



**YOU  
CAN**

HOW CAN WE IMPROVE YOUR LIVES  
ON THIS ESTATE? text us...

07941 143 771

[WWW.YOUCAN KINGSTON.COM](http://WWW.YOUCAN KINGSTON.COM)

# SUMMARY OF COMMUNITY ENGAGEMENT

You Can Kingston / 2009

# CONTENTS

**3-4 / ENGAGEMENT PLAN**

**OUTCOMES**

**5 / ANONYMOUS FEEDBACK**

**6 / COMMUNITY OUTREACH PAINTING**

**7 -13 / COMMUNITY OUTREACH CONVERSATIONS**

**14 -17 / COMMUNITY LED IDEAS - BOOKS**

**16 - 24 / COMMUNITY LED IDEAS - WORKSHOP**

**25 - 30 / STAKEHOLDER ENGAGEMENT**



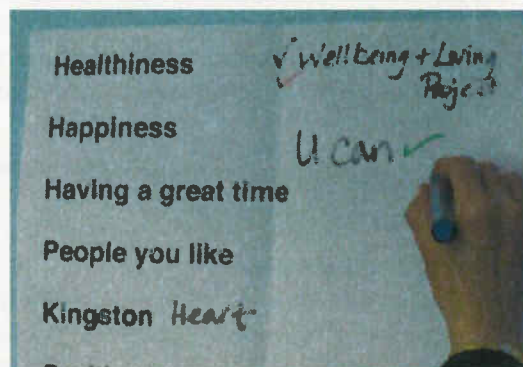
# COMMUNITY ENGAGEMENT PLAN

The first step for the Community Engagement work was to develop a brand for the project which would provide a recognisable and consistent language for all engagement initiatives.

*thinkpublic* developed some preliminary ideas for a project brand that communicated ideas of 'togetherness', 'energy and wellbeing', and 'communication'.

With the Advisory Group a session was facilitated around the voting and discussion of these ideas. The group voted on a name for the project brand, and voted on a look and feel.

*thinkpublic* then collated this information and designed the final project brand: You Can Kingston.



# COMMUNITY ENGAGEMENT PLAN

An engagement plan was developed which aimed to use different methods of engagement in order to capture a variety of different types of information and involve a variety of different people.



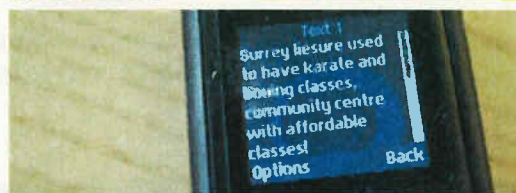
## Anonymous mechanisms

### Website

A website was developed [www.youcankingston.com] in order to document the progress of the project and share project photos and twitter updates. This allowed people to kept up-to-date on the project and upload their comments and feedback. The web-link was embedded into all communications material.

### Text

A live phone line was set-up that allowed anonymous feedback to be channelled from the community to the You Can team. This created a open and accessible communication stream for those who were not able to, or did not want to, speak face-to-face.



## Community Outreach

### Painting the message

To initiate the outreach stage of the project large murals were created around the estate which celebrated the project brand and connected the community with the various methods of feedback.

### Door step engagement

Extensive door-to-door engagement was conducted targeting every home on the two estates. This initiated some in-depth conversations with residents. These conversations were framed around peoples' experiences of living or working in the area and their general experiences of life and health.

### Street conversations

Informal street conversations were conducted, gathering information on people's perceptions of health in the area and people's feelings towards life and happiness.



## Community-led ideas

### Co-Design Workshop

A workshop event was organised which introduced the community to the challenges highlighted from the outreach work. The workshop then invited people to generate and develop ideas around the opportunities for improving health inequalities in their area.





# OUTCOMES: ANONYMOUS FEEDBACK

## You Can Kingston phone-line

**What we did:** *thinkpublic* set up a (text message) phone line which was open to incoming and outgoing messages. This number was positioned on all communications material and at strategic locations on the estate, this invited participation from all areas of the community.

**Why we did it:** Anonymous tools to were used in this instance in order to receive input from lots of people efficiently and effectively. It enabled members of the community who may not have wanted to participate in face-to-face engagement to air their views and ideas anonymously.

These are some of the texts received in response to to the question 'How can we improve your lives on this estate?'

*"The best thing you can do in my opinion is to prevent the Bull and Bush from ever reopening as a pub. The crime and anti social behavior has really fallen since it closed. My quality of life has improved in so many ways since it closed, it's quite overwhelming to think how happy I am. Something needs to be done about the drugs. I have never taken drugs and don't associate with anyone on drugs, but even I hear and see drug sales. It's that obvious. Also I never see a police presence or police patrol. Only ever when there is an incident. I would like to see police patrolling day and night randomly to protect me and my family. I hope this helps. There's much more...!"*

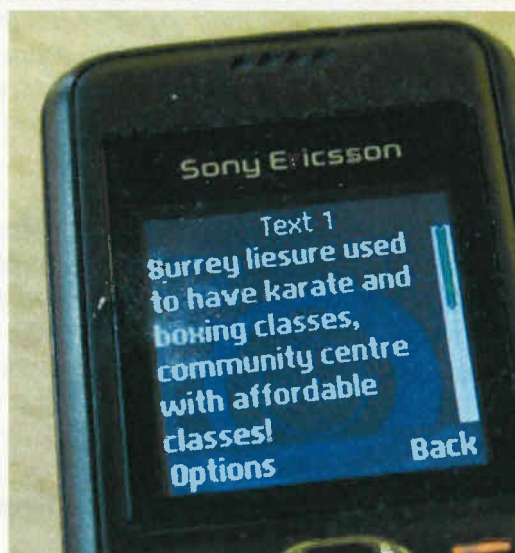
*"Put a swimming pool on the estate"*

*"Give us 20 grand each"*

*"Surrey Leisure used to have karate and boxing classes, community centre with affordable classes!"*

*"Improved parking and more than one visitors pass. Recycling points, better advice when moving in, local and affordable activities for kids and teens!"*

The phone line also received a call from young man who was keen to set up dance classes for the young people on the estate and needed guidance.



ow open so  
in your  
nts, and  
lo with the  
nd  
s Estate.  
portunity to  
d, and

## What Would Improve Your Lives On This Estate?

Written by [youcankingston](#)

Posted on **June 22, 2009.**

Filed under [YouCanKingston.](#)

Read [Comments \(Be the first!\)](#).

# OUTCOMES: COMMUNITY OUTREACH

## Summary of door-to-door conversations and vox-pop interviews on the street

**What we did:** Door-to-door interviews were conducted and targeting every home on both estates. An interview framework was followed in-order to ensure conversations were framed in the most meaningful and valuable way.

The vox-pops provided us with more informal and anecdotal conversations, these took place on the street and outside of the estate and were captured using film and photography.

**Why we did it:** The in-depth conversations provide a solid body of research which helps to understand the individual's story and their experiences of living and being in the local area. The flexible framework was adopted in order to ensure the outcomes from these conversations were shaped meaningfully by the individually of the participants.

The informal conversations and vox pops provided an overview of perception and an overview of the personality of the estate. It also allowed the team to create relationships with members of the community and generate interest in the project and in future engagement.

**The outcomes from this work has been grouped within the 9 key challenges.**

## ACCESS TO LOCAL AFFORDABLE EXERCISE FACILITIES

*"I would use a gym if there was one on the estate. I love to play tennis and badminton but there is nowhere near by"*

**Female / Indian origin / Early 30s**

Lives on estate for 8mths, with a five year old child

*"I don't have time to go to a gym I'm tearing my hair out cooking and cleaning... but it's boring being in the house all the time"*

**Female / mid 30s**

Lived here since 2002, 2 children 8yrs and 3 yrs





*"I would always go off the estate for anything to do with my health. I would definitely use a gym if there was one here..."*

**Female / 18 yrs**

Lived here 5 yrs with parents

*"Sometimes it's too expensive to afford to go to these facilities. That's why most people stay in because they can't afford to go anywhere... that's why young kids are hanging out of the streets. We need something for free for a change"*

**Male / African origin / late 20s**

Lived in Kingston for 20 years



## THERE IS A NEED TO HELP MORE PEOPLE OUT OF UNEMPLOYMENT

*"I do a family learning course being run at my child's school, English is my second language"*

**Female / Indian origin / Early 30s**

Lives on estate for 8mths, with a five year old child

*"I don't want any more courses. There should be some where people get a proper qualification."*

**Male / Unemployed / late 40s**

Been unemployed for a year. Lived on estate for 8mths, with a five year old child



*"It's boring at home so I would like to go back to work eventually.... Would love IT training. Didn't know about IT training here"*

**Female / mid 30s**

Lived here since 2002, 2 children 8yrs and 3 yrs

*"There is not a lot of help available for people here, there could be training courses... I know how it feels to be stuck in the loop thinking that there is nothing in your future"*

**Male / 25**

Lived alone on the estate since the age of 16yr



*I am a qualified chef, just finished a contract at the uni. I would love to run classes I'd definitely be interested in running a youth club. I want to get involved as a youth worker. Only thing that has stopped me is that there is no organised group so far."*

**Male / 27**

## ISSUES OF ISOLATION ESPECIALLY AMONGST AMONGST OLDER PEOPLE

*"I don't use any services here. There's nothing here that interests me. I have lots of friends on the estate, the people are friendly, but there is nothing for the elderly"*

**Male / pensioner**

Lived on estate 38 yrs

*"There should be more community facilities so people can actually meet each other"*

**Male /**

Lived here for 15 years.

*"It's dreadful... there are no public spaces, no open green spaces... something done for kids of all ages, as well as for adults... we need somewhere where kids can play, and where the older people can sit and talk"*

**Female / 70s**

Lived here for 30 years

*"A lot of older people don't go out, they don't want to leave their homes"*

**Female / 80s**

*"There is a real issue in the tower blocks, older people get trapped up there if the lifts stop working... They can die alone up there and no one would know"*

**Male / 50s**

Lived on the estate for 20 years

*"I would like to see more communal facilities to get people socialising more. There is nowhere to sit together. I am from Spain where that is normal. I miss that about here. Even just benches would be good."*

**Female / 50s**

Lived on the estate for four years, has 2 grown up children.

*"You can get some good people here. We say good morning and good night. You could put things right on this estate but people have got to want to do it, you cant just leave it to the few."*

**Female / 60s**

Lived on the estate for 40 years





## LACK OF LOCAL ACTIVITIES WHICH BRING PEOPLE TOGETHER AND HELP PEOPLES MENTAL HEALTH ISSUES

*"It would be good to get people more involved in the estate, lot's of people don't come out of their homes and foreigners don't mix"*

**Male / Unemployed / late 40s**

Been unemployed for a year. Lived on estate for 8mths, with a five year old child

*"I don't have any friends here. A cafe might improve things actually, I tend to socialise off the estate"*

**Female / middle aged**

Lived on the estate for four years, has 2 grown up children.

*"I'd love to do cookery classes, sewing classes. I would enjoy that"*

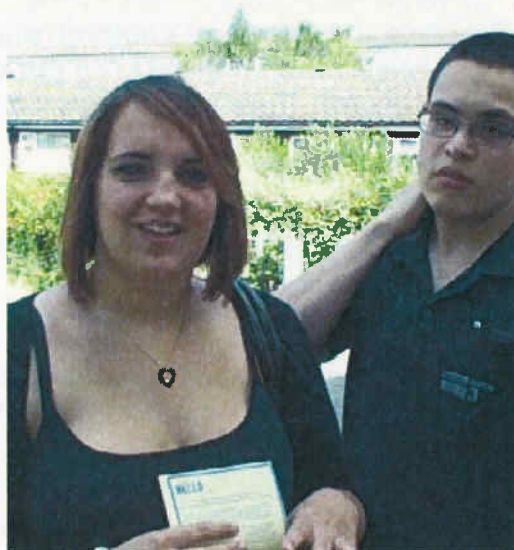
**Female / Afghani origin / early 30s**

Been on the estate 9 years

*"It would be nice to do something other than talk about having a mental illness... I love spending lots of time in my art room drinking tea and painting pictures"*

**Male / 40s**

Lives off the estate but attends the mental health group at Piper Hall once a week



## THE GENERAL CONDITION AND MAINTENANCE OF COMMON AREAS

*"I am treasurer of the CR computer club. It gives out free computers and internet access. Based at the bottom of the Tower. It would be really nice to have better premises"*

**Male / Unemployed / late 40s**

Been unemployed for a year. Lived on estate for 8mths, with a five year old child

*"For the communities wellbeing environmental improvements would do wonders"*

**Female / mid 40s**

Been on the estate for 14 yrs, her mother lives in the building behind her.

*"It would improve the mood if there was more green spaces, places to sit down and relax together. There is no real sense of community currently"*

**Female / mid 30s**

Lived here since 2002, 2 children 8yrs and 3 yrs

*"I don't like people letting the dogs muck on the estate I can't take the grandchildren down to the grass"*

**Female**

Lived here 32 years.



## THERE IS NOTHING FOR YOUNG PEOPLE TO DO, THERE IS PERCEPTION OF A DRUGS AND ALCOHOL PROBLEM

*"Absolutely nothing for youngsters... Could have a brilliant skateboard park on the concrete platforms... A music library would be good... an internet cafe which played good music"*

**Male / Unemployed / late 40s**

Been unemployed for a year. Lived on estate for 8mths, with a five year old child

*"...they party to 4am sometimes. Last year the council put a bench outside without asking any of the residents – we could have told them it would cause problems and it has. Now the kids just hang around there doing drugs and drinking"*

**Male / 76yrs male**

*"This place is dead – there's nothing happening around here – there's nothing to do that's why there's so much trouble. There's loads of police sirens all the time .."*

**Male / 21yr male**

Student at Kingston Uni

*"There is a need for a youth hub... there is no real sense of community"*

**Female / Afghani origin / 19 yrs**

*"I think the teenagers need something to do more than anything, at the moment they have nothing to do so they all just around and about"*

**Female / 20s / single mum**

*"People want to be involved, they just haven't been provided the opportunity"*

**Male / 25**

Lived alone on the estate since the age of 16yr

*"The estate is pretty good. There's a lot going on in Piper Hall but not much for my age group or youngsters and mums with kids. You could have a lot of projects helping young people with community skills, staying healthy, finding work. It's all possible"*

**Female / 30**

Lived alone on the estate for 2 years





## LOCAL FACILITIES THAT KEEP CHILDREN ACTIVE AND HEALTHY

*"My boys are football fanatics, they do all their sports off the estate."*

**Female / mid 40s**

Been on the estate for 14 yrs, her mother lives in the building behind her.

*"There is nothing for the children to do outside, they just sit in their rooms. Sometimes at the weekend we go for a walk, the nearby park is nice, but there are no swings there"*

**Female / Afghani origin / early 30s**

Been on the estate 9 years

*Suggested perhaps some links to local sports clubs eg: Kingstonians have a running track nearby – they could come and pick up kids from the estate and offer them free training and access to the track – similar project was offered in Fulham where he grew up – loved it – was out all day long and too tired to go out pissing it up at night – also felt fit and healthy.*

**Male / 21yr male**

Student at Kingston Uni

*"The one thing that would improve life here would be a park for the kids, with something maybe that the older ones could do as well... The kids need some interesting stuff to play on like at Jubilee Way"*

**Female / early 20s**

Mother of 2 small children

## LACK OF AFFORDABLE HEALTHY FOOD LOCALLY

*"When a bag of chips and a bag of chicken nuggets costs £1.50, why would anybody here buy healthy food? It's got to be affordable. And people have got to understand more about the health reasons"*

**Female / 29 / single mother**

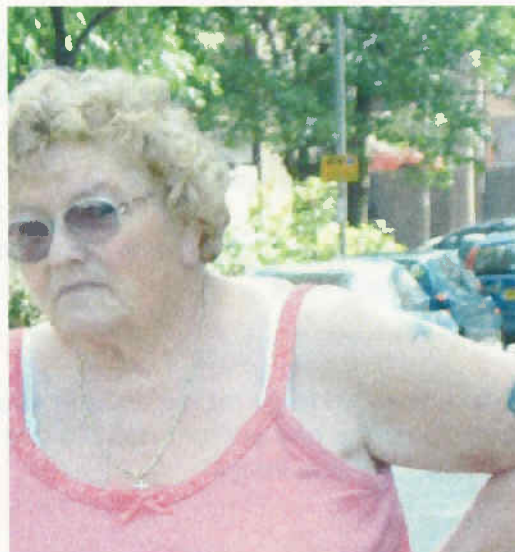
Lived here for 1 year

## PEOPLE DON'T KNOW WHAT'S GOING ON IN THE AREA (INCLUDING HAWKS ROAD CLINIC)

*"Hawks Road? I don't even know what it does. I would really like a GP on the estate though. Ours is too far away in New Malden"*

**Female / Afghani origin / early 30s**

Been on the estate 9 years



*"Hawks Road clinic is basically just a baby clinic. It's not very well publicised. Basically word of mouth. I go to Fairfield GP, it's convenient when you pop into town"*

**Female / mid 30s**

Lived here since 2002, 2 children 8yrs and 3 yrs

*"We don't get much information about what is available round here"*

**Female / 20s**

2 children - 8 weeks and 2 ½

*"I am just about to go on a computer course. Was going to do the one at Piper Hall but not very good publicity for these things"*

**Female**

Lived here 32 years

*"I don't really know about any health services in the area, never heard of the Hawks Road Clinic"*

**Female / 18**

Lived on the estate for one year

*"At Hawks Road I think they just deal with pregnant women or something, they don't deal with people with health problems"*

**Male / African origin / late 20s**

Lived in Kingston for 20 years

## THE REPUTATION OF THE ESTATE IS NEGATIVE

*"...No one knows this place exists and even if they do, they don't want to come here – you'd need to do lots more than build a new building... the whole place needs to look better and feel safer first"*

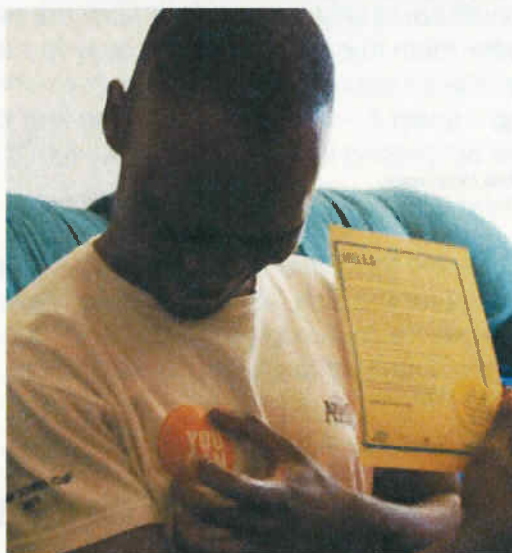
**Male / 21**

Student at Kingston Uni

*"For all we know people might be really nice on this estate, but we haven't had a chance to get to know them so we are being really judgmental"*

**Female / 19**

Lives just on the edge of the estate





## GETTING YOUNG ADULTS TO TAKE MORE RESPONSIBILITY FOR THEIR HEALTH

*"...I often get young girls coming to me for advice about their sexual health. They feel uncomfortable going to a doctor and they don't really understand what help is available. There needs to be a facility like a youth group that allows people to talk freely and confidentially about these issues"*

**Female / 29 / single mum**

Lived on the estate for over a year

*"The young people round here have so much potential, they just need somewhere they can be themselves and feel listened to"*

**Male / 27**

Lived on the estate 5 years

## GENERAL ATTITUDES TO HEALTH AND HAWKS ROAD CLINIC

*"I'm not sure if a GP on the estate would be that good because it would mean everyone would know your business"*

**Female / early 30s / single mum**

*"We really love the baby café, its invaluable, we've met some really nice people"*

**Female / early 30s**

*"The Hawks Road Clinic provides a much nicer and much friendlier experience than going to the doctors"*

**Female / 29 / Single mum**



# OUTCOMES: COMMUNITY OUTREACH

## Painting the message

**What we did:** *thinkpublic* organised a day of mural painting in the Cambridge Gardens and Cambridge Road Estates. This involved volunteers from the community, the Housing Office, and students from Kingston University.

**Why we did it:** The aim of this activity was to;  
a) publicise the project identity to set the tone for all further outreach initiatives.  
b) invite people to feed their views into the text number, and to view the web-site.  
c) Create a relationship with the Housing team and local students.

*"...I just wanted to express my appreciation to you and those involved in the recent painting project on the Cambridge Road Estate & Cambridge Gardens. A sterling job done and very pleasing on the eye. I would certainly like to see the art project extended on the estate."*

Local Estate Manager

*"...I love the colour, can you do the whole wall! There needs to be some more colour around here"*

Female, CRE Resident

*"It's great, I was walking past and saw it and thought 'I CAN what?' and I was intrigued, and now it all makes sense!"*

Female, 19yrs, CRE Resident





# OUTCOMES: COMMUNITY-LEAD IDEAS

## Summary from the Ideas Books

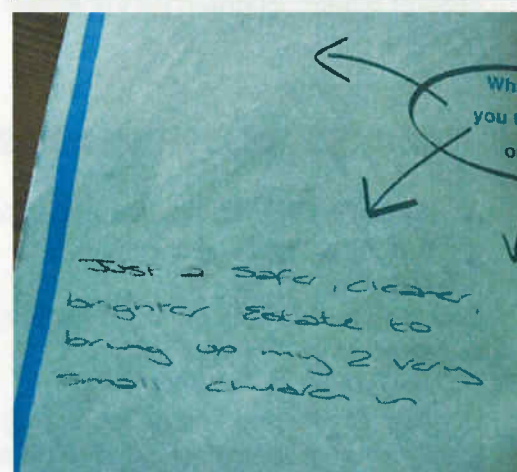
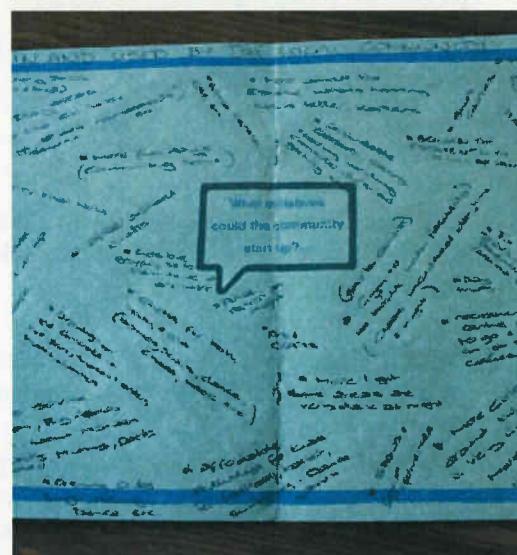
**What we did:** As part of the door-to-door interviews Ideas Books were given out to help us capture resident's thoughts and ideas before the co-design workshop.

**Why we did it:** This tool was designed to bridge the gap between the two stages of the project. It also gave residents the opportunity to contribute to the project from their home at a time when it was convenient for them.

Below is a summary of the content from the books:

### HOW COULD WE TRANSFORM HAWKS ROAD CLINIC?

- Maybe have an under 5s drop in centre in the morning and an elderly activity centre in the afternoon till 3pm. Then from 3.30/4.00pm the clinic could be available for school children dropping in to do homework clubs, dance classes, computer classes etc. Like an after school club.
- A local doctor, NHS dentist, an eye clinic (optician) A doctor or nurse available during the under 5s and elderly sessions would be handy.
- Weekends could be family fun day where the whole family could join in activities to promote healthy eating and exercises.
- Make more use of the garden for the under 5s and elderly.
- Family planning (walk-in and evenings)
- A vet service as lots of kids on the estate have dogs.
- Hold classes on baby/children subjects ie yoga, massage, care, feeding etc.
- Drop in clinic for the elderly coffee morning also for mums/dads when kids not school age.



- Clubs for both young and old (brownies, scouts, dance, chess, book etc). Evening clubs (bingo, dating, dance etc).
- Bus service into town, big Asdas, Tescos, New Malden etc for OAPs, mums, dads, disabled.
- More about the estate "What's Happening!" newsletter, leaflets.
- Affordable classes and short courses (cooking, reading, writing, computer, first aid, gardening etc).
- Sports centre – gym to be built with facilities for classes including day time/night time. Affordable activities for kids ie football, ballet, singing, dance, games, arts and crafts
- Shows, group performances.
- More colour around the estate it is very grey and boring – more greenery, more artwork around by local kids and adults.
- Recruitment centre where people can go to get advice on job seeking, cv's, courses etc.
- Parking on the estate, non-residents park their cars and walk into town/work or advertise cars for sale. Fix stairs, rails, fences, pavements, walls around estate. Brighten up the estate with a lick of paint.

#### WHAT WOULD HELP YOU TO GET THE MOST OUT OF LIFE?

- Just a safer, cleaner, brighter estate to bring up my two very small children in.
- Day trips for families during school holidays like the seaside (we pay).
- English, Maths and IT courses during the day for parents. Especially English as a second language.



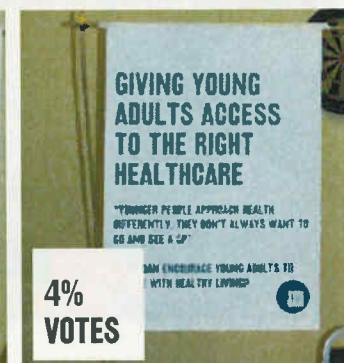
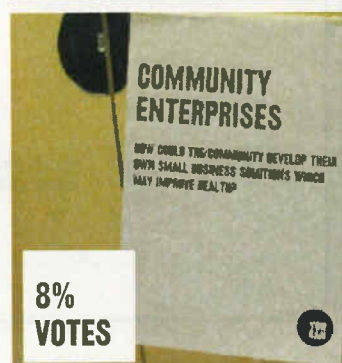
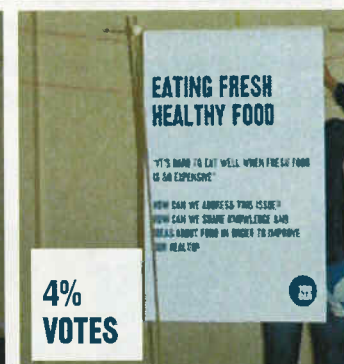
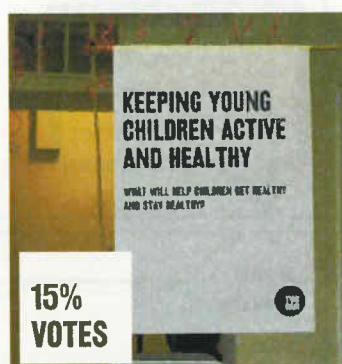


# OUTCOMES: COMMUNITY-LED IDEAS

## SUMMARY FROM THE CO-DESIGN WORKSHOP

**What we did:** A co-design event was facilitated at the local community centre, Piper Hall. The event brought together people living and working in the community. The workshop was structured around the nine challenges that arose from the outreach work. Participants were invited to vote on the challenges that were most important to them and then work through this with a member of the You Can Kingston team. The outcome of this consultations were ideas and opportunities for how we could address this challenge.

**Why we did it:** Co-design events are a powerful way to unlock the potential of different stakeholders. They create an environment that actively encourages creative thinking and collaboration, breaking down social, cultural, and organisational barriers. This is a summary of the voting breakdown against the nine challenges.



ies of tools to help  
etail the journey towards their

challenge

the challenge form, talk  
un-pick the reasons why the  
important to the participant.

### opportunities for change?

l provided on each table  
, a brainstorming session is  
ure Ideas sheet to document

s describe their idea in more  
is going to work, what the  
how it could potentially have  
health centre in the area.  
ualisation of the idea.

ange tables an art space  
d participants to create a  
at made them feel happy



# UNDERSTANDING THE CHALLENGE FORM

ed here?	

issue?

about this issue?

health and happiness?

# AS - OPPORTUNITIES FOR CHANGE

*Your thoughts and ideas*

improve your health and the  
y  
urist in a new Healthy Living  
ed and how it might work.

**THE INGREDIENTS**

What does your ideal need to prosper and expand?

How could it be a part of a new local healthy living centre?...

**YOU CAN**



# OUTCOMES: COMMUNITY-LED IDEAS

This is a summary of the ideas that were generated in the workshop.

## HEALTHY MINDS

*"To improve people's lives we need to help them raise their expectations and show them the opportunities available to them"*

## AN ESTATE FARM

A farm for the estate to grow fresh fruit and veg as well as animals. Chickens, sweetcorn, eggs, milk etc.

## SEEDSHARE

Seedshare is an initiative that helps residents share and grow their own seedpots on their balconies. There could be information sessions on growing plants and when to grow specific plants. This will enhance health and encourage healthier eating.

*"I could get involved by showing residents how to grow plants on their balconies"*

It could be advertised in the new healthy living centre, coffeeshop drop in sessions and advice over a cup of tea.

## DRAWING LESSONS AND ART CLASSES

Getting people drawing and talking about their drawings of the estate.

*"I could offer lessons in a health centre"*

*"Drawing is cheap to do and can be done outside in the fresh air!"*

## OPPORTUNITIES FOR LEARNING AND TRAINING IDEAS

## COMPUTER CLUB

An extended computer club that will run sessions for young people and more residents. There could be a



## OUTCOMES: COMMUNITY-LED IDEAS

crèche and a drop in centre/internet café.

I could offer my skills from the computer club. It could benefit the local health centre because it will provide extra services for them.

*"Jobs are too hard to come by. There aren't really any opportunities for people to set things up themselves. I'm currently learning Danish."*

### ESTATE NOTICE BOARD

There is no way of knowing what's going on, a community notice board will help people advertise events and share what's going on. It's only by chance that we know about things going on.

### LIBRARY

Get people meeting at the library, increase its use by residents on the estate.

Make the library relevant to people, but the problem is communicating what we do. Need to stop looking in and encourage community champions.

*"The local library fails to engage with the local community. We need to understand families and offer more."*

### ENGLISH LANGUAGE CLASSES

Local residents could provide English language classes for recent arrivals to the estate from abroad.

*"If there is training for jobs then I've never heard about it. Being understood is the biggest problem for me as my English is poor."*

## LOCAL AFFORDABLE EXERCISE IDEAS

### MORE EXERCISE OPPORTUNITIES

We would like more exercise opportunities on the estate. Piper Hall used to have an exercise club





## OUTCOMES: COMMUNITY-LED IDEAS

which was good, it should also have holiday clubs for the children to go during the holidays.

There needs to be more green space on the estate and football, basketball classes should be improved. There should also be Yoga classes at Piper Hall.

*"There is nowhere you can go that's affordable. It would be great if there was somewhere we could just pop down to."*

### CHEAP EXERCISE CLASSES

Classes will cost £2/£3 per session and there is no need to commit, the problem with the Gym's is that you have to sign up for so long. This will be affordable to everyone. Local services could also come in and give demonstrations about health and safety, crime etc.

### SWIMMING TRIPS

Group trips to local swimming pool, people might not want to/be able to go on their own.

## KEEPING YOUNG CHILDREN ACTIVE AND HEALTHY

### COMMUNITY CENTRE

#### OUTSIDE SPACE FOR CHILDREN

Better outdoor spaces for children to play safely.

### SUMMER ACTIVITY ACTIVITIES

During the school holidays there are lots of children causing trouble because there is nothing for them to do.

### SPORTS TOURNAMENTS

Football tournaments for local youths, this could be watched by the estate.



# OUTCOMES: COMMUNITY-LED IDEAS

## HEALTHCARE FOR OLDER PEOPLE

### A BUS SERVICE

A bus service that serves the estate, this would link with all local health services. In particular the hospital. I could help by leafleting the estate to let them know about it.

The health centre could provide more general services so we don't have to travel to the hospital all the time.



### BALLROOM DANCING

Could have this at Piper Hall?

An instructor would be needed but you should just be able to 'pop in' and give it a go. 2-4pm once a fortnight.

£2.50-£3 only



## EATING FRESH HEALTHY FOOD

### GROUP ALLOTMENTS

The allotment could also include a cooking and social club where people can meet and grow fruit and veg and cook for each other. I would love to set something like this up but I need help!

### FRUIT AND VEG MARKET

Traditional market stalls selling fresh produce. It is on the estate every week and includes live music played by residents.

*"You have to get a bus to buy health food, you can either go to Asda or Lidl. There isn't any healthy food available on the estate."*



## COMMUNITY ENTERPRISE IDEAS

### SOCIAL KNITTING GROUP

This could also work with food as a cooking club. Socialising is the main thing this would be good for



# OUTCOMES: COMMUNITY-LED IDEAS

but it could also provide training.

## OPPORTUNITIES FOR YOUNGER PEOPLE

### CAPOEIRA CLASSES FOR YOUNG PEOPLE

The classes must be free to attend, they will be run to engage with troublesome children at ages 9/10. We can have demonstrations that get local youths interested and the classes could run at the proposed health centre. To begin with the classes could be run by 2 local volunteers.

*"I was unhealthy growing up by Capoeira helped me get fit and disciplined. It will show that kids can do stuff and be great at something. It helps with mental and social wellbeing."*

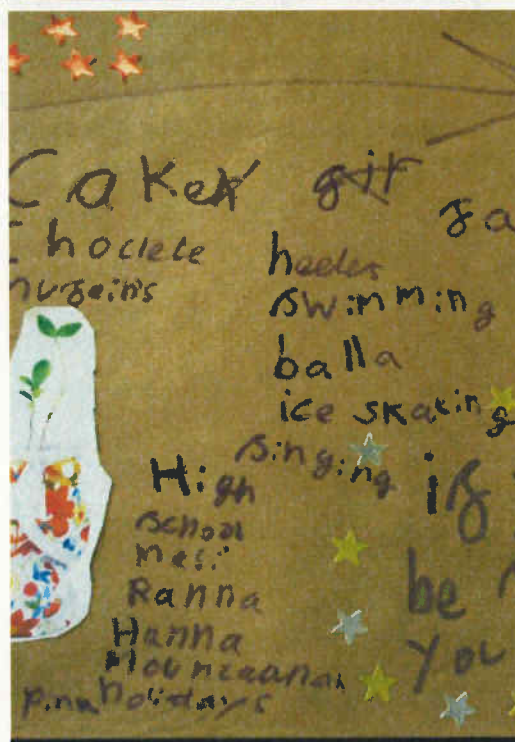
### COMMUNITY CENTRE

The estate doesn't have anything for young people to do, we would like to see a community centre that has events for children focused around their education. Homework clubs would be a good idea. It should be a drop in centre with pool, darts etc, somewhere for the youngsters to drop by. Once they are in then they could get involved in gardening clubs or other social/health activities.

*"Learning and training is an issue on the estate. Youngsters run riot on the estate, we need ways to get them to use their energy constructively. Too many youths can't be bothered to better themselves. There is a lack of integration on the estate."*

### GRAFFITI WALL

A lot of the trouble and stress people experience living here is because children don't have anything to do. A graffiti wall that is washed over every 4 weeks would give youths a designated space to do artwork/ graffiti.



# OUTCOMES: HAWKS ROAD CLINIC STAFF WORKSHOP

## Summary from staff workshop

**What we did:** We designed and delivered a workshop that captured the perceptions and experiences of staff working at the Hawks Road Clinic. We used creative tools and techniques to enable participants to share their insights and ideas clearly.

**Why we did it:** A good understanding of all stakeholders gave us a better picture of how certain issues are perceived and dealt with in the area. Stakeholder workshops identify the interests of stakeholders and recognise where there may be conflict or opportunity.





This is a summary from the workshop.

## WHAT DO YOU DO REALLY WELL?

- Garden outside space - Staff lead project. Trialling an open community garden scheme. Parents are getting involved growing strawberries, courgettes and aubergine
- Free wireless internet - it's used but not well publicised
- Huge range of services: speech, school health, family planning, breast feeding, breast screening, child health clinic, stop smoking courses, anti-natal classes, diabetic clinic
- Friendly and hard working staff team

*"The services are always really busy here"*

## WHAT ARE THE BIGGEST HEALTH CHALLENGES?

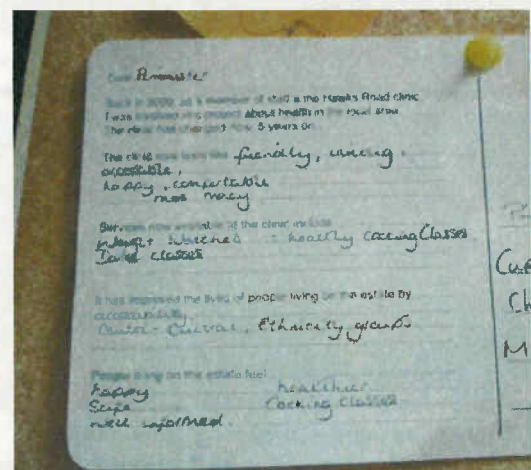
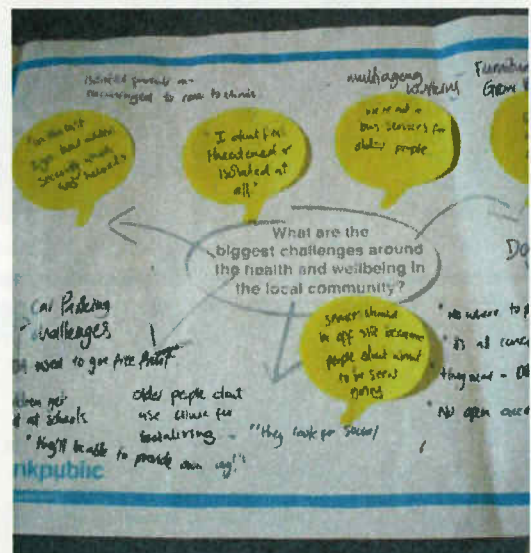
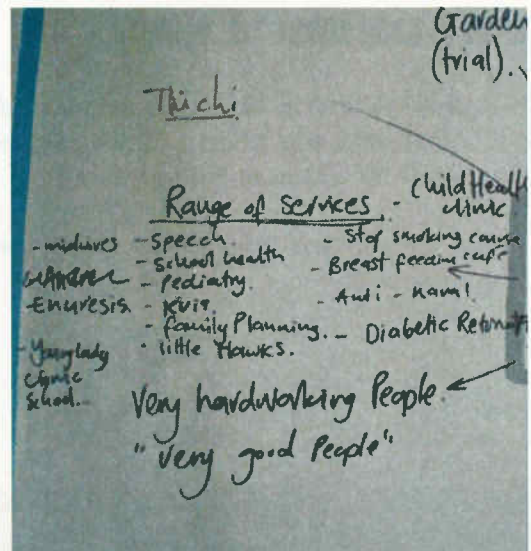
- Isolated people
- Lack of transport services for older people
- Nowhere for young children to play safely
- Lack of cohesion in the community

*"Health services should be slightly away from the community because people don't like to be seen going"*

*"Security is a big issues, it use to be very scary around here but we have lots of new security measures and things have improved over the past two years. Security and safety is really important"*

## THEMES AND OPPORTUNITIES

- Safety and security
- Friendliness and warmth
- Openness and accessibility
- Communication and publicity
- Multi agency approach
- Isolation in the community



# OUTCOMES: HAWKS ROAD STAFF WORKSHOP

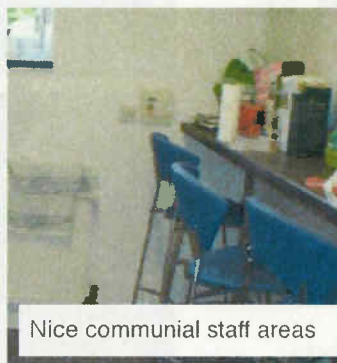
## WHAT IS GOOD ABOUT THE CLINIC

We gave the staff at Hawks Road two cameras to document what was good and not so good about the Hawkes Road Clinic at the moment.

This is a summary of what staff thought was good about the clinic.



Friendly smiley staff



Nice communal staff areas



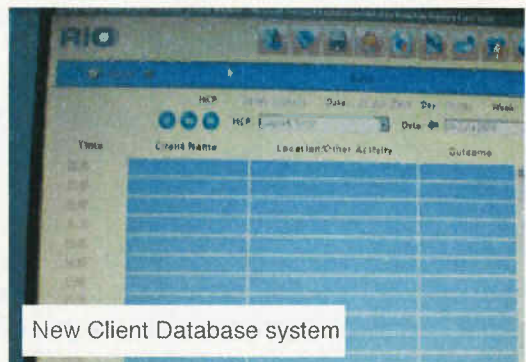
Community Garden Space



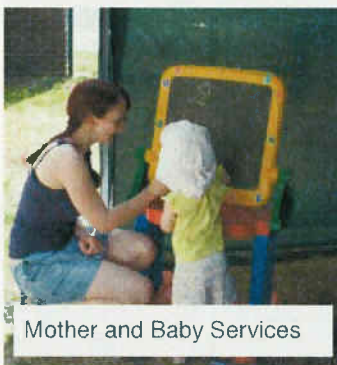
Accessible for all



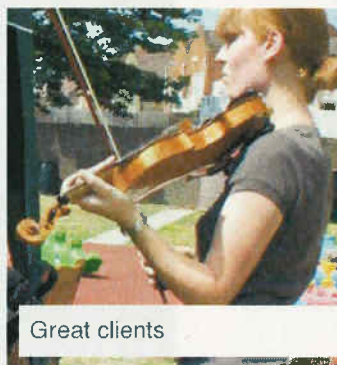
Safe and secure



New Client Database system



Mother and Baby Services



Great clients



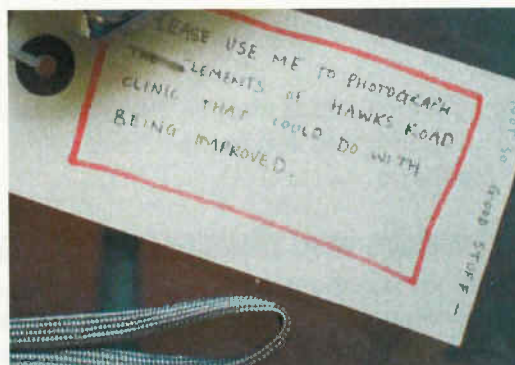
Quality equipment



# OUTCOMES: HAWKS ROAD STAFF WORKSHOP

## WHAT IS NOT SO GOOD

This is a summary of what staff thought was not so good about the clinic



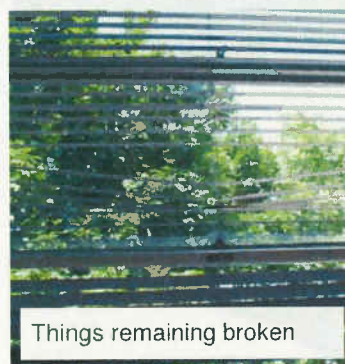
Uncomfortable temperature



Blockages in the workspace



Secure car parking



Things remaining broken



No storage space



Cramped working conditions



Graffiti



Spaces look badly



No space buggies and bikes



# OUTCOMES: HAWKS ROAD STAFF WORKSHOP

## WHAT IS YOUR VISION FOR THE FUTURE?

Using bridging card images the group formed a vision for what they wanted Hawks Road Clinic to become in the future.

### A / ENGAGING WITH TRANSIENT COMMUNITIES

Presently transient communities use the centre as a reference point to get the right information for them to then use the relevant local services. This is a service that could be formalised and communicated better to the relevant people.

### B / WORKING TOGETHER

The clinic fosters good working practices and reflects a strong team dynamic. This is something that can be built on and capitalised

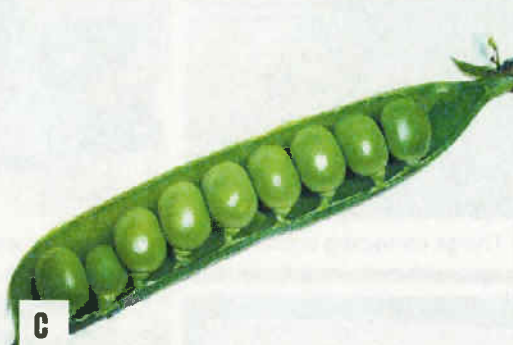
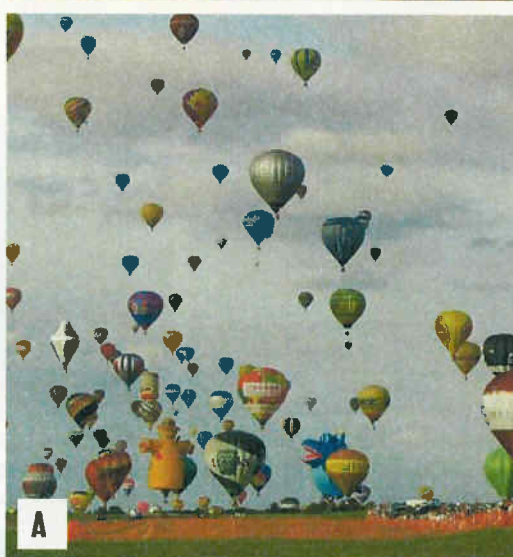
### C / HEALTHY EATING

The clinic are keen to expand their open garden to encourage people to understand more about healthy food and food preparation.

### D / COMMUNICATION

*"People on the Cambridge Road estate probably don't use the clinic much because they don't know it's here"*

Better communication out in the local area, the ability to advertise easily and successfully. Perhaps develop a better online presence and online community. But also more visibility within the estate and reaching more isolated people





# OUTCOMES: HAWKS ROAD STAFF WORKSHOP

## E / REPRESENTING DIVERSITY

"The clinic at the moment does not reflect the diverse surrounding community"

## F / ACCESSIBLE GARDEN

They would like the outdoor space they currently have to become a key feature and real pull for the more isolated members of the local community.

## G / A POOL!

There is enthusiasm for more diverse and dynamic facilities within the clinic which could provide entertaining and leisure services to the local community

## H / MULTI AGENT GROUPS

In order to solve the tougher social challenges in the area, there is a need to connect better with the partner organisations such as the Housing Office, the Police, play specialists, Social Services.

## I / SECURITY

"It feels a lot safer now because of the cameras and the secure entrance facilities, this is something we wouldn't want to lose"

## J / ICE-CREAM FRIDAY!

They were keen to have services that make people happy!



E



F



G



H



J



I



# OUTCOMES: HAWKS ROAD STAFF WORKSHOP

## K / COMMUNITY LEAD SERVICES

The spaces within the clinic could be occupied better by community lead initiatives in order to penetrate further into the community and raise awareness.

*"How we communicate doesn't reflect diversity"*

*"There are communities within the community"*



K

## L / MOTHER AND BABY SERVICES

They felt most proud of their mother and baby services and this is something they want to continue to build upon, and potentially increase their resources to be able to accommodate greater numbers.



L

## M / TACKLE ISOLATION

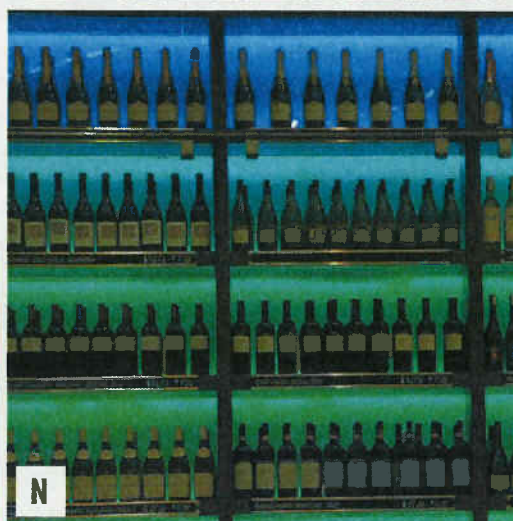
There is a challenge engaging more isolated people with local services. This is something the clinic are keen to address in future



M

## N / SOCIAL INITIATIVES AND TEAM BUILDING

"People like working here, we are all really good to one another, and we socialise when we can"



N

## O / CUSTOMER SATISFACTION

"We want happy clients"

## P / SUCCESS AND REPUTATION

They feel full of potential and very positive about their abilities to deliver excellent services



P



O



# OUTCOMES: HAWKS ROAD STAFF WORKSHOP

## POSTCARD FROM THE FUTURE

Staff collectively wrote a postcard from the year 2014. This was a postcard to the Prime Minister telling them about the new Hawks Road Clinic.

**Why we did it:** Describing future scenarios enables people to creatively explore what is possible in the future and to find confidence in addressing their current challenges. By recording these scenarios as storyboards they are able to communicate these ideas to a wider audience and bring them to life.

