance can be found at:

[www.localtrust.org.uk/big-local/resources/](http://www.localtrust.org.uk/big-local/resources/)

## **Required outcomes from the ‘Getting Started’ phase**

- Widespread awareness of and positive feelings about Big Local amongst residents
- The identification of sufficient residents to form a resident led partnership
- The capture of information in various usable forms, from a wide range and sufficient number of residents to establish a local vision and inform the development of a Big Local plan by residents.
- One brief oral progress report to the ISG half-way through the project
- A final written report to the ISG covering the information gleaned; methods of communication used; details of technology used, e.g. web site, Facebook etc; and any recommendations for the remaining phases of the Big Local Pathway
- Complete the ‘Getting Started’ programme in three months.

All promotional material used and information gathered in the project will be the property of the ISG.

## **Presenting your proposal**

If you have any questions, please contact Jan Papworth on 01424 451363 or Craig Atkins on 01424 723780

Organisations interested in delivering the ‘Getting Started’ phase of the programme should complete the ‘Getting Started’ proposal form. It should be emailed to [craig.atkins@orbit.org.uk](mailto:craig.atkins@orbit.org.uk) by 28 February 2013.

Please note your email and accompanying documents should not be any larger than 10 Mb.



## Appendix 2

### Biographies of the 'Getting Started' team

#### Barry Cooper

##### Community Capacity Builder

- An experienced, local community development worker and volunteer
- An experienced community consultation worker
- Worked extensively in the North East Hastings area developing relationships with communities, community centres and statutory and voluntary services
- A trained practitioner in Participatory Appraisal
- An experienced project manager and analyst

#### Jodie Cornford MA Comm Pysch

##### Community Development Worker

- BA (hons) Applied Social Science & MA Community Psychology
- A resident of North East Hastings with 7 years' experience within community development.
- Previously worked on significant community projects in Hastings and St Leonards, including MyPlace, Young Roots and Community Enablers
- A trained practitioner in Participatory Appraisal

#### Steve Manwaring, BA(hons), MA, Dip (Law)

##### Director, Hastings Voluntary Action

- Overall management responsibility for Hastings Voluntary Action.
- Promotes voluntary and community sector interests and represents HVA at key meetings.
- Supports the development of effective partnerships between voluntary, statutory and other bodies.
- Steve also served an eight year period as a Councillor for part of the Big Local area, and in recent years attended the Area Management Board for this area.

#### Peter Thorpe

##### Deputy Director, Hastings Voluntary Action

- Manages and develops Hastings Voluntary Action services to enable voluntary and community groups to operate effectively.
- Leads on the funding advice, group support, training, information services and volunteering service available from HVA.
- Peter was the lead person for this 'Getting Started' project

#### Nick Wates BSC ARCH (hons) Dip DEV PLANNING FRSA

##### Managing Director Nick Wates Associates

- Author of The Community Planning Handbook and other good practice publications and websites..
- Former Director of the Hastings Urban Conservation Project and Hastings Trust.(for which currently a Trustee);
- Involvement in several regeneration initiatives in north east Hastings including an action planning weekend in 1997, consultation on a local action plan and Millennium Community in 2003, a digital mapping exercise in 2003, a Neighbourhood Renewal impact Assessment in 2004 and a workshop on the future of Speckled Wood in 2012.

## APPENDIX 3

### Literature listing

An annotated listing of publications of relevance to Big Local North East Hastings. In date order, most recent first. Where applicable the conclusions are summarised. It is intended that all of these documents will be downloadable free from:

<http://www.biglocalnortheasthastings.org.uk/?q=node/21>

Some can be viewed in the local library.

#### Listing notation:

Title and subtitle in bold followed by author/editor, publisher and date of publication.

Followed by annotation, including conclusions where applicable.

\* = NWA has digital version in pdf format;

± = Paper copy available in Hastings Public Library;

^ = Paper copy available in Hastings Knowledge Exchange project at University of Brighton Hastings Campus;

§ = Paper copy held by NWA;

+ = already available on the internet, weblink can be provided.

#### 2014

##### **'Getting Started'; Big Local North East Hastings**

Barry Cooper et al., Hastings Voluntary Action, September 2013.

*Report on the first phase of the Lottery funded 10 year programme for residents to decide how to invest £1 million.*

*Conclusions: Local people are now aware of the scheme and many ideas and suggestions have been put forward. Over 80 people have volunteered to be on the Partnership board for the project.*

#### 2013

##### **Poor Valley**

Steve Peak, Hastings Chronicle, 2013. \*

*Article about the development of Ore Valley. Provides insight into present issues.*

**Conclusions:** Until the beginning of the 19th century Ore valley was farmland. Ore village grew because it was on the main road to London just outside the town boundary. Power stations and a workhouse were built in the valley followed by council housing estates. The area has always been associated with poverty and deprivation.

#### 2012

##### **Appeals against Hastings and Rother PCT decision to grant an application by Waremooss Ltd for preliminary consent prior to inclusion in the pharmaceutical list in the vicinity of Malvern Way, Ore Valley, Hastings, TN34 3PX \***

Strategic Health Authority (NHS), unpublished paper, 2012.\*

*Health Authority assessment of proposals to locate a pharmacy in Malvern Way. Needs assessment and profile of Ore Valley / Broomgrove containing important health and demographic information.*

#### 2007

##### **Ore Valley Greenspace; Summary of Local Consultation (Feb to April 2007)**

Jim Simpson Consultancy, Jim Simpson Consultancy for Sea Space, 2007. \*

*Report on two consultation workshops attended by 39 people on the future of greenspace in Ore Valley.*

**Conclusions:** People wanted to improve the current usage of greenspace (by people) as well as protect and preserve the natural beauty and ecology. Improvements and ideas to consider included:

- A plan that preserves the ecology of the space;

- Improving access to footpaths and trails; improving the quality of paths and walkways; and improving the ways that pathways linked to each other and to access points;
- Various ideas and project suggestions about new sculptures; arts projects (e.g. oral history, mythology, ecology); natural play; space or a building/shelter for warden use; and increasing the 'interest' and amenity value of the space;
- A long-term land management plan and funding for this.

#### 2006

##### **Exemplars of Neighbourhood Governance; Annex 1 - Case studies from the existing literature.**

SQW Ltd., Department for Communities and Local Government, 2006. \*

*Includes case study of Ore Valley Resident Services Organisation (RSO), the first RSO in Britain (p104-112).*

**Conclusions:** The Resident Services Organisation in Ore Valley has been a pioneer nationally and has resulted in reducing the stress of the redevelopment process for residents, improvements to communal and play areas and providing a route into employment.

##### **Poor Valley**

Steve Peak, Hastings Trawler Volume II, Issue 2, 2006. + Critique of proposal by Sea Space to build 700 new homes in Ore Valley.

*Explains the regeneration proposals in the context of the Valley's history.*

**Conclusion:** The regeneration proposals will only be successful if jobs are created for the people who live in the new homes. Otherwise there is likely to be another cycle of deprivation, vandalism and misery.

### Ore Valley, Hastings, Public Consultation Results; 8th and 10th June 2006

Seaspace - (Now SEACHANGE Sussex) with Leading Learning and Skills and Hastings College, 2006. \*  
*Summary of public consultation on regeneration proposals for Ore Valley undertaken by Sea Space on 8th and 10th June 2006.*

**Conclusions:** The results of the consultation showed a positive response to the proposals for the regeneration of the Ore Valley, in particular the new neighbourhood facilities around Ore Station and the rejuvenation of the Parker Road Industrial Estate.

### 2005

#### Ore Valley, Hastings Millennium Community: Urban Design Codes

Urban Initiatives, May 2005. \*  
*Proposed design codes for the Hastings Millennium Communities Project. Provides insight into the high quality aimed at.*

#### A Walk Through Ore Valley

Wendy McConnachie et al., Ore Valley History Group, 2005 ±  
*Account of the recent history of various Valley features (e.g. rebuilding the Priory Neighbourhood Centre, demolition of the Power Station, Halton flats) with a look ahead to the possible future. "Compiled in order to keep alive the past and present Ore Valley, before they build the future."*

### 2004

#### Broomgrove

Hastings Borough Council, 2004. \*  
*The Council's approved planning strategy for Broomgrove. Provides the planning context for the Sea Space regeneration proposals.*

**Conclusion:** Broomgrove is the largest 'brownfield' redevelopment opportunity in Hastings. The Council is working to progress the regeneration of the Ore Valley for mixed use with the Hastings and Bexhill Task Force, 1066 Housing Association and the Ore Valley Forum. A phased and comprehensive approach will be required.

#### Hastings Ore Valley; Summary Report

Andrew Wright Associates for Hastings & Bexhill Task Force/ SeaSpace, 2004 ^  
Urban design analysis and proposals.

### 2003

#### Targeting Initiatives; Diverting Children and Young People from Crime and Antisocial Behaviour

Peter McCarthy, James Whitman, Janet Walker and Mike Coombes, Department for Education and Skills, September 2003. \*  
*Has case studies on the Ore Valley and Hollington mapping impact of Single Regeneration Budget and Neighbourhood Renewal Fund initiatives.*

#### The Valley News; Volume 1, Issue 1

Ore Valley Forum, August 2003 §  
Newsletter setting out regeneration initiatives taking place. Insight into the state of play at this time.

#### Oasis; Ore Advice & Support Information Service

Hastings Trust, 2003 \*  
Information flyer on Oasis. Simple explanation of Oasis

#### The Ore Valley Forum; Creating a vibrant and sustainable community in the Valley

Hastings Trust, 2003. \*  
*Information flyer on the Ore Valley Forum. Simple explanation of the Forum*

#### Surestart Ore Valley: Evaluation Report 2002/03

Cordis Bright Ltd., East Sussex County Council, March 2003. \*

*Evaluation report on the work and effectiveness of Ore Valley Children's Centre.*

**Conclusions:** High level of awareness of the Surestart project by local parents and satisfaction with it. Satisfaction ratings ranged between 93% and 100%. GP services in the area felt to be in need of improvement.

#### Consultation Results – the future of Hastings & St Leonards and Bexhill

##### Appendix C: Hastings Millennium Community

Clive Jacotine & Associates with Nick Wates Associates, Hastings Local Strategic Partnership, January 2003. \*  
*Results of public consultation on the proposed Millennium Community to be sited in Ore Valley. Includes the consultation brochure.*

**Conclusions:** Overwhelming support for the Millennium Community principle. Over 80% of respondents thought it would be good for the area. A high proportion of respondents expressed interest in playing an active part in the development.



## Consultation Results – the future of Hastings & St Leonards and Bexhill

### Appendix F: Ore Valley

Clive Jacotine & Associates with Nick Wates Associates, Hastings Local Strategic Partnership, January 2003. \*  
*Results of public consultation on the draft Ore Valley Local Action Plan, a part of the Local Neighbourhood Renewal Strategy, produced by Ore Valley Forum.*  
*Includes the consultation brochure.*

**Conclusions:** The draft Local Action Plan was substantially endorsed. The average level of agreement with the priorities for action suggested was 87%. There was considerable enthusiasm about the community planning process and several people made offers of help.

## 2002

### Millennium Community Flyer: Better living in the 21st century

Clive Jacotine & Associates with Nick Wates Associates, Hastings Borough Council with English Partnerships and SEEDA, January 2003. \*  
*Community briefing information for Hastings Millennium Communities Programme.*

### A History of Ore

Hastings Local History Group, 2002 ±  
*Illustrated pamphlet summarising the history of Ore from the 11th Century to the 1980s. Text first published 1983.*

## 2000

**Ore Valley Neighbourhood Renewal;  
Regeneration Study – Appendices**  
1066 Housing Association, HTA Architects Ltd, Urban Solutions, Renaisi Ltd., RDHS Ltd., William C Inman & Partners, July 2000. ^  
*Background information to the main report: Analysis, minutes of meetings, brief, various detailed studies.*

**St Helen's Hospital, Hastings (1837–1994);  
Paupers to Pacemakers**  
Donald Valentine, Rosewell Publishing, 2000 ±  
ISBN: 9780953790128

## 1999

**Ore in other words...; Life and times of the Ore Valley, Hastings**  
Pat Brunton et al., Ore Valley Community, 1999. ±  
ISBN: 0953738108  
*Result of a joint photography and writing project supported by the University of Sussex, Hastings Borough Council and East Sussex County Council. Interesting personal recollections of local people.*

## 1997

**More Valley; the report of the Ore Valley Action Planning Weekend held on 12–15 September 1997 in the Ore Valley, Hastings**  
Ore Valley Action Planning Group, Ore Valley Forum and the Urban Design Group, 1997. \*  
*Output from a 4-day action planning event organised by Ore Valley Forum and the Urban Design Group.*  
*Conclusions: Residents should be at the centre of the regeneration process. Planning and management for the Ore Valley should take place in the Ore Valley. An Ore Valley Strategy should be drawn up and agreed by all parties before any decisions are taken that affect the layout and design of the area. A series of immediate actions should be taken to tackle minor 'eyesores' and other local concerns and create confidence.*

## 1993

**The Estate; My Home, Our Community**  
Bernie Hogg, Ore Valley Project Worker, Hastings Borough Council, 1993. ^  
*Bid for Estate Action Funding for Broomgrove Estate and Farley Bank based on an 8 month Ore Valley Project which included a Planning for Real exercise and a comprehensive survey. Sets out local ideas for change and the communities' aspirations for the future.*

## APPENDIX FOUR

### Schedule of activities during 'Getting Started' phase

Advance work	2 WEEKS	4 WEEK	6 WEEKS	8 WEEKS	10 WEEKS	12 WEEKS
Detailed planning meeting with ISG			Oral report/update to ISG			Final written report to ISG
Project initiation	HT/HVA/NWA planning meeting	HT/HVA/NWA planning meeting	HT/HVA/NWA planning meeting	HT/HVA/NWA planning meeting	HT/HVA/NWA planning meeting	HT/HVA/NWA planning meeting
Set date for Gateway meeting	Plan and promote Gateway meeting	Facilitate Gateway meeting				Evaluation
			1 <sup>st</sup> road show	2 <sup>nd</sup> road show		
			1 <sup>st</sup> street campaign	2 <sup>nd</sup> street campaign	3 <sup>rd</sup> & 4 <sup>th</sup> street campaigns	
	Ambassador recruitment (vols)	Ambassador recruitment (vols)	Ambassador recruitment (vols)	Ambassador recruitment (vols)	Ambassador recruitment (vols)	Ambassador recruitment (vols)
		Ambassador training	Ambassador training	Ambassador training	Ambassador training	Potential meeting of resident led partnership
Agree domain names etc with ISG	Create Website/social media	Create Website/social media	Train local residents to add content	Maintain website/social media	Train local residents to add content	Identify lead person and handover control
	Design and print leaflet	Leaflet drop to households	Distribute leaflets to other key locations			
	Liaise with 5 hubs and collate material	Info stands at 5 hubs	Info stands at 5 hubs	Info stands at 5 hubs	Info stands at 5 hubs	Info stands at 5 hubs
	Contact 5 hubs to discuss promotional activity bursary	Support hubs to facilitate their own awareness activity	Support hubs to facilitate their own awareness activity	Support hubs to facilitate their own awareness activity	Support hubs to facilitate their own awareness activity	
	Collate local events occurring over next 3 month	Promote Big Local at any local events	Promote Big Local at any local events	Promote Big Local at any local events	Promote Big Local at any local events	Promote Big Local at any local events
	Contact schools re: project	Schools project	Schools project	Schools project	Schools project	
	Initiate youth project	Youth project	Youth project	Youth project	Youth project	
				Identify any under-represented voices	Engage with under-represented segments of the community	



## APPENDIX 5

### Big Local interactions with organisations and groups (up to 5 July 2013)

Since May 2013, the 'Getting Started' team have engaged with the following organisations and people:

Adventure Playground / In2Play	Claire Power; Tanya Vice	Community Hub; Venue for first roadshow and provided play activities; Display & Postbox for Big Local
AmicusHorizon	Zoe Jackson	Attended Gateway Event
AmicusHorizon	Hastings Area Panel Meeting	Promoted Big Local to members
Brighton Housing Trust	Phillippa White	Distributed Big Local leaflets
Bridge Community Enterprise	Rachel Pearson	Community Hub; Venue for Gateway Event; Display & Postbox for Big Local
Broomgrove Community Centre	Gill Fulton; Georgiana De Lussy	Community Hub; display & postbox for Big Local; promoted Big Local at After School Club; ISG members; Attended Gateway Event
Castledown Primary	Steve Miles (Deputy Head)	Attended Gateway Event
Childrens' Centre	Maria Iglesias; Jo Jemison; Tracey Rose; Sharon Gates	They have promoted the Big Local roadshow to their mailing list; Distributed Big Local leaflets and posters; Attended Gateway Event
Christ Church Ore	Rev Lee Duckett	Attended Gateway Event; We promoted Big Local at their fundraising event
Community Organisers East Hastings	Calvin Humphries	Attended Gateway Event; Assisted to deliver some leaflets to households
Cultural Change Company	Paul Barnett	Attended Gateway Event
Culture Shift	Catherine Orbach	Attended Gateway Event
Downs Farm Residents' Association	Suzy Lawrence; Andrew Belcher	Big Local joining in on DFRA event on 12July; Community Hub; display & postbox for Big Local
East Sussex Fire & Rescue Service	The Ridge	Promoted Big Local, and looking at ways that the Service can be involved.
Education Futures Trust	Carole Dixon	Supported 'Getting Started' team to engage with schools, and promoted Big Local to headteachers.
Elphinstone School		We promoted Big Local at school fayre; they promoted our roadshow events to parents
Friends of Speckled Wood	Martin Newbold	Attended Gateway Event and first roadshow; discussed Big Local with Jim Boot, Ron Bennett & Steve Manwaring
Greenway Group	Tim Jemison	Attended Gateway Event
Halton Baptist Church youth club		We ran a Big Local activity with 25 young people
Hastings Academy	Amanda Crisford; Pip Gasson	Amanda supported 'Getting Started' team to engage with schools, and promoted Big Local to headteachers. We ran a Big Local session with students; We will write an article for school newsletter
Hastings Borough Council	Laura Beerling	She has promoted Big Local and encouraged children at their outreach play sessions and mobile toy library to complete the same sheets as the school projects; attended first roadshow.

Hastings Borough Council	Pranesh Datta; Jane Dodson	Attended Gateway Event
Hastings Happy Crew	Graham Hodgson	Discussing possible collaboration at Ore Community Centre
Hastings Observer	Hannah Collisson	Helping us to publicise Big Local
Horizons Community Learning CIC	Sonia Plato	Attended Gateway Event; Distributed Big Local leaflets
Maplehurst Nursery (Sandown School)		Distributed Big Local leaflets and posters
Oasis	Jackie Gaunt	ISG member; Attended Gateway Event
Orbit South	Craig Atkins	Invited to Gateway Event; “Trusted Organisation”
Ore Church Mice Pre-School	Rachel Russell	Attended Gateway Event; Distributed Big Local leaflets
Ore Community Centre	Mags Pawson	Community Hub; Venue for second roadshow on 11 July; We promoted Big Local at Ore Village Fair; Display & Postbox for Big Local
Ore Community Land Trust	Ian Sier; Aubrey Ingleton	Organised Ore Village Fair at the Ore Centre, which was the first event the ‘Getting Started’ team attended
Ore Valley Forum	Ron Bennett	ISG Chair; Attended Gateway Event
Ore Valley Forum	Georgiana De Lussy	ISG Chair; Attended Gateway Event
Ore Village shops		Distributed Big Local leaflets and posters
Red Lake school		We promoted Big Local at school fayre; they promoted our roadshow events to parents
St Helen’s Church	Rev Chris Key	Distributed Big Local leaflets
St Michael’s Hospice	including Hospice Neighbours	Promoted Big Local
Sandown School	Headteacher	Discussing potential activities with the school; we will attend Sandown School fete next week
Saxon Mount School		Agreed to run a small Big Local project
Southern Fried Chicken, Malvern Way		Promoted Big Local to customers
Stagecoach		We are asking them to put Big Local posters on relevant buses
Summerfields Gym		Distributed Big Local leaflets and posters
Sussex Police	PCSO John Clift	Attended First Roadshow; he has promoted Big Local to residents and consulted with residents of Harkness Drive
Torfield School		Invited to Gateway Event; aware of Big Local
Volunteer Centre East Sussex	Su Reece	Attended Gateway Event
William Parker School		Invited to Gateway Event; aware of Big Local

Please point out any omissions – note that some people wear more than one hat!

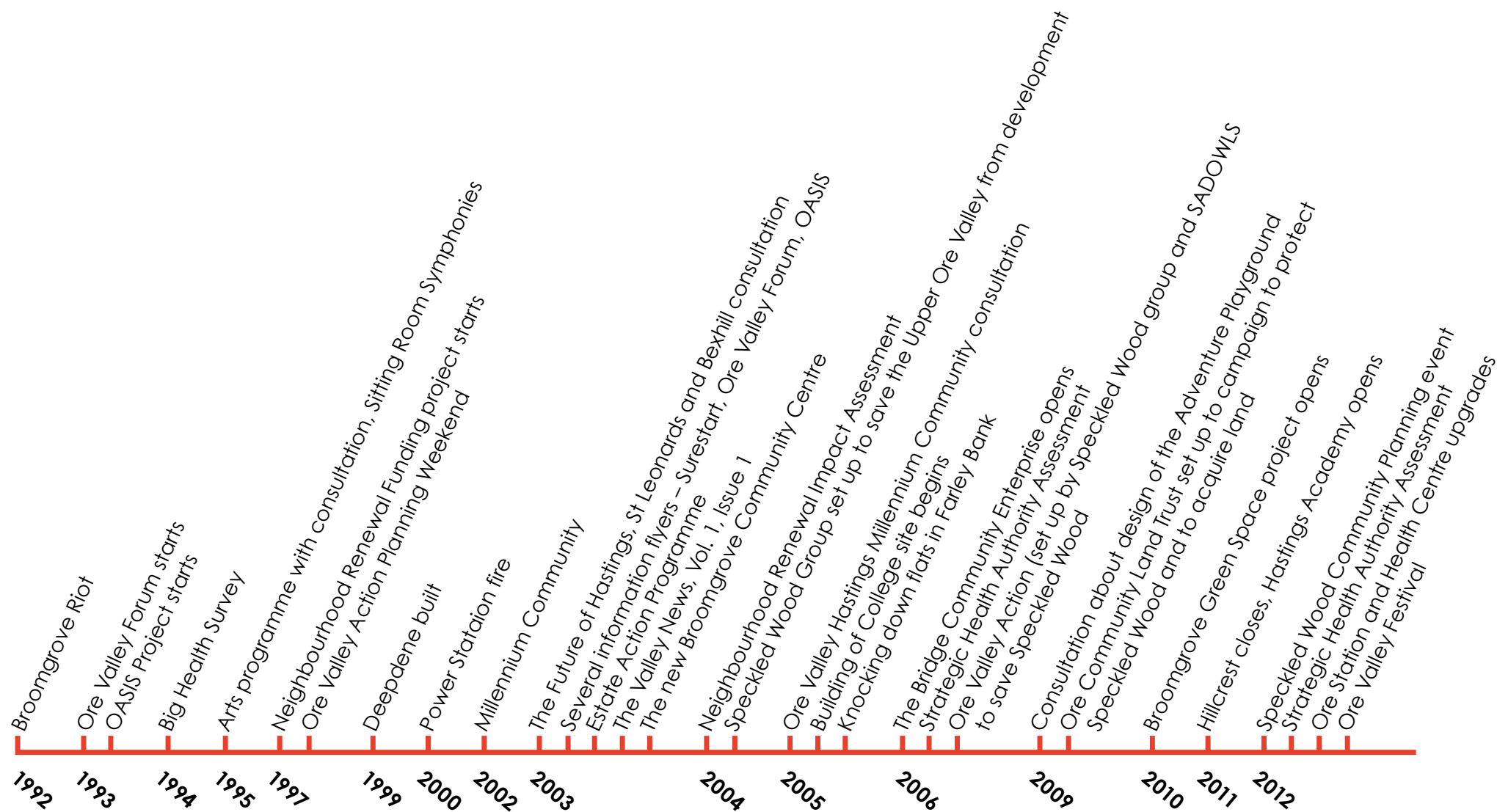


We also invited the following people to the Gateway Event, and they have received follow up information:

Amicus Horizon	Robin Deane; Julie Grattan; Graham Morrow
East Sussex Community Voice / Healthwatch East Sussex	Richard Eyre
ESCC Cllrs for Big Local area	Cllr Jeremy Birch; Cllr Michael Wincott
HBC Cllrs for Big Local area	Cllr Richard Street; Cllr Jay Kramer; Cllr Peter Chowney; Cllr Warren Davies; Cllr Kim Forward; Cllr Mike Turner
Hastings Borough Council	Joy Collins
Ore in Bloom	Eileen
Ore Library	
Sussex Police	PCSO Lee Miles
Sussex Police	PCSO Samuel Norton
Salvation Army	Wendy Watkins
SEAP	Marie Casey; Julie Eason
University of Brighton	Esther Brown
Xtrax	Andrew Batsford

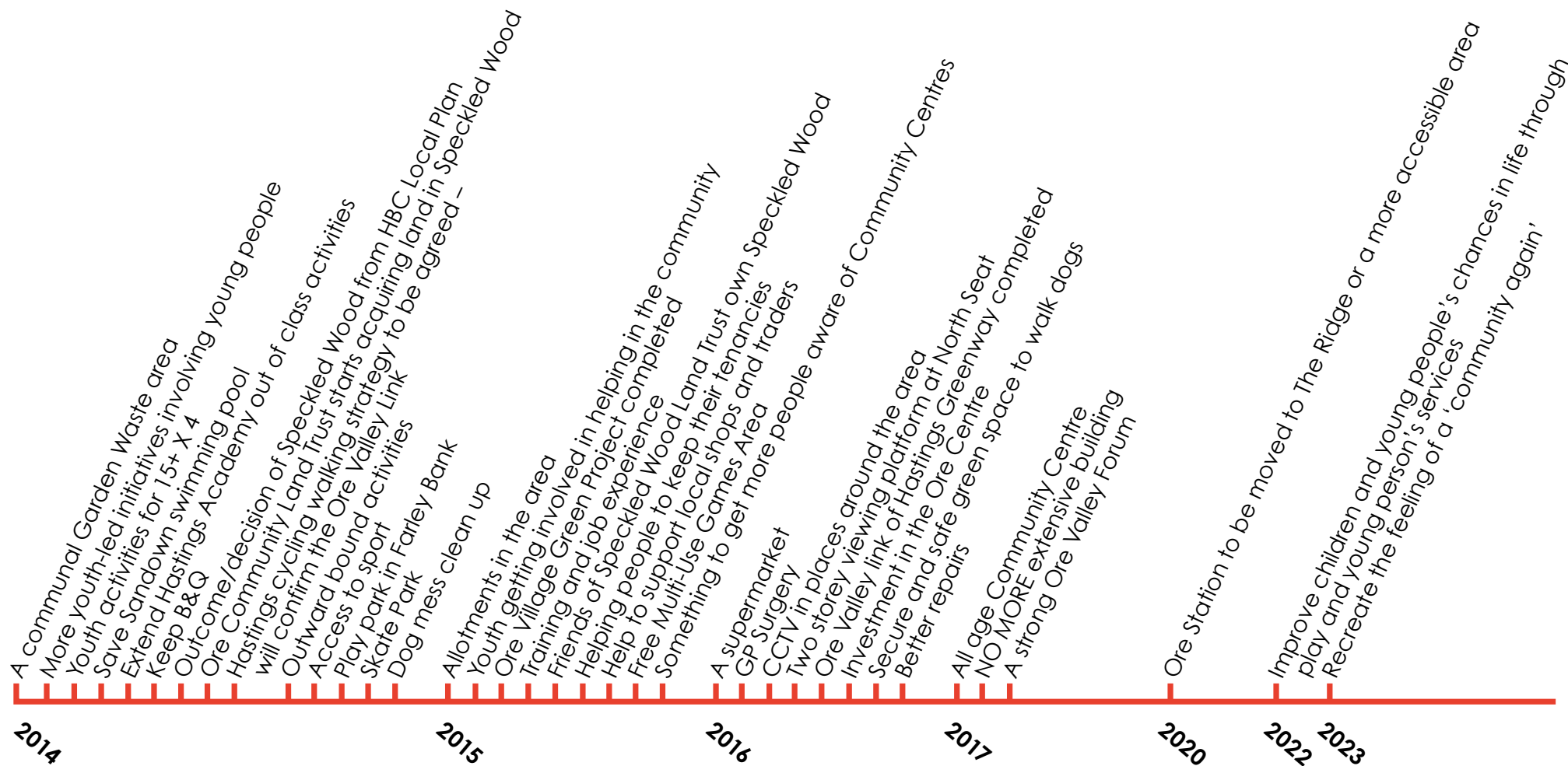
## APPENDIX 6

### North East Hastings Timeline – developed by local people at ‘Getting Started’ Big Local events



## APPENDIX 7

### Future Timeline – next 10 years – developed by local people at ‘Getting Started’ Big Local events





## APPENDIX 8

### Summary of consultation responses

SERVICES	LIKE	DISLIKE	NEEDS	IDEAS
PUBS	1	1	2	2
SMALL SHOPS	27	6	5	9
BIG SHOPS	2	9	6	6
HOTELS				1
CHURCHES	2			3
INDOOR PLAY AREA				6
YOUTH CLUBS	1		2	7
RESTAURANTS/CAFE		3	3	5
SCHOOLS/COLLEGE	12	12		4
INTERNET ACCESS	2		13	
TRANSPORT	5	8	13	32
SPORTING ACTIVITIES/FACILITIES	3	5	19	34
ADVENTURE PLAYGROUND	18			16
SWIMMING POOL	2		23	24
RECYCLING AREA		1	2	3
SCOOTER PARK			1	1
SKATE PARK	12		34	30
FUN FAIR				2
ZOO/FARM		1		8
WORKSHOPS		1	1	3
RUBBISH COLLECTIONS				2
POLICING			1	23
ALL AGE FACILITIES				8
ORE IN BLOOM	1			
ORE RAIL STATION	6	3		6
COUNCIL WARDENS				2
COMMUNITY CENTRES	11	1	3	17
OUT OF AREA TRIPS				6
MALVERN PUB		3		1
AGE SPECIFIC ACTIVITIES	3	3	9	68
FREE TRAINING/SKILLS			2	13
GRIT/SALT BINS		1		1
ADVERTISING		3	8	21
YOUNG PERSONS CAFE/SPACE			16	37
FIRE STATION	5			

SERVICES	LIKE	DISLIKE	NEEDS	IDEAS
SUPPORT TARGETED AT ONLY SOCIAL HOUSING		1		2
THE BRIDGE	8			5
CHILDRENS CENTRE	1			
ORE CENTRE	3			28
COMMUNITY DEVELOPMENT WORKER		1		2
COMMUNITY SERVICE				2
LIBRARY	5	1		1
ORE CHRIST CHURCH			2	3
BEREAVEMENT SERVICES			1	2
OUTREACH ACTIVITIES IN HOMES				3
ADVICE SERVICES		1	1	2
SUPPORT LOCAL GROUPS				4
CREATE A MICRO FINANCING PROGRAMME				3
ACTIVE HASTINGS/ FREE PLAY SESSIONS	1			17
DOWNS FARM COMMUNITY CENTRE	26			8
SUSSEX COAST COLLEGE HASTINGS		1		1
LOCAL EXCHANGE TRADING INITIATIVES			7	
NEIGHBOURHOOD WATCH				1
MUSEUM				1
HEALTH CENTRE				1
CASH MACHINE				4
BROOMGROVE CENTRE	2			6
COMMUNITY NEWS/MAGAZINE				3
PUBLIC TOILETS		1		1
PAINTBALLING				1
CHARITIES	1			
MAJOR TOURIST ATTRACTION				1
CHILD CARE PROVISION	1			2
SANDOWN POOL	5	0	6	38
LINK FROM FREDERICK RD TO ORE STATION		1		1
PADDLE POOL				1

OUTDOOR SPACE	LIKE	DISLIKE	NEEDS	IDEAS
OPEN SPACE	17	4	2	6
COMMUNITY AREAS		2		9
PLAY PARKS	22	17	33	101
FIELDS	2			
FLOWERS	2			
OUTSIDE GYM				1
HILLS	2	3		
OUTDOOR PLAY	2	3	1	11
WOODS	10	3	5	6
SHELTER				3
WILDLIFE	2			1
POND				3
COUNTRYSIDE	6			1
AGE SPECIFIC		2	4	6
TREES AND PLANTS	2	1	2	3
CYCLE ROUTES			2	
PRIVATE HOMES/ GARDENS/HEDGES	1	2		3
ALLOTMENTS		1		3
BENCHES				1
ART UP DULL AREAS/OBJECTS				1
GUERRILLA GARDENING				1
COMMUNITY VEGETABLE GARDEN				1
NATURE RESERVES				1
<b>AGE AND AREA SPECIFIC (from above)</b>				
0-8			2	2
11-16		1	3	
SPECKLED WOODS	18		6	51
DOWNES FARM PLAY PARK		2	2	3
HARKNESS DRIVE			5	

COMMUNITY	LIKE	DISLIKE	NEEDS	IDEAS
FAMILY		1		2
FRIENDS	18			
PEOPLE	27	17	9	1
AREA SPECIFIC	6	14	4	3
NOTHING TO DO	1	30	19	3
ROADS/PAVEMENTS		7	4	11
QUIET	6			
LOUD		4	6	4
HOUSES/HOMES	1	3	2	5
COMMUNITY EVENTS	11		2	28
DOGS MESS		23	37	2
SMELLY	1			
RUBBISH	1	40	24	16
DIRTY		4		1
POOR LIGHTING		6	1	5
POOR ACCESS		8	1	5
RUBBISH BINS		4	8	10
BULLDOZE THE AREA				3
COMMUNITY	31		1	2
NICE ENVIRONMENT	19			2
BUILD NEW HOMES	1	3	1	6
EMPTY HOUSES/SHOPS		3		
DOGS		1		1
ACADEMY STUDENTS			2	
POVERTY IN AREA		2	8	3
UNFINISHED PROJECTS		2	2	6
SPEND ON CORE PROBLEMS				2
LACK OF OPPORTUNITIES		1	3	2
INVESTMENT	4		14	22
CROSS COMMUNITY PLANNING			5	12
DEPRIVATION		6	4	8
CREATE WORK		4	6	5
HEALTH		1	2	6
SNOW			1	1
TRAFFIC		7	10	4
LACK OF INSPIRATION		4		3
PARKING		5	3	3

COMMUNITY (continued)	LIKE	DISLIKE	NEEDS	IDEAS
FUN	1			
BONFIRES		1	1	
CREATE ENTREPRENEURS				1
HEALTH			1	1
DEBT			1	1
ISOLATION		2	1	
EDUCATION			1	1
AREA SPECIFIC (from above)				
DOWNS FARM	1	1		
MALVERN WAY	1	9	2	1
ORE VILLAGE	3			1
DEEPPENE GDNS		2		
HALTON/EGREMONT FLATS		1		1
FARLEY BANK		1		

SECURITY	LIKE	DISLIKE	NEEDS	IDEAS
FEELS SAFE	8	6	2	2
RUMOURS		5	1	
PEOPLE		2	2	
FIGHTING		2	1	
DRUGS		5	12	5
PRIVATE	1	1		
DRINKING		6	3	4
ANTI SOCIAL BEHAVIOUR		25	23	15
VANDALISM		2	11	2
CRIME	2	1	4	
CCTV				3
GANGS/GROUPS		1	2	
BULLYING		8	3	3

MATERIALISTIC	LIKE	DISLIKE	NEEDS	IDEAS
PERSONAL GAIN				4
PERSONAL PURCHASES				5

SOCIETAL	LIKE	DISLIKE	NEEDS	IDEAS
HISTORY	1			
CULTURE	1			
ENVIRONMENTAL				1
CHARITY DONATIONS				1

WIDER ISSUES	LIKE	DISLIKE	NEEDS	IDEAS
REDUCE RENT				3
IMPROVE HOUSING				3
REDUCE TAXES				1
FINES				8
SPEND ELSEWHERE				8

GENERALISATION	LIKE	DISLIKE	NEEDS	IDEAS
NOTHING	8	13		1
EVERYTHING	1	3	2	2
LEFT BLANK	5	16	2	8
ITS HOME	1			



## APPENDIX 9

### H Chart data

#### Roadshow 1

LIKE	DISLIKE	SUGGESTIONS	
Community Venues with free events and all age activities	Lack of things to do for 12 year olds +	Ore Community Centre could be used more	1
	Not enough people know about community centres and their all age activities	Signage	1
Ore Community Centre	Poor parental control	Social events for 50+ opportunities to mix and befriend	2
Library	Anti Social Behaviour	Make better use of the Broomgrove Community Centre	1
Long term residents	Lack of respect for private property	The whole are needs updating	1
Local shops	No local advice service for adults and families in local estates	Malvern Pub should come down and build new houses	1
Good friends	not enough value put on play and its benefits by funders	New play park for older children	2
Mixed Community	Would like to see more police on the streets at night	Activities for 11-16 on and off estates	1
Scope for improvement	Not enough play areas for the kids	Adventure Playground to be funded to stay open all day Sat	1
Quiet x 2	Rubbish	Better advertising	2
Adventure Playground	Council Bins	Save Speckled Wood	2
Events for children	Fly tipping	Help Friends of Speckled Wood	1
Lots to do	No recycling facilities	Clean out Broomgrove Pond	1
Everyone pulls together when needed	Poor bus service in evenings	Shelter to hang around when raining	1
Brilliant nurseries & playgroups	Malvern Way	Skate Park	1
	That people always say bad things about Malvern Way	Outside play for all ages	
	The area is scummy and I can't wait to leave	Community (social) events for all to mix and meet yearly	2
	Vegetation hanging over footpath on Ridge by Ivyhouse	Road and walkway tidy up	1

## Roadshow 2

LIKE	DISLIKE	SUGGESTIONS					
Ore Centre activities	No pram friendly access from Bridge to Adventure Playground	Social clubs	2	Drop in for mums	For elderly	Drama club	
Bridge Centre x 2	Public Transport	Community events	2	Spot the stranger competition in the shops	Other groups/acts to perform in Ore	Community parties	under 18 disco
Adventure Playground	No joined up thinking	Ore Centre	2	Geology course	Invest in the garden	Badminton club	help build it up
Community Spirit x 4	No cycle facilities	Local Interest magazine	1	"Ore Ville"			
Local shops x 2	Dog mess	Sandown Pool	3	Make it for public use	Save it for the community		
Kool Kids @ Broomgrove	Nothing for young people to do	Sussex brass band	1				
The Community Centres	Ore Village traffic lights/ pedestrian crossing not well thought out	Community boards	2	Useful numbers/ information etc.	To see what's happening in area		
Ore is a non-transient population	The old scrap yard	Community services	1	Citizens Advice to do Ore drop in	Adult education, with affordable creche		
Speckled Wood x 2	Don't close Mount Denys	Advertising	4	Lack of events/ Community space/ Whats on etc.	Ore and Hastings wide info		
Library	Feel unsafe in the dark	Improve lighting	1	On bridge over rail track on Broomgrove Rd			
Great history	Illegal parking (esp at school times)	improve access	1	Path between Quantock and Waterside			
No real crime x 2	The cost to refurbish Sandown Pool	Police/PCSO presence	1	Increase PCSO presence			
Sandown Pool x 2	Pavements	Trees in street	1	Palm trees to withstand wind			
	Ore station does not have disabled access	Invest in Speckled Wood	3	Play space for kids	Get grants to improve and build on it		

LIKE	DISLIKE	SUGGESTIONS
	Invest in The Bridge	4 Increase resources to deliver special interest groups Make more use of it
	Public Transport	1 Through bus to Bexhill Better bus service provision More buses on Sunday
	Ore Station	1 Trains to always stop
	Public toilets	1 Improve them
	A cafe	1 Not a community centre one
	Invest in all community centres	3 Create a community centre for everyone Increase activities at all community centres
	Cycle Paths	1 Create a network of paths
	Broomgrove Community Centre	3 Have a paid manager set up more activities x 2 Kool club and Oasis
	A youth hub	3 Open all hours Drop in for 13 + Somewhere to go
	Aldi/Tesco	2 Not everyone is anti-Aldi Not everyone is anti-Tesco
	Work club programme	1
	Housing	2 Build normal houses No more flats
	Free bus/taxi service	1 So elderly can get out
	Over 60's	1 More activities for the elderly
	Social enterprises	1 More opportunities for them to open
	Area specific	1 Integrate Ivyhouse & Broomgrove more
	Council/LA	1 Don't involve them in decision-making
	Sports facilities	1 Football fields Sports areas
	Adventure playground	1 Invest in



## APPENDIX 10

### Graffiti Wall data

#### Roadshow 1

SUGGESTION	DISLIKE	SPECIFIC
Community Centre Activities	1	Dance Clubs
More money	2	
Zoo	2	
Petting Area for kids	1	
Update Malvern Pay Park	2	
Playhouse	1	
Things to do indoors in winter for kids	1	
Adventure play sessions for under 8	3	
Safer play areas	1	
More places to go with kids	1	
Local cashpoint	1	
Community farm project	1	
More things to do for younger kids	2	
New equipment for clubs	1	
More trees to climb	1	
Theme park	1	
More Multi-Use Games Areas	1	
Less bumpy roads	1	
Ropes and zip wires	1	
New park	2	Halton
Putting green	1	
Basket ball court	1	

## Roadshow 2

SUGGESTION	DISLIKE	SPECIFIC
Invest in ore centre	11	Energise it and fully utilise it; use for teaching/learning; create a green outdoor space; a cafe with equipment for kids; needlework classes; invest in it - refurb and make it a real central hub; modernise it
Young people projects	10	Music facility that includes teaching all aspects of music production, engineering, radio station etc.; more activities for young people; a young volunteers program to develop skills/confidence and counteract damage done by schools x 2; youth clubs; the local ore young apprentice scheme; targeted initiatives for 8+ to increase communication and confidence skills... outward bound, training, cultural visits etc; utilise/publicise current youth clubs; Targeted Youth Support to work in community centres; look at other models of transforming
Speckled wood	7	Disabled access to Speckled Wood; wooden play facilities;
Sandown swimming pool	5	Open it to local residents
Publicise community resources	4	Community centre newsletters - we don't know what is going on; streetbank.com; list emergency / essential contacts on community boards
More social groups in the area	4	Evening activities; classes, pottery, drama, writing etc; start an Ore Bonfire Society; community / school choirs
Arts funding for projects	3	Works on 3rd generation poverty; think art/street performances/carnivals; for young people and for community; art classes
Invest in adventure playground	3	Ability to open more hours; take down fence allowing children's access; incorporate real adventure play – log fires, chainsaws etc.
Improve local play spaces	2	
Improve parking	2	
More play areas	2	In Rock Lane with ropes etc; need more in the area
Community events	2	Swap shop; street parties
Sports facilities	2	On the road to nowhere
Skate boarding area for young people	2	
Traffic issues	2	More speed bumps in Frederick Rd; concerns over link road effects
A major tourist attraction	1	Museum, funfair; match funded
Local newsletter	1	

SUGGESTION	DISLIKE	SPECIFIC
Benches in the street	1	
Plant flowering trees to brighten up the area	1	
Intergenerational activities	1	
Dogs mess	1	
Safeguard green areas	1	
More for older generation	1	Activities
'Art up' dull objects in area	1	Love up the area, especially The Ridge
Pavements need to be sorted and made safe	1	
Guerilla gardens	1	
Ore station	1	Reopen access via Broomgrove/Hurrell
Invest in all community centres	1	Cross community centre projects
Village green status at space by Salvation Army	1	
Tackle street drinking	1	
A fantastic cafe	1	Daytime and evening opening times
Better bus services	1	
Communal green	1	
A communal waste area	1	Shredding facilities
No to Tesco Express	1	Bad parking



## Downs Farm BBQ

SUGGESTION	DISLIKE	SPECIFIC
Swimming Pool	19	Fix Sandown Pool x 2; Sandown Pool open at weekends; build one at Ivyhouse Lane; with diving boards
New Play park	27	One opposite Downs Farm community centre; fenced off; improve and build on current play park; one for over 60's; swings opposite Red Lake school; youth park
More play sessions	8	Play more; more sessions at the community centres and outdoor areas; free games for the kids x 2; free face painting x 3
Sporting facilities/activities	2	Trampoline; football pitch;
Skate park	22	One for older kids; opposite Red Lake school; not opposite Red Lake school; a scooter ramp
BBQs	2	
Free computer consoles	13	A gaming centre x 10
No more dog poo	4	
Sort out fly tipping	1	
Things for children to do in Red Lake	1	
Train	2	
Walking bus	2	
No riding bikes	1	
Free gym	1	
Something for older children	1	
Support Downs Farm community centre	2	Support for more activities; love the centre
Cheese factory	1	
Vet	1	
No more drugs	1	It's bad for the children
A free cash machine in Mount Road	1	
A high quality school amongst the flats	1	
Rubbish	1	In and around parks is not nice and dangerous to kids
A purpose-built community centre	1	

## APPENDIX 11

### Mapping Station data

#### Roadshow 1

AREA	LIKE		DISLIKE		IDEAS	
ORE STATION	√	1				
FARLEY BANK	Skate Park	1	Poor lighting between Farley Bank & Broomgrove	2	Police to attend Ore Valley Forum	1
	Bridge Community Centre	1	Poor access between Farley Bank & Broomgrove	2	Funding for Ore Valley Forum	1
					Sand play area	1
BROOMGROVE	Adventure Playground	6	The noise	1	Youth activities off the Estate	1
	Community Centre Kids Club	1	Lack of normal play areas	1	Rope swings	1
			Malvern Way	2	New equipment for adventure playground	1
			Malvern Pub building	1	Nature reserves	1
			Malvern Way area is unsafe	1	Litter pickers	1
			Malvern Way area is dirty	1	Paintballing	1
			Rubbish	1	Encourage local people to do a little work on the area and get free stuff	1
			Dogs' mess	1	Activities for 11–16 year olds	1
					Play facilities for 4–8 year olds	1
					More youth activities	1
					Better advertising	1
					Better use of the community centre	2
					Surestart	1
					Clean out and build up pond by adventure playground	1
					Continues overleaf...	

AREA	LIKE		DISLIKE		IDEAS	
					Refurbish the skate park	1
					Update Play Area	2
					Multi-Use Games Area	1
					Recycle bins	1
					Greater police presence	1
IVYHOUSE	Jobs and employment	1			Theme park	1
	Countryside and open space	1			Harkness needs a play park	1
					Greater police presence	1
HALTON						
ORE VILLAGE	Shops	1	Night bus service	1	Skate park	1
					Outdoor themed play park	1
					Half pipe skate park	1
					Better bus service	1
DOWNS FARM	Red Lake School	3	Red Lake School	3	Activities for 11-16 year olds	1
			Rubbish	1		
			Lack of play areas	1		
			√	1		
TOP OF NE HASTINGS	Hastings Academy	3	Hastings Academy	3	Petting zoo	2
CENTRAL NE HASTINGS	Fire Station	1			Community vegetable patch	1
	Speckled Wood	1			Purchase Speckled Wood for the community	2
NE HASTINGS OVERALL					Variety of facilities for young people across the area	1

## Roadshow 2

AREA	LIKE		DISLIKE		IDEAS	
ORE STATION	√	2	Dogs' mess	1	Proper information boards	1
	Good development		Trains to stop here	2	Trains need to stop here	1
			√	1		
FARLEY BANK			Skate park is too small	1	Football pitch on wasteland	1
			Violence	1	Do something with the wasteland	1
BROOMGROVE			I didn't know about the Adventure Playground	1	Have a Hopper Bus Service	1
IVYHOUSE/RIDGE	Firestation	2	Old scrapyard	1	Better bus service	2
	Church messy play sessions (Opposite Sandown)	1	Lack of Children's traditional play park	1	Use land behind Sandown	1
			Lack of parental control over kids Outside school	1	Community Leisure Facilities (including a Pool)	6
			Speeding cars	1	Increase Low-cost community activities e.g. Active Hastings	2
			Rubbish from the kids	1	Better crossing outside school	1
			Don't let Sandown become privately funded	1		
HALTON						
ORE VILLAGE	Lots of charities	1	Needs a clean-up – of rubbish AND image!	2	Things for young people to do	2
	The Village	1	No big supermarket/shops	2	A community transport service	1
	The feel/ethos of the Area	2	Pavements are narrow	1	Classes – Computers for the elderly, Craft, Sewing, Food, Music, DIY	3
	Invest in the Ore Centre	3	Toilet area is unattractive	1	Things for elderly to do	1
	The greenery	1	Nothing for young people	1	Improve/invest in the Ore Centre	3
	Library	2	Empty shops / loss of local business	1	Community events (carols, talent contest)	1
	Small local businesses	2	Anti-social behaviour on buses	1	A new restaurant / healthy cafe	2
			Parking	1	An Open Door social community centre	1
			Traffic through the area	2	Keep the Library	1
			Lack of community facilities / play area	1	More buses into the area	1

Continues overleaf



AREA	LIKE	DISLIKE	IDEAS
		Anti-social behaviour and vandalism	1 Cinema/bowling complex 1
			Telephone box 1
DOWNS FARM	Access to Country Park	4 Certain parts of Downs Farm	1 More speed bumps on Fairlight Road 1
	"Go Ape" in the Country Park	1 No pavement in Fairlight Road	1 Crowborough Road Play Park re-vamp 1
TOP OF NE HASTINGS		Academy funded privately	1
		Better transport at evenings and weekends	1
CENTRAL NE HASTINGS	Speckled Wood	5 Dogs' mess	1 Purchase / invest in Speckled Wood 5
			Family petting zoo at Speckled Wood 1
			Grant from Forestry Commission to plant more in Speckled Wood 1
			Better use of Speckled Wood 1
			Build community garden and work with local groups, schools and young people 1
			Area for young people to spend time 1
			Calm traffic in Frederick Road 1
	Green spaces	1 The development of the area	1 Engage youth in your plans 1
	Village feel / atmosphere	1 Lack of knowledge about what's happening	1 A young people's club 2
	Community spirit	1	Involve 'Fresh Blood' in your plans 1
NE GENERAL			Sports facilities 2
			Bus Hopper Service 1
			Keep the Village as a village 1
			Community events – Ore has Talent/ Photography competition 1
			An all-purpose, all-age Community Centre 1
			Build and utilise current community centres 1
			Bring back an updated Ore-Ville magazine for What's On, etc. 1
			Swimming pool 1

## Downs Farm

AREA	LIKE		DISLIKE		IDEAS	
BROOMGROVE						
IVYHOUSE						
HALTON	The Bridge	1				
ORE VILLAGE						
DOWNS FARM	People	4	Play park	2	More facilities for all ages at community centre	1
	Community Centre	10	Noisy scooters	1	10–12 yr activities at community centre	1
			Dogs mess	6	More for teenagers to do	1
			Drunks	2	Improve the play park	1
			Gangs of older children	1	Different aged play parks	1
			Community centre needs improving	1	Play park	7
			Health centre needs re vamping	1	Skate park	5
			Nothing for younger children	1		
			Litter	1		
TOP OF NE HASTINGS	Swimming pool	1			Childrens play are in Fairlight Rd	1
					Play park in Middle Rd	3
					Skate park in Rye Rd	1
					Playpark in Churchill Rd	4
CENTRAL NE HASTINGS			Speeding in Frederick Road by youths	1	Wildlife station for children to learn	1
			Playpark	1	Cash machine at Mount Rd	2
			Nothing for 11–18yrs to do	1		

## APPENDIX 12

### Big Local leaflets

Your name:

Your age:  
☐ Under 18 ☐ 18-25 ☐ 26-35 ☐ 36-45  
☐ 46-55 ☐ 56-65 ☐ 66-75 ☐ over 75

Address:

Postcode:

Telephone:

Email:

Would you like to volunteer time and/or skills to the Big Local Project?  
☐ Yes ☐ No

Are you interested in hearing more about the Resident Led Partnership?  
☐ Yes ☐ No

How would you like to be contacted?  
☐ Email ☐ Telephone ☐ Post

To participate in the Prize Draw, please return your completed form at one of the Road Shows, or to one of the collection boxes by **Wednesday 31 July**. There are collection boxes at:

- Ore Centre, Old London Road
- The Bridge, Priory Road
- Adventure Playground, Upper Broomgrove Road
- Downs Farm Community Centre, Crowborough Road
- Broomgrove Community Centre, Chiltern Drive

Or post to:  
HVA, Jackson Hall, Portland Place, Hastings, TN34 1QN

**The Big Local North East Hastings Area**

**How would YOU spend or invest £1,000,000 to help improve your local area?**

**TAKE PART AND BE ENTERED INTO A DRAW FOR A £100 VOUCHER!**

**North East Hastings has been made a Big Local area. We will be given £1 million of Lottery money to spend over the next 10 years on projects that will make a positive and lasting difference in our community.**

**Local Trust Big Local**

**HVA Hastings Voluntary Action**

**Nick Wales Associates**

**Hastings Trust**

June 2013 – 6-page one third A4 leaflet delivered to all homes in the Big Local area

**What happens next?**  
To access the £1m, the area has to meet 4 requirements of Local Trust:

- 1 Form a resident led Partnership.
- 2 Prepare a Profile of the area based on residents' views, statistics and other information about the area.
- 3 Agree a long-term Vision.
- 4 And an Action Plan.

The action plan is likely to be for 1-2 years to begin with. The Partnership aims to submit these to Local Trust in March 2014 and to start spending the money on the actions from April 2014.

**How you can get involved**  
The number that can join the formal Partnership is limited to 20 members, and the majority have to live in the Big Local area (see map over). Other members can live locally or represent a group, organisation or business based in or providing services to the Big Local area.

So that anyone interested can be kept informed and involved, there is a **Big Local Group** that will meet two or three times a year to share ideas, issues and to select new partnership members.

There will also be **sub-groups** – e.g. for young people, publicity, learning and skills, environment and enterprise.

Local groups can now start applying for **small grants of up to £500**. Details of how to find out more are overleaf.

**The Big Local Area**

**Want to know more or get involved?**  
See local noticeboards, or write to:  
Big Local, Ore Centre, 455 Old London Road, Hastings TN35 5BH or visit:  
w: www.biglocalnortheasthastings.org.uk  
e: info@biglocalnortheasthastings.org.uk  
t: www.twitter.com/biglocalhastings  
facebook: biglocalnortheasthastings

**Local Trust Big Local**

Issued December 2013

**North East Hastings Big Local**

**TOP 5 IDEAS...**

Young People Recreation Community Environment Personal Finance

**North East Hastings is one of 150 areas in England, each awarded £1 million to spend over the next 10 years. Over the summer nearly 1000 residents were asked how the money should be spent in our area.**

**This leaflet tells you a bit about Big Local, some of what has happened so far, what you told us you wanted changed or improved, what happens next and how you can get involved.**

**On the back is a map of the Big Local area, the web address and social media links.**

**Local Trust Big Local**

December 2013 – 6-page one third A4 follow up leaflet reporting on progress

**Big Local**

Big Local is an exciting opportunity for residents in 150 areas around England to use at least £1m in each of the areas to make a massive and lasting positive difference to their communities. It will:

- 1 Help us to identify our neighbourhood's needs and do something about them.
- 2 Help us to increase our skills and confidence so that we can continue to identify and respond to our needs in the future.
- 3 Help us to do something about the needs we prioritise.
- 4 Help us to make our area an even better place to live.

**Resident Led Partnership**  
A Big Local partnership guides the overall direction of Big Local in our area.

The majority of members will be residents, and the partnership will be responsible for agreeing a shared Big Local vision, and then creating, helping to deliver and reviewing a Big Local Plan.

**Have your say**

Use this leaflet to let us know your ideas and suggestions and to say how you would like to be involved in this once in a life-time opportunity. All your suggestions, ideas, input, talents, skills, enthusiasm and commitment will make our area a better place to live. Please contact us if you have local friends, family or neighbours who want help in filling out this form, or if you have any questions.

**Have your say...**

**Big Local Roadshows**  
We have scheduled two Big Local Roadshow Events. At each event there will be the opportunity for you to find out more about the Big Local, to voice, draw, write your opinions and suggestions, to find out about volunteering opportunities, to get involved and be a part of this exciting project.

**Roadshow 1 Saturday 29 June 1-5pm Hastings Adventure Playground Fellows/Upper Broomgrove Road TN34 3PL**

**Roadshow 2 Thursday 11 July 10am-2pm & 6-9pm Ore Centre, Old London Road TN35 5BH**

**At both events there will be refreshments and activities for younger children.**

**More information...**  
Further information on events, volunteering opportunities, progress, ideas, and the North East Hastings area is available on our website and Facebook pages.

**Find out more at:**  
www.biglocalnortheasthastings.org.uk  
or email us at:  
info@biglocalnortheasthastings.org.uk

**Q1** What do you like about your area now?

**Q2** What are your neighbourhood's greatest problems?

**Q3** What should we do about it?

**Q4** Is there anything you don't like about your area?

**Q5** What should we do about it?

**What is Big Local?**  
Big Local gives residents £1m, expert support, flexibility to decide how the money is spent, and 10 or more years in which to make a massive, lasting and positive difference to our community. Big Local is administered by Local Trust on behalf of the Big Lottery Fund.

**Big Local will:**

- 1 Help us to identify our neighbourhood's needs and do something about them
- 2 Help us to increase our skills and confidence so that we continue to identify and respond to our needs in the future
- 3 Help us to do something about the needs we prioritise
- 4 Help us to make our area an even better place to live.

**Some of what we have done so far...**

**Sept 2012** First Steering Group meeting.

**Jan 2013** Steering group received £18,000 from Local Trust to raise awareness of Big Local and find out what residents want to keep, change or improve.

**May 2013** Steering Group appointed consortium led by Hastings Voluntary Action (HVA) to carry out a three-month campaign to raise awareness of Big Local and find out what people liked and disliked about the area, and what could be done to improve it.

**Oct 2013** HVA reported back their findings to residents and stakeholders at the Ore Centre. Steering Group received £22,000 from Local Trust to pay for part-time community development worker (for 6 months), more awareness raising events, publicity, a small grants programme to fund some 'quick wins' and preparation of vision and action plan to draw down £1m.

**Nov/Dec 2013** Steering Group dissolved. New North East Hastings Big Local Group and resident-led Partnership formed.

**TOP 5 NEEDS...**

Less anti-social behaviour Young people's facilities Environment Recreation Transport/pedestrian

**Over the summer a team of people went out into the community to ask residents:**

- 1 What do you like about the area now?
- 2 What are your neighbourhood's greatest problems/what don't you like about your neighbourhood?
- 3 What should we do about it?

**Based on the responses, the following needs or priorities have been suggested:**

- A youth café for 11+
- Better 'what's on' information
- Better access to debt advice and credit union
- Continue improvements to the adventure playground
- Football and basket-ball areas
- Improve and extend (hours) for public transport
- Improve physical and mental health of residents, support vulnerable and isolated people and reduce teenage pregnancies
- Invest in community centres and existing groups
- Less litter and dogs' mess
- New cycle paths
- A village green
- Reduce anti-social behaviour and vandalism by gating alleyways, improving parenting skills and tackling drugs and alcohol
- Save Sandown pool
- Save Speckled Wood
- Support existing independent shops and increase footfall through appropriate development
- There is not enough to do, particularly volunteering and training opportunities