

Ryde's Time To Shine Online World Cafe



Introduction

In 2019, MutualGain were contracted by Hampshire police to deliver a World Café programme, followed by a Participatory Budgeting process with the communities in 5 areas including Ryde. The programmes were to be in relation to community safety and violence within the communities. Due to covid, unfortunately this World Café event was postponed until 1st June of 2021, where a successful online event took place.

A World Café is an informal, collective community conversation, where residents and service providers are able to come together and discuss an issue, while sharing their own personal thoughts, opinions and experiences. The aim of the event is not only to find out information on the area directly from the community, but to build networks, and increase social capital within the community. The World Café is planned and delivered by the community planning group, with the support of MutualGain, who are specialists in building social capital through community engagement.

The programme consists of:

- Training up to 30 individuals who will form the planning group
- Four Supported delivery sessions
- Our World Café event
- Coding and analysing the data to form the report

Training and Delivery

In Ryde, MutualGain associate *Garry Shewan* delivered our World Café training to a group of individuals from the community, council, police, and voluntary sector, who were interested in being involved in the planning of the World Café event. The training informs the group on the history and logic behind the methodology, as well as all the materials they will need to deliver a successful World Café event.

The group was keen to work together to improve the community spirit in the area, and shared the following hopes and aspirations for the programme with Garry in their initial training day held in November 2019:

- Reduce ASB
- Build a more positive perception of the police
- Create better connections between partners
- Getting tenants to contribute to the community
- Change people's views about young people
- Empower the local community to build a safer place to live
- Bridge the gap between the police and young people

Following on from the training, the community planning group held regular meetings (Supported Delivery sessions), where they named their programme (Ryde's Time To Shine), thought about who they would like to hear from in the community, what information and data they wanted to collect, and organised all the materials they needed for the community event.

Unfortunately, when the pandemic hit in 2020, this caused the programme to be delayed, and the decision was made for the events to be held online in June 2021.

Our online World Café events use Miro, an online whiteboard or collaborative working space, as well as Zoom to allow us to capture the conversation as it takes place similarly to how we would write on tablecloths in a face-to-face event. Each round had a space where the Table Host (facilitator) could capture the comments being made by those in their group:



The Event

The planning group worked together to promote the event on [social media](#) and within the community, encouraging residents to register via Eventbrite. A total of 45 people from the community registered for the event, however only 25 people ended up attending the online event. Although these were not the numbers that the group were hoping for, the quality of data was useful; and we managed to get some deep insights on the positives and negatives of living in Ryde, by those that would not normally attend community meetings, or be involved with council or police initiatives.

The event took place on the 1st July 2021 between 6 and 8pm. The event was attended by 25 people who answered the three rounds of questions as shown below:

Round 1 – *Tell us about what you like about living here in Ryde?*

Round 2 – *What makes you feel unsafe in Ryde?*

Round 3 – *How can you help make Ryde a better place for everyone to visit, live, work and play?*

In total 206 pieces of individual data were recorded by the scribes and facilitators:

Round	Number of Responses
Round one	72
Round two	75
Round three	59

Data Coding

Every piece of data was downloaded from the Miro boards and entered onto a spreadsheet. When the discussion takes place, scribes are asked to record as much as possible (and not to worry about spelling or grammar). 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 themes that come from the data will inform what needs to be addressed by the Participatory Budgeting programme that will commence in the upcoming months.

Round One:

Tell us about what you like about living here in Ryde?

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

Rank	Category	Number of Responses
1	Community Pride	39
2	Transport and Amenities	10
3	Networking and Socialising	8
4	Young People	4

The **top four sub- categories** under community pride were:

Category	Sub-category	Number of Responses
1	Green spaces and environment	19
	Community spirit, community conversations, events and support	10
	Business, service, and activities	6
	History and Heritage	4

The clear theme for the first round was community pride, with most of the comments being coded as positive. What people like the most about living in Ryde is being close to the beach, and being in an area that is surrounded by nature. Many of the 39 comments were relating to the area being peaceful, with a good community spirit the majority of the time.

It is acknowledged that the area is a tourism hotspot – and this can be both a positive and negative thing in terms of how it can affect the local residents and community spirit of the area.

“Great community, great people!”

Round Two:

What makes you feel unsafe in Ryde?

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

Rank	Category	Number of Responses
1	Community safety	52
2	Police presence	8
3	Lack of amenities	5
4	Community pride	5

The **top four sub- categories** under community safety were:

Rank	Sub-category	Number of Responses
1	Drugs and alcohol	26
2	ASB	6
3	Feeling Safe	3
4	Violence	2

The clear theme for round 2 was **community safety**, with the majority of the comments relating to **drugs and alcohol** use in the area. There was a lot of anxiety about the amount of drugs and alcohol abusers in the community, and how the issue was clear and not at all hidden, a comment that highlights this worry tells us '**we have had to remove needles in local gardens and spaces - that is a worry - doesn't make me feel unsafe but it is concerning, what if my 5 year old found that!**'. Many of the comments relate to needing to address the root of the problem, and support those with mental health conditions before they turn to drugs and/or alcohol.

Other comments were relating to the **anti-social behaviour** in the area, and many felt that this was a big issue when walking at night causing many individuals to **feel unsafe** or at risk. There was also various comments about hate crime against those in the LGBTQ+ community and the black and minority ethnic groups in the area, as well as young people feeling unsafe due to crime amongst young people relating to drugs and gangs.

"when people don't feel safe it is a reaction to a small group - there are the same few people - group of young people causing trouble, small amount of drug users that make people uncomfortable, small amount of drunks - little pockets that need

Round Three:

How can you help make Ryde a better place for everyone to visit, live, work and play?

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

Rank	Category	Number of Responses
1	Community safety	14
2	Emerging from covid	10
3	Police	7
4	Networking and socialising	6

The **top four sub- categories** under community safety were:

Rank	Sub-category	Number of Responses
1	Crime prevention	6
2	Hate Crime	3
3	Young People	2
4	Mental health support	1

The comments in this round were very similar to those in round 2, with the theme **community safety** remaining strong throughout the conversation, as well as comments in relation to **emerging from covid** and getting services, support, and activities back up and running for the community.

Many of the comments related to having more support and advice services available to the community, as well as communication between partners and the community. Multiple comments were relating to the community working together to prevent crime, address the root problems, and build better working relationships with the council and policing team. There were also several comments about the lack of police presence in the area, and the need to local officers on the island.

"We need to teach people how to deescalate situations - training for shop owners, taxis etc. they need help on how to deal with things"

"Sometimes I feel stupid for calling up when the emergency calls are being picked up by those who are not locals - if it was more community based, I know that wouldn't be the case"