

Herefordshire 100 Community Consultation Overview Phase 1&2



Herefordshire 100

Is a research project which aims to;

- To establish a systematic process by which minority groups can be consulted and give feedback on their experiences
- To complement the work of the Citizens Panel, Herefordshire Voice
- Provide reliable data that can be used to inform decision making



Herefordshire 100

Phase 1 January – March 09

Topics:

Access To Services,
Satisfaction With Local Area,
Equal Treatment, Communication

- 100 interviews completed
- Migrant workers
- Minority ethnic groups (BAME)
- Lesbian, Gay, Bisexual, Trans (LGBT)

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Phase 2

September – November 09

Topics:

Feeling Safe,
Antisocial Behavior,
Quality Of Life,
Sexual Health (LGBT)

- 152 interviews completed
- Migrant workers / BAME
- Seasonal workers (New to phase 2)
- LGBT

Key findings – Phase One

Top 3 most important things in making somewhere a good place to live.

- ❖ Affordable decent housing
- ❖ Health services
- ❖ Level of crime

Most in need of improvement

- ❖ Wage levels and local cost of living
- ❖ Job prospects
- ❖ Affordable decent housing

Herefordshire 100 – Key findings

(Migrant / BAME)

Overall respondents were satisfied with their local area (76% said very or fairly satisfied) and with their home as a place live (75% said they were very or fairly satisfied)

Respondents views on whether they felt they belonged to their local neighbourhood were mixed (50% said not very or not at all strongly)

Herefordshire 100 – Key findings

(Migrant/BAME)

- Safety – Most Migrants/BAME felt safe or fairly safe during the day
- Most did not feel their activities were limited by feeling unsafe.

Reasons for feeling safe included living in a quiet area with friendly neighbours and a strong community feel. Positive feelings about the police, not having pubs in the area, or teenagers wandering the streets.

Herefordshire 100 – Key findings

(Migrant /BAME)

Reasons for feeling unsafe

- Unfriendly behaviour, abuse and attacks, both upon individuals and property, and at night drunken youths on the streets.
- Over half of respondents thought young people in their local area made them feel unsafe
- Portuguese and Indian respondents were more likely to be afraid of or have suffered verbal and or physical abuse, suggesting that colour may have been a factor.

Herefordshire 100 - Key findings

(Migrant /BAME)

Anti-social behaviour

A large proportion of respondents felt that people in the UK had no respect for each other and that family bonds were weak.

Police were often more trusted than the police in their native country finding them friendly and helpful but there was concern that the police did not have sufficient powers and authority and that offenders were not properly punished

Teaching young people respect and controlling their behaviour were seen as a vital change

Herefordshire 100 – Key findings

(LGBT)

Most people reported feeling safe in their local area, reasons given, knowing people, and knowing the community.

The main reason for not feeling safe after dark was anti-social behaviour, however feeling unsafe did not limit their activities.

Suggestions that would make respondents feel safer, increased police presence, better lighting and changing attitudes / effective diversity education

Herefordshire 100 - Key findings

(Seasonal /BAME)

Current economic climate was felt to be raising tensions

Attitudes towards migrants had worsened since the murder of Daren Loader

Negative media reporting affected their feelings of safety

Education was seen as vital to increasing feelings of safety by teaching children of the need to understand different cultures.

Key findings - Phase 2

No difficulty in accessing services, if difficulty was mentioned it was down to lack of local facilities, lack of transport and language/ communication problems.

Safety

Most respondents felt safe in their local area both during the day and after dark

Most were satisfied with their local area as a place to live, peaceful, quiet, and the people being friendly, honest and trustworthy.

Key findings - Phase 2

Language

Those that have no knowledge of English had difficulty in accessing services.

Services identified as being difficult due to language issues were; The GP, Pharmacy, Post Office, Hospital, Council Office or info centre, Citizens Advice Bureau.

Often respondents said they felt uncomfortable – embarrassed or ashamed about not knowing how to find out about services;

Herefordshire 100 – key findings

(LGBT)

Many felt that anti-social behaviour was caused by young people aged 14-18. Two-thirds said they definitely knew where to report crime and anti-social behaviour. Half of respondents had reported anti-social behaviour and experiences of the service received were mixed

Over half of respondents were aware of the sexual health services provided by Gaol Street Clinic and most respondents valued having LGBT specific services, some were concerned about stigmatisation that could result from using such services.

Herefordshire 100 – key findings

(Seasonal)

Communication and Information

The most frequently mentioned sources used for information were people in the local community, news papers and radio

Most respondents were not aware of the “welcome to Herefordshire” website or the CAB

For help with problems the most frequently reported source of help was the employer

Herefordshire 100 – Issues 2010

The make up of different groups varies and assumptions should not be made that the experiences of the respondents apply to all people within that group. The results are not statistically reliable and should be treated as indicative only due to the low base sizes.

Capacity: This work is currently outsourced to QA Research to provide

Funding: No funding has been identified to continue this work

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