

Cambridge Council for Voluntary Service

Seldom Heard Voices South Cambridgeshire Report

Report April 2010

Commissioned by South Cambridgeshire Local Strategic Partnership members

**Thanks for asking! –winner
of prize draw**



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Cambridge Council for Voluntary Service

Seldom Heard Voices in South Cambridgeshire Report

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by Jez Reeve, Chief Executive Officer, CCVS

Seldom Hear Voices in South Cambridgeshire Report

Headlines

- It was a **successful exercise in gathering opinion from seldom heard voices** in South Cambridgeshire – reaching parts of the South Cambridgeshire communities that were demonstrably missing from the Place Survey 2008
- The project developed the **respect and trust** of parts of South Cambridgeshire's communities whose voices are seldom heard.
- More of the Seldom Heard Voices respondents reported that they were **more "frightened of crime near where I live"**, thought there was a problem of anti-social behaviour and slightly fewer thought that "people from different backgrounds got on well together". However twice as many thought that "any bad behaviour is sorted out well by police and others".

Background

South Cambridgeshire Local Strategic Partnership (SCLSP) is made up of a board of representatives from public authorities, voluntary organisations and private companies. It meets regularly to find ways of joining up ideas and resources that will contribute to improving the quality of life for South Cambridgeshire residents, workers and visitors, with particular reference to an agreed strategy: *South Cambridgeshire Sustainable Community Strategy 2008-11*. At its meeting on 10 July 2008 it considered the assessment of the Audit Commission when it had undertaken the Corporate Governance Inspection of the district council in 2006, which had provided criticism of its engagement strategy:

"Direct engagement by the Council with its communities in developing the Community Strategy was limited. It drew on existing consultation information amongst the partners, surveyed its residents through the Council magazine and held a telephone consultation with a sample of residents. But no face to face consultation took place and it cannot be sure that it reached all its residents, or that the views of its minority groups were received." (para 51)

Headlines from the report were very encouraging for South Cambridgeshire, showing a high level of satisfaction in public services. However there was strong agreement that the methodology used for the nationally co-ordinated

Place Survey 2008 was very likely to have excluded responses from South Cambridgeshire residents who are harder-to-reach and therefore the results may not be showing the full picture. In order to complement the national survey it was decided to undertake a local survey that captured the views of harder-to-reach residents. It was agreed that it would be cost effective to use local knowledge and work with existing voluntary sector organisations that have regular contact with those whom the LSP finds harder-to-reach.

Cambridge Council for Voluntary Service, as the membership organisation for voluntary and community groups in South Cambridgeshire, was asked to develop a project design to undertake this complementary research. A project design was developed with the SCLSP Partnership Officer and submitted to the Board on 12 November 2008, at which meeting members were asked to contribute towards the estimated cost of a locally-designed survey of c. £12k-£15k. When the money had been secured (May 2009), a contract for £13,000 between the LSP partners and CCVS was drawn up and signed on 6th October 2009.

Methodology

Project Design

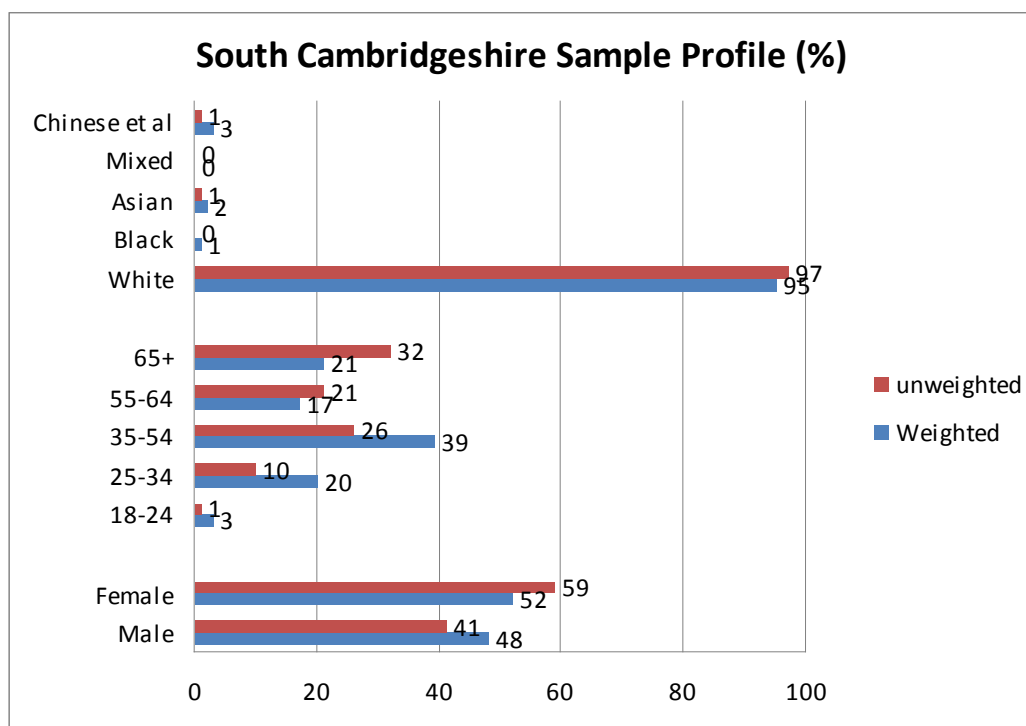
The project design that was approved was based on the assumption that the individual voices that were missing from the nationally designed Place Survey 2008 were not “hard-to-reach” but merely missing pieces of the jigsaw of South Cambridgeshire resident opinions. Therefore the project was called “Seldom Heard Voices in South Cambridgeshire” on the premise that provided we asked the right community groups with relevant contacts the missing voices could be fitted into the wider picture. There were three key objectives that the project sought to meet; To:

1. Gather opinion from seldom heard voices in relation to local places and services
2. Compare responses with those from Place Survey
3. Identify barriers to accessing public services

The analysis of the Place Survey returns showed that, when compared to the population as a whole, fewer people who define themselves as Black and Minority Ethnic had completed the forms and given their opinions, Table 1. It was also true that fewer people between the ages of 18 - 34 had responded than reflected in the whole population. Furthermore the Place Survey did not ask whether the respondents classed themselves as Gypsies or Travellers or Travelling Showpeople, Carers, Migrant workers, or were isolated due to infirmity or age. People with these attributes were included in the population target to be researched and added to those that were under-represented in the Place Survey.

Table 1 The chart below shows the demographic profile of respondents to the Place survey in South Cambridgeshire and how the profile looks after it was weighted by the Audit Commission to reflect

the demographics of the area. *South Cambridgeshire District Council Report of Findings by MRUK dated 30 June 2009.*)



Using the table above a target population of 102 was proposed, which would address the gaps identified in the demographics of the survey population, namely: 1% *Chinese et al*, 1% *Asian*, 1% *Black* and 2% *18-24* . Table 2 shows these and the additional targets identified by the joint funders: 1% *Carers*, 1% *Housebound* and 0.5% *Migrant workers* .

Table 2 Seldom Heard Voices population targets as a % of the Place Survey sample

Seldom heard voices targets of total population (136,500/1,214)			
		target	numbers
Ethnicity	Black	1%	12
	Asian	1%	12
	Chinese et al	2%	24
	Gypsies, travellers & travelling show people	1%	12
<hr/>			
Age	18-34	2%	12
<hr/>			
Work/status	Carers	1%	12
	Housebound	1%	12
	Migrant workers	0.50%	6

Total	10%	102
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It was proposed that CCVS act as the co-ordinator, administrator and analyst of the project. CCVS recruited voluntary and community groups that demonstrated direct contacts with individuals who had the attributes that the project is focused on. These groups then signed a contract to deliver an agreed number of completed surveys, (Appendix A), to earn their payment; half the project costs were paid out in sub-contracts to these groups to facilitate the return of completed surveys, (Appendix B). They committed themselves to facilitating the completion of surveys with their members/users and used a variety of methods to do this (Appendix C). Each individual who completed the survey could enter themselves into a prize draw for one of four £25 supermarket vouchers.

Seldom Heard Voices Survey Form

The project team analysed the 26 questions that were the main structure of the Place Survey 2008 and summarised as a series of questions in three tables with tick-boxes or scores of 1-5. A section was provided on the form for individuals to give their thoughts about what they thought about where they lived in their own words. Not all the questions that were on the Place Survey were repeated on the Seldom Heard Voices Survey, Table 3. Through consultation with representatives of small community groups the project team settled on a shorter list of questions that were all re-written in plain English under the banner:

“This survey is for people who don’t normally do surveys! Tell the authorities what you think....”

Table 3 Seldom Heard Voices (SHV) Survey questions cf. Place Survey (PS) questions and National Indicators (NI)

PS	SHV	NI
1 Most important in making somewhere a good place to live	Important to you – where you live	
2 Most needs improving in this local area	Needs improving – where you live	
7 Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area.	Who does what? Are they doing well? Score them 1-5 (1=very good) Fire Service, Police Service, Doctors, Dentist, Landlord or HA	
11 And now taking everything into account, how satisfied or dissatisfied are you with the way the council runs things?	Who does what? Are they doing well? Score them 1-5 (1=very good) South Cambridgeshire, Cambridgeshire County Council	
13 Do you agree or disagree that you can influence decisions affecting your local area?	I can change what happens where I live	NI4

14 Generally speaking, would you like to be more involved in the decisions that affect your local area?	I would like to change what happens where I live	
18 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?	People from different backgrounds get on well where I live – answer I agree	NI1
19 In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?	People from different backgrounds get on well where I live – answer I don't agree	
20 In the last year would you say that you have been treated with respect and consideration by your local public services.....	I have been treated with respect by local workers – police, health, social services etc	NI140
21 In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services or from family, friends and the wider community).	I can always get the help I need – when answered by those over 51 in age	NI139
22 How safe or unsafe do you feel when outside in your local area <u>after dark</u> ?	I am frightened of crime near where I live	
23 How safe or unsafe do you feel when outside in your local area <u>during the day</u> ?	I am frightened of crime near where I live	
24 Thinking about this local area, how much of a problem do you think each of the following are...	Bad (antisocial) behaviour is a problem near where I live	NI17
26 And how much would you agree or disagree that the police and other local public services <u>are successfully dealing with</u> these issues in your local area?	Any bad behaviour is sorted out well by police and others	NI21
28 What was your age on your last birthday?	Age - Please circle 18-34, 35- 50, 51-70, 71+	
33 Which of these activities best describes what you are doing at present?	Work Status - Please circle: Employed, Unemployed, Carer, Retired, Disabled, Migrant Worker	
36 To which of these groups do you consider you belong to?	Ethnicity – Please circle Black, Indian sub-continent, Chinese, Gypsy, traveller, White, Mixed	
37 Is there anything else you would like	What I think in my own words	

to add?		
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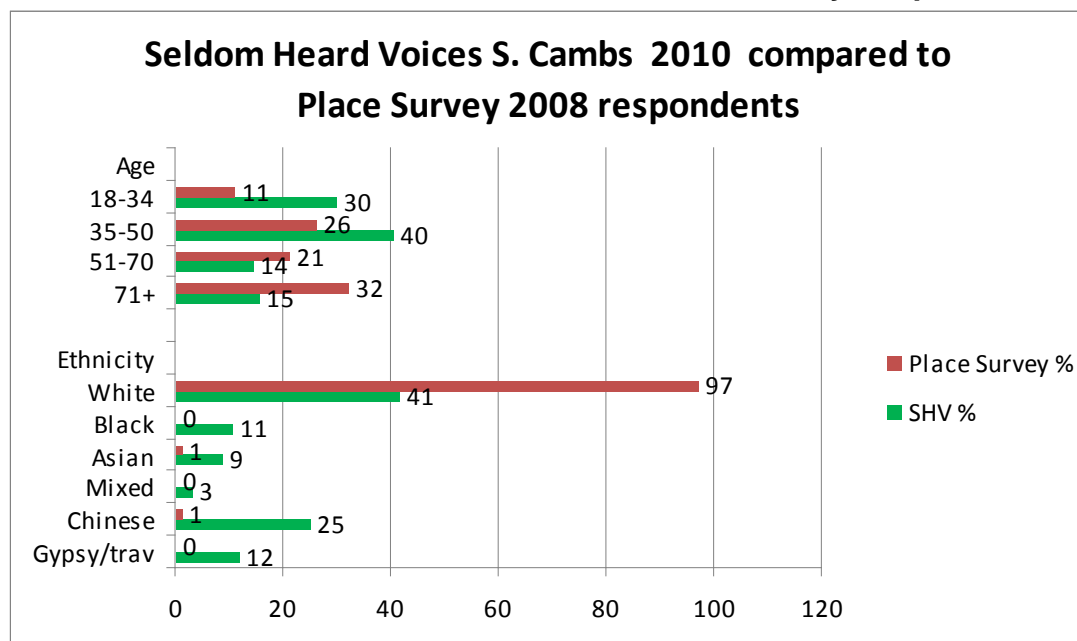
The final survey form was approved by the funders and carefully designed to be friendly and quick to complete. The facilitator groups that had been sub-contracted to gather the completed forms were briefed on the sorts of questions that might come up and to use CCVS as a sounding-board for any issues that might arise during the facilitation. Because of the differing target audiences the facilitator groups chose to approach the task using a variety of different methods, Appendix C. Some circulated the forms at meetings and thus enabled individuals to answer any queries on the spot. Many groups took the survey forms to the homes of their members or users, either in the course of their normal visits or as a special visit for the very purpose of completing the form.



Survey Results compared with Place Survey

Whilst the target population for the Seldom Heard Voices Project is only 9% of the total population of the Place Survey it is of value to compare the different responses, given that the former may represent those that are not in the mainstream of District life, for one reason or another. The profile of individuals has a significant bias towards younger citizens who describe themselves in a minority ethnic category.

Table 4 Seldom Heard Voices and Place Survey respondents



The responses to the Seldom Heard Voices Project and those which are comparable with the Place Survey 2008 show a large degree of congruence, except when it comes to the issue of fear of crime. More of the SHV respondents reported that they were “frightened of crime near where I live”, thought there was a problem of anti-social behaviour and slightly fewer thought that “people from different backgrounds got on well together”. However twice as many thought that “any bad behaviour is sorted out well by police and others”. In the scoring of public services they also scored the Police and Fire and Rescue services higher than the respondents in the Place Survey, (Tables 5 & 6 & 7).

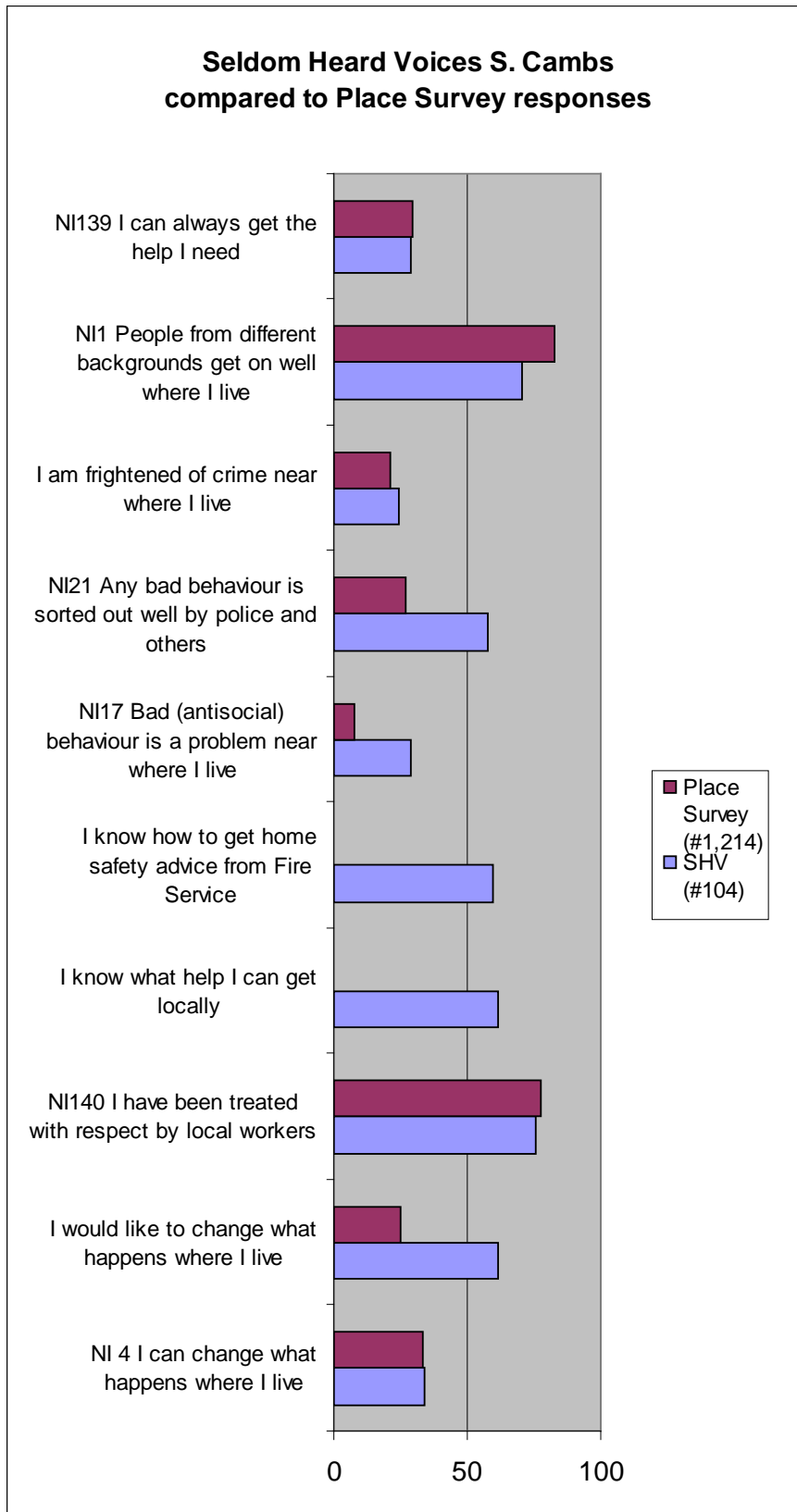
Table 5 National Indicator Scores by District (%)

NI	County	City	ECambs	Fenland	Hunts	South Cambs	SHV all	SHV BME
<i>nos</i>	5,832	1,124	1,177	1,200	1,117	1,214	104	61
1	79.0	86.3	79.1	61.9	80.0	82.4	70.2	73.8
4	30.5	38.9	27.6	23.5	27.8	33.6	33.7	26.2
17	12.6	15.2	13.4	20.1	10.5	7.5	28.8	24.6
21	25.0	29.1	23.2	19.6	24.9	26.7	57.7	50.8
139	28.0	25.1	29.3	28.2	27.5	29.8	29.1	23.1
140	76.5	76.0	75.4	73.2	78.7	77.5	76.0	67.2

Table 6 Satisfaction with public services (%)

	County	City	ECambs	Fenland	Hunts	South Cambs	SHV all	SHV BME
<i>nos</i>	5,832	1,124	1,177	1,200	1,117	1,214	104	61
Police	49	57	43	46	53	44	72	75.4
Fire & Rescue	76	77	77	82	76	71	88	91.8
Doctors	84	84	81	81	85	84	86	83.6
Dentist	69	69	73	55	74	71	72	62.3

Table 7 Comparison of Seldom Heard Voices Responses with Place Survey – all respondents



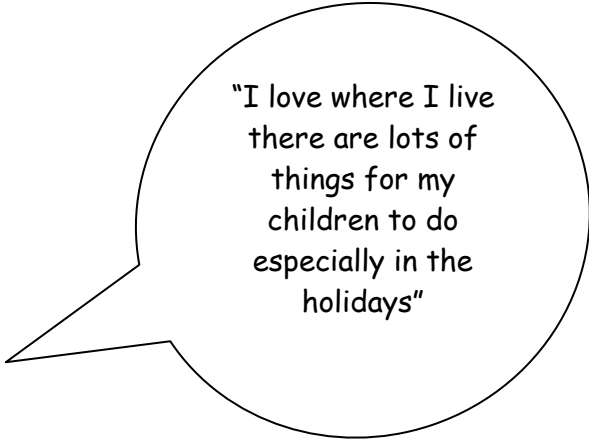
In scoring the level of satisfaction with public services respondents to the Seldom Heard Voices Survey were asked to choose a score between “1” for very good and “5” for very bad”. Using the scores “1”, “2” and “3” (Very good, good and OK) the respondents rated both the County Council and the District Council nearly twice as highly as the respondents in the Place Survey who answered the question “And now taking everything into account, how satisfied or dissatisfied are you with the way the council runs things?”. However, more BME respondents in the Seldom Heard Voices Survey were satisfied with the running of the County Council than they were with the District Council, (Table 8).

Table 8 % Satisfied with the way Councils run things

	County	City	ECambs	Fenland	Hunts	SCambs	SHV all	SHV BME
<i>nos</i>	5,832	1,124	1,177	1,200	1,117	1,214	104	61
County Council	41.8	47.8	40.4	34.1	43.8	39.9	82.7	91.8
District	47.4	52.6	44.0	42.6	50.7	43.6	83.7	78.7

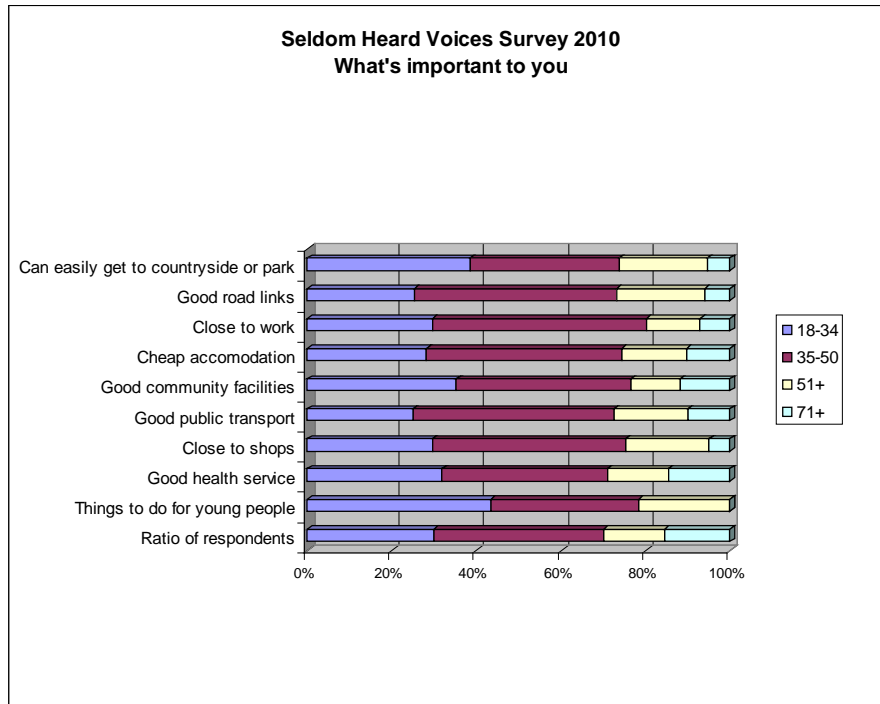
What’s Important Where I live

More than two thirds of the respondents in the Seldom Heard Voices Survey expressed their opinions in their own words (Appendix D). The younger people in the survey (aged 18-34) were made up of 15 employed, 8 unemployed, 6 migrant workers, 1 disabled and one carer. What was most important to them were things to do for young people, good community facilities and easy access to the countryside or park. As can be seen in the free text opinions, (Appendix D), expressed this cohort was most likely to be bringing up young families and therefore in need of these facilities.



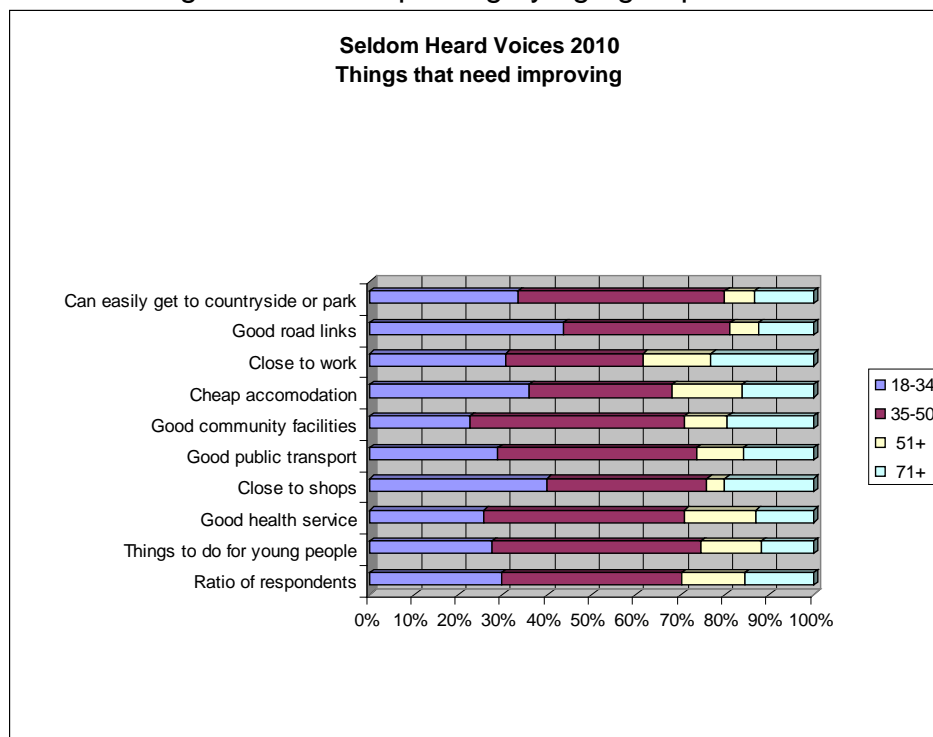
The same, younger, group of respondents highlighted cheap accommodation, closeness to the shops and good road links as areas for improvement or need, whilst the oldest group laid emphasis on improvements to good community facilities and closeness to the shops.

Table 9 What's important to you by age group



The priorities for improvements were spearheaded by the oldest group, those over 71 years of age, who identified that community facilities and nearness to the shops were top priorities. However the middle aged group, those between 35 and 50 years of age had also prioritised improvements to community facilities. They also noted that things to do for young people needed improving as did access to a good health service and good public transport.

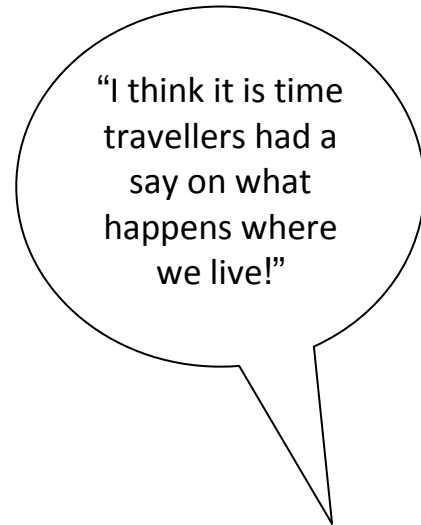
Table 10 Things that need improving by age group



Priceless Feedback (discussion of results)

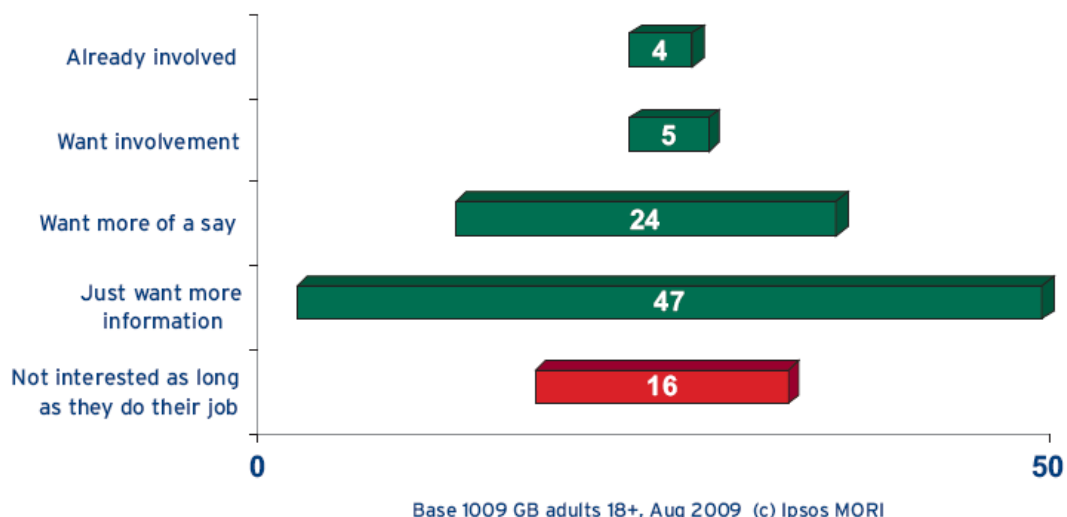
Influencing decisions locally

The responses to the question related to National Indicator 4: “% of people who agree they can influence decisions in their locality” was expressed more simply as “I can change what happens where I live”. Both the responses from the SHV sample and the Place Survey sample were the same at 33.6%. Thus about a third of people agreed with the statement. This is not far off the 38% score of people that feel they can influence decisions as reported in the *Citizenship Survey 2007-8: Empowered Communities Topic Report*, in fact the 38% level has been unchanged since 2003.



However the issue needs to be more deeply considered as *Inspire East* has done in its recently published: “*Feeling you can influence decisions affecting your local areas – what do the statistics tell us*”. They examine the relationship between people wanting to influence local decisions and feeling that they can influence local decisions. They examined a number of variables, including the “spectrum of interest and desire for involvement” that *Ipsos MORI* published in 2009. This is visualised as a Christmas tree in their Figure 5:

Figure 5: Levels of involvement/ interest in local public services



Source: Ipsos MORI, *Understanding Society*, Winter 2009

In the SHV sample more than twice as many people (62% as opposed to 25%) agreed with the statement: “I would like to change what happens where I live, compared with the sample in the Place Survey. The *Inspire East* report

would seem to suggest that “respondents were significantly **more likely** to feel they can influence local decisions if they were:

- Involved in civic activism
- Had given to charity, or
- Were involved in civic participation in the last 12 months”

Younger People (18-34)

Whether the response to the Place Survey by those of between 18 and 34 years of age was low because they were too busy to complete the forms, or just were not interested in getting involved is not reported by the Place Survey. However 30% of the Seldom Heard Voices Survey was made up of people of this age group (31 people). Most of this group made comments in their own words including nearly all the migrant workers, who were all in this group:

Table 11 Comments by 18-34 year old migrant workers

I know English to a proficient level thus I have no problems with finding out how to get help. I also participate in some parents groups locally and met a lot of new people who are always willing to advise if I ask them
I think the area where I live is quite dirty. The streets should be better illuminated
In my opinion - streets should be cleaner, street lights are not enough light (brighter), more police officers
The big problem in my village is travel people, who don't live well with local people in Cottenham. Usually teenagers
The countryside is beautiful but people are unfriendly

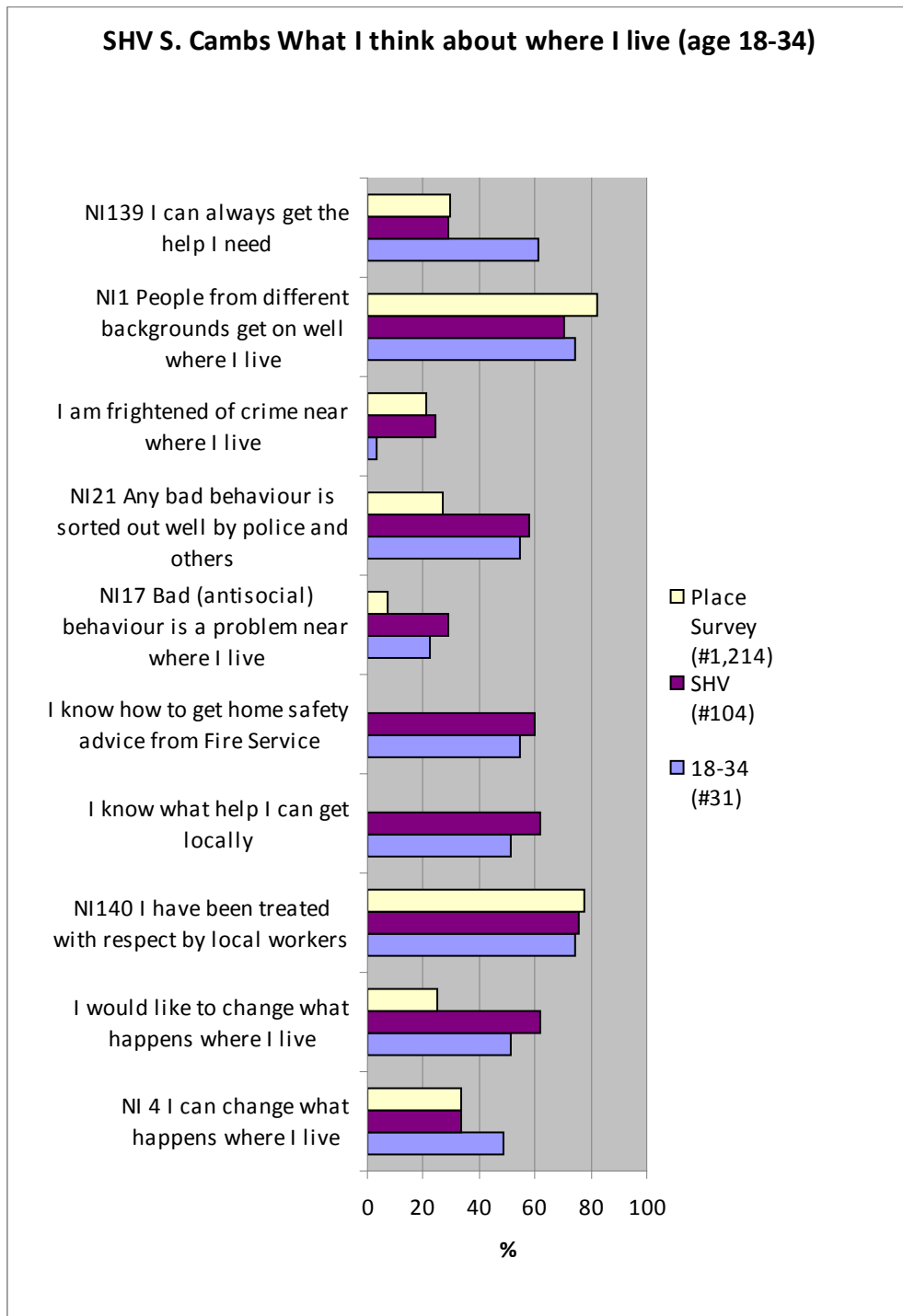
Looking at the whole group of younger people they appear to be less frightened of crime, and more in agreement with the statements “I can change what happens where I live”, than do older people.

The young people who were members of the Way Project in Waterbeach expressed a high level of satisfaction in their comments:

Table 11 Comments by 18-34 year members of Way Project, Waterbeach

I am lucky to live in a very nice part of the world with good facilities and have few problems with it
I think my village is a great place to live. Only issue for me personally is amount of litter. Generally I do not have concerns about crime or anti-social behaviour, although I appreciate that for many people the 'perception' of threat is an issue
Nice place where I live. (...)
People can make their own lives better if they want it. Stand up for yourself first. Others come late.
We think we live in a nice quiet area - would like a better bus service

Table 12 Comparison of Seldom Heard Voices Responses with Place Survey – 18-24 year olds



Gypsies, Travellers and Travelling Show People

Gypsies, Travellers and Travelling Show People represent particular communities in South Cambridgeshire and were not actively represented in the original Place Survey, which was why their opinions were specifically sought out in the Seldom Heard Voices Survey. The 12 respondents who defined themselves in this category were represented in all the age categories. Most of them made comments and reflected their dissatisfaction

with the services on offer, although 3 expressed the desire to become more involved or at least to know more about what is happening locally

Table 13 Comments by Gypsies and Travellers

I am an older lady who is a gypsy and I do not trust anything to do with the council as I have not been treated with respect by them
I don't think this will change any thing
I love where I live but do not like how I am treated by local workers - police, social services etc as they are useless
I think a lot of things need improving where I live
I think it is time travellers had a say on what happens where we live
I think it useless the only help I get is from my family
I would like to have a say in what happens where I live and would like to be treated with respect by others
I would like to know more about things happening where I live
I would like to know where I could get help with all these things
Needs improving
The local workers - police or local authorities have no respect for travellers way of life and this needs to change
The only help I could find is from Ormiston and I find that they would help me any way I needed it

The negative feedback is consolidated in the responses to the section of the survey form about "What I think about where I live". There was no agreement at all with the statements for three of the National Indicator targets: NI139 I can always get the help I need; NI21 Any bad behaviour is sorted out well by police and others and NI140 I have been treated with respect by local workers. However all of the respondents agreed with the statement; "I would like to change what happens where I live". The effectiveness of the methodology has been demonstrated through the employment of the Ormiston Trust for consulting their members who are members of the South Cambridgeshire Gypsy and Traveller communities. It would have proved impossible to gather responses in any other way.

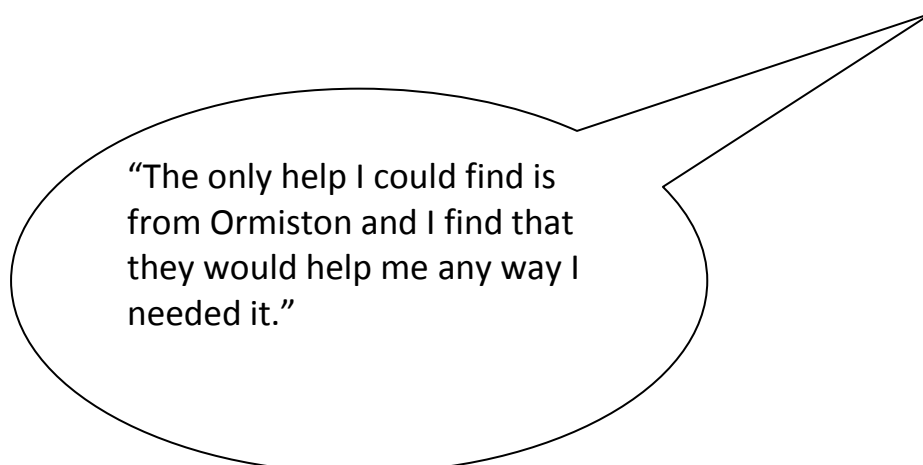
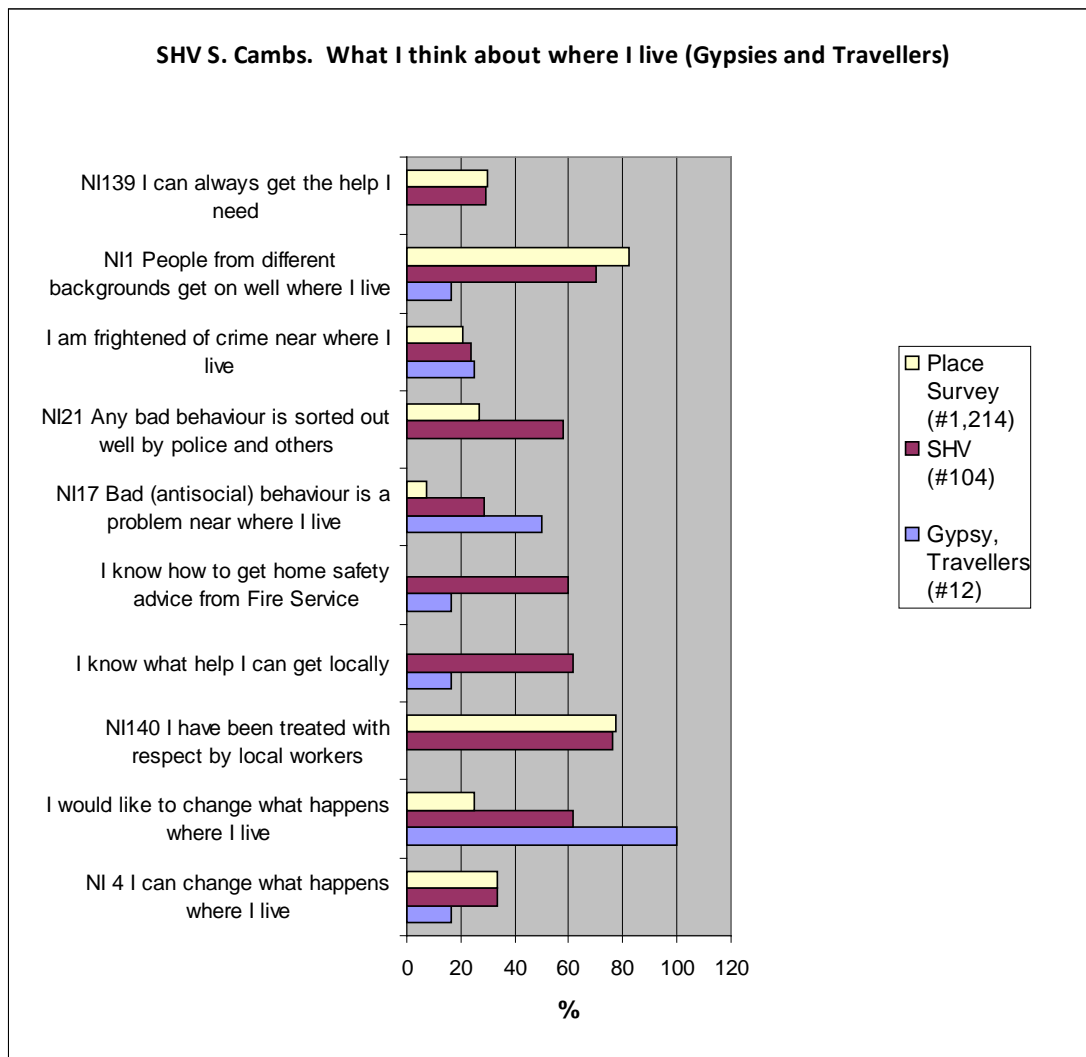


Table 14 Comparison of Seldom Heard Voices Responses with Place Survey – Gypsies and Travellers



Price of respect and trust

The process of sub-contracting relevant community and voluntary groups to facilitate the completion of the surveys from people whose voices are seldom heard has had a number of successful outcomes. It was reported by the facilitators that individuals were genuinely pleased with the respect that targeting them for their opinions had showed. Furthermore, the activities

employed by the facilitating groups had strengthened the trust between them and their contacts as it has between the facilitating groups and CCVS. A change of mutual respect and trust has thus been consolidated through the methodology employed to collate the Seldom Heard Voices Survey.

“ In the evenings there have been incidents however the police have dealt with matters and the environment has improved”

Obviously the facilitating groups were paid for their engagement and the individuals had the opportunity of putting themselves into the prize draw for the £25 supermarket vouchers, but the feedback CCVS has received has confirmed that the rewards have been more far-reaching than just financial.

Conclusions

The project was designed to drill down into the opinions of sections of South Cambridgeshire communities that had been left out of the Place Survey 2008. Some of the questions in the Place Survey were repeated in the Seldom Heard Voices Survey and others were re-phrased to make more sense. Every area that the project had targeted for opinion successfully yielded results. The method used of getting voluntary and community groups that were already in touch with individuals in the target demographic to enable their members or users to complete the survey forms worked extremely well. The groups were properly rewarded for their work and each individual had the incentive of putting their names into a prize draw if they completed a survey form. The first objective of the project, which was to gather opinion from seldom heard voices in relation to local places and services was thus fully achieved.

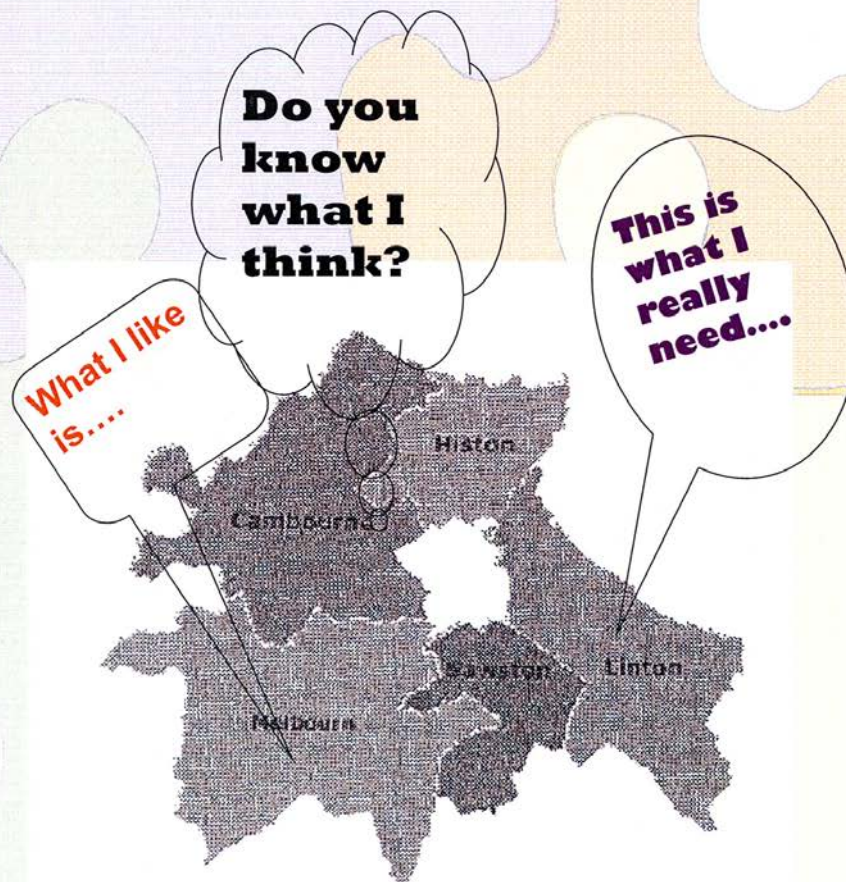
The second objective was to compare the responses with those of the Place Survey. There were six questions that mirrored the National Indicator questions on the Place Survey as shown in Table 5 above. Other comparisons were possible between the two surveys in assessing the satisfaction with public services (Tables 6 & 8). These showed a higher satisfaction with public services for the Seldom Heard Voices survey group than that surveyed in the Place Survey.

In terms of the third objective of the project, to identify barriers to accessing public services this was assessed through the analysis of the questions on the Seldom Heard survey form about *“What’s it like where you live?”* and displayed in Table 10

References

- 2010 "Feeling you can influence decisions affecting your local areas – what do the statistics tell us?", Inspire East, Regional Empowerment Partnership for the East of England, Spring 2010
- 2008-11 *South Cambridgeshire Sustainable Community Strategy 2008-11.*
- 2009 *Place Survey – South Cambridgeshire District Council Report of Findings by MRUK dated 30 June 2009.*
- 2009 *Place Survey – Huntingdonshire District Council Report of Findings by MRUK dated 30 June 2009.*
- 2009 *Place Survey – Cambridge City Council Report of Findings by MRUK dated 30 June 2009.*
- 2009 *Place Survey – East Cambridgeshire District Council Report of Findings by MRUK dated 30 June 2009.*
- 2009 *Citizenship Survey 2007-8: Empowered Communities Topic Report*
- 2009 *Understanding Society, Ipsos MORI, Winter, 2009*

Seldom heard voices in South Cambridgeshire



A survey of people who don't normally do surveys!

This survey is for people who don't normally do surveys! Tell the authorities what you think.....

What I think about where I live.....

(Where you live = 15 -20 minutes walk from your home)

Tick one box

I Agree I don't agree

I can change what happens where I live	<input type="checkbox"/>	<input type="checkbox"/>
I would like to change what happens where I live	<input type="checkbox"/>	<input type="checkbox"/>
I have been treated with respect by local workers – police, health, social services etc.	<input type="checkbox"/>	<input type="checkbox"/>
I know what help I can get locally	<input type="checkbox"/>	<input type="checkbox"/>
I know how to get home safety advice from the Fire Service	<input type="checkbox"/>	<input type="checkbox"/>
Bad (antisocial) behaviour is a problem near where I live	<input type="checkbox"/>	<input type="checkbox"/>
Any bad behaviour is sorted out well by police and others	<input type="checkbox"/>	<input type="checkbox"/>
I am frightened of crime near where I live	<input type="checkbox"/>	<input type="checkbox"/>
People from different backgrounds get on well where I live	<input type="checkbox"/>	<input type="checkbox"/>
I can always get the help I need	<input type="checkbox"/>	<input type="checkbox"/>

What I think in my own words:

Please circle which of the below describe you

Age	18-34	35 –50	51-70	71+	I live in S. Cambs	I work in S. Cambs
Ethnicity	Black	Indian sub-continent	Chinese	Gypsy, travellers,	White	Mixed
Work status	Employed	Unemployed	Carer	Retired	Disabled	Migrant worker

This survey is for people who don't normally do surveys! Tell the authorities what you think.....

What's it like where you live?

Tick as many boxes as you want

	Important to you	Needs improving	Not for me
Things to do for young people			
Good health service			
Close to shops			
Good public transport			
Good community facilities			
Cheap accommodation			
Close to my work			
Good road links			
Can easily get to countryside or park			

Who does what? Are they doing well? Score them!

Some things are done locally by South Cambridgeshire District Council. Some things are done for the whole county by Cambridgeshire County Council

District Council	Rubbish and recycling, planning, bus passes, parks
County Council	Roads, Schools, Social Services, blue badges

	Your score
South Cambridgeshire District Council	
Cambridgeshire County Council	
Fire Service	
Police service	
Doctors	
Dentist	
Private Landlord or Housing Association	

1= very good
2= good
3=OK
4=bad
5= very bad

Thank you for doing this survey!

If you would also like a chance of winning £25 SUPERMARKET VOUCHERS please write your name and phone number or email address here.

Name _____ phone or email _____

Name of group that brought this survey to you: _____

Seldom heard voices in South Cambridgeshire

The aim of this survey is to collect and act on the comments and opinions of those who are seldom heard, who do not normally do surveys, about what they think about where they live and what needs improving.

South Cambridgeshire Local Strategic Partnership will responding to the Seldom Head Voices survey.

The South Cambridgeshire Local Strategic Partnership is made up of all the organisations that deliver, police, fire and rescue, health, voluntary and business services. It is like a jigsaw puzzle that aims to combine activities for the best result for its local community.



This survey has been undertaken by Cambridge Council for Voluntary Service, which is the umbrella organisations for all community and voluntary groups in the area. Many of the local groups have been working directly with local people to capture the seldom heard voices of this survey.



CCVS Llandaff Chambers, 2 Regent Street, Cambridge CB2 1AX
enquiries@cambridgecvs.org.uk www.cambridgecvs.org.uk
Telephone 01223 464696
Registered Charity: 1074947
Company 3731848



A survey of people who don't normally do surveys!

Voluntary and Community Groups that contributed to project

Seldom Heard Voices South Cambs Groups that facilitated the survey and number of surveys completed		
Name of group	Category	Individual surveys
Cambridge African Network	Black	6 6
Malaylee Association Cambridge Kerala Group Turkish GROUP	Asian Asian Asian	5 3 4
Chinese Families Together Chinese Community Centre Cambridgeshire Vietnamese Refugee Group	Chinese et al	12 11 3
Ormiston Group	Gypsies, Travellers & travelling show people	12
Way Project, Waterbeach Cambourne Youth Partnership	18-34	6 7
Crossroads Care Cambridgeshire Care Network Cottenham mobile wardens Mordens & Litlington Mobile wardens	Carers	12
	Housebound	3
	Housebound	4
	Housebound	4
EEPCO	Migrant workers	6
		104

Individuals who contributed to project

Yvonne Barr CCVS
 Gemma Barron SCDC
 Frances Carter CCVS
 Ruth McCallum CCVS
 Anne Moffatt
 Inger O'Meara NHS Cambs
 Louise Prosser CCVS

Thanks to everyone for their time and application!

Appendix C

How we got individuals to complete the survey form

Cambridge African Network	My group used a combination of the methods. The first and easiest method was at meetings when respondents could ask questions about how to fill the forms. Secondly, we visited the homes of some respondents so that they could fill them it. Finally, some respondents asked us to drop the forms in their letter boxes when they were out and filled them in later when they got home and we then returned to collect them. On the whole, it was fairly easy once the rationale of the survey was explained to the respondents and they were willing to do it.
Malaylee Association	Four surveys completed. We took the survey forms to their homes and sat with them and helped them to answer the questions.
Chinese Families Together	<p>Having contacted our Chinese families and obtained their agreement, three forms were taken over to families, four were passed on by these families, two were handed over to the families at an event and finally three forms were posted. The families were all sent an electronic version of the form, in case there was a need for a re-print.</p> <p>In order to meet the possible requirements of the survey, we considered the geographic area our families lived in and their background, e.g. employed, non-working parent or self employed. We asked families to give more thought before filling in the form at home, and to provide more detailed information after the surveys were collected. In return we were able to pay an agreed amount for their effort...Families were happy to take part in the survey, not just because of the payment but also by knowing their voices were wanted by the authority.. Overall, we were pleased to be given the opportunity in taking part in this survey</p>
Ormiston Group	<p>The surveys done here were done by a team of 2 volunteers who were compensated for the time and expense taken to do the work. The survey was done by visiting people in their own homes and supporting them to complete the forms. The feedback from the volunteers was that the process was an easy one because:</p> <ol style="list-style-type: none"> 1. We had gone through the process in advance here in the office 2. The client group was very familiar to the volunteers 3. The volunteers had had experience of this sort of work previously.
Cambourne Youth Partnership	We did ones through my groups. We mainly did them at the cafe, which is an informal group I run for anyone in Cambourne to attend. Myself and a resident volunteer sat down and filled it in with residents. One resident filled it in herself.
Mordens & Litlington Mobile wardens	<p>We simply sent one of our trustees round to the homes of 4 of our members. She stayed with them while they completed the forms. I don't believe they really needed help with filling them in.</p> <p>This was no hardship. Had our warden not been sick during the period of time I would have asked her to give them out while on her weekly visit to our members. However, when the warden is sick, trustees (myself included) take on the role of warden, sharing the visits and telephone calls. We are very grateful for the money that was generated for our Scheme.</p>

Appendix D

Responses “in my own words” by support group

Group that helped	What I think in my own words	My age	Ethnicity	Work status
Cambourne Youth Partnership	Cambourne is generally very clean and quiet, but there are pockets of anti-social behaviour. I foresee more problems in the future when the younger families grow into bored teenagers! It can be very isolating despite proximity to Cambridge	18-34	White	Employed
	Cambourne itself is a clean and relatively quiet place to live. There are lots of community groups, but could do with more facilities for older children (Leisure Centre, bowling alley that sort of thing). The H. societies are all extremely helpful and if you have a problem they are there with support. Schools are reliable and consistent.	18-34	White	Disabled
	I live in a nice quiet area and there is a good community feel.	18-34	White	Unemployed
	I love where I live there are lots of things for my children to do especially in the holidays	18-34	Mixed	Unemployed
Cambridge African Network	I do not get the opportunity to meet people in Bar Hill to socialise. I mostly stay indoors like my neighbours	35-50	Black	Unemployed
	I like where I live. I feel it is a safe environment during the day. In the evenings there have been incidents however the police have dealt with matters and the environment has improved	18-34	Black	Employed
	I need more shops around my area	35-50	Black	Employed
	I think so far so good	35-50	Black	Employed
	I think where we live is a very safe community. There is a police station so there are no problems where I live. I think our village doesn't need any changing	18-34	Black	Unemployed
	People around where I live do not seem to care about us but I feel safe. I am happy that my children go to school and return home safely. People just keep to themselves in my area	35-50	Black	Employed
	The GP surgery in my area needs great improvement in providing services to customers	18-34	Indian Sub-continent	Employed

Cambridge Kerala Association	I think all services are excellent	35-50	Indian Sub-continent	Employed
	I think the police should respond very quickly to bad behaviour among the youth in our community. Sometimes you have to collect evidence by yourself. And something can be done because yobs mostly become violent after having a drink from local pubs and shops	18-34	Indian Sub-continent	Employed
	Very good	35-50	Indian Sub-continent	Employed
Care Network	I don't have much to do with them - do my own housework. Only go out when I go to lunch club. Used to get to another lunch club John Impey but don't go there any more	71+	White	Retired
	I used to have to depend on my daughter to get to nurse but it's too much so they come to me. Very poor road surface as un-adopted road. Makes getting out and about on scooter difficult, not enough dropped curbs and in wrong places, Dangerous crossing road, narrow paths - puts myself and children at risk. Some scary incidents.	71+	White	Retired
	We've never had it so good. My son in law is my carer, they are a great help to me. Wonderful help. I am settled and happy.	71+	White	Retired
Chinese Community Centre	Access to information is not easy, its not easy to put one's finger on the right path. We need more facilities for young people in Willingham where I live.	18-34	Chinese	Employed
	Guided bus way should be closely accessible from Longstanton Village High Street bus stop.	71+	Chinese	Retired
	I just moved into this area, so far find everything acceptable. Better and improved public services is always required.	35-50	Chinese	Unemployed
	Increase frequency of bus service from Girton to Cambridge City Centre.	35-50	Chinese	Employed
	Like to have better access to council's information regarding to policy and planning	35-50	Chinese	Employed
	Like to see quicker response from police. Normally trouble maker is gone by the time they show up.	51-70	Chinese	Employed

	Local roads and the road where we live are like those of a Third World country. Pot holes everywhere. A redundant lamp post has not been removed after it was replaced in June 09. Repeated phone calls have no effect.	71+	Chinese	Employed
	Overall public services need improving and action taken rather than words.	51-70	Chinese	Employed
	Services provided by councils have improved through the years and in general they are acceptable.	51-70	Chinese	Employed
	Should have better control of anti-social behaviour to reduce crimes to make place safer to live in	35-50	Chinese	Employed
	Should provide more facilities and activities for young people to keep them occupied and away from bad company.	35-50	Chinese	Employed
Chinese Families Together	I have been living in Bar Hill for 8 years. I have had terrible experience with Bar Hill Health Centre. Our GP delayed diagnoses of my husband's cancer. So he missed opportunity to have operation and died last year. We have 2 very small children, This is a huge loss for our family. I not only doubted our GP's experience. Also doubted our GP's professional ethics and internal management of Bar Hill Health Centre	18-34	Chinese	Employed
	I just moved to south Cambridgeshire recently. The main problem I found is that the majority of drivers are speeding well over the limit. They should have more cycle path in villages. I would like to know my neighbours better also	35-50	Chinese	Employed
	I like the place where I live and I don't wish to change anything	18-34	Chinese	Unemployed
	I live in Comberton village. The neighbours are friendly. The neighbourhood watch scheme is wonderful. We are informed by neighbours regarding updated criminal events/alerts and feel secure at home. Public transport could be better serviced (more routes and bus on Sundays etc).	35-50	Chinese	Employed
	I think there should be more supermarkets in Arbury Park, as well as a GP nearby as the one on Arbury Road is oversubscribed so we need to cycle to Chesterton every time (which is inconvenient)	35-50	Chinese	Employed

	I'm generally happy with the community and the services where I live although more can be done to improve e.g. Harston recreation ground in need of improvement for young people. Rubbish collection alternative weeks just not enough too smelly in summer. Bus service is not available in evenings, no choice, but to drive to the centre	35-50	Chinese	Employed
	The fire and police service never have been used in the area I live so I don't know if the services are good or not	35-50	Chinese	Employed
	The surrounding area we live in is quiet and safe. But the traffic is not very convenient and roads are not suitable for cycling especially for children	35-50	Chinese	Employed
Cottenham Mobile Wardens	I am 92 years old and independent and quite able to cope with the assistance of my daughter and the kind neighbour here - but no doubt the time will come....	71+	White	Retired
	I would like to comment that overall the services given me are quite satisfactory (name and telephone no.)	71+	White	Disabled
	Our village is well furnished with schools and community activities. Young people cause most of the bad behaviour, but only a very small minority. Most people just do their own thing and keep in doors (commuters). Our travelling community cause mayhem	51-70	White	Disabled
Crossroads Care	Frustrated at the lack of opportunities for my son	35-50	White	Carer
	I am vulnerable and quite worried about my neighbourhood, as I have had my property broken into and car vandalised. There is little community spirit in my area.	51-70	White	Disabled
	I don't really have much to do with the local community as my boys don't go to school in Hardwick	35-50	Mixed	Carer
	I think that Sawston is a good place to live	51-70	White	Carer
	I would like easier access to a dentist for my son, but am otherwise happy	35-50	White	Carer
	One thing that would improve where I live would be to have a shop	71+	White	Carer

EEPCO	I know English to a proficient level thus I have no problems with finding out how to get help. I also participate in some parents groups locally and meet a lot of new people who are always willing to advise if I ask them	18-34	White	Migrant Worker
	I think the area where I live is quite dirty. The streets should be better illuminated	18-34	White	Migrant Worker
	In my opinion - streets should be cleaner, street lights are not enough light (brighter), more police officers	18-34	White	Migrant Worker
	The big problem in my village is travel people, who don't live well with local people in Cottenham. Usually teenagers	18-34	White	Migrant Worker
	The countryside is beautiful but people are unfriendly	18-34	White	Migrant Worker
Mordens and Litlington mobile wardens	A friendly and helpful community and I am very pleased of close this village when we moved to this area 24 years ago. Widowed 14 years.	71+	White	Disabled
	Hospital Transport should be free for people over 80 years of age or under any form of care	71+	White	Retired
	Mordens, Litlington warden scheme very good. Steeple Morden Parish Council poor and ineffective	71+	White	Disabled
	Nice village, but poor transport - Steeple Morden	71+	White	Disabled
Ormiston Group	I am an older lady who is a gypsy and I do not trust anything to do with the council as I have not been treated with respect by them	71+	Gypsy, traveller	Retired
	I don't think this will change any thing	18-34	Gypsy, traveller	Employed
	I love where I live but do not like how I am treated by local workers- police, social services etc as they are useless	51-70	Gypsy, traveller	Carer
	I think a lot of things need improving where I live	35-50	Gypsy, traveller	Disabled
	I think it is time travellers had a say on what happens where we live	51-70	Gypsy, traveller	Disabled
	I think it useless the only help I get is from my family	18-34	Gypsy, traveller	Carer
	I would like to have a say in what happens where I live and would like to be treated with respect by others	18-34	Gypsy, traveller	Unemployed
	I would like to know more about things happening where I live	51-70	Gypsy, traveller	Retired

	I would like to know where I could get help with all these things	51-70	Gypsy, traveller	Retired
	Needs improving	35-50	Gypsy, traveller	Unemployed
	The local workers - police or local authorities have no respect for travellers way of life and this needs to change	18-34	Gypsy, traveller	Employed
	The only help I could find is from Ormiston and I find that they would help me any way I needed it	35-50	Gypsy, traveller	Carer
Way Project, Waterbeach	I am lucky to live in a very nice part of the world with good facilities and have few problems with it	18-34	White	Employed
	I think my village is a great place to live. Only issue for me personally is amount of litter. Generally I do not have concerns about crime or anti-social behaviour, although I appreciate that for many people the 'perception' of threat is an issue	18-34	White	Employed
	Nice place where I live, my dad is a youth worker	18-34	White	Employed
	People can make their own lives better if they want it. Stand up for yourself first. Others come last.	18-34	White	Employed
	We think we live in a nice quiet area - would like a better bus service	18-34	White	Employed

Funders of the Seldom Heard Voices Project

Members of South Cambridgeshire Local Strategic Partnership:

	£
Cambridgeshire County Council	2,000
Cambridgeshire Ecumenical Council	500
Cambridgeshire Fire & Rescue	1,500
David Ball Group	1,200
NHS Cambridgeshire	1,800
South Cambridgeshire District Council	6,000
Total	13,000

Expenditure

CCVS project management	2,000
Intermediaries payments inc. translation if required	6,700
Prize Draw x 4	100
CCVS research and analysis	4,000
Report production and publication	200
Total	13,000
(80% paid in advance, 20% on receipt of report)	