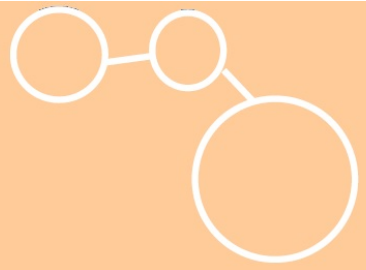




# SLEAFORD SPEAKS

The World Cafe event where the community connect



## Background

Lincolnshire Police 'Building Social Capital' directly refers to a wider goal of connecting with people in local communities and details how this is currently being delivered. The World Café process is one of the strands of this strategy and is designed to increase active citizenship and volunteering.

The overall aim of the programme is to engage the communities in each area, building trust and networks with a view to developing active citizenship, also known as Social Capital

The common objective was to strive to work around places/communities in collaboration, whilst working to develop a community approach to improving safety and wellbeing, hearing from communities, and seeking to take a whole community approach to common factors which affect both offending and health/wellbeing.

It was decided four World Cafes would be held, one in each of the four selected areas.

The World Cafés would focus on 'building social capital' in each area. These areas include Sleaford, Skegness, Gainsborough (southwest ward), and Sutton Bridge.

In each of the four areas a planning group comprising police staff, staff from local councils and other partnerships, the voluntary sector and community received training in the philosophy and logistical requirements of a World Café, followed by training in how to facilitate or scribe at a World Café event. The training and Café Hosting was delivered by MutualGain.

The responsibility for recruiting to the World Cafe and preparation of facilitators guides would fall to neighbourhood policing staff in the four areas. MutualGain supported the neighbourhood teams by attending a series of online briefings and providing examples of facilitators briefings, as well as answering ad hoc requests for advice and guidance.

## Training

Whilst initial training was delivered face to face, as a result of the COVID 19 pandemic, it was decided that the supported delivery sessions would be delivered online using a process developed by MutualGain using the Zoom and Microsoft Teams across a series of sessions.

## Planning and Delivery

The focus of the World Cafés was to encourage people from 'seldom heard' groups to consider becoming an active citizen or volunteer with Police, thereby impacting on the 'Building Social Capital' strategy. Each café had broadly the same theme but attracted different people within each of the locations.

In Sleaford, an incentive of £10 cash was offered to those who registered and then attended the World Café, with a target of attracting up to 100 people. The funding for the incentives was drawn from the programme budget.

## Sleaford Speaks World Cafe

The World Café was held on 11<sup>th</sup> September 2021 between 1100 – 1300. The event was attended by approximately 50 people.

There were three rounds of questions asked at the event as shown below

**Round One:** What do you feel makes a safe community?

**Round Two:** What could make a safer Sleaford?

**Round Three:** What can WE do, as a community, to make it better?

In total, 544 pieces of individual data were recorded by the scribes, with the breakdown per round shown below.

Round	Number of Responses
Round One:	185
Round Two:	171
Round Three:	188

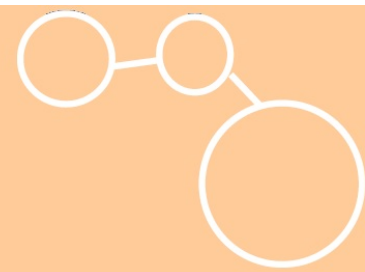
## Data Coding

Every piece of data was taken from the tablecloths, used on the day, and entered onto a spreadsheet.

The data below includes comments, notes and direct quotes from participants. Data captured during the event was recorded and analysed after the event.

Pivot Tables were used to analyse the data recorded and was categorised and sub-categorised. The interpretation of each individual entry was debated and grouped into themes by the Coding, Analysis and Report Writing Team.

The themes were subsequently refined using MutualGain's [six step coding and analysis process](#) to develop a comprehensive range of sub themes that would enable the qualitative analysis process.



The top four categories that accounted for the largest number of comments were:

Rank	Category	Number of Responses
1	Engagement	53
2	Environment	44
3	Community Spirit	34
4	Transport	20

There was one contested comment that could not be categorised.

Category	Sub-category	Number of Responses
Engagement	Mentoring	13
	Policing	6
	Safety	5
	Community	4

Of all the comments, one was recorded as negative and the remaining comments were neutral. The comments in relation to Mentoring overall related to younger people and schools. The comments that came out of this were of the mentoring of children to respect each other and their views.

There were also comments in relation to bullying and cyber bullying that needed to be tackled which were categorised within the mentoring sub-category.

The potential impact of this normalised behaviour is captured in this comment:

“Teach children at school to respect each other and their views”

In terms of Policing, there were three negative comments. The comments related to spending too much time on so called “hate crime” and more time on real crime, better policing at traffic hotspots and better communication between police and other agencies.

In terms of Safety, all the comments were directed at a more visible police presence, one comment of interest suggested;

“More Police presence – citizens wish to take a vigilante approach.”

The sub-category Community had four responses. In terms of engagement comments suggested easy access to services and empowerment along with more engagement between individuals, knowing them would make them feel safer and working together would encourage people to do more for their community.

There were 12 comments that were categorised within the engagement header but had no sub-category allocated by the team, in general they referred to community engagement and the community being heard and consulted.

Category	Sub-category	Number of Responses
Environment	Safety	13
	Lighting	8
	Littering	6
	CCTV	4

There were five positive comments, four negative and the remainder were neutral.

On the whole people feel that Sleaford, and North Kesteven, are safe areas especially during the day, there are concerns over night time safety, the areas of Nags Head Passage and the Bull and Dog public house have been highlighted as areas of concern.

“Feel safe during the day.”

For the lighting sub-category whilst a number of people have concerns that lighting is inadequate during hours of darkness there is a number of people who comment to the contrary and state lighting is adequate and they feel safe with it in its current format.

The comments around Littering were all negative, there is some concern over littering – dog mess / cat mess and general litter, however a portion of the litter is made up of discarded face masks which has come about during the Pandemic

The CCTV sub-category has the general feeling there should be more CCTV of which it should also be of a better quality.

Category	Sub-category	Number of Responses
Community Spirit	Neighbourhood	4

The four comments in relation to “neighbourhood” related to knowing your neighbours, being neighbourly and general neighbourliness.

“Neighbours taking care of each other”

There were 26 general comments that were categorised within the Community Spirit header but had no sub-category allocated by the team.

Category	Sub-category	Number of Responses
Transport	Safety	3
	Policing	2
	Public Transport	1

In terms of Safety, there were two negative comments and the other classified as neutral, the comments were about general road safety including better and more pedestrian crossings, too many cameras meaning drivers are looking at their speed and not the road and knocking people over. The pedestrian comment expands to suggest some specific areas within the town centre to make pedestrian routes safer.

For the Policing sub-category both comments were negative and related to speeding and people not obeying the rules of junctions.

The only comment for the Public Transport sub-category was negative and was regarding having more public transport options particularly on a weekend as it meant people of all ages were isolating for too long.

There were 14 uncategorised comments made in relation to Transport, these included; will travel to other locations, poor transport at night, traffic calming measures, improved cycle paths, good parking, safer cycling routes, better access to trains and buses and upgrade Rauceby railway station.

## Conclusion for Round One

Analysis of the information collated from this round covers a range of topics. The key points that consistently arise in this round relate to Engagement, Community Spirit, Transport and Opportunities.

Overall the category of engagement clearly sits where the community feel most empowered to make a change in a number of ways with a strong requirement for better engagement between the police and public.

Resourcing is a key issue for the community with people wishing to see more police presence and spending time effectively across crime topics rather than just one such as "hate crime".

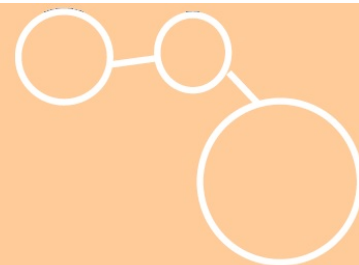
Responses show that people wish to work together to make the difference with better links to service providers and the police would encourage people to do more for their community. Comments relating to children and young people show that people expect that there is a responsibility to act in a socially acceptable manner and doing what is required from a young age.

There are concerns about some areas however these issues appear to be experienced in specific locations at night.

Roads and transport also affect what makes people feel safe with speeding, poor public transport and pedestrian safety all having a negative impact on the town. but people gave good ideas such as traffic calming measures, improved cycle paths, good parking, safer cycling routes.

On the whole people feel that Sleaford is a safe place to live. During discussions it is clear that although there are some negative comments, people are willing to come up with solutions. There are a number of comments that suggest that Sleaford overall has a fantastic community spirit.





The top four categories that accounted for the largest number of comments were:

Rank	Category	Number of Responses
1	Engagement	73
2	Opportunities	23
3	Transport	21
4	Safety	17

There was one contested comment that could not be categorised.

Category	Sub-category	Number of Responses
Engagement	Mentoring	25
	Support Services	9
	Community Spirit	6

All the comments are neutral for the sub-category Mentoring.

The comments in relation to mentoring mainly refer to parenting and providing more support and services for young parents, there were a couple of comments regarding providing facilities to the older generation to assist / build confidence in getting online.

There was a single comment regarding PCSO's that they are not held in the same regard as Police Officers.

"A baby is for life not just for infancy"

Regarding the sub-category of Support Services there was a focus on the requirement for support and feedback following reporting an incident to support services or when requesting a service from a partner agency.

The Community Spirit sub-category focuses on community cohesion and seeing everyone working together to bring them closer to that common goal which in this sense is community unity.

Category	Sub-category	Number of Responses
Opportunities	Facilities	9
	Volunteering	4

For facilities the comments related to the provision of activities for young people such as a youth club, some of the comments stated that current facilities were not large enough and that the cost of some activities was too great and so excluded some members of the community.

A Community Centre was suggested as a suitable solution to this where activities and clubs could be run but that the Community Centre would have to be free or low cost to be inclusive of the community as a whole

The volunteering sub-category focussed on fundraising by all for a community centre to provide the facilities needed in the community and trying to find make volunteering more accessible to people who want to get involved in the community.

Category	Sub-category	Number of Responses
Transport	Safety	5
	Environment	4

The sub-category of Safety raised comments about the need for more traffic calming measures in the town centre including more speed cameras and a dedicated 20mph speed limit, this is tied in with better road maintenance being required to maintain not only main roads but the country roads also to make Sleaford a safer place, the Manual for Streets was mentioned in the comments as a good place to start to identify the process and options for these measures to be implemented.

The environment section proposes pedestrianisation, extra cycle lanes / electric scooters and a requirement for mobility scooters / electric scooters to have registrations on them as they are deemed inconsiderate to pedestrians with their usage, the thoughts being by adding in these measures it would make a safer place to be.

Category	Sub-category	Number of Responses
Safety	Facilities	3
	Drug Use	3
	Anti-Social behaviour	2

Under the category of Safety, it was highlighted that victims of Domestic Abuse needed more access to safe places to go and that there is a lack of refuges. A restriction on venues for drinking was discussed but no further context was added to the comment. Better access to emergency health care again was discussed but there was no elaboration on the comment as to what was meant by this

The comments made on the sub-categories Drug Use and Anti-Social Behaviour refer to the control on use with a perception there is more visibility of use and open drug dealing. The smell of drugs in common areas particularly cannabis is less hidden and the use of seems more acceptable and more now of a social norm. Victims of Anti-Social Behaviour face the effects of this.

## Conclusion for Round Two

Once again, Engagement, Opportunities and Transport feature in the analysis of the information collated from this round.

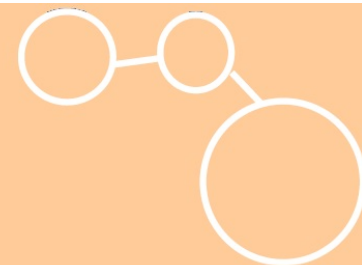
It was difficult to make a strong conclusion for this question as many of the comments were not a reflection of what could make a safer Sleaford. The majority of the Engagement / Mentoring and Opportunities comments are more pertinent to Round 3 - "What can WE do, as a community, to make it better".

The main requirements for a safer Sleaford were around issues with traffic such as speeding and better facilities for pedestrians, cyclists and mobility scooter users.

The idea of community facilities such as a community centre was raised where activities could take place and improved volunteer opportunities, perhaps with further investigation these could help make Sleaford a safer place particularly as issues such as domestic abuse and the need for a refuge.

Under the category of Safety, it was highlighted that victims of Domestic Abuse needed more access to safe places to go and that there is a lack of refuges.

## Round Three



The top three categories that accounted for the largest number of comments were:

Rank	Category	Number of Responses
1	Engagement	111
2	Community Spirit	15
3	Transport	14

Unfortunately, in this round there were 20 Contested comments that could not be categorised.

Category	Sub-category	Number of Responses
Engagement	Community Spirit	20
	Mentoring	19
	Social Media	10
	Volunteering	10

In terms of the sub-category Community Spirit, a community hub run by the community was suggested as well as more community activities such as trails and more accessible walks for all generations to be involved in to break down social barriers.

There was suggestion that the community hub needed to be for and run by the community and that there should be no political interference, a comment was made into having a citizens panel to help set up and run the events and activities desired for the community.

A comment was made that it is difficult for people renting in the area to get to know their neighbours due to increased moving around making it more difficult to integrate into the community.

There was a positive comment about community cohesion:

"A Community hub for the community, run by the Community"

The majority of the comments in the sub-category Mentoring referred to respect of each other – commenting on being kind and talking to each other, stopping blaming youths for everything, respect for teachers is important, different schools have different cultures, the use of school morning assemblies and Sunday schools are beneficial to promote a sense of community, schools teaching respect – could be members of the community / interested speaker, younger children more likely to want to be police so we go to primary. Religious unity can be useful, moral social conscience, a need to cater for the boredom of young people,

It was also highlighted that there was a need for a centre orientated around drug use, testing, education, plus the disposal of paraphernalia and a comment was made regarding having more UV lights,

In terms of Engagement a notable comment was:

“Be Kind - talk to each other”

There were ten comments in the Social Media sub-category. Of these, four comments were positive while the remainder were neutral. The comments refer to greater and more productive use of Social Media to promote and share community events and notices, opportunities, social responsibilities, and crime prevention. It was suggested that there be better use of the Facebook and Nextdoor applications, or even the design of a dedicated application. However, it was also highlighted that social media would need to be Intergenerational.

“Use Nextdoor more”

With regard to the Volunteering sub-category, comments referred to the volunteering process needing to be easy and straightforward - this would assist in the recruitment of new volunteers. It was suggested that guidance in how to start a community group and how to raise funding would be useful. It was also suggested using people and facilities that already exist and matching skills to opportunities to volunteer, and even creating opportunities if they do not already exist.

Other comments suggested the use of volunteer groups to renew old schemes, such as safe shops, where vulnerable people can go for help, or

their use in tidying up open spaces that are not covered by local authorities (maybe with the help of minor offenders).

“Volunteering needs to be straightforward”

Category	Sub-category	Number of Responses
Community Spirit	Neighbourhood	3

There were only three comments regarding the sub-category Neighbourhood, two comments were neutral the other was negative. The gist of the comments was that neighbourly contact is important and neighbours should work closely together. The negative comment was an example of a neighbour who was actively NOT helping the other.

The remainder of the comments categorised under Community Spirit addressed, in various forms, acts of kindness to each other and the environment, and even encourage individuals to challenge things, but in a passive manner.

“Small acts of kindness – check in on people”

Category	Sub-category	Number of Responses
Transport	Safety	3
	Parking	1

There were three comments regarding the sub-category Safety. One comment suggests that a focus on pedestrian safety and the introduction of a 20mph speed limit and more pedestrian crossings be introduced. There were two negative comments, one suggested that the cycle lanes are not safe and the other thought that 20mph or 30mph signs have been removed.

The one comment regarding the sub-category Parking was a negative comment suggesting that parking charges are too high to attract people into town.

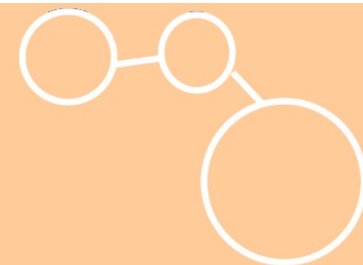
The remaining comments regarding Transport addressed the likes of Neighbourhood Speed Watch and speed awareness courses, more logical phasing of the lights at Sleaford East Level Crossing, registration of mobility scooters, posting of Community Information on buses and more considerate driving in general.

### Conclusion for Round Three

Engagement and Transport again feature in the analysis of the information collated from this round.

There were some great ideas from the community for this question. The overall theme is about Engagement and in particular finding different ways of bringing people of all ages together through activities such as: a community hub, improved existing and new community activities and groups, a citizens panel, integrating new residents, having community speakers at school assemblies, transport solutions and improved use of social media platforms such as Facebook and Nextdoor.





A total of 546 comments were added to the tablecloths across all questions and when collated were put into the following categories:

Main Category	Sub Category
Community Health	Anti-social behaviour
Community Services	CCTV
Community Spirit	Community
Discipline	Disabilities
Economic Development	Drinking
Engagement	Drug Use
Environment	Economic Development
Facilities	Lighting
Opportunities	Littering
Policing	Media
Safety	Mentoring
Social Media	Neighbourhood
Support Services	Parking
Transport	Press
Volunteering	Public Perception
	Safety
	Social Media
	Young People

## Wordcloud:



Sleaford is generally perceived as a positive area to live in, however, it has its issues. With input from services, agencies and the community themselves there are opportunities to make improvements.

The category that gained most focus was **Engagement** - the need to work together through community groups, mentoring of young people, better links with service providers and agencies coming together to make the difference. This then ties in directly into the concept of social capital and focusing together on finding new ways to improve our community.

The main issues raised are around:

- Better access to support services
- Better routes for other road users such as cyclists and pedestrians
- Children and young people learning from a young age about respect
- Improvements to what's on offer at community facilities
- Improved night time safety
- Lack of joined up service provision
- Lack of public transport
- Littering
- More volunteering opportunities
- More support for young parents
- Perceived lack of police presence and better communication to the community
- Road safety and speeding
- Tackling drug-abuse

### **Contested Comments**

The following were comments were not processed by the analysts as the context was not properly known:

#### **Question One**

- Feel Unsafe dog walking in more secluded areas

#### **Question two**

- Ability to understand the accessibility

#### **Question three**

- Why, what, how
- river slea under used - more community activity - support on ????
- village activities
- back bone to provide identity
- large committee is needed to keep variety
- only motive to be a community event
- Lockdown
- in donnington there is a pressure group of 200 persons to campaign for the reopening of their station and better bus services
- with NHS mental health services, police, council access to services
- ? bombing is a lift to the spirit
- sense of community may not return until covid has gone
- working together- focussed person to go to
- 4 day working week
- 4 day working week
- if had a conversation with neighbours will do again

- uniform holds power that makes a difference
- meet people who haven't been in the ? for a long time
- family
- no or low children (young adult) areas - milk bar for that used to be in the old days
- isolation "unintelligible word" gear

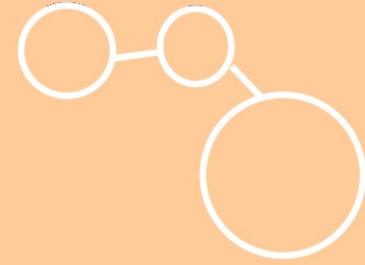
Every piece of data was taken from the tablecloths, used on the day, and entered onto a spreadsheet for Coding and Analysis. These spreadsheets are available at <https://docs.google.com/spreadsheets/d/13k9-emdMknJ8nhzVDa9YOAfrLhL1e5B-jldL1CBV8Mg/edit#gid=0>.

Overall, there were many positive comments and this gives a clear demonstration that social cohesion and community spirit does exist in Sleaford. While there is a defined requirement for improved input from various agencies, the community have identified some great solutions to make Sleaford safer. Further, there is no shortage of willingness to participate. This is an important outcome of the World Café.

This bodes well for the next phase of the programme and this is where we will see activity starting to occur.



## Next steps



The theme emanating from the World Café is that of **Engagement**. This will be taken forward as the theme for people to apply into as part of the Participatory Budgeting process.

Participatory Budgeting is a type of participatory democracy, in which ordinary people decide how to allocate part of a municipal or public budget. Developed in the 1980s in Porto Alegre, Brazil, PB is a process of democratic deliberation and decision-making.

The next steps involve the development of a community planning group that will shape the PB programme, allowing individuals or groups to apply for funding from a pot of at least **£15,000**.

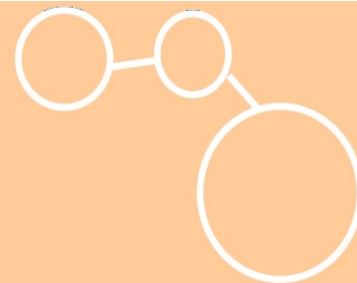
All applications must address the theme of Engagement. While this may be seen as a broad theme, it will allow people a greater opportunity to consider new or existing programmes that require funding. The important issue is that the Sleaford Speaks programme will continue to connect the community, volunteer groups and authorities, building networks for the betterment of the area.

The data for this report has been coded, analysed and the report written by the following

Steve Doane  
Samantha Smith  
Martin Derbyshire  
Joanne Yeomans  
Neil Atkinson  
Jody Raggo

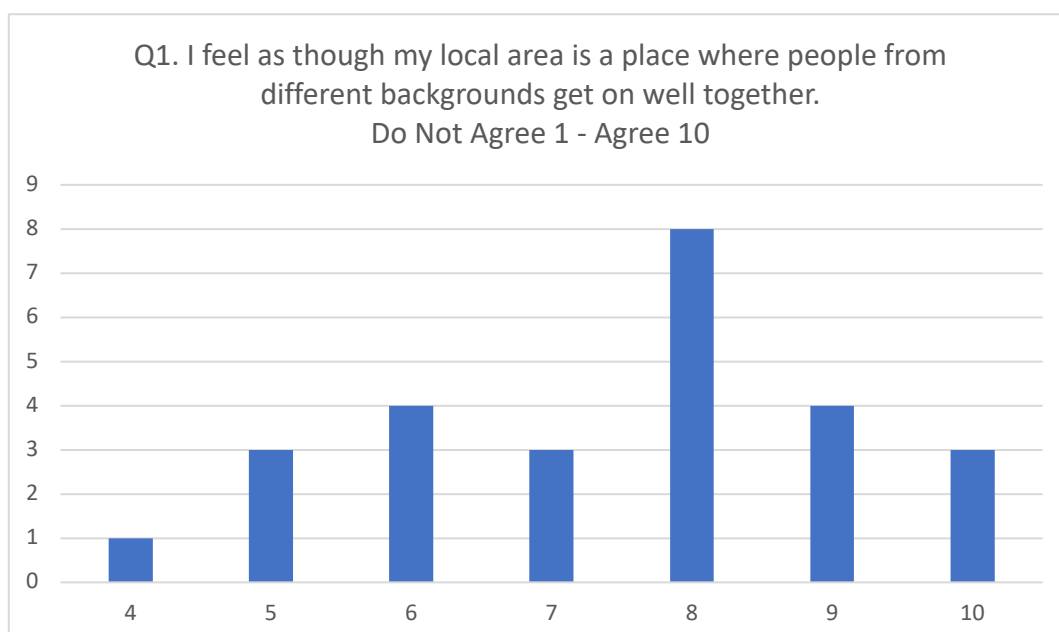
Thanks also to the wider World Café planning team who have played such an important part in the development and delivery of this programme.

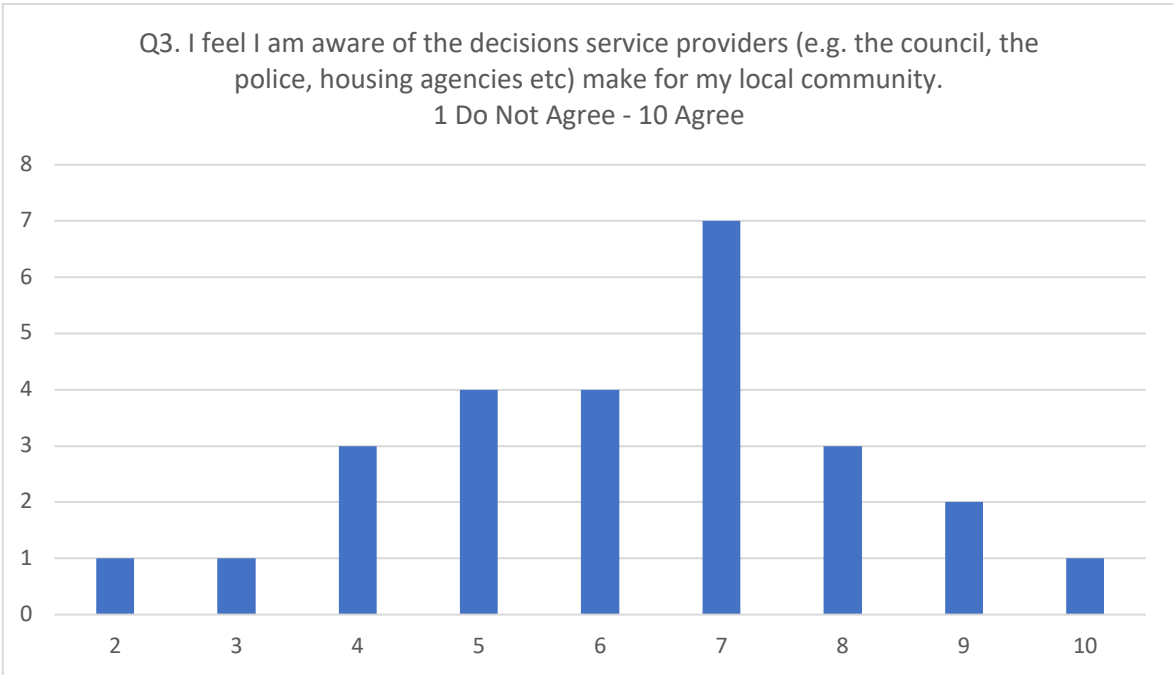
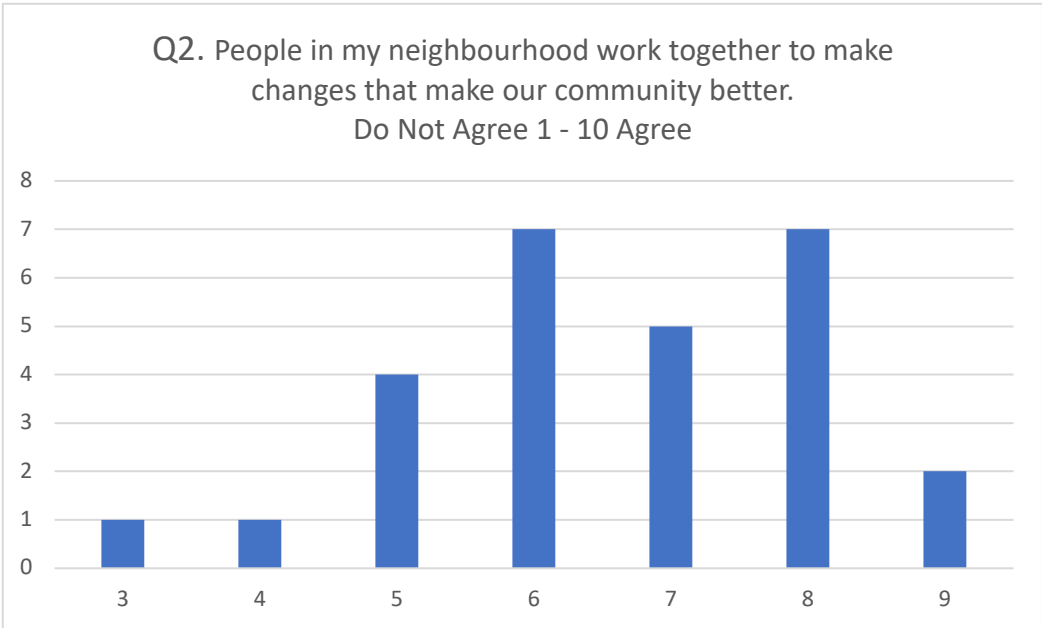
# Appendix

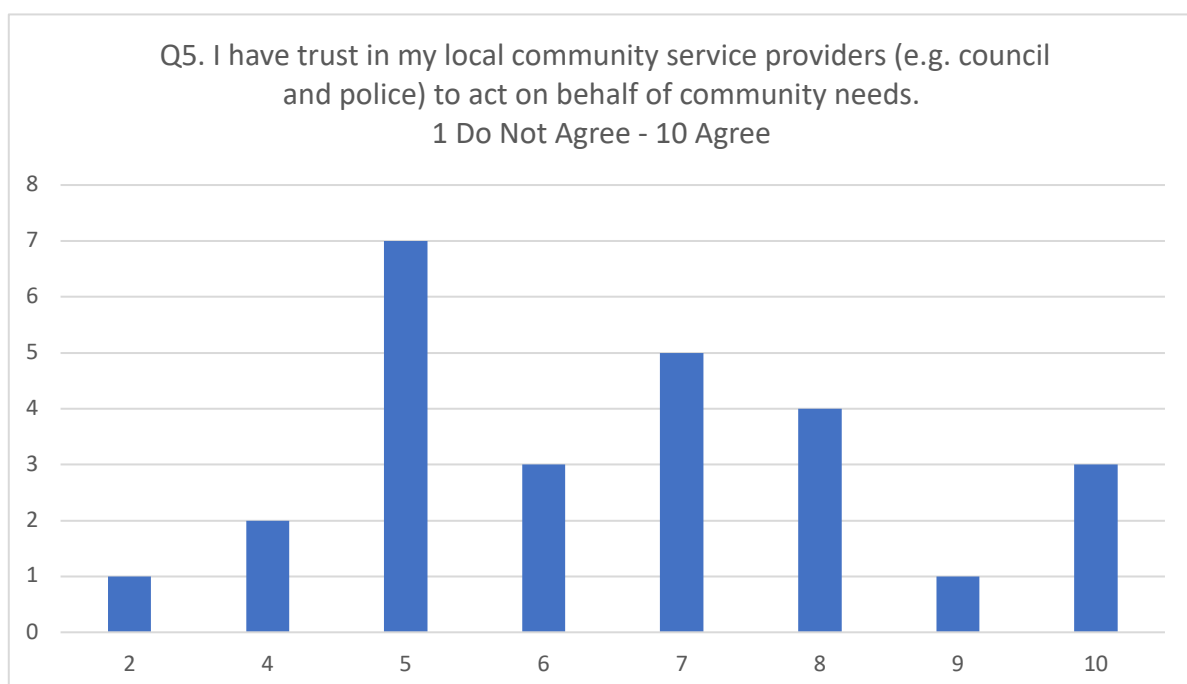


## A – Impact Form Results

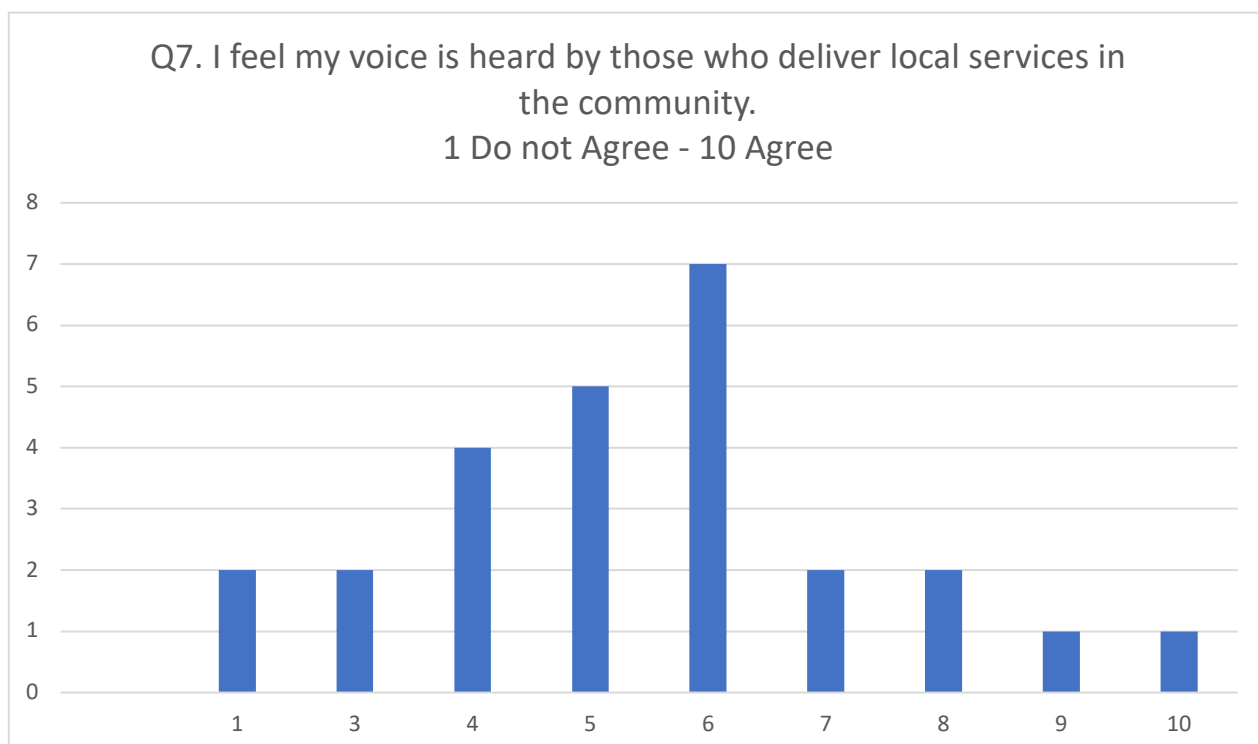
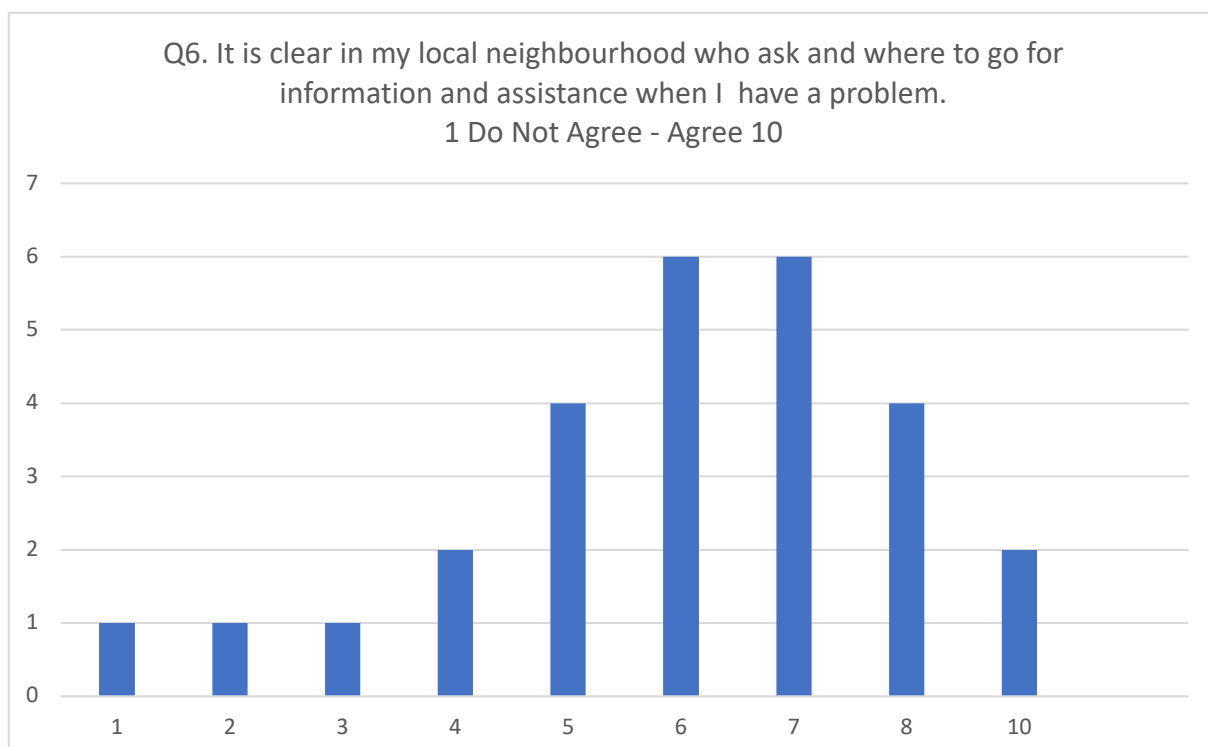
The following charts are the results from the impact form that the participants were encouraged to complete at the beginning of the event:

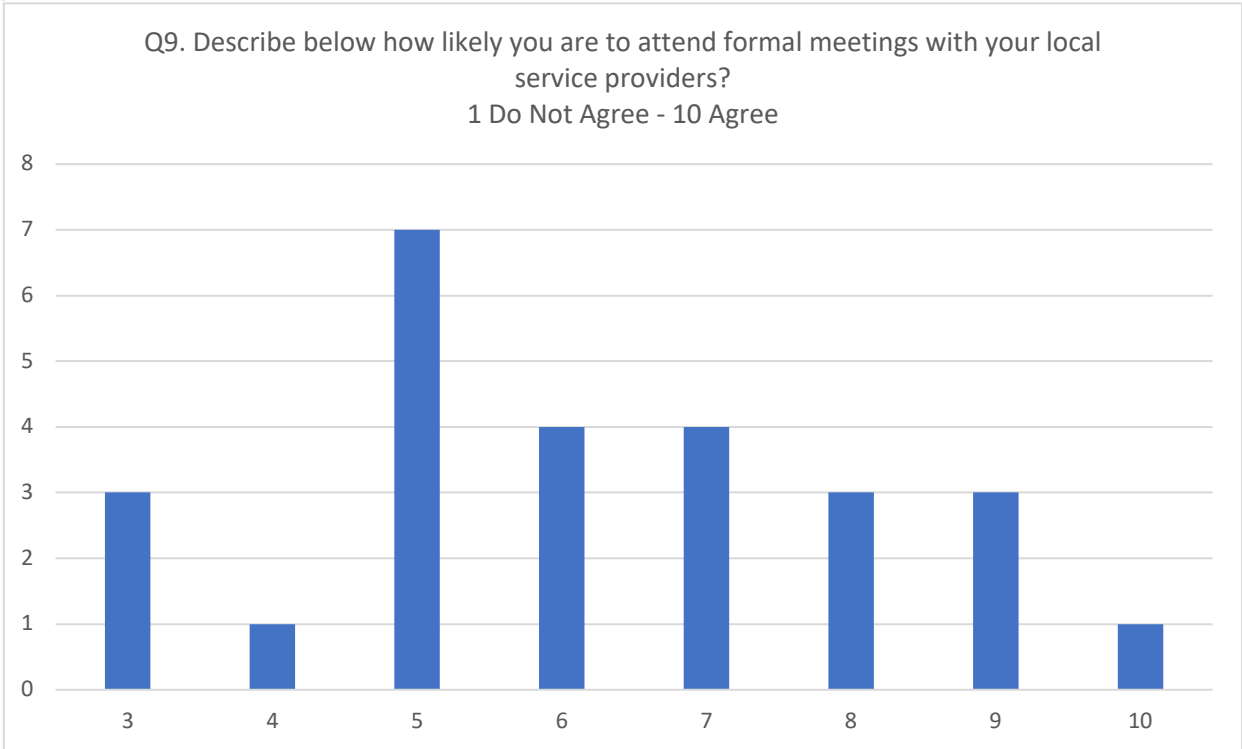


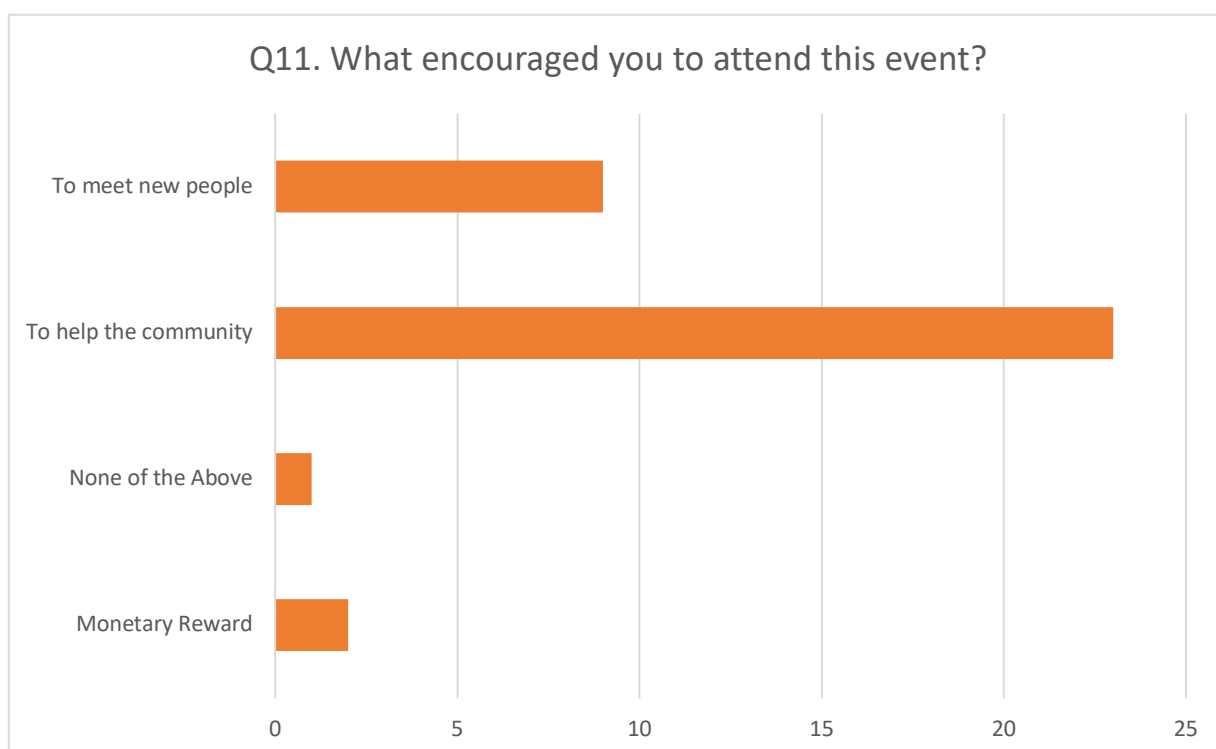
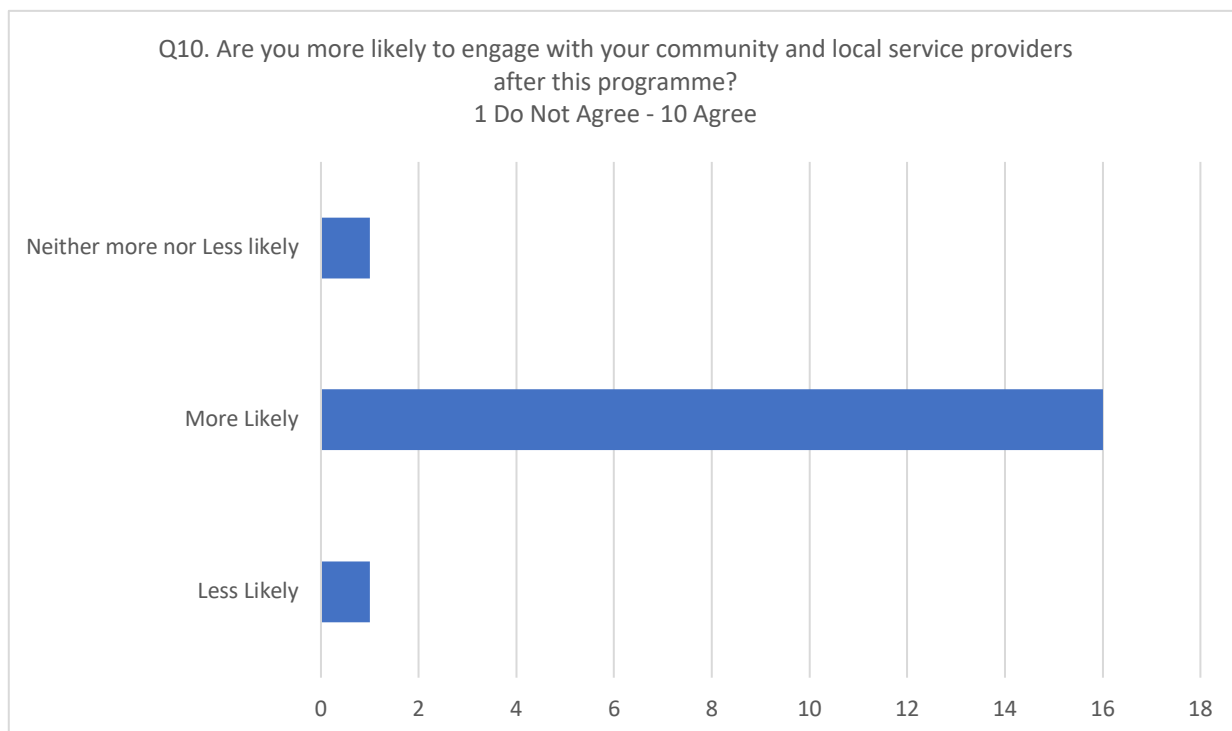












Q12. What particular area of focus do you think community engagement should be targeted around your community?

[Info@mutualgain.org](mailto:Info@mutualgain.org)

020 3887 2859

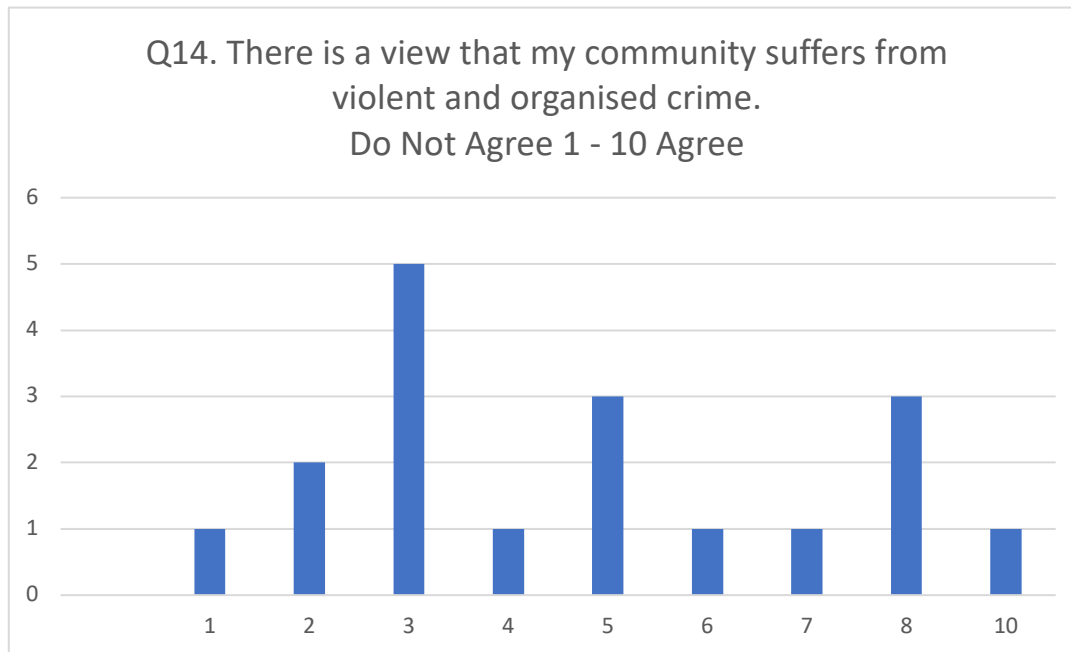
[www.mutualgain.org](http://www.mutualgain.org)

Cultural events and understanding
Encourage people to take part in open / online forums
Care for the environment (local+global) and for people (Local+global)
More Police Presence, Police Training when dealing with SEN
Crime has risen due to the fact that there is no deterrent
Drug and social behaviour
Infrastructure, Infrastructure, Infrastructure!
Trainline Spending and Congestion
Interaction, Distribution of information, Face to face/ Informal
Improving opportunities and support for young people to improve life chances and reduce involvement in anti-social behaviour
vehicle noise and speeding
Littering, Especially the amount of broken glass road/ pavement use by those who disregard normal rules ie cyclists going against traffic flow, scooters, bikes mobility scooters on paths without care
Litter, meeting up for exercise/ chat / Reaching out to less able

Q13. What do you hope can be achieved through this event?

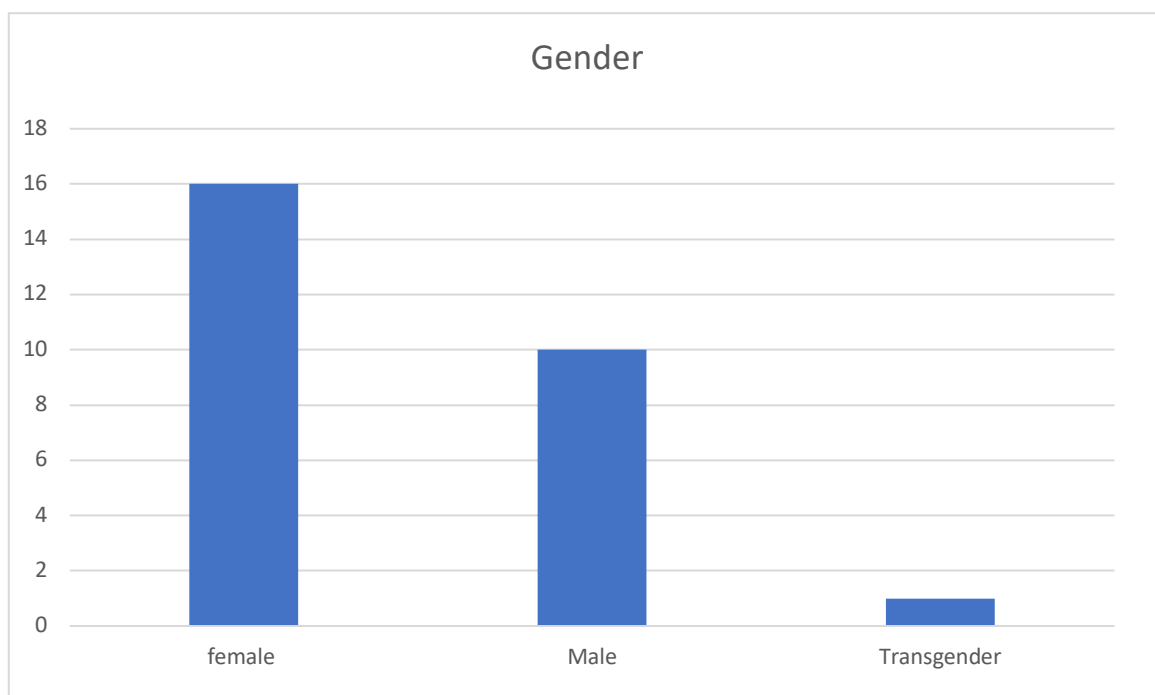
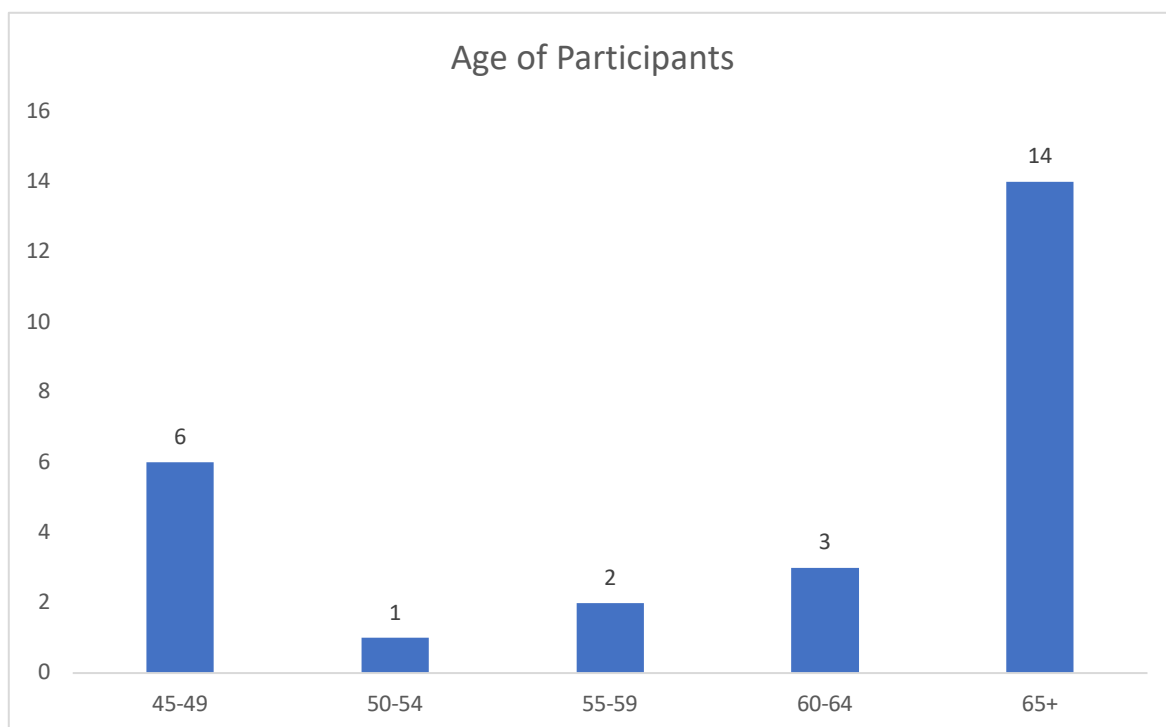
Understanding of the broader picture. Meet people with drive who will change things.
Giving the opportunity for people to put their views forward to one another
Some useful suggestions may actually be acted upon
Better awareness
Identify what works well/ Identify things that could be improved / Identify the challenges
More Police involvement in the community, more working together
Community Knowledge & Engagement
To Bring the community together more
Improve the "feel factor" within Sleaford
New ideas
Improved partnership working. Appreciation that some opinions will be different to your own & that's ok
I would like to see a more focused approach, listen to others views and hopefully see a more positive approach between community leaders
Awareness
More Police!
Don't Know. Need more info, Need another event
Awareness

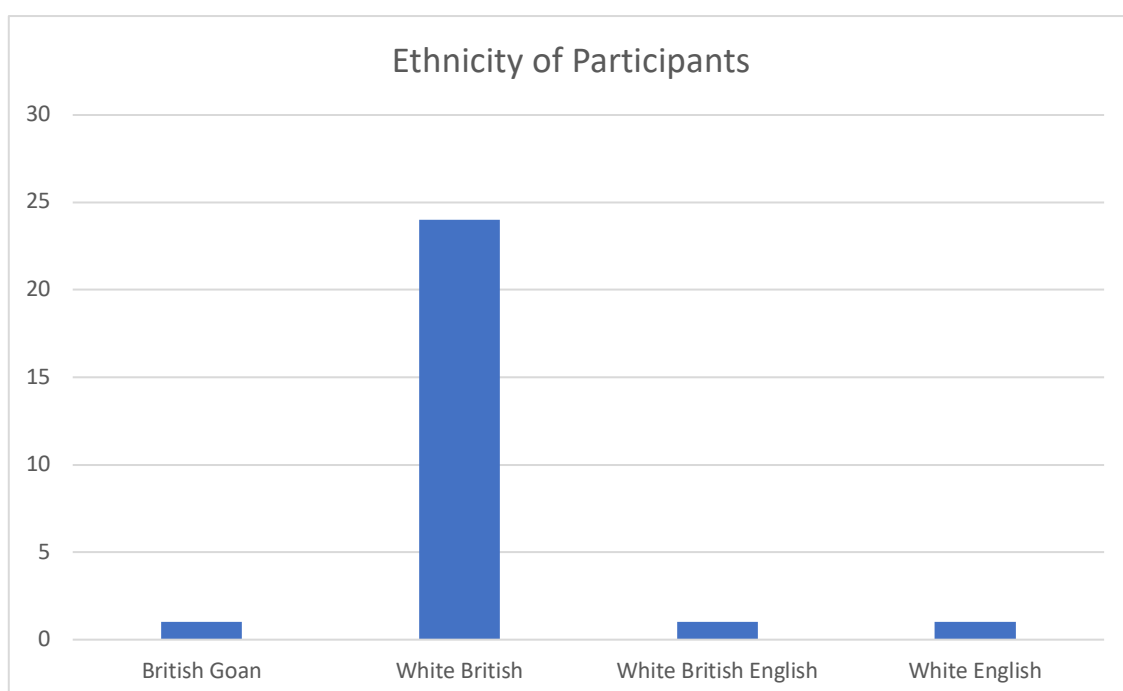
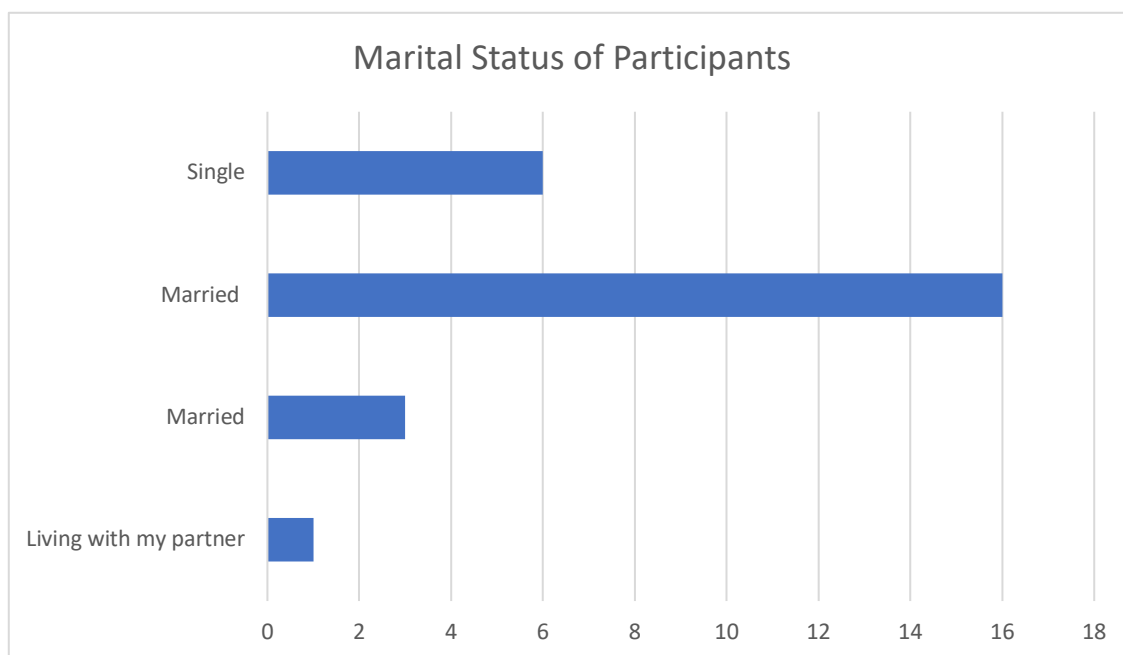
Building a strong vision of what the people of Sleaford want
Better services at local level in Sleaford
Better services at local level in Sleaford
Making Awareness
That there will be some kind of education / campaigns to address issues brought up

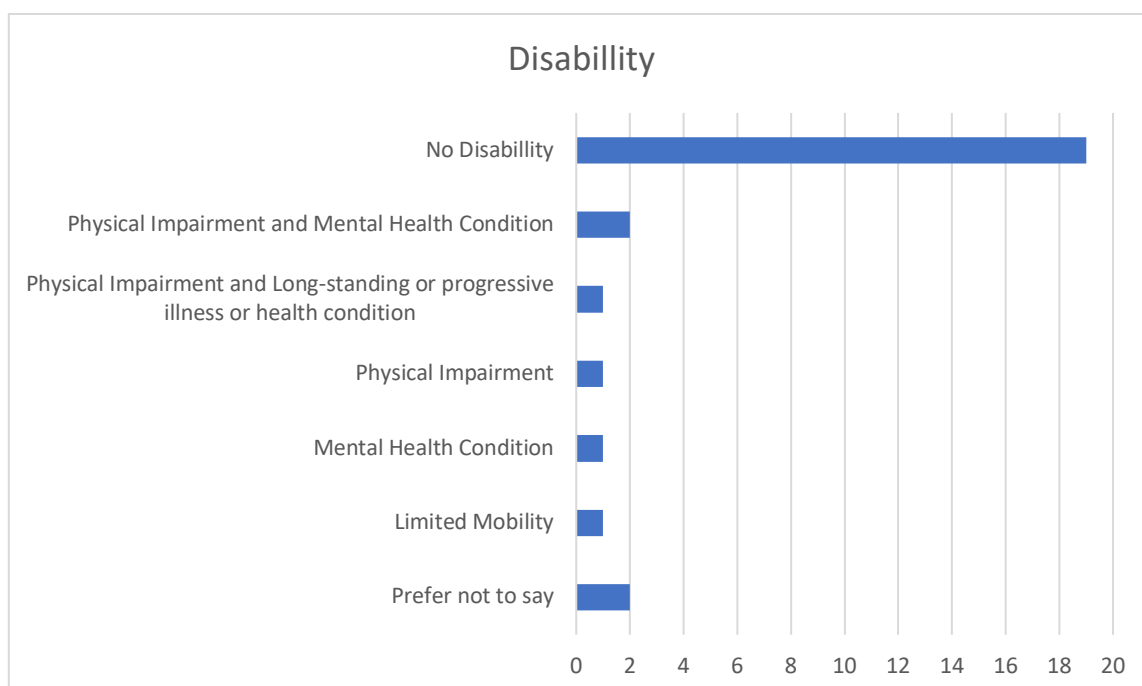
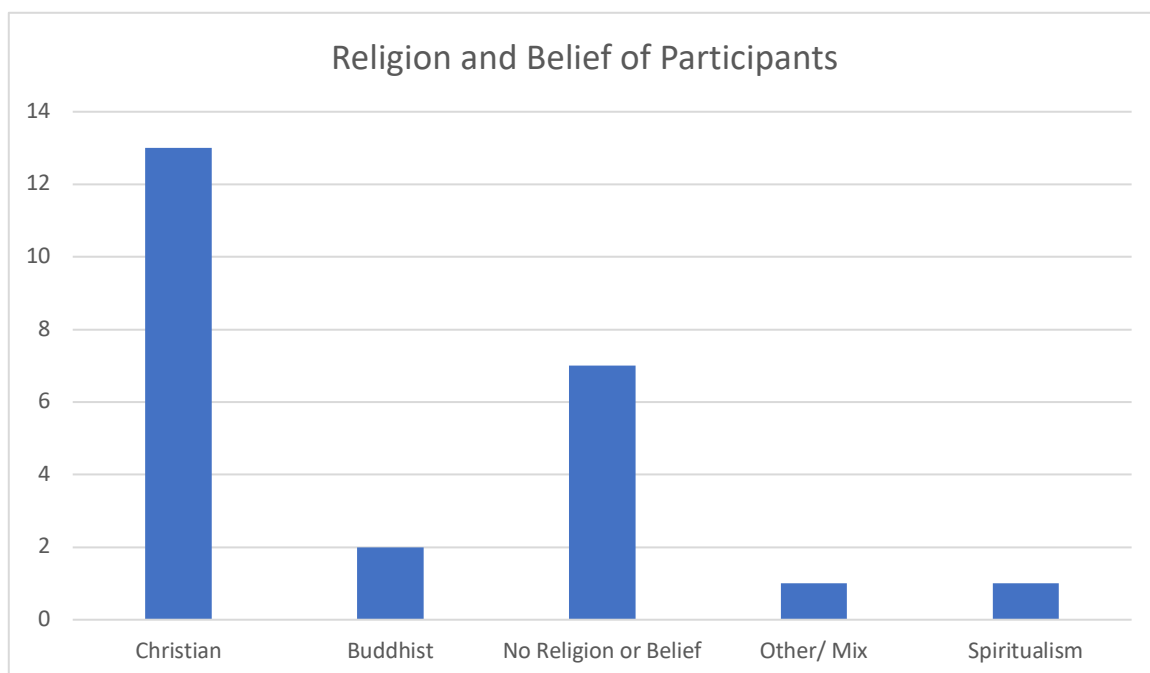


## B – Equality Form Results

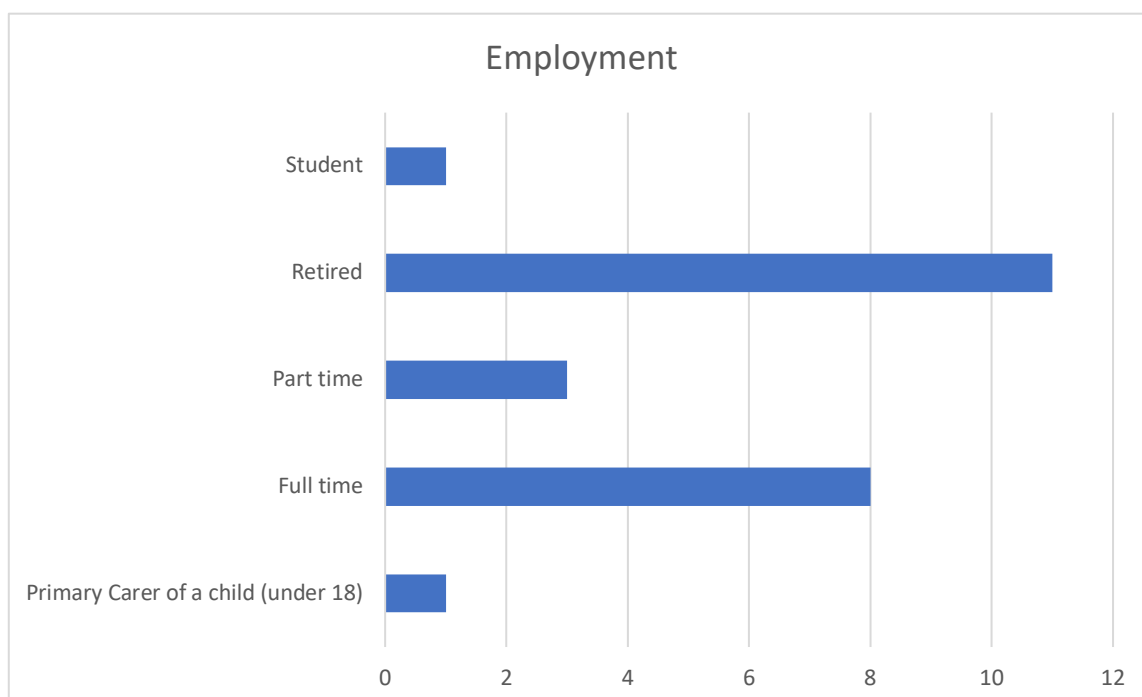
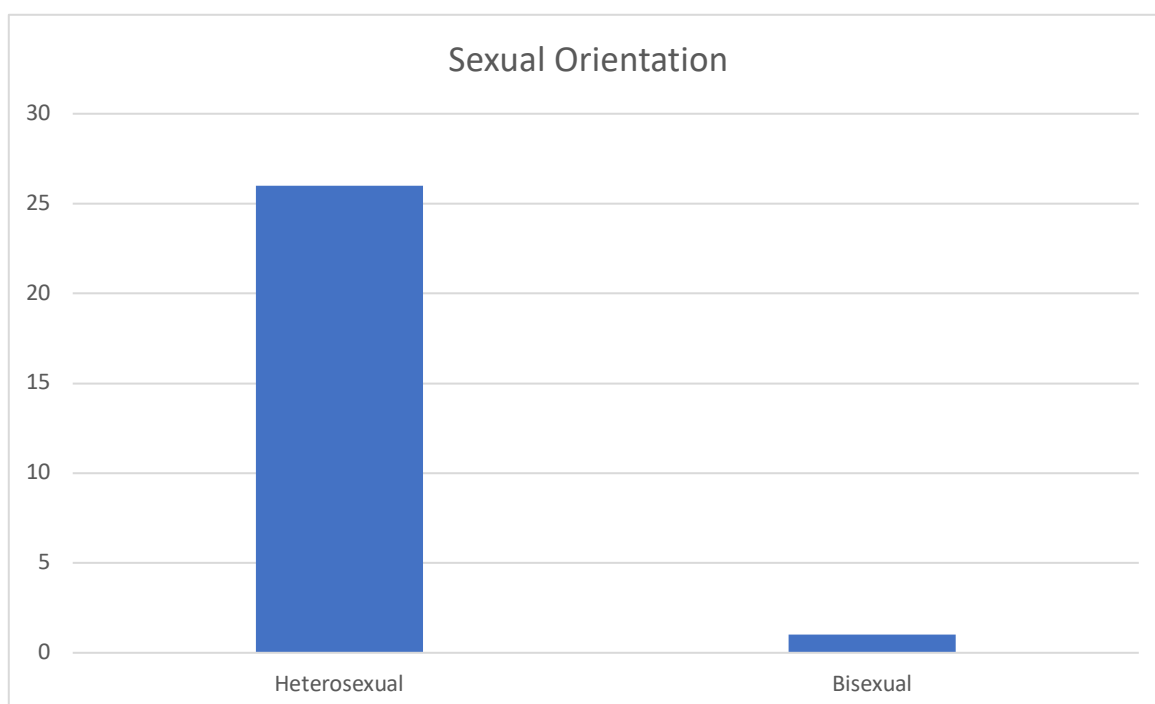
As well as completing the impact form, the participants also completed equality forms. These help us understand who we have reached within the community and identify gaps in engagement.



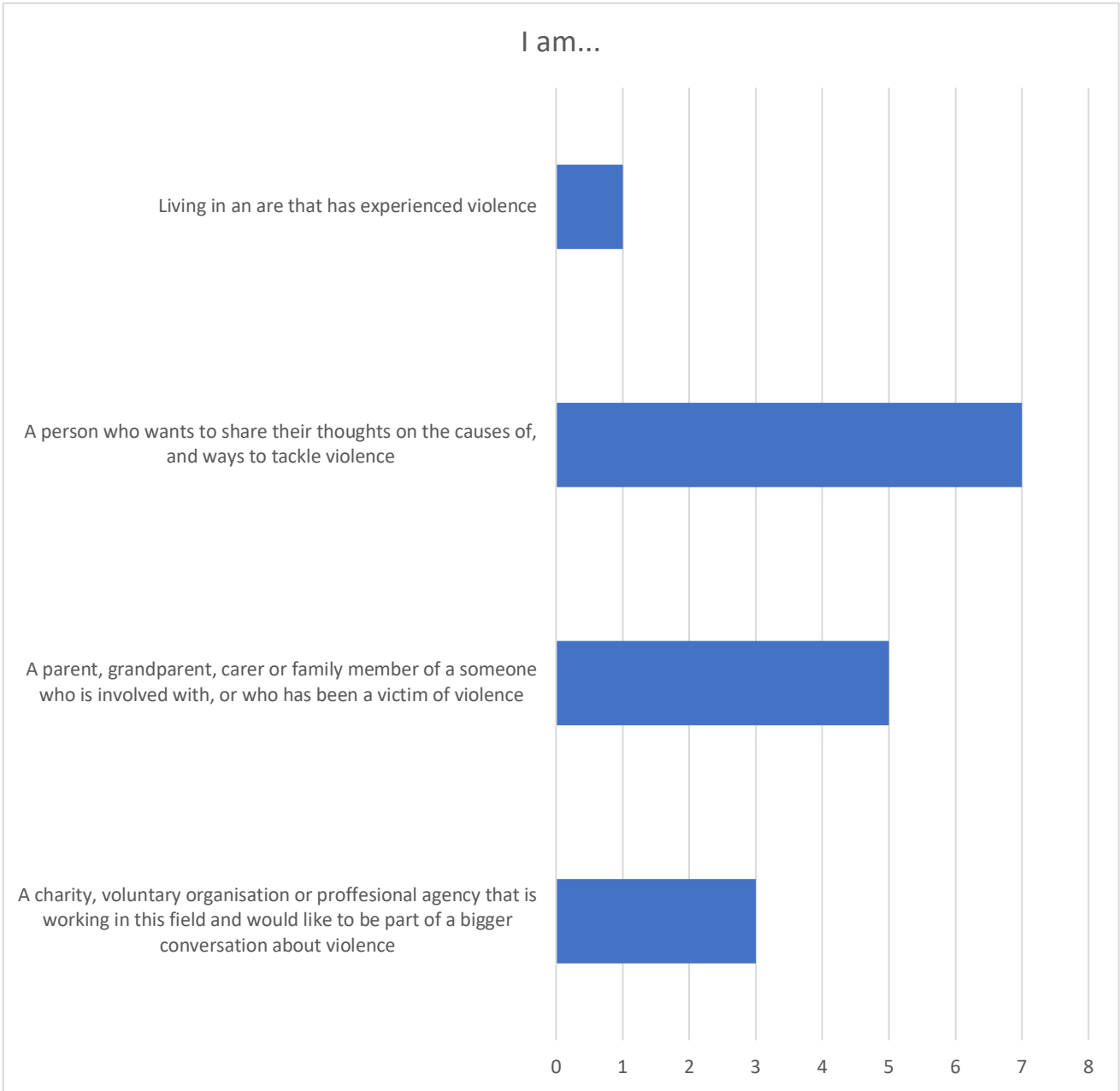








There is a view that communities are experiencinh increased levels of violence – how would you describe yourself?



## C – Feedback

At the end of the event, participants were able to write down their feedback. They placed their comments on 'smiley faces' indicating how they felt about the event.



Comment
Enjoyable, nice to meet other people and exchange views
Felt like a really positive movement for change
Nice cake and sweets
Nice to see young Table Hosts
Very interesting
Wasn't too sure what to expect, but was very impressed with the whole meeting. Very well organised and have learned a lot and aired some of our views
Great ideas, must follow up
Good verbal outlet
Good opportunities to put forward opinions
Amazing positive attitude from our table
Nice to know there is a next stage
Lots of really interesting ideas
Interesting communicating with people from different walks of life. Some good ideas put forward. Hope it comes together in the future
Though provoking
Interesting to hear the views of others
All informative
If it becomes an annual event, please make sure it is Sleaford and District. Everything Sleaford does affects the nearer villages
We live in hope and things can improve from today's event
Good to meet others and hear their views
Really nice way to get ideas
Very useful

Well worth attending and listening to concerns/issues that are affecting residents, also how we we would like to progress things
Excellent event, it would be great if it could be held annually
Very well organised, great engagement. Fabulous facilitators. Lots of food for thought.
It's good to listen, thank you
Great to bring people together
Some great discussions and ideas
Well organised
Very constructive and helpful. Hosts were brilliant. Found out some good information
Great attendance from the community
Great event today. Two hours of good ideas
Interesting
A productive and effective way to understand the views of the community
Good participation
Friendly
Nice chatting and discussing everyone's thoughts. Very well done
Well organised
Very well organised
Thank you
Excellent session. Varied options. Hope that something positive comes from the hard work put in by everyone
Great opportunity for the community to speak
Worthwhile, constructive, educational, engaging



Comment
Some of the conversations were a little difficult to hear
May be more promo to says it's for surrounding areas also
Mainly negative views – this is a good so we know what to change. Needs more positivity
Would have liked to hear from Restorative Justice to have an insight into their success
It would have been nicer for a bigger turnout
Good to communicate with people interested in their community and improvements



Comment
Need a more diverse group of people – maybe run a session in secondary schools
Might be best to check who is happy about being filmed etc. Could put people off
People could do with some stats so their opinions are informed. Hate crime comment.