

MIDDLEGATE VISIONING EXERCISE – SPRING 2008

REPORT OF FINDINGS

1. ACKNOWLEDGEMENTS:

2. BACKGROUND

ComeUnity is a Neighbourhood Management programme targeting South and part of Central Yarmouth. Statistically these neighbourhoods form the most deprived parts of the Borough and suffer from high rates of unemployment, crime and health inequalities. The Middlegate Estate was built in the 1950's and is situated close to the town centre. The properties on Middlegate are owned and managed by Great Yarmouth Borough Council. It consists of 349 flats and 130 maisonettes in low rise blocks. The blocks are mostly split between 7 closes, 4 streets and 3 ways. There are also 14 houses.

In 2004 the Middlegate Estate ranked 55th highest super output area nationally, on the Indices of Multiple Deprivation. Consultation has already been undertaken over the whole of the Neighbourhood Management Area to inform the development of the Delivery Plan. However, it was felt necessary to undertake a more detailed consultation and visioning exercise on the Middlegate Estate to determine how many of the issues identified in the Delivery Plan affect resident's day to day lives.

MAC Associates (Leicester) Limited was appointed in December 07 to facilitate a range of events and activities with residents, service providers and other stakeholders to build an overarching vision for the estate.

3. METHODOLOGY

One of the key elements of the Visioning Exercise was to build the capacity of local residents to ensure that they had ownership of the process and were empowered to lead future developments. MAC Associates designed and delivered a 1 day training course on Wednesday 9th January in the Library for interested residents and workers introducing a range of tools and techniques for community engagement. 11 people attended the training day and a team of community members were recruited to help with the consultation element of the Visioning Exercise. Gill Hutchinson and Carlyne Hunter from MAC Associates worked closely with the community consultation team to familiarise themselves with the estate and to identify the most appropriate consultation tools to gather information from residents.

It was agreed that a series of visual questionnaires would be produced which would enable residents to quickly give a lot of information by placing either a pin in the appropriate box to answer a specific question or by providing additional information on a post-it note. A large aerial photograph of the estate was mounted on to polystyrene which enabled residents to highlight on flags any site related issues and problems.

During the consultation exercise some residents chose to answer questions by themselves whilst others needed someone to talk to them in more detail about the information required.

Time was spent walking around the estate to identify possible locations for the consultation exercises. We were made aware that it may be difficult to gather the views of residents so it was decided that we would hold as many street consultations as possible to make it easy for people to give us their views. In addition we spent two days undertaking doorstep interviews to provide adequate opportunities for those residents who find it difficult to get out.

4. CONSULTATION EVENTS

Saturday 9th February	10-midday Corner of Nottingham Way/Middlegate	1.-2.30p.m. Dorset Close	3.-4p.m. South Quay (entrance into Burleigh Close)	4.30- 5.30p.m. Dorset Close
Sunday 10th February	10-11.30a.m. Tollhouse Street (area between Nottingham Way and Dorset Close)	Midday – 1.30p.m. Clarendon Close	2.00- 3.30p.m. Burleigh Close	4-5p.m. Sydney Close
Monday 11th February	9-midday Outside Housing Office	12.30-2p.m. Townsend Close	2.30-4p.m. Orford Close	4.30- 5.30p.m. Play area nr. 5 aside football pitch
Wednesday 13th February	9.30 – 1p.m. Corner of King Street and Nottingham Way	1.30 – 3.00p.m. Sydney Close		
Friday 15th February	9.30- 2.00p.m. Outside T.P. Office, King Street	2.00 – 3.00p.m. Middlegate		
Saturday 15th February	10a.m.-2p.m. Outside Library			

Doorstep interviews were undertaken on Tuesday 19th and Wednesday 20th February.

5. ANALYSIS OF RESPONDENTS

A total of 100 males and 96 females were consulted. This represents 148 properties on the Middlegate Estate.

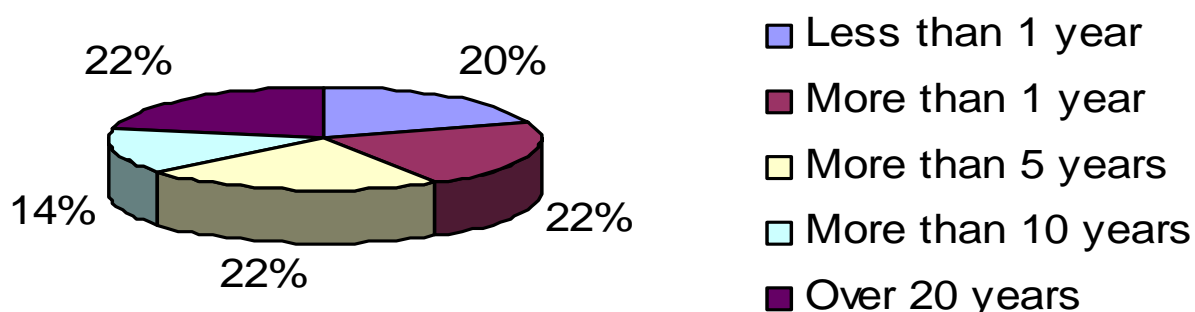
MALE	Asian	African	African Caribbean	European	White British	Dual Parentage	Other
Under 11				5	17	1	
12-18				3	12		
18-25					5		
26-45		1		4	19		
46-65					25		
66+					6		2

FEMALE	Asian	African	African Caribbean	European	White British	Dual Parentage	Other
Under 11				1	16	1	
12-18				2	8		
18-25					10		
26-45	1			3	21		
46-65				1	24		
66+					8		

6. ANALYSIS OF FINDINGS FROM THE CONSULTATION

6.1 GENERAL COMMENTS

Residents were asked a number of questions about the estate to gauge how they currently feel about the area where they live. 134 people responded to these questions. We were keen to find out how long people had lived on the estate as it is apparent that there is a view that the estate's population is very 'transient'



How long have you lived in Middlegate?

It is evident from the responses to this question that there is a large population of older residents who have lived on the estate for a considerable length of time, two of them admitting that they had lived in Middlegate for over 50 years.

Residents were asked to tell us **how the estate had improved** during the time that they had lived there. Whilst many had to think about this question before responding 51 comments were made. It is apparent that some residents felt the estate has got cleaner and was better maintained. Positive comments were made about the standard of the accommodation with one resident reporting that it had improved greatly over the last 52 years. A comment was made that the exterior landscape was well looked after and that there was a quick response to repairs.

Residents commented that a series of police operations had reduced the level of drug related problems on the estate quite noticeably and many of the street drinkers had been moved away. It was also highlighted that the ban on smoking in the stairwells had reduced the level of anti social behaviour and noise as many young residents chose not to hang around in them now. Residents also felt that the installation of CCTV cameras had made people feel safer and had reduced some of the street nuisance. Further comments suggested that there is not so much anti social behaviour as there used to be.

Comments were made about the estate having become quieter and some people commented that they now have better neighbours.

However, when residents were asked to tell us **how things had got worse** during the time they had lived on the estate a total of 91 responses were made. It was evident from resident's comments that some parts of the estate suffer greater problems than others. Many of the comments highlighted that some parts of the state are much noisier than others and that night noise and rowdiness had increased. Some residents are disturbed by loud music and neighbour noise. The lack of facilities for young people was highlighted as an issue with residents indicating that boredom was the underlying cause of properties being 'egged' and kids constantly knocking on doors. Comments were made about children playing out on the estate until very late at night. It was also highlighted that the noise problems are much worse in the summer when people have their windows open. The issue of children playing football and ball games was also highlighted as a nuisance.

Vandalism was highlighted as a problem, particularly to vehicles parked on the estate. Residents also expressed concern about the volume of cars parked on the estate, especially by people who don't live locally.

Cleanliness was highlighted as an issue, with comments being made about the state of the parks and the amount of litter on the estate. It was commented that there is a general lack of care for the estate. Concerns were expressed about people, who don't live on the estate, dumping rubbish locally, particularly in the communal bins. It was highlighted that many of the gardens are not properly looked after.

Some residents remembered a time when housing inspectors would visit and ensure that properties and gardens were kept in good order. It was suggested that there is still a need for these inspections. Concerns were expressed that people do not look after the estate and that many of the children are out of control. Further comments suggested that some parents do not control their children and allow them to be abusive to other residents. It was also highlighted that the estate is not as social or as neighbourly as it used to be and that the residents are much more transient now.

Despite all the negative comments about the estate, many residents were able to highlight **why they like living in Middlegate**. One of the key factors is the location. Many residents enjoy living in Middlegate because it is close to amenities such as the town centre, the hospital, the library and the beach. In addition it is also close to schools and entertainment. Residents living on South Quay highlighted that they like the view of the boats from their flats.

Again some residents indicated that where they live is quiet and their neighbours are friendly. In addition it was highlighted that the quality of the accommodation on Middlegate is good. Further comments indicated that there is a good bus service locally.

5 residents indicated that they are keen to move away from Middlegate.

When asked **what would make the estate better** 108 residents responded. It was identified that more facilities were needed for children and young people who live on the estate. A suggestion was made that a community centre would provide a much needed facility locally and would enable activities to be organised for all ages.

Concerns were expressed about parking locally, particularly people parking on the pavements. Some residents feel a residents' parking scheme should be implemented to reduce the problems created by outsiders parking on the estate, particularly in the daytime. Dog fouling was highlighted as a problem with a request that dog owners should be more responsible and clean up after their dogs.

Many residents want greater security on the estate. They are particularly concerned that in many blocks the entry doors do not provide security. In addition concerns were highlighted about the cleanliness of the stairwells. It was also suggested that more CCTV cameras should be installed around the estate. Residents are keen to see more police patrolling the estate and for the volume of anti social behaviour to be reduced. It was highlighted that better lighting should be installed on the estate as some areas are very dark at night.

The state of some of the gardens was highlighted as a concern. It was suggested that gardens should be better maintained and cleared of rubbish. Residents also want to see the external areas maintained to a higher level, it was suggested that the grass could be cut more regularly and flowers planted.

It was also suggested that the size of the gardens are unequal as some residents who live in upstairs flats have bigger gardens than those on the ground floor. In addition it was suggested that more recycling facilities are needed.

Concerns were expressed about the volume of residents on the estate who have problems that affect other residents, for example people with drug problems. Many residents want to see a greater respect both for the fabric of the estate but also for people who have arrived here from other countries. Racism was highlighted in this section as an issue for some people living in Middlegate. It was again highlighted that Estate Inspectors should be employed to ensure people keep their flats, gardens and balconies clean and tidy.

In an earlier section of the report residents had highlighted that repairs are done quickly, but some residents have highlighted in this section that the time it takes to get repairs done needs to be improved.

It was very heartening to hear that many residents would like to **get more involved** in what happens in Middlegate. Of the 86 people who responded to this question 29 volunteered to get more involved.

6.2 HEALTH AND WELLBEING ISSUES

From a list of key health issues residents were asked to identify those affecting them personally, or affecting a member of their family. The following tables contain the results.

Table 1 – Residents personally affected by health problem

Health Issue	Number of people who reported they were personally affected by a health issue
Teenage Pregnancies	4
Sexual health	
Family planning	4
Feeling low after having a baby	6
Diet and eating problems	11
Drugs and alcohol problems	1
Want to quit smoking	20
Anxiety and depression	27
Loneliness and isolation	15
Bereavement	13
People with disabilities	25
Women's health	3
Men's health	4
Accidents	9
Heart disease	12
Asthma	20
Arthritis	26
Serious Allergies	12
Cancer	2
Epilepsy	6
Crohn's Disease	3
Domestic violence	13
TOTAL RESPONSES	236

It is evident from the total number of responses that many residents are affected by more than one health issue. Whilst not all residents consulted will have answered every question posed to them we know from other questions in the Health and Wellbeing section that up to 115 people answered some of the questions.

In addition to the issues listed above, residents reported being affected by:

- Having children with severe disabilities

- Bi polar disorder
- Diabetes
- Rheumatism
- Obesity
- Pulmonary lung disease
- Lumber canal stenosis
- Osteoarthritis
- Leg, hip and shoulder problems
- Cerebal palsy
- Cataracts
- Strokes
- Emphysema
- Back problems

Table 2 – Residents personally affected or a family member affected by health issue

Health Issue	Number reporting personally affected or a member of family affected
Teenage Pregnancies	8
Sexual health	1
Family planning	5
Feeling low after having a baby	6
Diet and eating problems	13
Drugs and alcohol problems	4
Want to quit smoking	25
Anxiety and depression	32
Loneliness and isolation	15
Bereavement	14
People with disabilities	35
Women's health	4
Men's health	4
Accidents	10
Heart disease	14
Asthma	38
Arthritis	33
Serious Allergies	18
Cancer	7
Epilepsy	12
Crohn's Disease	4
Domestic violence	13
TOTAL RESPONSES	315

The results show that **asthma** is one of the most common health issues in Middlegate with 38 of those consulted highlighting that they or someone they live with is a sufferer. Other significant health issues highlighted are **anxiety and depression**. In addition it is also noticeable that many respondents (35) either suffer from a disability themselves or live with someone who has a disability. 25 residents indicated that they would like to be able to quit smoking. It is likely that many residents find their reliance on cigarettes is increased if they are suffering from anxiety and depression. Some residents mentioned during the consultation process that cigarettes help them to relax and cope with their problems better.

33 residents either suffer from **arthritis** or live with someone who does. It is likely that those who are most affected will have indicated that isolation and the lack of ability to get out and socialise with others is as a key result of suffering from severe arthritis. When residents were asked if they have trouble moving around or getting up stairs 29 residents indicated that they do. One person highlighted that they live in a second storey flat and their partner is unable to get out due to severe mobility problems.

To better understand the causes of the local health concerns, residents were asked to identify the key issues affecting their health and wellbeing. It is evident from the results that **noise**, either in the street or from neighbours has an impact on resident's wellbeing. Of the 86 people who responded when asked if they were woken up by outside noise, 41 highlighted that they frequently suffer disturbed sleep. **Rowdiness and noise in the street** was the most commonly identified cause of disturbed sleep, closely followed by **neighbour noise**. Residents identified that the most common causes of street noise are drunken people, young people in cars and on motorbikes, dogs barking and children playing. Residents living on South Quay also indicated that the boats on the river sometimes wake them up.

It is also evident that many residents are concerned about the health of their family and feel that this has an impact on their own wellbeing. Other factors that were highlighted include:

- Poor diet (sometimes as the result of low income)
- Inappropriate accommodation
- Tiredness
- Children
- Stress
- Bullying
- Smoking
- Poor mobility
- Care responsibilities

In addition other health issues such as chrohn's disease, arthritis, heart disease and epilepsy were identified as having a significant affect on wellbeing.

Issues affecting the community:

When residents were asked which health problems most affected the community their answers differed significantly from the list of health concerns affecting them personally.

Table 3 – Health Issues affecting the community

Health Issue	Number of residents reporting issue affects the community
Teenage Pregnancies	19
Sexual health	10
Family planning	8
Feeling low after having a baby	7
Diet and eating problems	9
Drugs and alcohol problems	22
Want to quit smoking	5
Anxiety and depression	6
Loneliness and isolation	6
Bereavement	2
People with disabilities	9
Women's health	5
Men's health	6
Accidents	7
Heart disease	3
Asthma	1
Arthritis	1
Serious Allergies	
Cancer	3
Epilepsy	3
Crohn's Disease	2
Domestic violence	12

The number one concern was **drugs and alcohol**, which 22 people felt was an issue in Middlegate. It is also noticeable that residents perceive **teenage pregnancies** to be an issue, yet only 4 residents highlighted it was an issue for them and a further 4 indicated that it affected the people they lived with. Similarly **sexual health** is believed to be an issue affecting the community, yet no-one highlighted this as an issue affecting them personally and one person indicated that it was a health issue that affected someone they lived with. **Domestic violence** was highlighted as an issue affecting the community and we are aware that a number of respondents have highlighted this as an issue that affects them.

It is also noticeable that residents do not feel that anxiety and depression affects the community where they live.

When residents were asked if their health is affected by where they live 99 people responded to the question. 23 people highlighted that they do feel living in Middlegate has an impact on their health and wellbeing. It was identified by one resident that the lack of appropriate accommodation was a factor – they are unable to get out because they can't manage the stairs and as a result are not able to get any exercise. Another resident indicated that their sleep is disturbed because their property is overcrowded and they do not have adequate bedroom space. 2 residents indicated that incidents of bullying targeted at their children who both have special needs impacts on their health and their children's health. An asthma sufferer highlighted that their health is improved by living close to the sea. It was also highlighted that fear of going out in the dark impacts on health and wellbeing.

Residents indicated that the situation could be improved if the estate had more rigorous policing to deal with some of the anti social behaviour issues that impact on resident's health and wellbeing. It was highlighted that some residents need to be housed more appropriately and that ground floor properties should be made available to those with serious mobility issues. A number of residents with young children also highlighted that it is very difficult to carry buggies and small children up to higher level flats. In addition suggestions were made that noise levels should be monitored and dealt with. Again residents took the opportunity to highlight the need for better facilities for children and young people to reduce the nuisance they cause to others, especially when they are running along the balconies or climbing on to the roofs of properties.

Healthy Meals:

Residents were asked if they found it easy to buy fresh fruit and vegetables locally. 100 people responded to this question with 93 of them highlighting that they did not have any difficulties. During the consultation events many residents indicated that they buy much of their fresh produce from the market in the town centre.

We also asked residents if they understood the information provided on food labels, and again 87 of the 97 residents who responded to this question indicated that they did. We were aware from discussions with residents during the consultation process that a number have children who respond negatively to food additives so they have to read the labelling very rigorously.

When we asked residents if they would like to know more about shopping for and cooking healthy meals on a tight budget 29 people indicated that they would. However a further 60 residents indicated that they already knew how to cook and provide for their families on a tight budget. Many of these were older residents who admitted that they had been doing this for many years.

Other ideas to improve health and wellbeing:

Residents were asked to identify what one improvement they would like to make to their health and wellbeing. Many responded that they felt they needed to eat healthier meals, with more fruit and vegetables. Other indicated that they needed to eat more regularly and would like to be able to afford to do that.

17 residents identified that they feel their health would be significantly improved if they could quit smoking. In addition many felt that losing weight would improve their health. Some residents identified that they needed to get more exercise or walk more frequently.

The remainder of suggestions indicated that for many residents they would like to overcome existing health problems such as depression, alcohol dependency, panic attacks and heart problems.

6.3 CRIME AND ANTI SOCIAL BEHAVIOUR

During the consultation process residents were asked to identify the types of crime which had personally affected them or their property recently (where possible we tried to get people to focus on the last two years). They were also asked to identify which of the crime types they believed were “a big problem”, “a problem” or “not a problem” in Middlegate. Tables 4 and 5 contain the results.

Table 4 – Residents personally affected by a crime type in the last 2 years:

Crime Type	Personally affected
Domestic Burglary	15
Theft of car / van	11
Domestic violence	10
Bicycle theft	16
Shoplifting	
Vandalism including graffiti	20
Dumped rubbish and litter	20
Under-age drinking	5
Drink / drug misuse by adults	8
Personal property stolen in the street	6
Street violence	3
Street gangs	1
Mugging	3
Harassment / bullying	17
TOTAL RESPONSES	135

One of the key issues experienced by residents is **vandalism and graffiti**. It is evident from talking to residents that one of the main areas of concern is the entry doors. Many have been vandalised and as a result do not provide adequate, if any, security to the properties. Again residents highlighted that the lack of things for children and young people to do on the estate leads to boredom and as a result incidents of vandalism and graffiti occur. One resident indicated that they had a brick thrown at their property twice. Many residents expressed concern about children and young people jumping in their gardens and vandalising them. In addition residents complained about eggs being thrown at their properties and incidents of graffiti on their houses.

Vandalism to cars was highlighted as an issue. A number of residents reported having vehicles vandalised (this has been highlighted in earlier sections of this report). In addition one resident was concerned that the garages on the estate get broken into.

Another key problem reported by residents is the volume of **dumped rubbish and litter** that collects on the estate. It was suggested that cameras need to be installed in the rubbish areas to prevent fly tipping. In addition residents highlighted that fines should be imposed for dumping rubbish. Some residents expressed concern that people throw rubbish into neighbour's gardens and if you try to tackle this you often receive a lot of abuse. It was also highlighted that young people jump on the wheelie bins and move them about during the evenings. However, one resident did comment that the big bins are much better. It was also suggested that more litter bins should be installed on the estate.

17 respondents highlighted that **harassment and bullying** is a problem on Middlegate. When we explored this further with residents they highlighted that many people who have disabilities experience harassment from others, both adults and children. In addition it was highlighted that some children and adults experience racist comments and incidents of racism. One resident indicated that they had been receiving hate mail. A further comment indicated that some people are denied access to the Squares on the estate, even though they live around them.

It was also highlighted that some of the younger children experience bullying from the older ones, particularly when they are trying to play in the play area nearest to Sydney Close.

16 respondents indicated that **bicycle theft** has been an issue for them. For many people living in flats having a safe place to leave their bike is an issue, particularly when the entry doors are not providing adequate security to the hallways.

Domestic burglary was highlighted as an issue for 15 residents. Again many residents spoke to us about the lack of security and highlighted that it is very easy for people to gain entry into the blocks.

11 residents indicated that they had been the victim of **vehicle theft**. However, many more residents spoke to us about issues relating to parking and damage to vehicles.

Once again a number of people (10) highlighted that they had experienced incidents of **domestic violence**. One resident highlighted an incident where a neighbour had been pushed over the balcony by her partner.

It is interesting to note that only a small number of residents highlighted that they had been personally affected by drink or drug misuse by other residents. However it was highlighted that some residents are concerned that people with drink and drugs problems are being housed in areas meant for older residents.

Table 5 – Problem Crimes in the Neighbourhood

Crime Type	Big problem in my area	Problem in my area	Not a problem
Domestic Burglary	3	5	37
Theft of car / van	2	3	20
Domestic violence	8	16	24
Bicycle theft	3	11	24
Shoplifting	9	8	20
Vandalism including graffiti	29	32	14
Dumped rubbish and litter	50	25	8
Under-age drinking	16	14	24
Drink / drug misuse by adults	27	24	12
Personal property stolen in the street	7	4	21
Street violence	13	22	15
Street gangs	10	21	28
Mugging	2	9	23
Harassment / bullying	10	8	24
TOTAL RESPONSES	189	202	294

Dumped rubbish and litter was highlighted by residents as being the biggest problem in Middlegate. Many residents had previously highlighted that they are personally affected by the amount of rubbish and litter that is dumped on the estate and they perceive it as being a big problem locally. Similarly **vandalism including graffiti** was highlighted as the 2nd biggest problem on the estate. This was closely followed by **drink and drug misuse by adults**, however whilst this is seen as a significant problem locally only a small amount of residents highlighted that they were personally affected by this.

Interestingly, harassment and bullying was not identified by residents as a significant problem locally. It is likely that many people who are affected by these incidents do not report them or talk to neighbours about these issues.

Incidents of street violence were identified as a problem in the area, although again residents did not highlight this as an issue they were personally affected by.

Possible Solutions:

Residents were asked if they were aware of local crimes being reported to the police. 76 people responded to this question with 32 admitting that they always report crimes to the police. However 22% of respondents identified

that they never report crimes. Some older residents admitted that they are fearful of repercussions if they report crimes, particularly from young people. It was also highlighted that it is difficult to report crimes.

36 respondents indicated that when they reported crimes they did have a positive response from the police, however concerns were expressed that the response time was not always good.

However 26 respondents indicated that they had not had a positive response when they had reported crimes. One person highlighted that they were put on hold when they were reporting an attack. It was suggested that response times are slow and more emphasis is placed on watching other neighbourhoods in Great Yarmouth. In addition residents suggested that if there was a greater police presence in Middlegate it would make residents feel more confident about reporting crimes.

What could be done by the Police?

When residents were asked what they felt the police could do to alleviate these problems they suggested:

- More police are needed
- Residents to be given contact numbers for PCSO's
- Community police should patrol the area more
- Curfews for young people
- Quicker response
- More visible policing, especially in the evenings
- People to be taken more seriously when they complain
- Police need to be more aware of what is going on in Middlegate
- Police should deal with domestic violence
- Patrol the rear of the flats
- PCSO's to do more work rather than standing around – need to check side streets and rear of properties

What could be done by the Community?

- People to put rubbish in the bins provided
- Street rangers to be introduced
- Have more control over their children
- Report more crimes
- Work together and support each other
- Better parenting
- Children need to be occupied
- Children to be taken in earlier
- Respect others
- Know where children are and what they are doing at all times

What could be done by the Council?

Residents highlighted that they need the Council to:

- Improve the parks
- Provide more bins
- Clean the parks
- Repair security doors
- Install more CCTV
- Reduce speed limit
- Clear up dog fouling
- Install a residents' parking scheme
- Organise meetings with tenants
- Make people more aware what can be done about things
- Give more information – do not fob off tenants
- Respond to problems and take a tougher stance
- Warn tenants – vet potential tenants
- Improve the lighting
- Monitor noise levels
- Provide a community centre

Key times when anti-social behaviour occurs:

Residents were asked to identify the different times of the day when anti-social behaviour was most prevalent. The following table identifies that the key times when anti-social behaviour is occurring is from 5.30pm onwards.

Table 6 – Key Times for Anti-Social Behaviour

Mornings	
6a.m. – 7.30a.m.	3
7.30 – 9.00	1
9.00 – midday	2
Afternoon	
Midday – 2.00p.m.	2
2.00 – 3.30	3
3.30 – 5.30	6
Evening	
5.30 – 7.30p.m.	39
7.30 – 9.30	61
Only happens in my area after 9.30p.m.	28
Doesn't happen in my area	9

6.4 JOBS AND SKILLS

During the consultation process respondents were asked to identify their current employment status. 89 people responded to this question. The chart below highlights their responses.

Table 7 – Respondent’s Employment Status:

Employed	19
Unemployed	19
Retired	17
Carer	7
Full-time parent	10
Long term sick	16
Full time student	1

Of those respondents not currently employed 20 identified that they would be looking to return to work at some point. 11 of those indicated that they would need to return to work in the next 6 months.

When asked what would make it easier for respondents to return to work 15 identified that training would help, 8 indicated that they would need childcare and 4 identified that they would need transport.

Residents were asked whether they were in training or education. 19% of respondents identified that they are currently attending a training course or in further education. In addition 17 respondents identified that they would need to attend training courses if they wanted to improve their prospects of finding a job, or developing their career further.

Barriers to Entering Training:

Residents identified the following issues that prevented them from accessing a training course:

- Disability
- Small children
- Childcare – training needs to be in school hours
- Working
- Lack of information about training courses
- Costs

It was identified that to help residents attend training the following should be provided:

- Training courses in school hours
- Financial help
- Childcare

Residents were asked if they would feel confident about returning to work. Of the 24 people who answered this question 10 identified that they wouldn't. It was suggested that confidence building workshops should be provided for those thinking about returning to work. In addition a suggestion was made that ESOL classes should be provided in the morning to support those residents who work in the afternoons and evenings.

Residents also identified that they would like a range of informal activities to be provided locally to help them fill their time. A number of residents also highlighted that they would like more information and opportunities to volunteer. Many recognised that this would help to improve their employability. One resident also highlighted that more classes should be provided to help people who can't read or write.

Credit Union:

It is evident from the results of the consultation on Middlegate that many residents are unaware of the Credit Union that operates locally. 51 residents identified that they hadn't heard of the credit union, a further 57 residents did not know how to join it even though some of them had heard of its existence. 45 residents were unaware of the benefits of joining a Credit Union.

When asked if residents felt they were getting all the help they were entitled to the majority informed us that they were. However 10 people also identified that they didn't know how to or where to access help with benefits.

6.5 RECYCLING:

Officers from Great Yarmouth Borough Council identified that recycling is a problem in Middlegate. At present a lot of the recyclable material cannot be collected from the allocated bins because some residents are putting the wrong materials into the recycling bins. Unfortunately this undermines the efforts made by many residents on the estate. As part of the consultation process we asked residents if they knew what materials/rubbish could be recycled, and how often they recycled them.

Table 8 – Residents response to recycling:

Please tell us what you recycle:-			
	Always	Sometimes	Never
Newspapers and Magazines	101	9	2
Cardboard	89	6	4
Other paper	87	6	4
Food cans	77	11	14
Drinks cans	82	4	5
Plastic bottles	88	3	3
Aerosol cans	67	4	16
Home shopping catalogues / yellow pages / phone directories	83	3	9

It is evident from the responses above that a significant amount of people in Middlegate are committed to recycling and are aware of what they can recycle. When asked how important recycling is to them nearly 50% of respondents highlighted that it is very important.

What more could be done to make you aware of the benefits of recycling?

- Provide regular pamphlets informing people
- Put labels on the bins to inform residents what goes in them
- Provide better bins to recycle more

6.6 YOUNG PEOPLE

During the consultation process we were keen to gather the views of the young people we encountered on the streets. We particularly wanted to gauge the levels of their aspirations as it is widely recognised that young people who live in very deprived areas often have very low expectations of what they will be able to achieve in life. A total of 66 young people under the age of 18 answered some of the questions.

We asked young people what they thought they would be doing once they reached 16 or after they had left school. 26 young people responded to this question, 14 of them indicated that they would be going to college and one identifying that they would then go onto University. It is evident from the responses that many of the young people have aspirations to continue their education with only one of them indicating that they want to go into work immediately. When they were asked what they would like to be doing once they reached 16 the answers reflected the aspirations they had highlighted in the first question.

A range of professions were identified that some of the young people are aspiring to including:

- Gardening
- Bricklaying
- Carpentry
- Writer
- Footballer
- Vet
- Actress
- Scientist
- Car Maintenance
- Nurse
- Nail Art
- Work at Community Centre

When young people were asked what could be done to help them achieve their goals they identified that they would need to work hard(er) to achieve their ambitions. Some identified that they needed to pay attention and/or modify their behaviour, particularly their anger. Some identified that they needed help and support at home. One suggestion indicated that a youth club could help people gain skills and training. It was also suggested that the Library should provide more activities for example a young writer's club. One young person suggested it would be good to be able to join the Red Cross or St. John's Ambulance, particularly if you were interested in nursing. One young person highlighted that they would have to move away from Middlegate if they wanted to achieve their goals.

Table 9 – What do you feel you are good at?

The young people were asked to identify the lessons/activities they felt they were good at. The table below highlights their comments.

Courses at College through school
English and maths
Practical things
Helping people
Sports x 3
Physical stuff
Listening to instructions
Making things in DT
Electronics and gardening
Kung Fu x 2 (Cant do it here any more)
Drawing and DT
Mechanics (motorbikes etc)
Nicely confident
Science / maths / art
Acting
Maths / Art / Tec
Maths / football / humanities
Computers
Maths / science / electronics / English / karate
Climbing / football / rugby / boxing
Look after my birds
Rock climbing
Woodwork and art
Maths / art / DT / Literacy
Ice skating
English
Maths and numeracy
Science / maths / art
Maths / sport / PE / Good at caring
Be good at school / university
Always do homework
Working and doing my best x 2
Mechanical work
Running / swimming
Everything at school
Art and gymnastics
Everything

Support:

When the young people were asked what support they received to develop their strengths 23 responded. Many highlighted that school is a key factor in helping them to develop the subjects/activities they are interested in. One young person identified that the one to one help they received in school was beneficial. Another indicated that the gardening lessons they received at school each week was helping them to achieve their ambitions. It was also highlighted that good teachers play a key role in supporting young people. A number of young people indicated that getting help and support from family and friends was invaluable.

Two young people identified that they do not get any help and support, and one indicated that they get some help but could get more. It was also suggested that a writing course for young people should be developed in Middlegate. One young person suggested that you also have to concentrate at school if you want to do well.

School:

When young people were asked about their attendance at school 41 young people responded to the question, with 32 indicating that they always attend school. When asked if they have any problems at school 12 of the 29 respondents admitted that they did.

When asked what could be done to help them with the problems they were experiencing at school it was highlighted that more should be done to stop bullying. It was suggested that there should be nicer people to go to when you have problems at school. A number of children highlighted that the problems they encounter relate to bullying, name calling and people being aggressive to them. It was highlighted that teachers should have meetings with parents when young people inform them about the problems they are experiencing. One young person highlighted that the problem may be alleviated if they changed their circle of friends.

What could be done to help you get the skills and/or qualifications to get a job?

25 young people responded to this question. It was highlighted that you need to get good GCSE's and then go onto college and/or training. In addition it was identified that you need to develop confidence and skills. It was also highlighted that you need to work hard and it helps if you go to a good school and have support from you family. One person indicated that they needed more information about what courses were available at College/University. In addition it was highlighted that you need to think, listen, learn and use your brain. One young person highlighted that if you have dyslexia it can be difficult to achieve your aspirations and you often become frustrated because of this.

Behaviour:

Young people were asked if they had ever been in trouble whilst they were hanging around. 38 young people responded to this question with 19 highlighting that they had been in trouble. When asked what had happened as a result of getting into trouble one young person admitted that they had received an ASBO, another admitted being taken to court and then being ordered to do community service, as a result they admitted that they had learnt from this experience. Other young people questions admitted to receiving cautions (ABC's).

Young people also took the opportunity to highlight some of the things they had been caught doing including playing football around Dorset Close, climbing scaffolding, making car alarms go off, playing with an air rifle, jumping roofs, smashing a window with a football and swearing at people. One young person also highlighted that they had got told off by an elderly resident for wearing a 'hoody'.

When young people were asked if they had ever felt pressurised by their mates to do something they didn't want to do 9 of them told us they had. They identified that they had been encouraged to go to places they shouldn't go, but decided it would be better to go home. An 11 year old girl told us that a 16 year old had forced her to get money off people. One respondent didn't want to tell us what she had been doing.

Young people were asked what elements of their lives they would like to make changes to. The chart below highlights their responses.

Behaviour	8
Home life	2
Family life (Mum and Dad arguing all the time)	1
Friends	5
School	6
Money	8
Where I live	14
Work	6

Drink and Drugs:

	YES	NO
Do you drink or use drugs regularly?	6	29
Have you ever been in trouble when you've been drinking?	3	26
Have you ever been in trouble when you've been taking drugs?	2	25

What do you do with your free time?

In response to this question many young people highlighted that there is very little for them to do in Middlegate. A number of young people indicated that they hang around with friends or go to the seafront and beach. Some of the young people are interested in skateboarding and spend their time at the skate park. One young person highlighted that they attend activities at the Drill Hall.

A number of them told us they play out with friends, either on their bikes or play football. In addition some of them play on computers and watch TV. Some of them spend time shopping or hanging around in the town centre. Some of them also identified that whilst they hang around the estate or play out they make a big effort not to get into trouble.

7. RESIDENT'S PRIORITIES:

It is evident from the results of the consultation and work undertaken by residents at the prioritisation events that the priorities for Middlegate are:

Children and Young People

- Provide more activities for young people
- Develop better parenting skills
- Stop children from running wild on the estate
- Prevent children and young people from getting on the rooftops
- Reduce the number of gangs hanging around the estate
- Discourage children and young people from vandalising property
- Improve parks and provide more equipment

Crime and Anti Social Behaviour

- Reduce the incidents of anti social behaviour created by young people
- Stop children and young people throwing eggs and fireworks at the properties
- Tackle the incidents of car vandalism
- Reduce the levels of street drinking
- Tackle the problems of intimidation from street drinkers
- Tackle the problems created by drug abuse

Improve the Environment

- Clean up the estate, including the parks and stairwells
- Provide non slip surfaces on spiral stairs
- Ensure gardens are kept clean and tidy
- Ensure balconies are kept clean and tidy
- Smarten up the estate
- Plant flowers
- Provide better bins for rubbish
- Install cameras on rubbish areas to prevent fly tipping
- Provide better recycling facilities
- Clean up dog fouling
- Encourage dog owners to be more responsible
- Provide an annual free collection of large household items

Improve Security

- Replace security doors
- Ensure entry phones are working
- Provide more security cameras
- Entry doors to be reversed (open out not in)

Enforcement

- Speed up waiting time for repairs
- Estate Manager to visit more
- More enforcement from Council
- Noise levels to be monitored
- Ensure the estate is quieter, especially at night
- Send letters out to tenants who are reported
- Provide Inspectors to check properties and gardens
- Meet with residents regularly
- Listen to residents views
- Provide appropriate accommodation for people with disabilities and children

Policing

- Provide more visible policing on the estate
- Ensure the backs of properties and side streets are regularly patrolled
- Provide more visible policing in the evenings
- Reduce incidents of harassment, racism and bullying
- Take a firmer stance with trouble makers
- Provide quicker response times
- Take people more seriously when they make a complaint

Community

- Community to work together
- Involve everyone in community groups
- Neighbours to support each other
- Report anti-social behaviour
- Tackle problems of racism
- Parents to be more responsible
- Community to have more respect for each other

Health

- Encourage healthier lifestyles
- Provide support for people who want to quit smoking
- Provide more support for people who are isolated and depressed
- Provide confidence building workshops

Financial

- Promote Credit Union to support people on low incomes

8. ACTION PLAN

ISSUE	ACTION	WHO	PARTNER	TIMESCALE
Activities for Young People	Co-ordinating facilities and activities	Multi-Agencies	Multi Agencies and community users	Summer 08
	Focus Group of Young People	Community Development Worker and Tenants Participation		
	Explore Funding – identify sustainability of funding	Multi Agencies		
No activities for children	Publicise activities that are on offer already	Rob Gregory Youth Service	Children's Services	If info is available by end of May
No activities for children	Mapping of services to be compared to what young people want	Rob Gregory Youth Service		
Loss of neighbourhood Cohesion	Cohesion Project	Young people and adults	Children's Services ComeUnity	End of May
Anti-social behaviour by children/young people	Joint approach re Tenancy Obligations – Parents, ABC, children, diversion activities		Community Housing Safer Neighbourhoods Team ASB Unit	

Young People	Explore Sunshine Crew Model	ComeUnity	NCC	Summer Holidays
Anti-social behaviour by children/young people	Summer 2007 – 16 families visited (2 reoffended) Families signed up to Family Intervention Programme			
Increasing Community Involvement	Set up visible display and sign up in Middlegate	Middlegate Community Association ComeUnity		May
Communication	Flyers, brochures, voice	ComeUnity	Safer Neighbourhoods Team Middlegate Community Association	Ongoing
Dedicated Community Centre	Explore more use of York Road Drill Hall	ComeUnity		
Dedicated Community Centre	Re-visit getting the old shop on Townsend Close	Middlegate Community Centre		Commence May 2008
Police Presence/visibility	Have 3 dedicated PCSO's Use of mobile CCTV van	Sgt Dan Smith		ongoing

Police Presence	Consider drop-in centre	Sgt Dan Smith		June 08
Serious anti social behaviour in stairwells (Yarmouth Close)	Promote and push Police and Community Housing to deal with these problems, send letters	Middlegate Community Association	Police Community Housing	May 08
Drug Use	Strategic meeting to look at plan for the area	Inspector Carol Congreve	NORCAS	8-12 weeks (June 08)
Environmental Action Day	Middlegate to be considered	Robert Reed	GYB Services Police	By September 08
Security Doors – damage to them	Review condition of security entrance doors. Look at use and explore where renewals can be made and possible alternative materials used	Robert Reed	Crime and Prevention Safer Neighbourhoods Team	March 09
Employers misunderstand medical condition – causes long term unemployment, need avenues into employment	Street based outreach for target opportunities on Middlegate Estate	VSP Job Centre Plus (Fit 4 Work)	Credit Union PCT CAB	By June 08 Ongoing
Wide range of issues re: food/healthy eating/access to affordable fruit and veg/weight management	Have community nutrition team Possible ideas of fruit and veg van or social enterprise (food co-op)	PCT ComeUnity Middlegate Community Association	Food supplier	

Poor cooking skills, especially young people	Possible inter-generational cooking skills project: recipe cards/free food/cooking lessons	PCT ComeUnity Middlegate Community Association		
External noise – use of stairwells for social/smoking/bike repairs/breaking doors	Ensure residents know to ring police as this will give statistics to work with and highlight problem	Community	Police Borough Council Middlegate Residents Association	a.s.a.p
Dog fouling and other anti social behaviour	Reporting dog fouling (action line)	EHO Borough Council Police – Anti Social Behaviour Unit	Community	ongoing
Engaging local people especially those with health issues	Possible mobile unit – health checks/signposting Mobile home type vehicle	PCT ComeUnity Middlegate Residents Association	Multi-agency use for this vehicle	T.B.A – Neighbourhood Management to plan
Noisy neighbours	Ensure information is circulated informing residents of right people to contact e.g. Council, Anti Social Behaviour Unit Investigate potential for mediator project	George Devon	Safer Neighbourhoods Team Anti Social Behaviour Unit Mediator	March 2009
Sheds at rear of Townsend need repairing	Inspect and get repaired	Planned/Responsive Maintenance Team	Property Management Team	Asap if funds available
Slips on spiral staircase	Inspect and get repaired	Planned/Responsive Maintenance Team	Property Management Team	Asap if funds available

Windows not repaired – door design should be altered	Inspect and get repaired Inspect and consider alternatives	Responsive Maintenance Team Capital Projects Team	Property Management Team	Asap if funds available
Door entrance/entrance doors/entry phones	Community Safety Priority	Robert Reed	Crime Prevention Safer Neighbourhoods Team	March 2009
Back gardens	Review as part of Community Safety Review and door entry/communal space		Architect Property Management	March 2009
Parking (lack of)	Investigate Residents' Parking Scheme	Robert Reed Middlegate Community Association	Environment NCC	March 2009
Dog Fouling	Investigate best practice on dealing with dog fouling and put together action plan	Terry Barnsley	Environment	March 09
Repairs – general	Improve on Government PI's	Planned Maintenance	Estate Managers	March 09
Communication	Need to feed back on consultation – Middlegate Focus Group newsletter	Middlegate Focus Group	Focus Group	End of May 08
Community Cohesion	Work in partnership with other cultural organisations Look into getting newsletter translated	Middlegate Community Association/Cultural Organisations	Cultural Organisations	ongoing
Housing Issues	Regular meetings with Housing Officers	Middlegate Community Association	Housing	Ongoing

Education (Recycling)	Information leaflet to go to all new residents Regular information to all residents	GYBC Waste and Housing		Currently letter Colour leaflet (May/June 08) Annual Calendar May, Borough Magazine (twice yearly)
Education (Recycling)	Local point of contact – Recycling Champions (residents)	GYBC Middlegate Residents Association Community		December 08
Family has to help carry down recyclable materials	Provide assistance to those with no family/friends to help. Identify size of issue	GYBC Caretakers?		
Glass	Investigate potential sites and potential for social enterprise	GYBC Middlegate Residents Association Community		
Big boxes jam bins	Tie in with education Break down boxes	GYBC		Info to residents – 6 months
More regular emptying of bins	Education and enforcement – bins overfull due to misuse and not recycling properly	GYBC ComeUnity		Currently working group for Middlegate waste
Personal benefit	Refer to benefits of recycling in educational material	GYBC		Currently in Borough Magazine, continually incorporate into information

Free for businesses	Make more businesses aware of facilities available and cost benefits	GYBC	NCC Business Advice Officer	
Aerosol Cans	Raise awareness (included in scheme) Highlight in literature	GYBC		Ongoing
Bin signage	Investigate potential (signage in past has been ripped off)	Middlegate Working Group for Waste		Current Finance dependent Sept 08

9. CONCLUSIONS