

Building Community Connections pilot project

Designed and delivered
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for
Frome Town Council

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Executive summary

Frome Town Council recognizes the importance of helping communities become more connected so that people can share information, feel less isolated and increase their sense of belonging and wellbeing. During 2015 the Town Council set up a Wellbeing panel which identified the need to create more spaces for citizen participation at street level, improve communication and inclusion. As a result of the discussions in this forum, it became evident that in some areas of Frome the levels of community cohesion - or a lack of it - vary from neighbourhood to neighbourhood, and sometimes from street to street. This highlighted the importance of developing different types of support tailored to the needs of each community at street level.

In response to these findings, Frome Town Council commissioned a piece of research aimed at establishing a baseline for three pilot communities in Frome, in order to understand how connected these communities currently are and what kind of support or interventions could help them become more supportive, inclusive and connected.

Project purpose and aim

Purpose

To better understand the current levels of social connectedness and sense of belonging in specific communities in Frome in order to support the development of stronger communities and affect positive change.

Aim

To develop a **baseline** for three communities in Frome in order to **determine priorities** and **recommend locally relevant interventions** that support the needs of these communities to become more connected and cohesive.

Findings

Key themes, supported by a series of insights, emerged through the conversations and interviews with local residents:

- i) Increased levels of isolation among residents, especially those with mobility and health challenges.
- ii) The challenges of being a disparate and diverse community
- iii) A need for more resident empowerment
- iv) A desire for a greater community feeling

Conclusions

As a result of the research, interviews and events carried out in the three pilot communities we can conclude that there are certain conditions which have determined social connectedness and sense of belonging in these communities, namely: 1) the **presence of a community leader** who has taken action to bring residents together; 2) the **number of community events** happening in the neighbourhood; 3) the presence of **organisations**

working across the whole community; another important factor was 4) **access to a communal space** in the neighbourhood such as a green area.

It is clear to us that the engagement with the pilot communities that came about through this baseline study in itself had a positive impact in those communities. We strongly believe that further engagement in the short and medium term is required in order to capitalise on the positive impact already achieved, and so that newly-formed community connections and networks are supported to flourish.

Finally, we believe that the models and learnings for supporting the development of more connected communities that have emerged through this study could, once tested further in the pilot areas, be used as a blueprint for Frome Town Council to take forward to other communities in Frome, in the future.

Key insight

Every community, at a street level:

- **is unique:**
 - ➔ It has its own resources which are particular to that specific area, including: its history, demographics, the characteristics of its built environment, its assets, facilities, relationships and networks.

- **has responsibilities for looking after its own wellbeing, including:**
 - ➔ for developing social networks
 - ➔ for resolving differences

As such, the knowledge and understanding of each street-level community's needs and wants sits within the community itself.

Recommendations

A. In the light of people's desire for a stronger community feeling, to combat isolation and to see more community activities in their neighbourhood we recommend that:

A second phase of the Community Connections project is developed and implemented within the next 6 months in order to capitalise on the positive impact already achieved in the baseline study phase, and so that existing and newly-formed community connections and networks are supported to flourish. We recommend that this should be done as follows:

1. By July 2016, emerging community leaders in each area are offered appropriate support to enable them to host or develop an initiative in their community that it is inclusive and reaches a wide range of residents. In order to make this happen, FTC should provide a facilitator to support community leaders in each pilot area as described above.

2. If appropriate and desired by local residents in each area, in the next 6 months the facilitator will facilitate a community meeting aimed specifically for residents to share

their concerns and issues about their area (such as anti social behaviour, speeding, vandalism). The ward councillor/s would take part in this meeting.

3. Throughout the next 6 months, emerging leaders and their community groups are provided with ongoing support by the facilitator, with the aim to strengthen the community group, build up individual and group skills and ensure the group's sustainability over time.

B. To address people's lack of understanding of the different levels of authority who are responsible for meeting their needs and to improve resident empowerment we recommend that:

1. By July 2016, Frome Town Council produces and rolls out a clear and visible communications campaign to inform people of the areas of responsibility for service provision of the different levels of local government (town, district and county levels). This campaign would be of benefit to all Frome residents and we therefore recommend that it is undertaken as a Frome-wide initiative.
2. In the next 6 months, Frome town councillors from each ward should seek opportunities to meet their ward residents for face to face meetings to enable people to get to know their local representatives and ensure a fluid communication channel with local authorities. This would be achieved by arranging regular surgeries in their ward and by setting up community meetings where people can talk about local issues and find out how they can be supported in their community initiatives.

Both 1) and 2) above would have a positive impact both for Frome residents and for Frome Town Council in terms of:

- increased sense of empowerment with residents as their understanding of jurisdiction of issues is improved, leading to focused communication with the right authority, and awareness of what is in their power to change or do;
- reduced resident inquiries to Frome Town Council for matters beyond their jurisdiction;
- Improved relationship between local citizens and the Town Council.

C. In order to capitalise on the learnings and models developed through a Phase 2 of the Community Connections project, and with the aim to build skills and resources across the whole Frome community, for residents to create positive change in their areas and improve their wellbeing and quality of life, we recommend that:

1. After a 6-month cycle of A. and B. above, a training package is developed with the aim of providing training workshops for community leaders across Frome in the aspects of community development and leadership that were most useful for leaders in the pilot areas. The training package would be developed by, or in coordination with, the facilitator/community organiser(s) involved in the pilot project.

Additional detail on the [Recommendations](#) can be found under the relevant section below.

Annabelle Macfadyen and Meki Nattero, April 2016

Introduction

Framing

Frome Town Council is keen to help communities become more connected so that people can share information, feel less isolated and increase their sense of belonging and well being. During 2015 the Town Council set up a series of issue-based panels, including a Wellbeing panel which identified the need to create more spaces for citizen participation at street level, improve communication and inclusion. Also, as a result of the discussions that took place at the Wellbeing Panel, it became evident that in some areas of Frome there is a lack of cross-over between some of the diverse communities within the town, which can result in a lack of cohesion, community divisions and a sense of isolation for some people. It was identified that the levels of cohesion - or a lack of it - vary from neighbourhood to neighbourhood, and sometimes from street to street. This requires different types of support tailored to the needs of each community at street level.

The effect of community and societal influences on the wellbeing of individuals and the correlation between wellbeing and the ability of communities for being resilient has been increasingly documented. There is a national push to consider a holistic approach to supporting individuals in statutory services with an emphasis on access to wider services which consider their wellbeing, through projects such as Health Connections in Frome, as they improve outcomes and reduce demand on statutory services.

The New Economics Foundation identify “five ways to wellbeing”¹ whilst the Royal Society of Arts explains the importance of connected communities in their report “Community Capital”². In addition, there is complementary evidence that reducing isolation through building community and balancing the negative impacts of capitalism enable communities to respond positively to the challenges of austerity.

In response to the findings by the Wellbeing Panel and the growing empirical evidence referred to above, Frome Town Council commissioned a piece of research aimed at establishing a baseline for three pilot communities in Frome, in order to understand how connected these communities currently are and what kind of support or interventions could help them become more supportive, inclusive and connected.

This project was designed and delivered by strategic and creative facilitators Annabelle Macfadyen and Meki Nattero with the support of Frome Town Council and councillors representing the identified communities. Efforts were made to link up with existing initiatives and services such as Frome Medical Centre’s Health Champions, to ensure the research builds on the existing community strengths and assets.

The intention behind this research project is for it to form the basis of future involvement with the pilot communities and to inform the interventions and activities supported or initiated by Frome Town Council in addressing the needs of communities in Frome as a whole.

Going forwards, we intend that the work carried out through the Community Connections project will encourage local people to get to know each other, inspire residents to initiate

¹ <http://www.neweconomics.org/publications/entry/five-ways-to-well-being-new-applications-new-ways-of-thinking>

² <https://www.thersa.org/discover/publications-and-articles/reports/community-capital-the-value-of-connected-communities/>

their own projects and empower them to work together to affect positive change at a very local level.

Project purpose and aim

Purpose

To better understand the current levels of social connectedness and sense of belonging in specific communities in Frome in order to support the development of stronger communities and affect positive change.

Aim

To develop a **baseline** for three communities in Frome in order to **determine priorities** and **recommend locally relevant interventions** that support the needs of these communities to become more connected and cohesive.

Pilot areas: rationale for selection

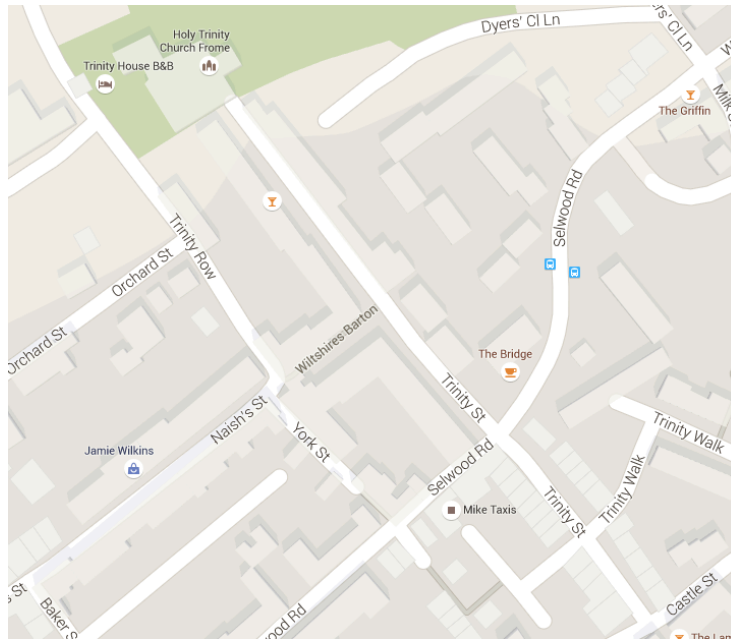
The premise of the project was to select three areas assumed to have a very different sense of community and resources associated to them. A ranking of **high, medium and low levels of community connections** was used as a guide for selection, in terms of facilities, local organisations, regular community events or projects, and the level of community cohesion resulting from these.

The intention was to study three very different communities within Frome and develop a baseline against which to measure the success or otherwise of future work to strengthen community in those areas.

Description of pilot areas

1. Trinity Church (assumed High level of community connections):

- The area covered by this study includes the following streets: Selwood Road from Milk Street up to Baker St; Trinity Street from Trinity Church to Castle St; Trinity Walk; Wiltshires Barton; housing estate behind Trinity St/Selwood Rd.

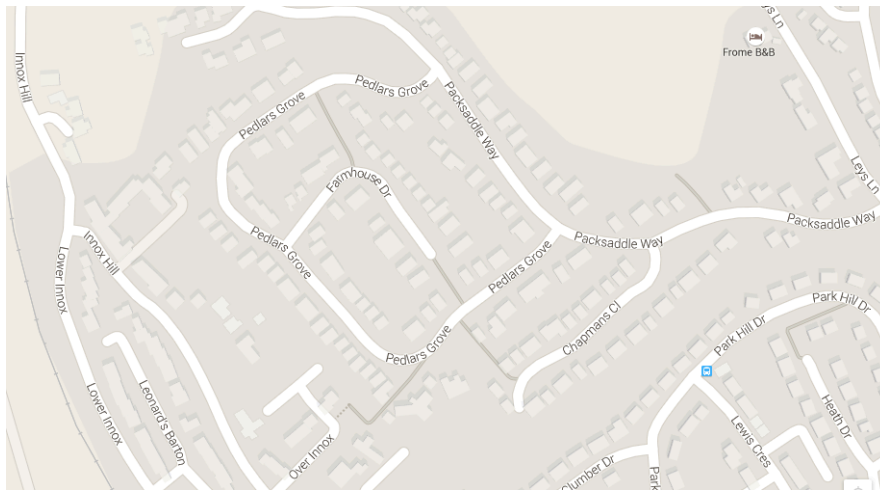


- This area was deemed to have a **high level of community connections** due to the amount of organisations and initiatives operating in the neighbourhood.
- This is an area is densely built and has a very diverse community. It comprises housing estates run by housing associations: Knightstone, Aster, Guinness Trust plus privately owned houses. It has a high proportion of long-term unemployed people as well as residents with long-term health issues and it is ranked within the most deprived 20% of all areas in England in the 2015 Multiple Indices of Deprivation (Office of National Statistics), ranking 4,300 of 37,000 areas.
- Issues raised by residents include: traffic speeding along Selwood Road, which is a narrow, residential street; problems with drug dealing in various locations in the vicinity; litter and dog mess.
- In the past couple of years, the vicinity has lost a number of community provision and local shops that used to provide spaces for residents to meet others, talk and share information. This includes the Aster Community Rooms on Wiltshire Barton; the pub on Trinity Street; a grocery shop on Selwood Road shop parade. Also, Aster Housing, who used to have an active community engagement programme, ceased it during 2015 due to budget cuts, adding to the reduction in services for local residents.
- Organisations and initiatives active in the area:
 - Bridge Café: a community space run by volunteers, offering a safe space for local residents, often long-term unemployed, long-term sick or vulnerable;
 - Trinity Church, running events for its congregation as well as providing volunteers who support the Bridge Café;
 - Active and In Touch: offering support and company to isolated people in Frome. It used to run from the Bridge Café until it outgrew the space and moved to a different location.
 - Knightstone Housing Association: it has several properties in the locality and has an active social engagement programme (which has survived despite budget cuts). Is looking to develop a new programme in Frome and

Trinity Church is one of the areas they are looking as a potential location for their next project.

2. Packsaddle (assumed **medium** level of community connections):

- The area covered by this study includes the following streets: Packsaddle Way, from Leys Lane to the top of the hill; Chapmans Close; Peddlars Grove; Farmhouse Drive; and Over Innox.



- This area was deemed to have a **medium** level of community connections due to the fact that there is an ongoing community initiative led by local residents – the Packsaddle Community Group- which has been active since 2012.
- The area is made up of privately owned homes, mostly semi-detached houses with a drive and front garden, garage and back garden.
- The afore mentioned Packsaddle Community Group was set up by a small group of residents. Its aim is to revitalize and improve facilities at the Packsaddle Play Area, as well in a smaller play space in Peddlars Grove.
- Another group was formed in response to housing development plans on the fields next to Packsaddle. This brought residents together under a campaign called PROD – Packsaddle Residents Opposing Development. As part of the work of this group (of about 15 active members) a petition was signed by 456 residents, which involved door-knocking and talking to neighbours about the housing plans.

3. Trinity Park (assumed **low** level of community connections):

- The following streets were included in this study: Great Western Street and adjacent streets, all part of a new housing development built by Bloor Homes.



- This area was deemed to have a **low** level of community connections given that it is a new community, with residents having lived there for 5 years at the longest but some having only moved in 6 months ago when the last houses were completed.
- The area is made up of privately owned homes, mostly semi-detached houses with small back gardens and some blocks of flats. Some of the houses in the development are owned by housing associations including Knightstone Housing.
- There is a green space on Great Western Street where a play park was planned to be built but due to water reservoirs having been placed underneath it, apparently it is not possible to place fixed equipment on this land.
- The development was left unfinished by Bloor Homes (eg. lack of a planned pavement around the green, lack of bins, planting of green verges) and a management company was put in place to manage common spaces, for a fee paid by residents.
- There are no community organisations active in the area.

Methodology

The following approaches were used to develop informed interventions in the three pilot areas:

- **Understanding the context and informing the approach**
 - **Background research** was carried out to identify examples of good practice, innovative ideas and creative social interventions in the UK and abroad, aiming to develop neighbourhood connections. Further research was done to learn from successful community development programmes taking place in Frome by community organisations such as housing associations. (Appendix I)
 - **Existing community initiatives and community leaders in Frome were identified;** key people were interviewed in order to find out about levels of awareness, sense of community and levels of engagement with community life in the pilot areas. Conversations focused on understanding the specific needs of each community in terms of neighbourhood connections and information sharing.

▪ Engagement with residents

- An **Appreciative Inquiry (AI) approach** was used in interviews and conversations with residents and community leaders. “AI involves, in a central way, the art and practice of asking questions that strengthen a system’s capacity to apprehend, anticipate, and heighten positive potential”.³
- We established that in order to meaningfully engage a wide cross-section of residents in each area, we needed prior face-to-face interviews with local community leaders and residents who were actively involved in local initiatives (whom we named “connectors”). The aim was to build a picture of the state of the local community, as well as develop support amongst community leaders regarding ways to engage local residents in meaningful conversation. A **dialogue guide** was developed to ensure a consistent approach to interviewing connectors.
- Informed by our conversations with connectors, we decided to hold events in each locality in order to create the right conditions for residents to share their thoughts and experiences about their community. The events were tailored to each area according to available facilities, existing initiatives and level of existing community engagement (detailed descriptions below). Where possible, the events were done in partnership with local organisations. Town councillors from each ward were invited.
- The methodology of engagement used at the events included a **structured questionnaire guide** (Appendix II) complemented by unstructured dialogue and supported by the use of visual materials to stimulate ideation and support appreciative inquiry. The interviews were documented through taking written notes and oral recordings.
- A **short questionnaire** (Appendix III) was developed, aiming to gather quantitative data, which was distributed together with an invitation to the local event (Appendix IV) to local households and was also available at events. Postboxes for questionnaires were placed in accessible sites in each community. This enabled residents who could not make the event, to share their views.

³ Appreciative Inquiry Commons; Case Western Reserve University;
<https://appreciativeinquiry.case.edu/intro/whatisai.cfm>

Discussion

In this section we describe the activities carried out in each pilot area, and the qualitative and quantitative data, insights and learnings that emerged from these. We have identified a series of common themes running through in all three areas to different degrees. We proceed to detail the themes and provide supporting evidence with examples and quotes.

A. Trinity/Selwood road area

1) Summary of community engagement

Leaflets were distributed to all houses in the neighbourhood inviting residents to share their views on their community (see appendix). They could do this by completing the questionnaire on the leaflet or by attending an event organized for this purpose.

Two events were held outside the Bridge café on a Saturday morning and Wednesday afternoon for two hours each. These took the form of an outdoor pop-up café with tea and cake and games for children. The Bridge café opened especially for the events and its volunteers made tea for local residents who came along. Kate Hellard and town councillors Alison Barclay and Tim O'Connor were present to host the event as well as Emily Osler (Knightstone housing) and Annabelle Macfadyen and Meki Nattero. Informal conversations took place as well as more focussed interviews which were documented. These events took place in the month of February and the weather might have acted as a deterrent.





2) Findings:

a) Quantitative:

Interviews:

Altogether, 20 people were interviewed in relation to the Trinity/Selwood road area. 7 of these were approached because they belonged to a local organisation working in the area and the rest were local residents interviewed at the events. Approximately another 15 people, including children, attended the events and had conversations with the hosts.

Among the interviewees were tenants of social housing, owner occupiers and people in rented accommodation. Ages varied from couples with young families to older individuals living alone.

Questionnaires

280 questionnaires were distributed and 65 responses were received. Each respondent answered 5 questions, detailed in the pie charts below.

From the results we can see that overall people feel that their community is reasonably friendly and that most people know between 5 and 10 people in their neighbourhood by name. A majority of people agreed that community activities happened rarely in the neighbourhood but that they were reasonably well served by local facilities. Overall people felt that it was a reasonably good place to live with a few saying that it was a very good place to live.

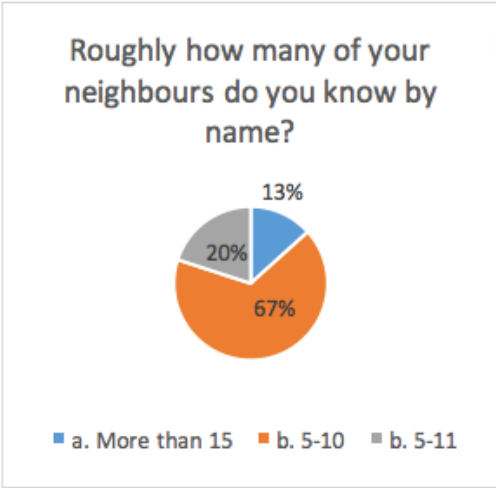
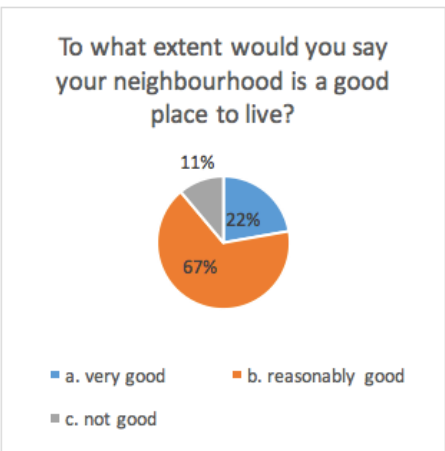


Chart Title



b) Qualitative: learnings & insights from interviews

Four key themes, supported by a series of insights, emerged through the conversations and interviews with local residents:

i. Increased levels of isolation among residents, especially those with mobility and health challenges.

- There has been an increase in single occupancy housing in recent years including a considerable amount of 1-bedroom council flats.
- In the past few years the area has experienced a loss of several community resources, through closures or discontinued services, including:
 - Aster Community Rooms on Wiltshires Barton, where Aster residents, mostly elderly people (+65), used to hold coffee/tea meetings. The rooms have been closed by Aster Housing and the coffee mornings discontinued.
 - Community meetings organised by Aster Living at the Bridge Café, which were attended by local residents, councillors and police officers were aimed at residents voicing their concerns and views. These meetings have been discontinued due to lack of funding.
 - A grocery shop, situated within the shop parade on Selwood Road, closed and was replaced by a DIY shop which sells mostly online. The grocery shop was a place where people would meet other neighbours and offered an opportunity for informal social interaction.
 - Two pubs closed in the last few years.
 - Bus 184, which serviced the area, was withdrawn in 2015.

“I’m finding it a bit difficult to meet new people and I’m someone who is very sociable so I don’t know what it’s like for others who are new to the area if they are not that kind of person.” Sharon, new resident.

“The closure of the local shop was a blow for me. Now I find it difficult to go shopping as shops are so far away. And last year bus 184 service was cut and this has made me feel a lot more isolated”. Yvonne, local resident

- Interviewees noted a shift in culture and in the way people interact with each other: a large number of interviewees mentioned that people nowadays keep themselves to themselves more; they also tend to lead busier lives with less time to interact with neighbours.

“Things have changed and people don’t talk over the fence anymore”. Karen, local resident

“I like living here but people have become less friendly in recent years, a bit more distant, less trusting... they have got what they want and don’t feel the need to get out and meet people”. Bridget, local resident.

- There is a lack of facilities in the immediate neighbourhood, such as shops, a green space or a community venue.
 - A local facility, the Bridge Café, only caters for a subsection of local residents rather than a cross-section of neighbours. As a result, it is harder for residents to meet others.
 - Vallis school has a green space which could serve the Trinity community; although it used to be accessible to neighbors it now remains locked up at all times. Residents report that children jump over the fence to use it and would like there to be open access to it. However, we understand that Mendip District Council requires that the space is locked up, with liability falling on Vallis School if this isn’t the case.
- Overall, residents interviewed experience a sense of loss, with the community not being as strong as it once was.
- On the other hand, residents’ experience of place and resources varies, with the healthier and more mobile people feeling they are well catered for by the resources and facilities Frome has to offer, in nearby areas such as Badcox or Welshmill. Resources mentioned were the local butcher, where people find an opportunity for social interaction, or the Lamb and Fountain pub.

ii. A need for more resident empowerment

- There is a widespread lack of understanding about the different levels of local government and their areas of responsibility.
 - This results in residents being hesitant about taking action due to fear of the authorities penalising them, and is therefore disempowering and leads to inaction and frustration. When residents do contact authorities it is often a tedious process of being sent from one layer of local government to another and often with lack of satisfactory results.

“Who do I report my concerns to regarding local drug problems?” Doug, resident

“How can you feel empowered if you don’t know what you can and can’t do?” Terry, resident

- There is a feeling that the media create negative narratives about people on benefits or social housing, adding to a feeling of disempowerment by people in this group.

“I’m unable to talk to my neighbours for fear of their judgement for receiving benefits.” Yvonne

“This is where we live. We want to look after our community, know our neighbours, regardless of who owns our house.” Karen

iii. The Trinity area is a diverse and disparate community

- Residents acknowledge the diversity and feel differently about it. Their experience of the area varies widely.
 - Some residents appreciate living in a mixed area.
 - Many of the interviewees pointed to the fact that there are different pockets of “communities” within Trinity area which don’t interact with each other.
 - There is a mix of home owners, private tenants and a large proportion of social housing run by different housing associations. This may translate into different levels of engagement by residents with the rest of the community.
 - A number of interviewees referred to vandalism and drug dealing/drug taking in the area, which is a cause of insecurity and disruption.

“People don’t interact with each other. It will be hard to bring people together”. Kate

“This is a great place to live.” Doug

“There is a sense of people looking after each other.” Vicky and Adam

“We often feel insecure and CCTV in the car park of our block of flats could help.” Victoria and Colm

iv. A shared desire for a stronger community feeling

- All residents interviewed were willing to take part in a follow-up community meeting.

- We identified some natural community leaders with the energy and passion to bring people together to have a shared experience.
 - The ideas shared included: clean up days, a street party, a community garden (within an apartment block that has an unused green space), community mediation sessions, dealing with a problem with speeding cars along Selwood Road, or with dog mess.

“Community is important. Well-knit communities are better able to deal with adversity, as it happened during the Somerset floods.” Adam

“Having a Talking Café in the Trinity area and replicating it in other areas would be amazing! I would really like to start one for local residents.” Karen

“It would be helpful to have a shared goal of some kind.” Vicky

“We would be up for a big street party! We wouldn’t want to organise it but we could contribute with organising music, stalls and chatting to people.” Bridget and Jane

Overall reflection

Our findings show that our initial assumption of Trinity/Selwood as an area with a high level of community connections proved to be incorrect and we would now say that it is an area of low connections. This is due to the fact that in the last couple of years, organisations working in the area have been affected by cut backs, the number of community events and projects have been reduced and local facilities such as the local shop and a pub have closed down.

Case studies from the Trinity area

Karen, long-term resident and Health Champion

Karen and her family moved into the area 16 years ago. She lives in a property owned by Knightstone Housing and she has recently been being trained as a community empowerment volunteer. She is an active member of the wider Frome community, having also trained as a Health Champion with Frome Medical Practice and participated in FTC’s Wellbeing Panel.

She likes living in the area as it is very convenient for town, but she feels it lacks community - she would like to know people by name. Despite having lived in the area for quite some time, she hardly knows many her neighbours. She acknowledges that things have changed and people don’t talk over the fence anymore. But she would appreciate a greater sense of community, the ability to call on your neighbour when you need help. She feels that the streets can be quite divided as some properties belong to different housing associations or they are privately owned.

We met Karen and her husband Terry at one of our events. They are both clearly community leaders: they are willing to make things happen in their community. Karen expressed that she would like to see people knowing what's going on in their community, having a feeling that they can do things themselves and wanting to make things happen. "You get back what you put in. We are social animals and we need connections, we need to feel that we belong to something and that we are not alone." Karen would like to host a Talking Café in the area, or organise a street party.

Both her and her husband felt it was important to have face-to-face gatherings rather than using social media which normally gets used for complaints in their opinion – but were willing to administer a Facebook group if that's what others want.

Bridget and Jane, local residents living in Trinity Street

Jane and Bridget attended one of our events because they felt it was important to come along and share their thoughts about their community even though they were anxious about coming because they didn't know what would be expected of them.

They both live in social housing in Trinity Street. They like living in the area and feel that it is a friendly community. Bridget said 'I wouldn't want to live anywhere else in Frome' but she also admitted that it had become less friendly in recent years. She puts this down to people being more distant and less trusting generally, she said 'people have got what they want and don't feel the need to get out and meet people as much'. She also said the closure of the shop in the last year meant less opportunities to meet people. She felt strongly that there should be local shops that people need such as 'a nice grocery and a friendly cafe'.

Jane goes to the Lamb and Fountain for company and says its really friendly but she also gets lonely and spends a lot of time not going out at all. I asked if they think of the Bridge cafe as a place to come and spend time. Jane says she has been coming for the Food Bank but she doesn't stay. She sees it as a place for vulnerable people and could be made more attractive to others. They felt it could be nice to use the outdoor area in the summer.

They were both up for a big street party with flags and bouncy castle and barbeque and beer! They wouldn't want to organize it but both felt they would like to contribute. Jane said 'I feel I haven't got a lot to offer and I'd like to be able to'.

B. Packsaddle area

1. Summary of community engagement

Leaflets were distributed to all houses in the neighbourhood inviting residents to attend an event and share their views on their community (as with Trinity/Selwood road area).

An event was organized at Packsaddle Play area in partnership with Packsaddle Community Group. An Easter egg hunt and tea party provided the opportunity to meet with local residents. Councillors Alison Barclay and Sheila Gore helped to host the event with Kate Hellard, Annabelle Macfadyen and Meki Nattero. Mendip District councillor Adam Boyden also came along as he has been liaising with Mendip DC and the Packsaddle Community group to get improved resources at the Play area. The turnout was reasonably good despite the wet weather.



2. Findings:

a) Quantitative:

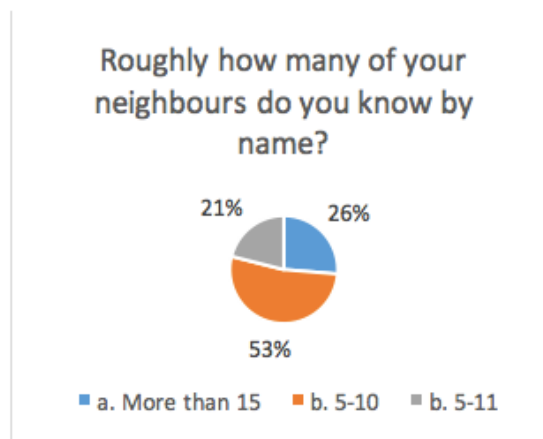
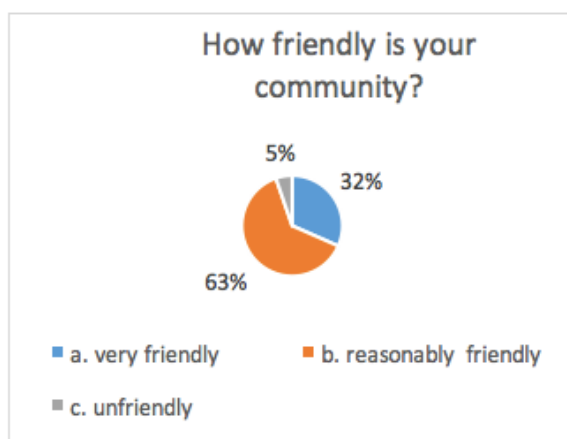
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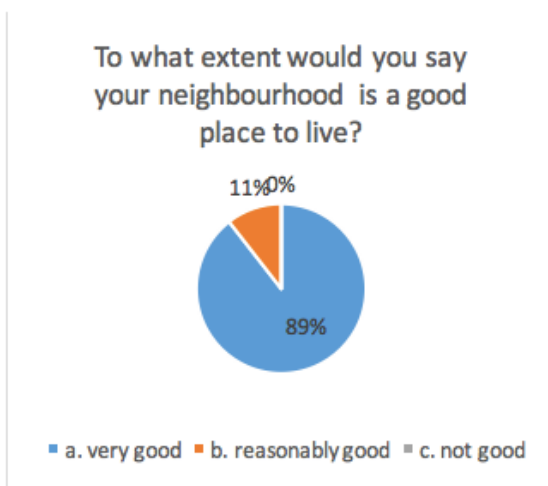
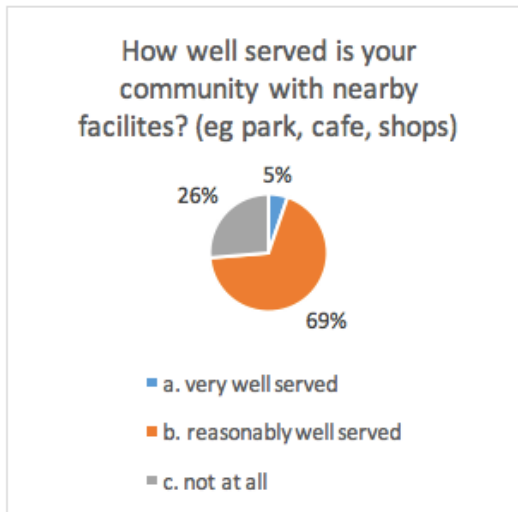
Around 25 people, including children, came to the event. 7 residents were interviewed and others had informal conversations with the hosts. 3 of the interviewees were members of the Packsaddle Community Organisation and the others were parents of children who had come for the Easter Egg hunt. All of the interviewees lived in either privately owned or rented accommodation reasonably close to the Packsaddle play area.

Questionnaires

300 questionnaires were distributed in the neighbourhood and there were 95 responses.

The results show that most people felt their community was reasonably friendly with a third of respondents saying it was a very friendly one. A half of the respondents answered that they knew between 5 and 10 neighbours by name while others said they knew more than 15 and a smaller group knew less than 5. A majority of people felt that community activities happened reasonably often in their community with a small number saying they happened often and others saying they never happened. Most people felt the neighbourhood was well served with facilities but almost a third said there were no local facilities. Almost everyone said that they felt their neighbourhood was a very good place to live.





b) Qualitative: learnings & insights from interviews

Two key themes came through during our engagement with Packsaddle residents:

i) A desire and readiness for more resident empowerment

- Until now the Packsaddle Play Area has been in the hands of Mendip District Council. Members of the Packsaddle Community Group have tried to work with the district council to bring improved facilities to the play area, but these have mostly been rejected by Mendip, leaving residents feeling disempowered and frustrated. More recently, through an agreement between Frome Town Council and Mendip District Council, the Packsaddle Play Area is being transferred from Mendip to Frome. This will allow local residents to have a say about their green space and influence any improvements that take place in it.

ii) A shared desire for a stronger community feeling

- Although interviews reported that most people don't know their neighbours apart from those close to their house, in general there is a sense that this community has come a long way thanks to the work carried out by the Packsaddle Community Group. There have been many community events on the green, and some at St Mary's Church Hall on Innox Hill, which have brought the community together. Residents are appreciative of this and want the community to come together more regularly.

"The area is very friendly and has a great community feel – thanks to the Packsaddle Community Group. I value that people know my children and look over them. It is a safe place, my children can come and go on their own." Charlotte

"We would like to see more events like this one. It means a lot for the children; they couldn't wait for this event to start!"
Rhiannon

- iii) Finally, through our conversations with residents of Packsaddle and active members of the Packsaddle Community Group, we found that the community development of this area in recent years represents a useful model to learn from and replicate in other areas of Frome. This model can be found at Appendix V.

Overall reflection

Our findings show that our initial assumption of Packsaddle as an area with a medium level of community connections was not altogether accurate. We would now consider Packsaddle as an area of medium to high connections largely due to the presence of an active community association and a green space for shared events.

Case studies from the Packsaddle area

Jane, long-term resident and founder of the Packsaddle Community Group

Jane had been trying to get a community initiative off the ground for many years; she made previous attempts at bringing the community together to improve and make the most of the green space at the top of Packsaddle but initially her efforts were not fruitful. She was then invited to attend a FROGS meeting where she met Kate Hellard, then working with Wansdyke Play Association. Kate helped Jane create the Packsaddle Community Group, which was started with a consultation about the local green space and another (smaller) park in the vicinity.

Jane has been the driving force behind the community group, a fact that is acknowledged by other residents and group members. Taking the initiative and leading the group has helped Jane at a personal level too, giving her more confidence and motivation.

Charlotte, long-term resident

She has lived in the area for 15 years; she now has 3 boys aged 11, 8 and 3. She lives in a house just across the street from the Packsaddle Play area. Her children come to the park on their own, where they meet with other 2 children from up Packsaddle Way to play; she feels it's safe for them to do this. She loves the area and finds it friendly; it has a community feel, due to the Packsaddle Community Group. The neighbours know her children and look out for them when they are on their own. This gives Charlotte a sense of safety that she values very much. Although they would like to live in a bigger house they have decided to stay in this one due to the friendliness of the area and their children's access to the park. Charlotte is part of the community group but having had 3 children she hasn't had much time to get involved. However, she has lots of ideas to improve facilities in the play area, including creating a habitat for barn owls – something she learnt at a recent talk and which inspired her. About taking the initiative to do it, she said **"You think, somebody should do this. You need to become that somebody"**. Charlotte said she is waiting for the play area to be transferred to Frome Town Council so that the Community Group can finally be empowered to make the improvements they want.

C. Trinity Park Estate (Garsdale)

1. Summary of community engagement

Leaflets were distributed to all houses in the neighbourhood inviting residents to attend an event and share their views on their community.

Residents were invited to an Easter Egg and Spoon race and tea party on Trinity Park Green. This was the first organized event that had ever taken place on the Green. Ward councillors Pippa Goldfinger and Kate Bielby were present as well as Kate Hellard, Alison Barclay, Annabelle Macfadyen and Meki Nattero.





2. Findings:

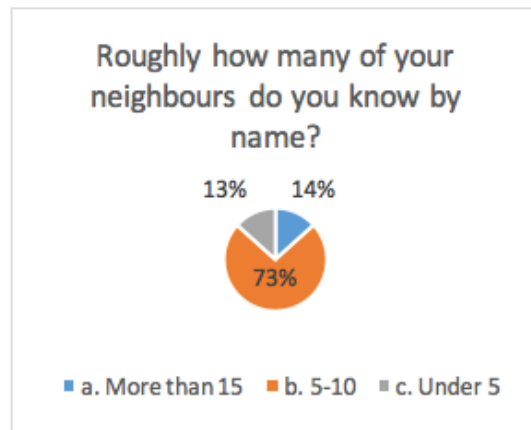
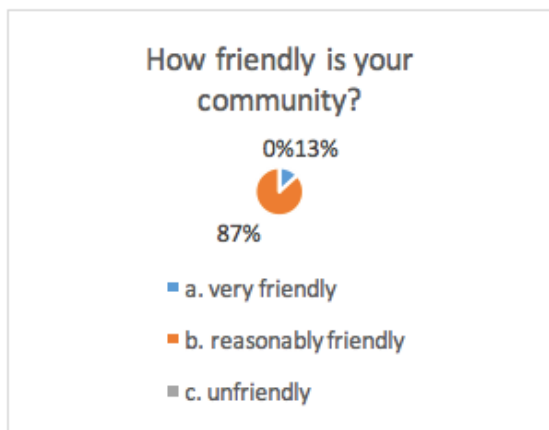
a) Quantitative: Interviews

Over the course of two hours around 40 people, including children, came to the event. Of those, 13 adults were interviewed and informal conversations took place with the other residents. People were also able to discuss issues on the Estate with their ward councillors.

Most of the people attending were parents who had come with their children. They were in 20-40 age range. Some had been living on the estate for 5 years, since the first houses were built, and others had moved more recently.

Questionnaires

260 questionnaires were distributed and there were 67 responses. The majority of respondents thought their community was reasonably friendly and knew between 5 and 10 neighbours by name. Everyone agreed that there was a lack of any community activities in the neighbourhood but a half of respondents said they were well served with local facilities. Over half the people who answered the questionnaire felt that their neighbourhood was a reasonably good place to live and the rest felt that it was a very good place to live.



b) Qualitative: learnings & insights from interviews

In common with the other areas, two key themes came through during our engagement with Trinity Park residents:

i) A need for more resident empowerment

- There is a general sense of disappointment and frustration amongst residents in relation to a play area with equipment, a shop and a community space which

were meant to be provided by developers Bloor Homes as per their agreed plans. Communication between the appointed management company and residents has been poor. Residents are unclear about who is responsible for putting things right, or who to approach about the status of the aforementioned facilities. Attempts to get information from Mendip District Council were unsuccessful, with residents being left fed up and unhappy.

- It is understood that a community association was going to be set up once Bloor homes handed over to the management company, but residents have had no information about this either.
- Some residents expressed eagerness to put on events for the community but are not sure how to do it.
- When the possibility of raising grants to improve the green was mentioned so some residents at the Easter event, they welcomed the idea but explained that they wouldn't know how or where to fundraise.

ii) A shared desire for a stronger community feeling

- There isn't a sense of community in the neighbourhood, partly because the development is so new, and also because there are no facilities which enable the community to come together such as a venue or a play area.
- However, a small group of residents started a Facebook group for the area about 6 months ago, which has now got 130 participants. Residents interviewed welcomed this way of being in contact with neighbours and knowing what is going on. Few people in the Facebook group know each other directly.
- Residents tend to know their immediate neighbours and will greet each other in the street, but rarely do they spend time with other residents. Many of the interviewees expressed they would like to know more people and have some activities to bring residents together.
- The green, despite the lack of fixed play equipment, is a great asset for the community and people recognise this. Through conversations at the Easter event, residents started to see the potential of the green, with simple improvements that could bring parents and children together.

"I would love to see a garden on the green, we could do some planting, the children could get involved and everyone would have ownership of it. I would also like it if there was a community association." Sarah

"I've been talking to the neighbours on my street about getting together. It would be better if I knew more people – you can look after each other if you have a problem." Phaiwan

Overall reflection

Our findings show that our initial assumption of Trinity Park as an area with a low level of community connections were correct. As we had imagined with a new housing development, people had not yet got to know each other, no activities or events had taken place and there were no organisations within the area.

Case studies from the Trinity Park area (at Garsdale)

Emma, resident

Emma and her family moved into the area 4 years ago, into one of the first houses that were built. She feels that there isn't much sense of community in the neighbourhood. Emma is friends with her next door neighbour and knows some people in her street, but the development is large and she doesn't know neighbours beyond her street. There aren't shared spaces or opportunities to meet people.

Emma and her husband share a general sense of disappointment with other local residents in relation to a play area and community space that was meant to be built on the green. These never materialised despite the fact that developers made these facilities a selling point as part of their pitch to potential buyers, and that the area was promoted to be for families.

Emma and her neighbour started a Facebook group for the area about 5 months ago in order to build some sense of community in the area. There are 130+ people in the group, which is used to share questions or concerns about the neighbourhood. Emma only knows a few of the people in the Facebook group directly.

A positive community experience that Emma recalled was last year's Hallowe'en, when lots of people came out to trick 'o treat and it gave people an opportunity to talk to people and get to know each other.

Other positive aspects are that most children tend to go to St John's and Rainbow nursery, so there is some common ground already.

After the Hallowe'en experience, Emma and her neighbour felt it would be a nice idea to have a street party and bring everyone together, but were unsure of how to make that happen and where to get support.

Maria, Andrea and Layla

Maria, Andrea and Leyla are friends who live on the Trinity Estate. They come from Spain, Colombia and Switzerland respectively. They have all moved to Frome with their young families within the last five years. They are generally happy with where they live but all agreed that they would like to see more community activities happening on the Estate with opportunities to meet new people. They were happy to see the Green being used for this event and said they would like to see a lot more of this kind of event in the future.

They were disappointed that the promised play park was not going to happen but felt that it would be possible to bring in some non-permanent play equipment for the children such as a sand-pit and stepping stones.

They had an animated discussion about what else could be done to improve the Green such as providing benches and some areas planted up. They suggested regular activities for children such as football sessions after school and thought there could be a noticeboard to let people know what was happening. Another idea was to get people together to share design ideas for the Green. They felt that all this would improve their quality of life on the Estate.

Layla said she was keen to be part of making some things happen although she would want to be part of a group. They all thought that there could be a resident's committee to decide together what happens for the benefit of people on the Estate.

Conclusions

As a result of the research, interviews and events carried out in the three pilot communities we can conclude that there are certain conditions which have determined social connectedness and sense of belonging in these communities, namely: 1) the **presence of a community leader** who has taken action to bring residents together (as seen in Packsaddle; illustrated by the model in Appendix V); 2) the **number of community events** happening in the neighbourhood; 3) the presence of **organisations working across the whole community** (rather than with a subgroup within the community, such as housing associations in the Trinity area); another important factor was 4) **access to a communal space** in the neighbourhood such as a green area which gives scope for shared experiences and enables people to take ownership of the space as well as encouraging care for their local environment.

Analysis from the quantitative data across all pilot areas, which is supported by anecdotal evidence from interviews with residents, shows that, overall, people who felt that their community was friendly and a good place to live were also those who said that community activities happened more often and they knew a larger number of people by name, showing the value of such community events in enhancing social connectedness. This was evident in the Packsaddle area where a Community group was well established. It was also clear that other factors are involved in whether people feel good about where they live and this can be to do with things such as the location of their house, a sense of safety and access to nearby facilities.

In terms of the approach used to engage communities, the method of engaging people in conversations at events that were welcoming and informal proved successful in attracting people who would not usually attend an event where they were being asked to put forward their views. This ensured that a wide cross section of the community was heard. The benefits of the events were manifold: not only did people appreciate the face-to-face communication with each other and sharing their thoughts with the hosts, but they also welcomed the opportunity to meet town councillors who listened to their views. Additionally, in some areas (Trinity Park, and Trinity/Selwood for some residents) the events represented the first opportunity for people to meet other neighbours and share views, concerns and hopes with them. Also, the events themselves were enjoyable and people were inspired to imagine other

kinds of events that they could make happen in their communities. This means that the present baseline study and its associated interventions has not merely been a fact-finding exercise but in itself, a first step in supporting the pilot communities to create or enhance their social networks.

Many people expressed a desire for more community connection and to be pro-active in their communities but they were often unsure how to begin and unclear about how to get support. They were also keen to better understand the levels of responsibility in terms of which local authority they should go to when they had issues they wished to address. Local issues and concerns were rarely addressed in face-to-face communication and there was an expressed need for a forum to discuss these rather than the use of social media where disagreements were unable to be resolved.

As previously mentioned, it is clear to us that the engagement with the pilot communities that came about through this baseline study in itself had a positive impact in those communities. We strongly believe that further engagement in the short and medium term is required in order to capitalise on the positive impact already achieved, and so that newly-formed community connections and networks are supported to flourish. The qualitative and quantitative evidence that has been collated in this research will be of value in the next stage of work with the pilot communities to understand how people's views and feelings changed as a result of future interventions. A summary of quantitative data for all pilot areas can be found at Appendix VI.

There are a number of follow up actions in each community (detailed in our recommendations below) which need to be addressed with some urgency in order to support the communities to move towards a stronger sense of connectedness which has been set in motion by this pilot project.

Finally, we believe that the models and learnings for supporting the development of more connected communities that have emerged through this study could, once tested further in the pilot areas, be used as a blueprint for Frome Town Council to take forward to other communities in Frome, in the future.

Recommendations

Based on the research and findings detailed above, we have identified a key insight from the whole exercise and developed a series of recommendations which we propose Frome Town Council to take forward. These recommendations are relevant for all three pilot areas in this project, and we believe are relevant for other street-level communities in Frome as well.

Key insight

Every community, at a street level:

- **is unique:**
 - ➔ It has its own resources which are particular to that specific area, including: its history, demographics, the characteristics of its built environment, its assets, facilities, relationships and networks.

- **has responsibilities for looking after its own wellbeing, including:**
 - ➔ for developing social networks
 - ➔ for resolving differences

As such, the knowledge and understanding of each street-level community's needs and wants sits within the community itself.

Below are some **enquiry questions** to consider in relation to supporting and empowering street-level communities:

- How can these communities be connected with the different levels of authority who are responsible for meeting their needs? Eg. Wards, town council, and above.
- In what ways can Frome Town Council empower citizens at this level of community, to become active citizens?
- In what ways can Frome Town Council nurture the richness of human resources available at street-level and tap into them when needed?

Key recommendations

A. In the light of people's desire for a stronger community feeling, to combat isolation and to see more community activities in their neighbourhood we recommend that:

A second phase of the Community Connections project is developed and implemented within the next 6 months in order to capitalise on the positive impact already achieved in the baseline study phase, and so that existing and newly-formed community connections and networks are supported to flourish. We recommend that this should be done as follows:

1. By July 2016, emerging community leaders in each area are offered appropriate support to enable them to host or develop an initiative in their community that it is

inclusive and reaches a wide range of residents. Where there is an existing community group, leaders in the group will be supported to further develop their work. Where there is no existing community group, residents who have expressed an interest in leading an initiative in their area will be supported to form a group, develop a common vision and plan an initial community activity.

In order to make this happen, FTC should provide a facilitator to support community leaders in each pilot area as described above. Their responsibilities would include arranging meetings, offering co-ordination, training and fundraising advice.

Specific recommendations for each pilot area:

- 1.1 In Trinity/Selwood area, emerging community leaders will be supported to organize a meeting with local residents to explore what they would like to do together and how. A resident who has expressed the wish to set up a regular Talking café at the Bridge café will be supported to make it happen.
 - 1.2 In Packsaddle, support will be given to the Packsaddle Community Group to:
 - 1.2.1 continue to develop their work through relevant training and advice from FTC Community projects officer.
 - 1.2.2 make improvements to the new play area once it is in FTC's hands.
 - 1.3 In Trinity Park area, the facilitator/community organiser will:
 - 1.3.1 support identified emerging community leaders to form or activate a community association.
 - 1.3.2 facilitate a meeting between a newly-formed community association, Town Councillors, Mendip District Councillors and the management company which is responsible for the up-keep of the estate, in order for unresolved issues to be clarified and a plan to be put in place for their resolution. The plan will be owned by the community association, which will receive ongoing support by the facilitator/community organiser for a period of 6 months initially.
 - 1.3.3 help to organise and facilitate a community meeting with local residents to explore what they would like to do together in their area and how. The green being an asset with potential, could be the initial focus for this meeting but priorities should be guided by residents.
 - 1.4 By July 2016, in all three areas, FTC should link community leaders and groups with potential partners such as Health Champions and Active and in Touch.
2. If appropriate and desired by local residents in each area (to be established at initial community meeting with facilitator), in the next 6 months the facilitator/community organiser will facilitate a community meeting aimed specifically for residents to share their concerns and issues about their area (such as anti social behaviour, speeding, vandalism). The ward councillor/s would take part in this meeting. This practice of face-to-face engagement, which used to be in place in the Trinity/Selwood area, will:
- help clarify issues, allow residents to voice concerns and establish a fluid communication channel with authorities.
 - help build skills amongst residents for resolving issues at community level.

3. Throughout the next 6 months, emerging leaders and their community groups are provided with ongoing support by the facilitator/community coordinator, with the aim to strengthen the community group, build up individual and group skills and ensure the group's sustainability over time. This would entail:

- 3.1 Monthly meetings with group members to offer specific training

- 3.2 Monthly support to help implement the group's plans.

B. To address people's lack of understanding of the different levels of authority who are responsible for meeting their needs and to improve resident empowerment we recommend that:

1. By July 2016, Frome Town Council produces and rolls out a clear and visible communications campaign to inform people of the areas of responsibility for service provision of the different levels of local government (town, district and county levels). This campaign would be of benefit to all Frome residents and we therefore recommend that it is undertaken as a Frome-wide initiative.

- 1.1 The communications campaign should include:

- 1.1.1 Information on areas of service provision (eg. transport, waste collection, health) and what level of local government is responsible for each of them

- 1.1.2 Information on elected representatives at every level of local government (by ward – for town and district levels-, and including names and how to contact them)

- 1.1.3 Channels used should include FTC website, FTC social media channels, local newspapers, noticeboards and community newsletters.

2. In the next 6 months, Frome town councillors from each ward should seek opportunities to meet their ward residents for face to face meetings to enable people to get to know their local representatives and ensure a fluid communication channel with local authorities. This would be achieved by arranging regular surgeries in their ward and by setting up community meetings where people can talk about local issues and find out how they can be supported in their community initiatives.

Both 1) and 2) above would have a positive impact both for Frome residents and for Frome Town Council in terms of:

- increased sense of empowerment with residents as their understanding of jurisdiction of issues is improved, leading to focused communication with the right authority, and awareness of what is in their power to change or do;
- reduced resident inquiries to Frome Town Council for matters beyond their jurisdiction;
- Improved relationship between local citizens and the Town Council.

C. In order to capitalise on the learnings and models developed through a Phase 2 of the Community Connections project, and with the aim to build skills and resources across the whole Frome community, for residents to create positive change in their areas and improve their wellbeing and quality of life, we recommend that:

1. After a 6-month cycle of A. and B. above, a training package is developed with the aim of providing training workshops for community leaders across Frome in the aspects of community development and leadership that were most useful for leaders in the pilot areas. The training package would be developed by, or in coordination with, the facilitator/community organiser(s) involved in the pilot project.
 - 1.2 Trainings would incorporate learnings and insights from the the pilot project;
 - 1.3 They would include all areas of training that were successful with community leaders and groups in the pilot areas;
 - 1.4 They would be done in coordination with Health Champions.

APPENDIX I: Summary of background research

As part of the pilot project we researched a number of neighbourhood community development initiatives and organisations both within Frome and beyond. This helped to inform the questions we asked when interviewing residents, the approaches we used and gave an understanding of the possibilities for building connections at a street level.

1. Neighbourhood networks: <http://www.neighbourhoodnetworks.org>

Neighbourhood network is a Scottish based organisation whose main purpose is to facilitate networks of mutual support amongst vulnerable people. It has its roots in notions of the renewal of neighbourhoods and wider communities as places where people don't just share the same streets but actively co-operate with each other for mutual advantage.

'As an organisation we firmly believe that the more people are connected to other people the more fulfilling their life tends to be.'

NN's offers innovative ways of making connections and supporting communities to use the gifts, skills, and strengths that all communities inevitably have, then turning these into positive outcomes for everyone.

The English equivalent of NN's is **Keyring**: <http://www.keyring.org>

2. Streets Alive: <http://www.streetsalive.org.uk>

Streets Alive is a UK wide group promoting street parties and run streetparty.org.uk. They help residents and groups to organise these and other [neighbours' events](#) such as picnics, tea parties and street play to build communities from the street up.

3. Playing out: <http://playingout.net/>

Playing out supports anyone who wants children to be able to play out in the streets where they live. Their website helps people find all they need to start regular ['playing out' sessions](#) in their street or neighbourhood, as well as ideas, stories and inspiration gathered from people all over the UK and beyond.

4. Six streets: <http://www.sixstreetsderby.org.uk/>

Six Streets describes itself as 'a not-for-profit, non-political and non-religious community group which It exists to increase neighbourliness and friendship.' It is a good example of how, from small beginnings, local initiatives can develop into flourishing communities.

'It began with the in 2007 when one resident had the simple idea of posting letters through doors asking if anyone in the street would be interested in getting together over some communal activities. And many were!'

Some of the activities and initiatives they have organised include:

- Christmas and summer parties
- Easter and Hallowe'en events

- Book groups
- Neighbourhood table top sales
- Arts trails
- Baby-sitting, lift sharing, allotment sharing
- Information sharing – newsletters and facebook page.

4. Happy City (Bristol) <http://www.happycity.org.uk/>

Happy City is guided by international experience of Participatory Development. It is concerned with what happens at street level which combines drivers of wellbeing (health, economy, environment, education, culture, etc.) with those of flourishing lives (relationships, belonging, purpose, vitality, etc.)

'Our approach is to ask, to encourage, to share, to support and to offer a helping hand. We work in partnership wherever possible so people can build on each other's success and learn to flourish together'

The [Happy City Index](#) is a citywide measure of well-being which aims: (a) to collect citywide well-being data that can be used to inform local policy; (b) to engage individuals and communities in the measurement process.

5. Better Block <http://betterblock.org/>

A US based organisation which work directly with cities, developers, local volunteers and others to implement Better Block projects to help people build more vibrant connected communities.

6. Playable city <http://www.watershed.co.uk/playablecity/>

Meki and Annabelle attended the Playable City day event as part of the Festival of Ideas in Bristol in February. Playable City is a framework to think differently about urban environments, generating a social dialogue by creating shared experiences through play. *"Cities that play together, stay together"*

7. Ecos Court community garden project, Frome.

This was a very successful project which had a significant impact on the residents of Ecos Court. The project was led by Shirley, a local resident who came up with the idea of creating a vegetable patch in the neighbourhood in 2011. Knightstone housing association supported the project with funding and help and advice from the Community officer Emily Osler.

Shirley had worked with disabled people all her life and this meant she had a strong desire for the project to be inclusive (raised beds, accessible paths etc). Gradually more people got involved and started to help with work on the site. The vegetable patch is now well established and has been part of the hidden gardens of Frome Festival for two years running. It has involved children who have also created a mural in the neighbourhood. Some of the spin offs have been activities such as various outings and a Christmas party.

"It is amazing to have new ideas and have different people getting involved. Working as a team is nice". Shirley.

APPENDIX II: Structured questionnaire guide

Experience:

- Your experience of living in this neighbourhood? What are the things you like about living here? What don't you like about it?

Meeting & Sharing.

- Are there ways in which people share things or help each other? Are there any places where people tend to meet or activities happening regularly?

Community

- *What does community mean to you? Where do you get your sense of community?*
- Do you feel part of this community? What makes you feel that?
- Can you remember a moment when the street came together as a community? What was that like?

Information:

- How do you find out about what is going on in the neighbourhood or in Frome and get information you need? Is information shared locally?
- Do you have ideas on how information could be shared?
- Do you know about Health Champions?

Visioning

- If the community was thriving and you were really happy where where you live what would it look like?
- What would improve the neighbourhood? Or Do you have a groundbreaking idea for making this a better place?
- What would you like to see happening in your community? (refer to visual material) What could you do in order to make that possible?

Next steps

- Would you be willing to meet with other people in your neighbourhood who are interested in community activities? Attending a community meeting to share ideas?
- Would you be interested in attending a weekly Talking café? (Daytime)
- Anything else you'd like to say?

Contact details

APPENDIX III: Quantitative Questionnaire sample

Please circle the letter (a, b or c) that best answers the question for you.

1. How friendly is your community?

- a. very friendly
- b. reasonably friendly
- c. unfriendly

2. Roughly how many of your neighbours do you know by name?

- a. More than 15
- b. 5-10
- c. Under 5

3. How often do community activities (eg street parties, community meetings) happen in your neighbourhood?

- a. regularly
- b. occasionally
- c. never

4. How well served is your community with nearby facilities? eg: park, cafe, shops

- a. very well served
- b. reasonably well served
- c. Not at all

5. To what extent would you say your neighbourhood is a good place to live?

- a. very good
- b. reasonably good
- a. not good



If you would like to be kept informed about other activities in the neighbourhood and other news from Frome Town Council please leave your email or phone number here

For more information contact Kate Hellard on 01373 475579 or email hellardk@frometowncouncil.gov.uk

Please take your answers to the Bridge café and post in the special 'Trinity questionnaire' postbox. The Bridge café is open from 11am-4pm



**Trinity neighbourhood
Street café and conversation**

**Saturday 20th February 10.30 -12.30pm
and
Wednesday 24th February 3-5pm**

**Outside the Bridge café
(on the corner of Selwood road
and Trinity street)**

***You are invited to come and share your thoughts
about your neighbourhood, what you like about it
and what would make it a better place to live.***

The events are being put on by Frome Town Council in order to find out what's important to people in the Trinity area and how they can support the local community to flourish.

A pop up street café will appear on the pavement outside the Bridge café (inside if wet weather). We hope that you will come along and have a conversation with us about your neighbourhood.

***Tea and cake provided plus street
games for children***

If you are unable to make it to these events we would be grateful if you could fill in the questionnaire overleaf and put it in the dedicated postbox inside the Bridge café.

Participate
Frome



**Packsaddle Community Group
and
Frome Town Council
present**

**An Easter Egg Hunt and
Tea Party
at
Packsaddle Play Area,
Pedlars Grove**

**Saturday 26th March
10.30 am to 12.00 pm**

***Come and enjoy a fun morning with your
family and friends.***

You will also have a chance to share your thoughts about your neighbourhood, what you like about it and what would make it a better place to live.

If you are unable to make it we would be grateful if you could fill in the questionnaire and put it in the dedicated postbox we have placed at Packsaddle Play Area, Pedlars Grove.

For more information contact Kate Hellard on 01373 475579
or email hellardk@frometowncouncil.gov.uk

Refreshments and cake provided free of charge

*You are invited to
An Easter egg-and-spoon race
and Tea Party
At Trinity Park Green*

**Friday 25th March
3pm - 5pm**

Participate
Frome

**Come and enjoy a fun afternoon with
your family and friends and meet new
people from Trinity Park.**

The event is being put on by Frome Town Council as part of their Community Connections project. There will be a chance to share your thoughts about your local community, what you feel about it and what might help it flourish.

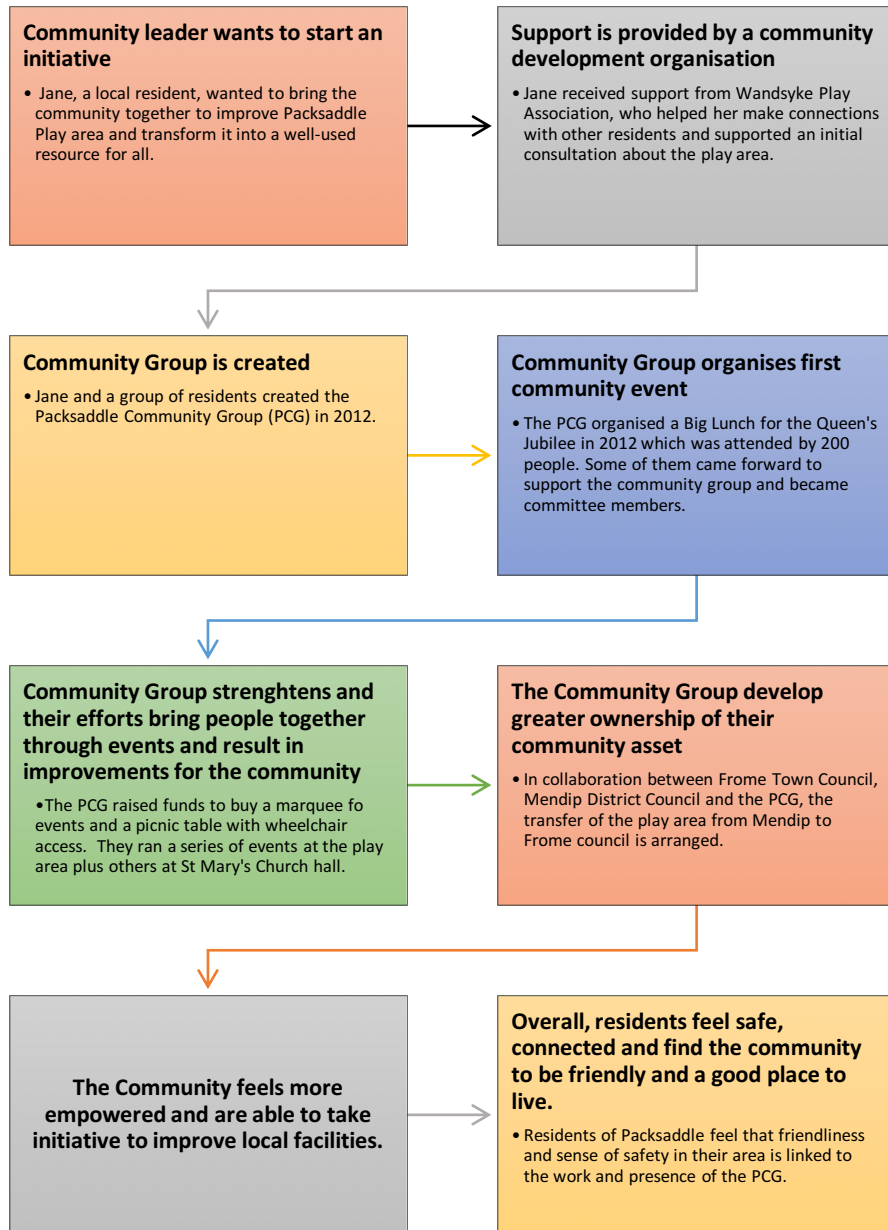
If you are unable to make it we would be grateful if you could fill in the questionnaire overleaf and put it in the dedicated postbox attached to the railings on Great Western St and Railway Walk, just across the green.

All equipment, prizes and refreshments will be provided



APPENDIX V: Community connections development model

We have represented this model as a flow of steps, which in the case of Packsaddle took place in the course of the past 6 years.



APPENDIX VI: Summary of quantitative research

Community Connections questionnaire responses	Trinity Park	Packsaddle	Trinity/Selwood area		
1. How friendly is your community?					
a. very friendly	2	6	1		9
b. reasonably friendly	13	12	13		38
c. unfriendly	0	1	0		1
2. Roughly how many of your neighbours do you know by name?					
a. More than 15	2	5	2		9
b. 5-10	11	10	10		31
c. 0-5	2	4	3		9
3. How often do community activities happen in your neighbourhood? (street parties, community meetings,)					
a. regularly	0	2	0		2
b. occasionally	0	15	3		18
c. never	15	2	11		28
4. How well served is your community with nearby facilities? eg park, cafe, shops					
a. very well served	1	1	3		5
b. reasonably well served	5	13	11		29
c. not at all	4	5	1		10
5. To what extent would you say your neighbourhood is a good place to live?					
a. very good	4	17	2		23
b. reasonably good	6	2	6		14
c. not good	0	0	1		1
Totals	65	95	67		227