



Building Social Capital



Jolly's World Café – Skegness

Background

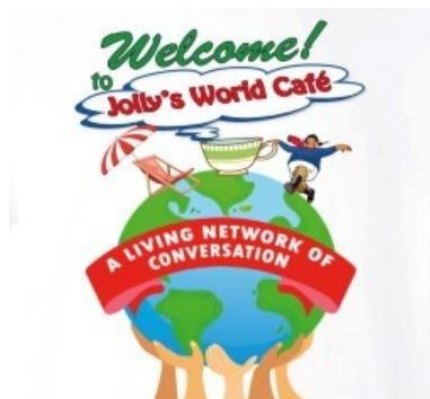
Lincolnshire Police, as part of a wider goal of connecting people in local communities, are supporting four distinct communities in Lincolnshire to make a difference. These communities are in Gainsborough (southwest ward), Sleaford, Skegness and Sutton Bridge.

The World Café events, are designed to bring people together so they can discuss their needs, concerns, and opportunities for change, at the same time build on strengths across these communities in an environment facilitated by professionals but owned by the local community. Hopefully getting people more engaged in their community and working together. With support from MutualGain and other local partners/organisations and businesses, it is hoped to create social capital and “active” citizens.

Volunteers were sought from partner organisations, the police, and the community to be involved in the development and ultimate delivery of the “Jolly’s” World Café.

The responsibility for recruiting to the World Cafe and preparation of facilitators guides would fall to neighbourhood staff in the impact areas. (Lincolnshire Police, East Lindsey District Council, Lincolnshire County Council, Skegness Town Council, Lincolnshire Co-Operative; Lincolnshire Community and Voluntary Service, Local Councillors, and the NHS were all volunteers to be involved).

MutualGain supported the neighbourhood teams by facilitating a series of online briefings and providing examples of facilitators briefings, as well as answering ad hoc requests for advice and guidance. COVID restrictions severely restricted the timescales for actual delivery of the World Café, but it eventually took place on Friday 3rd September 2021 at the Tower Gardens Pavilion in Skegness.



Planning and Delivery

Although initial contact and training commenced back in early 2020 the actual event didn't take place until September 2021

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

Skegness – Jolly's World Café

On the evening of the event, volunteers and Table Hosts created a welcoming environment for those arriving and thus encouraged free flowing and animated discussion resulting in over 357 comments across the three questions.

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

Round One: What does the term community safety mean to you?

Round Two: What needs to happen to improve levels of community safety?

Round Three: What can 'we' do to achieve this?

In total, 357 pieces of individual data were recorded on the tablecloths, with the breakdown per round shown below.

Round	Number of Responses
Round One:	114
Round Two:	133
Round Three:	110



Round One – What does the term community safety mean to you?

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

Rank	Category	Number of Responses
1	Community Safety	46
2	Transport and Mobility	21
3	Community Activities	17
4	Public Servants	14

Category	Sub-category	Number of Responses
Community Safety	Fear of Crime	25
	Crime Prevention	11
	Drugs and Alcohol	7
	Litter	2

Of the 46 comments based on community safety, the majority of comments related to fear of crime within the community. A high number of these comments showed that people felt 'safety' was being able to feel safe walking late at night or early morning or 'feeling comfortable in town especially when you're by yourself'. Many people added that they don't feel safe at night, they feel there is a need for police presence, schemes such as neighbourhood watch, and more streetlights in the area.

"I feel less safe and secure living in Skegness now than I did when I moved to the town in 1996."

The other comments related to preventing crime by having more CCTV cameras, having community members volunteer to patrol the area to deter crime from occurring, addressing the local drug dealing problem in the area, and supporting those with addictions by addressing the root of the problem.

"Would like to see more help available for addicts to prevent thefts which they commit to fund their habit."

Category	Sub-category	Number of Responses
Transport and Mobility	Road Safety	11
	Pedestrians/ Cyclists	5
	Parking	2
	Accessibility	1

Of the 21 comments based on Transport and Mobility, the majority related to road safety, specifically people driving unsafely or speeding within residential areas. There was a view that holiday makers and tourists drive carelessly, and that pedestrians don't always think of road safety when crossing roads.

One person commented:

"Holidaymakers appalling driving, care less pedestrians. Not sure what could be done but it is worrying and stressful"

Other comments related to the lack of cycle paths resulting in many residents fearing cycling in the area, and pedestrians feeling unsafe with cyclists riding on the pavements.

Category	Sub-category	Number of Responses
Community Activities	Community Groups	6
	Awareness of Resources	3
	Networking and Socialising	3
	Free activities	3

There was a consensus that there is not enough for young people to do in the area, resulting in a lot of young people turning to crime. Comments were also made around the fact that there is a lack of awareness about the groups, services, and activities in the area due to little promotion. Affordability of activities also can make activities less accessible to the community.

"Young people don't have a lot of Money – they need free activities like skateparks, swimming etc. – not enough opportunities - no economic opportunities – so many turn to crime – crime doesn't pay but a 14 kid doesn't realise..."

There were also a number of comments relating to community groups being discontinued in the area, and there is a need for support in getting groups

like neighbourhood watch back up and running to combat crime and inspire community spirit.

Category	Sub-category	Number of Responses
Police	Police Presence	8
	Police response	2
	Training	2
	Police Engagement	1

The comments relating to the police were largely about the need for more police in the area making people feel safe and preventing crime on a whole.

“Would feel safer if more police on the Beat.”

Further comments related to the police being responsive when you require their services, and the need for educating young police officers and building a better relationship with the community – doing what the public need and want.

Conclusion For Round One

Analysis of the information collated shows us that the key points from round one are largely about what the community need to feel safe. The Skegness community feels that safety is feeling able to walk around alone at night without fear, and the means to achieving this is support for residents and those suffering from addictions, the police addressing the drug dealing problem in the area, having more free activities, services, and resources in the area for the community. They felt that it is specifically young people who struggle to find things to do, and that there should be more activities in the area for children and young people.

It is clear from the range of comments that the attendees felt that safety is a significant issue in the area, and work needs to be done by both public services and the community to ensure that the community are able to feel safe.

Round Two – What needs to happen to improve levels of community safety?



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

Rank	Category	Number of Responses
1	Community Safety	46
2	Transport and Amenities	26
3	Community Activities	20
4	Police	19

Category	Sub-category	Number of Responses
Community Safety	Crime Prevention	18
	Drugs and Alcohol	15
	Feeling Safe	4
	Violence	3

Of those comments coded 'community safety', the majority of comments related to crime prevention. The community felt that crime prevention is needed to help improve safety in the area. Specifically, they felt that street lighting, police surveillance, and higher levels of communication between public services and the community.

"Preventative NOT reactive initiatives re potential offenders"

The other comments related to support and education for vulnerable people in protecting themselves, as well as support for those struggling with drug and alcohol addictions. Many comments were also made about cannabis and other drugs being too accessible to the youth, but also that the local authorities must seriously consider how we can "rid the town of local drug users not from the area", and how we can support people before they become heavily addicted to drugs.

Category	Sub-category	Number of Responses
Transport and Amenities	Road Safety	11
	Cyclists and Pedestrians	9
	Parking	5
	Open Spaces	1

The majority of the comments coded under transport and amenities were related to drivers speeding in built up areas, and concerns for road safety. There was a lot of concern about road safety, with comments suggesting clearer signs on roundabouts, better parking facilities to combat road rage, and fixing the potholes in the area.

"We need road improvements: our roads simply can't cope with the volume of traffic in the summer."

Category	Sub-category	Number of Responses
Community Activities	Service and Support For Young People	9
	Resources Specifically For Residents	4
	Affordability of Services	2
	Investing in the Community	2

The comments based in community activities were mainly about support and activities for young people within the area. Again, a strong sense of a lack of youth provision, and the need to invest in more projects, activities and opportunities for young people.

"Giving something for younger/teens to go to fight boredom and trouble - i.e., skate area not just parks."

Other conversations related to the need for resources that are specifically for residents, rather than aimed at tourists. There were also comments made regarding the need for more partnership working within the community.

We need all stakeholders working together - council, police, communities, businesses.

Category	Sub-category	Number of Responses
Police	Police Presence	12
	Enforcement	6
	Attitude	1

The conversations relating to the police were largely about the need for an increased police presence in the area, and the need for local police to build relationships within the community, resulting in the community feeling the police are more approachable. A number of comments related to the patrol style of police cars, with the suggestion that they should **move slowly through streets** to capture what crimes are happening in areas, as well as the need for harsher enforcement regarding county line drug dealers coming into the area.

“More community policing so the police and the public meet more and build up a stronger relationship.”

Conclusion For Round Two

It is clear that the community feel that crime prevention is seen as a focus in Skegness to heighten community safety. The key things that the community want to see to make this happen are more streetlights, more police presence and support from public services in community groups and community initiatives. Specifically, the community feel that there is a need to build trusting relationships with the police in the area, and enable opportunities and activities to support young people, and help to keep them off the streets.

Round Three – What can ‘we’ do to achieve this?



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

Rank	Category	Number of Responses
1	Community Engagement And Events	22
2	Communication	21
3	Civic Participation	15
4	Civic Amenities	11

Category	Sub-category	Number of Responses
Community Engagement And Events	Engagement Followed By Actions	9
	Reaching Diverse Groups	6
	Young People	5
	Opportunities For Residents	2

The comments relating to community engagement and events were largely around meaningful community engagement being followed with actions and outcomes. The community want to be listened to, and when conversations are not followed by actions it can feel like a ‘tick box’ exercise. One resident said that there needs to be:

“More meeting like this and hope something comes of it!”

The conversations also mentioned reaching the diverse groups in the Skegness community, having inclusive face to face meetings and conversations with those who are ‘hard to reach’ or do not usually participate in the community. There was also mention of increasing opportunities for local residents, and a feeling that there needs to be specific engagement where the needs of residents come before the economic value of tourists.

Category	Sub-category	Number of Responses
Communication	Awareness of Services, Support, and Resources	8
	Increased Dialogue Between The Public And Authorities	6
	Networking and Socialising	6
	Digital Exclusion	1

The community felt that communication is a necessity in increasing community safety. Of the 21 comments regarding communication, eight comments related to the awareness of services and activities in the area. They felt there was clearly a need for activities and support to be accessible to the community, and the biggest barrier of this was communication and awareness. Other conversations related to forums and community networking being needed for people to get together and discuss community needs and criminal activity in the area. There was a feeling that this would also bring people together and empower the community resulting in increased community pride.

“A forum to suggest new ideas more events like this hopefully including younger and older people either in person or even anonymously via phone or pad. More youngsters may be willing to engage.”

Category	Sub-category	Number of Responses
Civic Participation	Partnership Working	6
	Action Guided By Local Residents	3
	Decision Making And Democracy	3
	Need For Actions	2

The conversation around civic participation largely related to the need for partnership working and collective conversations to reach solutions and outcomes.

“More meetings between the members of the public and stake holders, police, probation, youth services, activities etc.”

There was also a feeling that there is a need for more volunteers within the community and community leaders who can empower the community and work with the authorities to bring the community together and improve the area. The conversation also reflected enabling the community, and giving residents the opportunity to influence decision making, be aware of what is happening in the area, and build a stronger democracy. It was mentioned that “Fair dell vote worked stand in Hildred’s was good, we felt listened to.”

Category	Sub-category	Number of Responses
Civic Amenities	Community Groups, Activities, Resources, And Services	6
	Education and Development	2

Of the 11 comments coded ‘civic amenities’, six comments related to community groups, activities and resources. They felt that support from the appropriate services would benefit community groups and there should be community services, activities, and support. Two comments related to educating children and young people, as well as teaching social skills to help people engage with society. One comment shared a service with their group:

“The CAFÉ BUDDIES nextdoor group to help get lonely people who lost family and friends. Give them a new reason to socialize. Have a chit chat & get out and about meet like-minded people: 4 HEARTS OF INFINITY.”

Conclusion for Round Three

The comments in round three show the community starting to form practical ideas for achieving community safety. Their suggestions were largely about building relationships between the community and public services and authorities through meaningful engagement, with the hopes of enabling inclusive partnership working. They felt that communication and opportunities for civic participation would empower the community to work together.

It is good to see that the community are looking for engagement – followed by action. This gives a sense that they want involvement following contact.

The community of Skegness enjoyed the World Café event, feeling that inclusive community conversations with stakeholders and residents have the ability to empower the community, and begin to form solutions for local issues. The group were forthcoming in sharing the concerns they have, specifically regarding crime prevention, and tackling the drug problem in the area.

The conversations show us that the community have not only shared their concerns for local area relating to community safety, but that there is an appetite for the community to work together and engage with the police and council to play a part in preventing crime, and support the local residents in the area.

Positive experiences of community engagement are key to **building social capital**, creating **active citizens** in the area, and addressing the issues raised. The next step here, is to continue this open dialogue with the community, and take advantage of the momentum of this programme. There is a wealth of ideas within the community, and the attendees have made it clear that there would be great benefits if there are further meetings like this, where the community and stakeholders can identify the specific service and activities that are needed within the area.

Following from this World Café programme, the conversations will inform the **Participatory Budgeting (PB)** process that will be taking place over the upcoming months. PB is a programme that is shaped and delivered by the community, and allows individuals or groups to become active citizens by submitting their ideas shared in the World Café. The programme provides greater scope to develop active citizens as they are involved in **the** development and delivery of the programme in its totality. Enabling the community to create the PB programme, develop their ideas and vote on their preferred projects.

PB is a great decision-making tool, that can empower the community and enable residents to influence how an amount of public budgets should be spent. In this case, Skegness will have a pot of **£15,000** available to the community through PB.

The key themes that we will use to inform our PB process are:

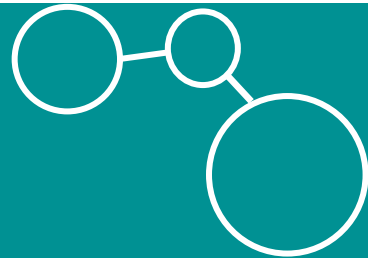
1. Civic Participation

- Community groups that empower the community to network and socialise, while addressing local issues in partnership/ that will help inform local public services.
- A focus on provision of services for young people to help them learn about positive citizenship

2. Community Activities, Services and Support

- Activities and support for young people within the area
- Accessible services, activities and resources for the wider community

These are the themes that applicants should address when applying for funding through the Participatory Budgeting programme.



At the conclusion of the World Café, people were asked to comment on the event and place their comment on one of three posters with smiley faces on them. This gives us an immediate view as to whether those attending the event had a positive listening experience. The feedback is shown below:



Comment
Found it interesting and informative
Good to understand other people's experiences
Very informative – thank you
Enjoy
Good
An enjoyable event. Hope something comes to fruition
Good. Informative
Good spirit. Knowledge and community spirit
Really enjoyed getting involved. Very informative evening
It's been a useful primary meeting. I am going away feeling that my contribution has been valuable
Really interesting meeting new people and getting their thoughts and ideas
Great opportunity to voice concerns
A great opportunity to voice ideas
Good
Good to meet residents of Skegness
Very well organised
Very good and informative
Looking forward to feedback
Thank you, I have enjoyed voicing my opinion
Friendly staff
Very useful X
Made me think about things that haven't occurred to me before
Meeting was different to what I thought it would be, but I enjoyed it and heard opinions that I would not necessarily have heard from outside this meeting
An evening with a purpose and a way of expressing views and opinions to improve Skegness so that we feel safer and encourage community spirit

Enjoyed the evening, liked the idea

Thanks for the tea and cake!

Very useful and informative



Comment
Access was an issue for me – but a very good evening
Pity about poor acoustics. Would be better if speakers were in centre of the room
Not fully accessible. No sign language interpreter
Shame about the acoustics, but tea was nice
Questions quite repetitive

There were no comments on the sad face.

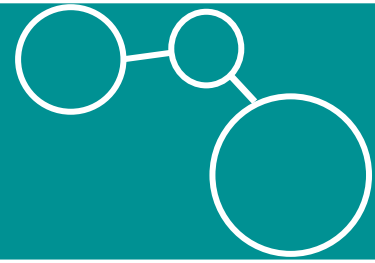
Other comments from those attending included

“It’s been good, it’s important to get people together.”

“I really, really enjoyed it.”

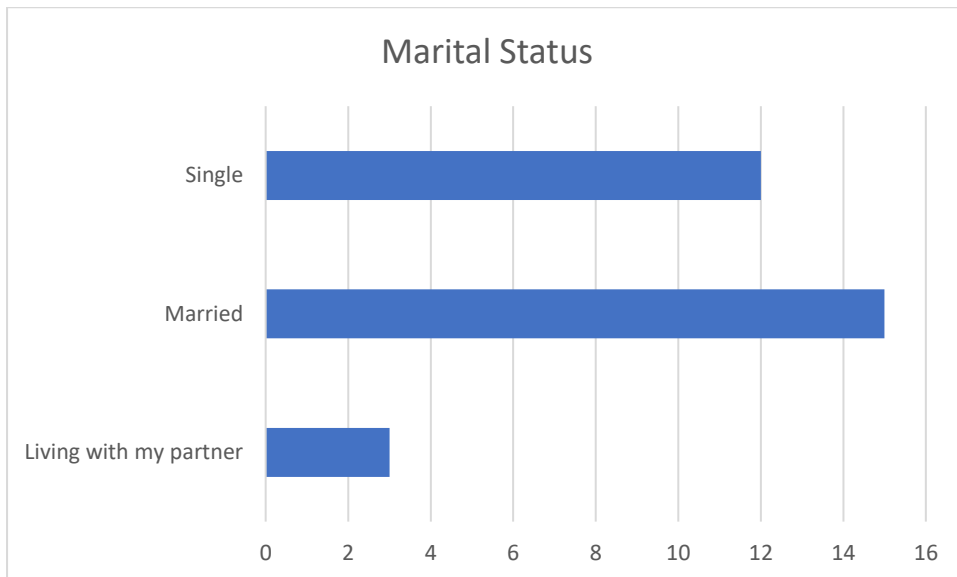
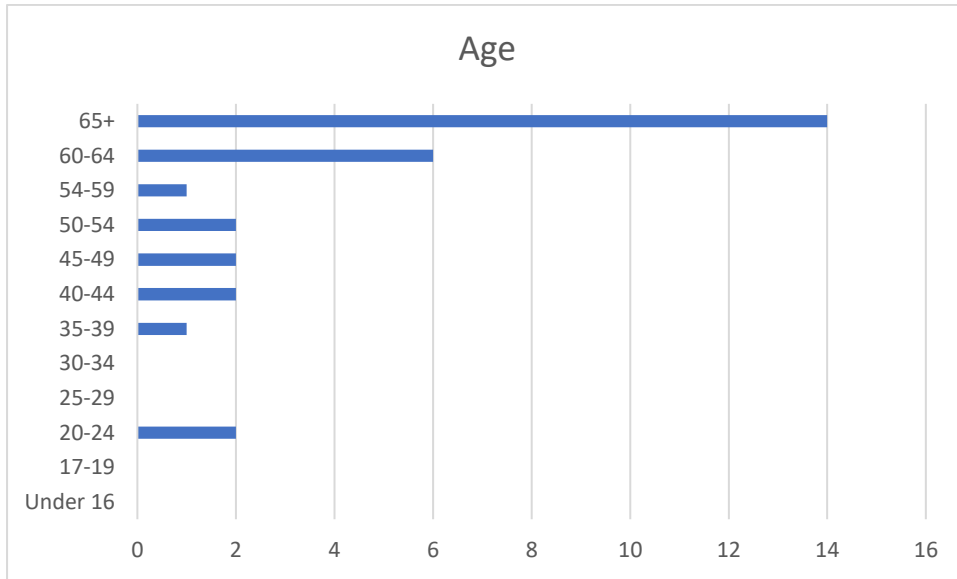
“It was great to chat and hear views from the young guy on our table.”

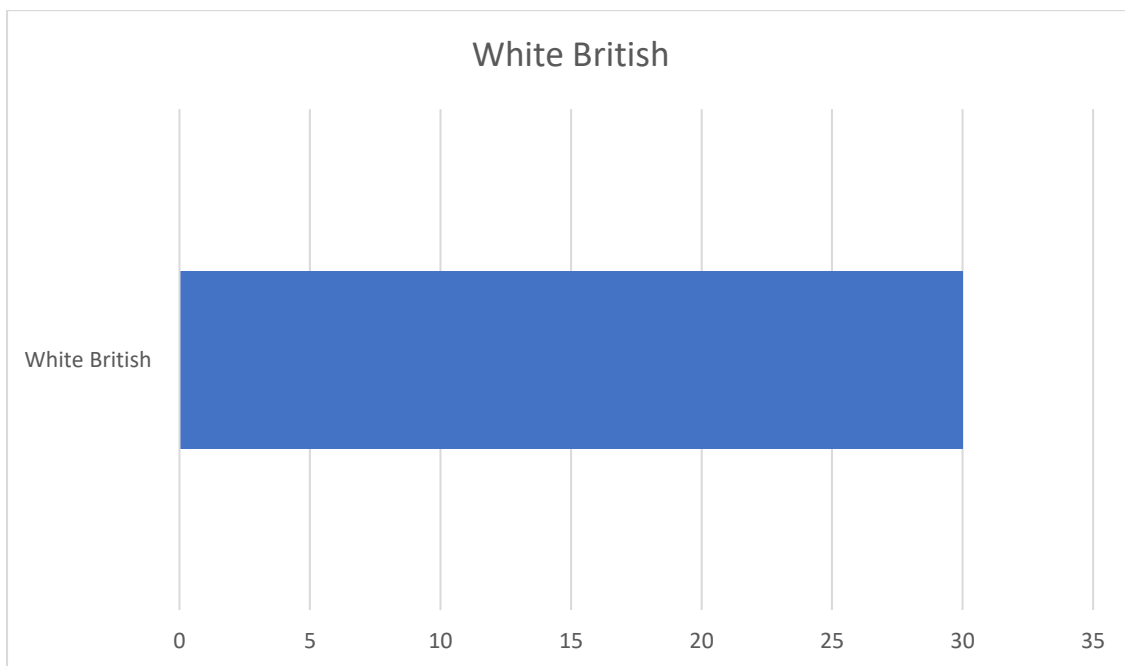
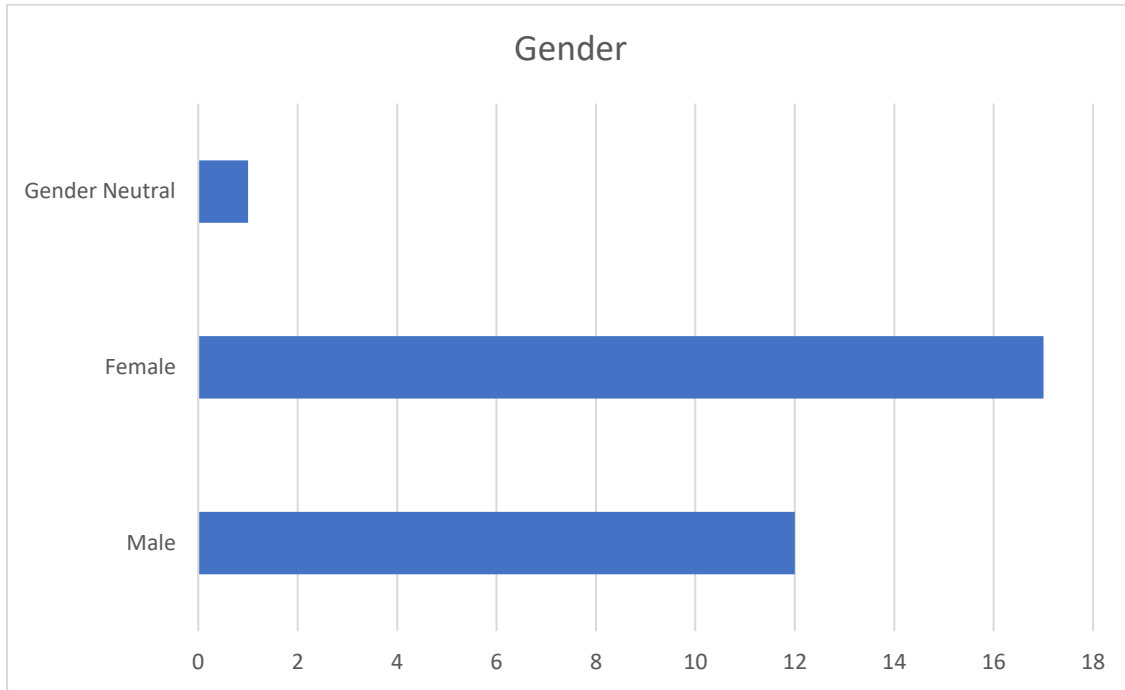
“It was lovely to feel included in something in the community.”

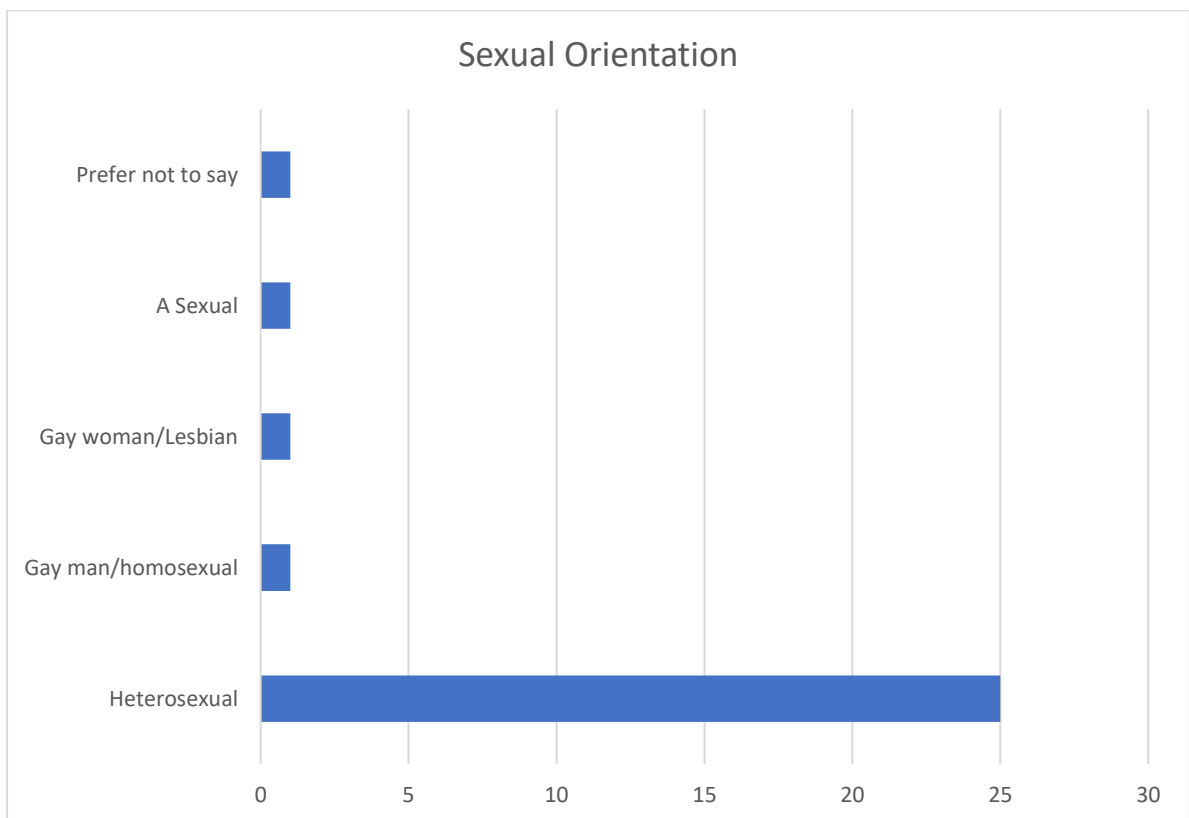
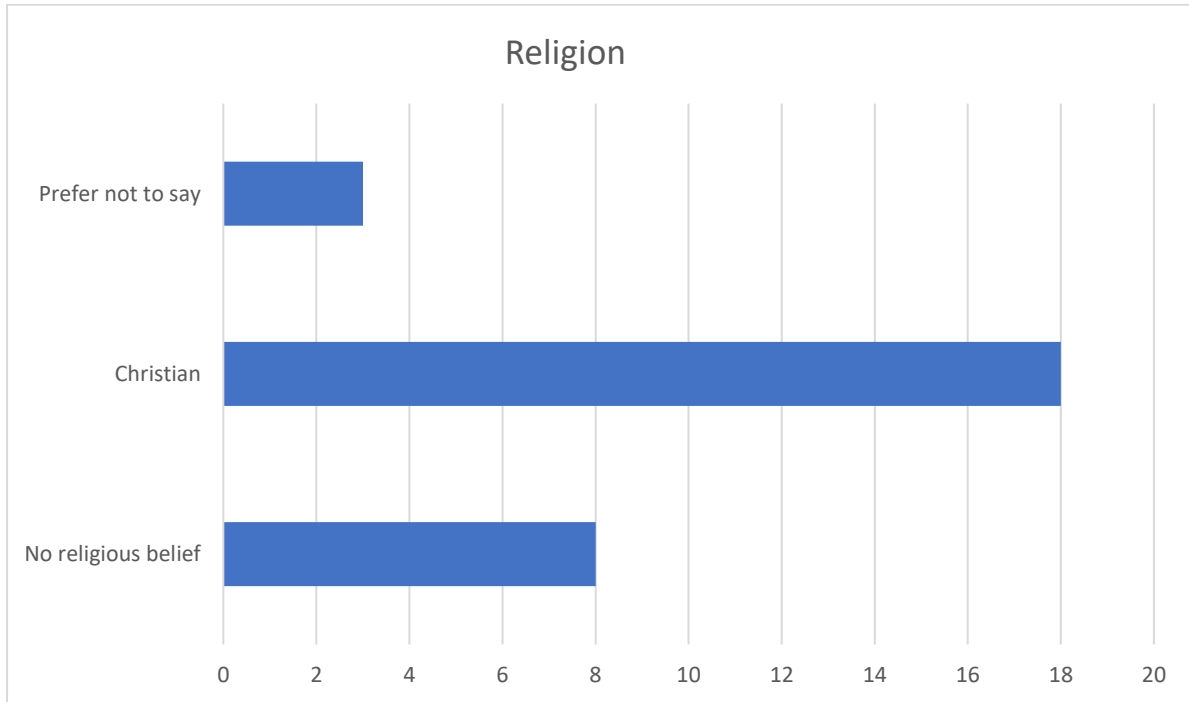


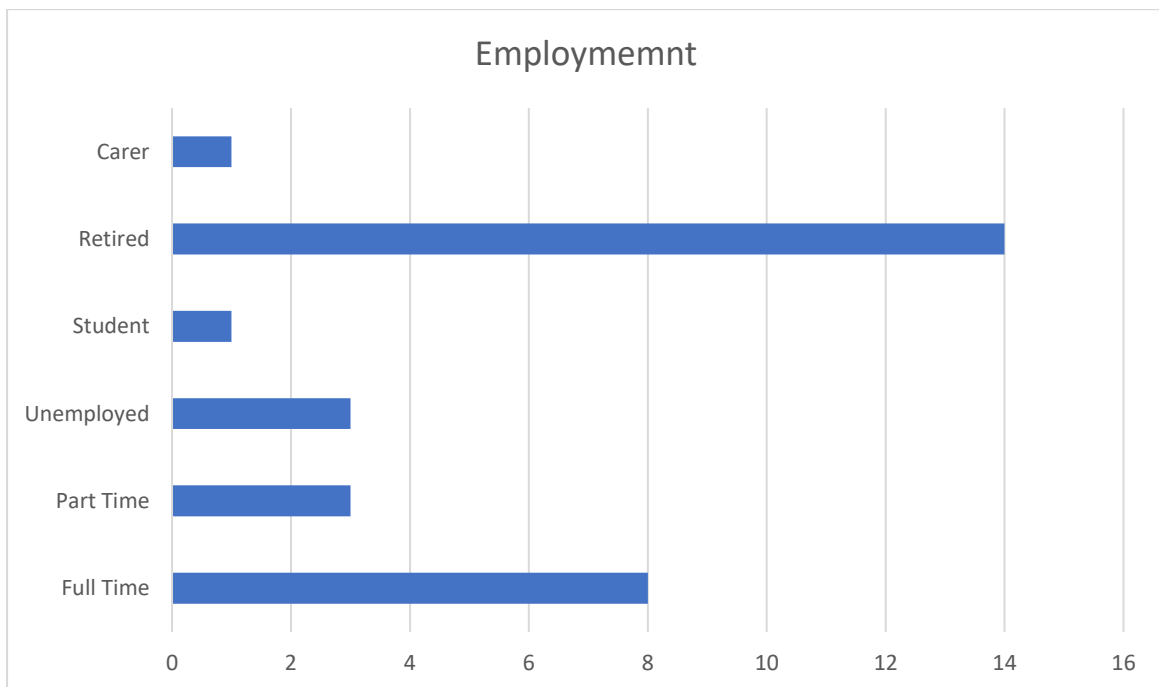
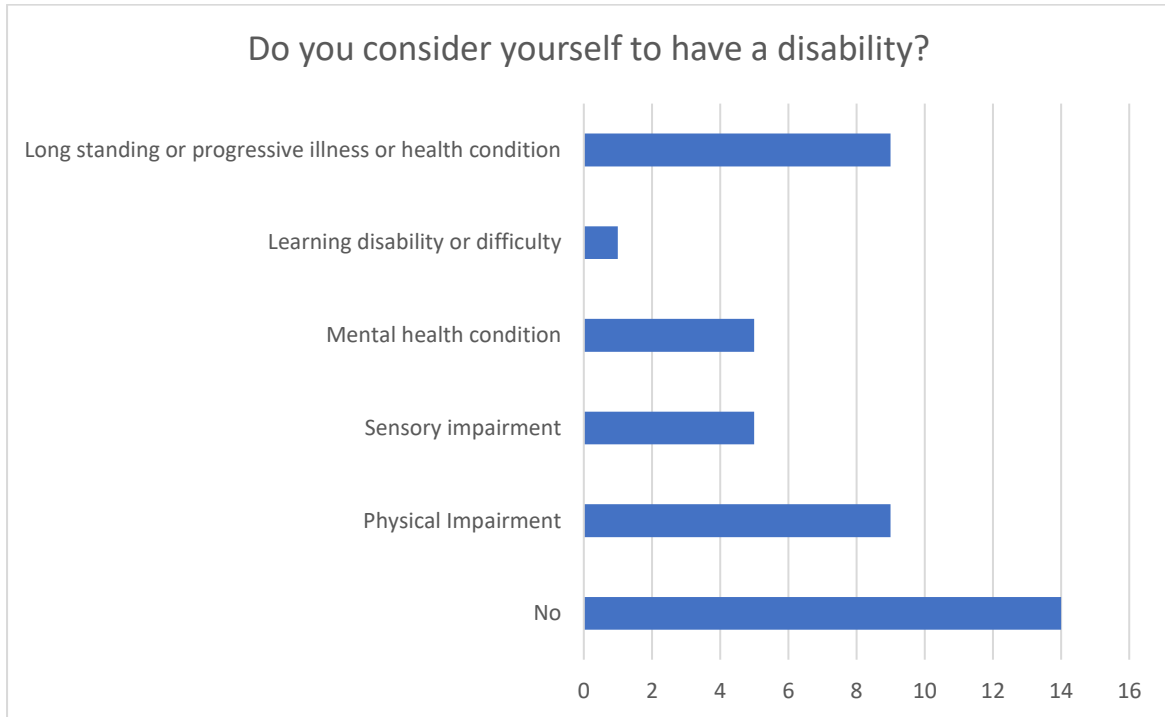
On arrival the attendees were asked to complete an equality form, as well as an impact form. The data collated helps us to understand who we have reached within the community. (Completing these forms is not compulsory).

These are the responses from the Equality forms:

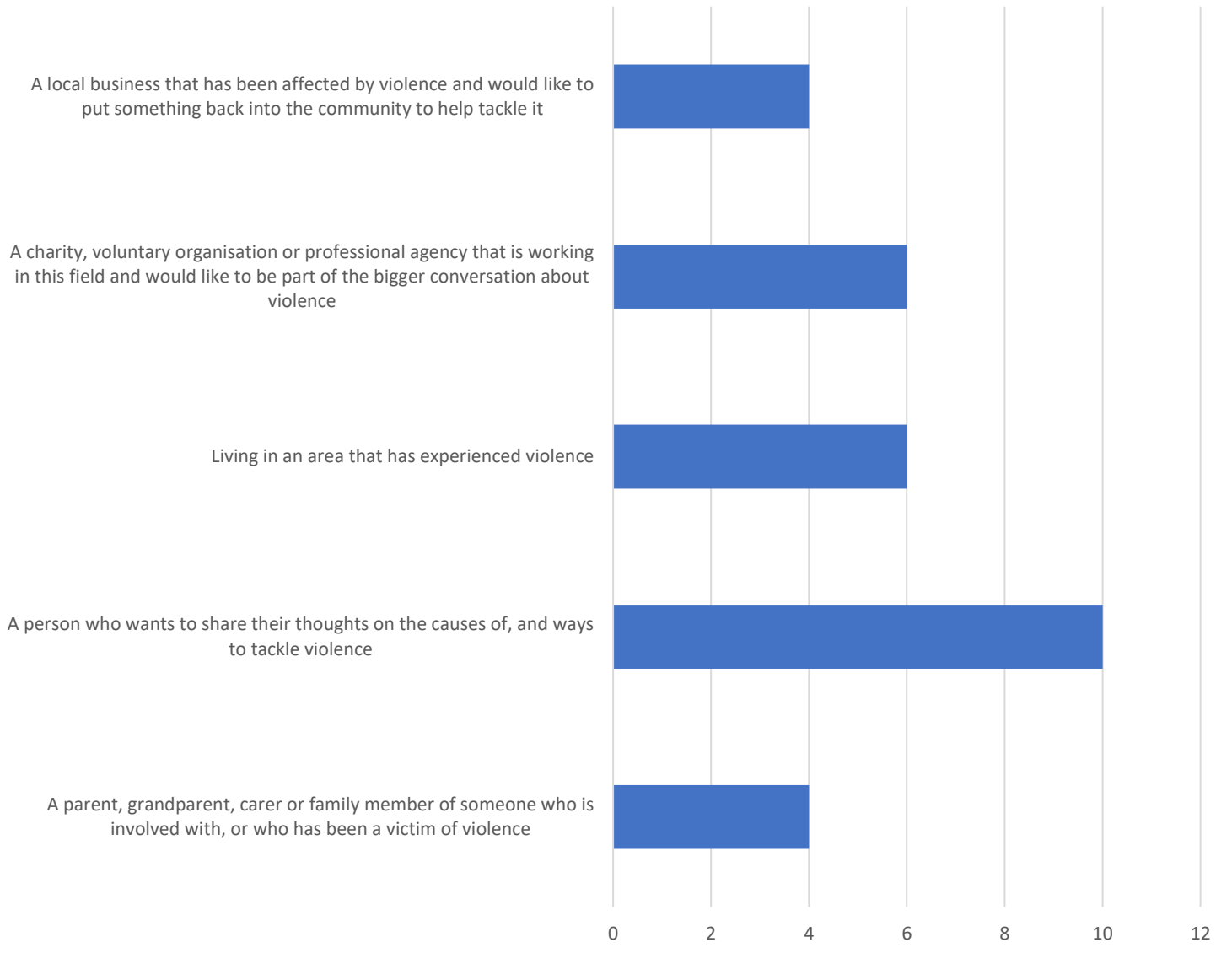








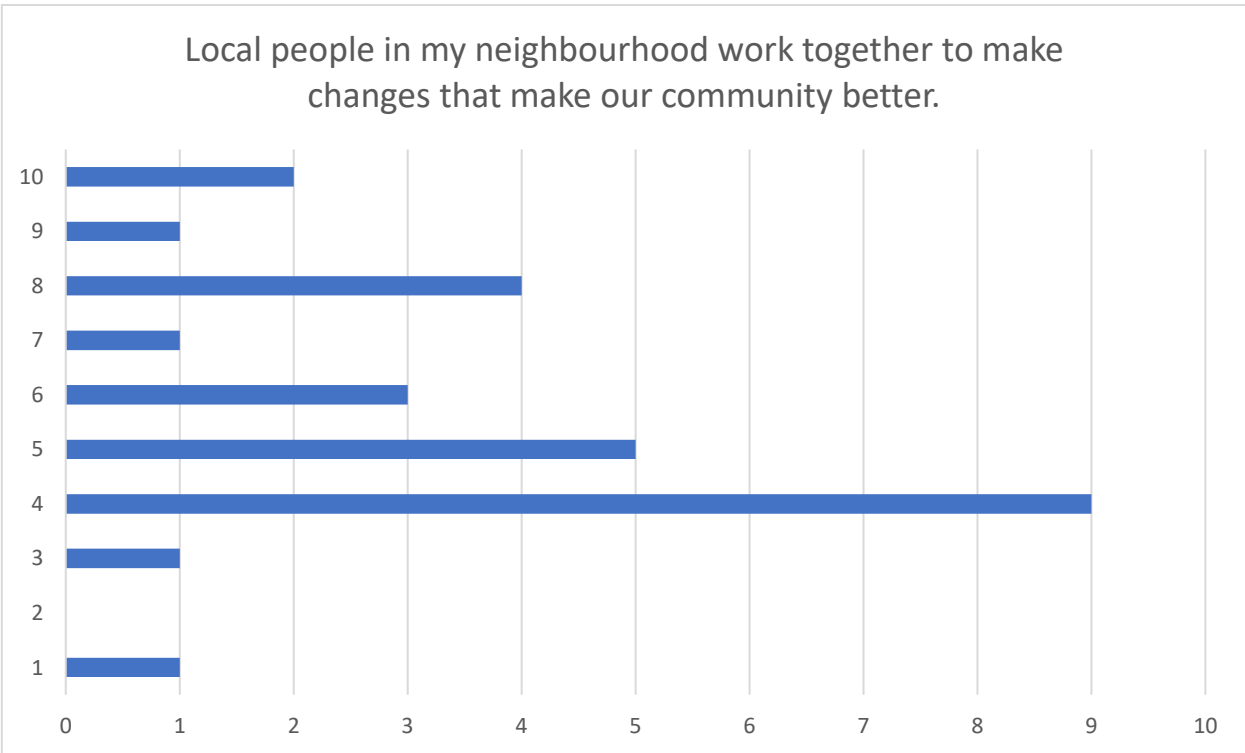
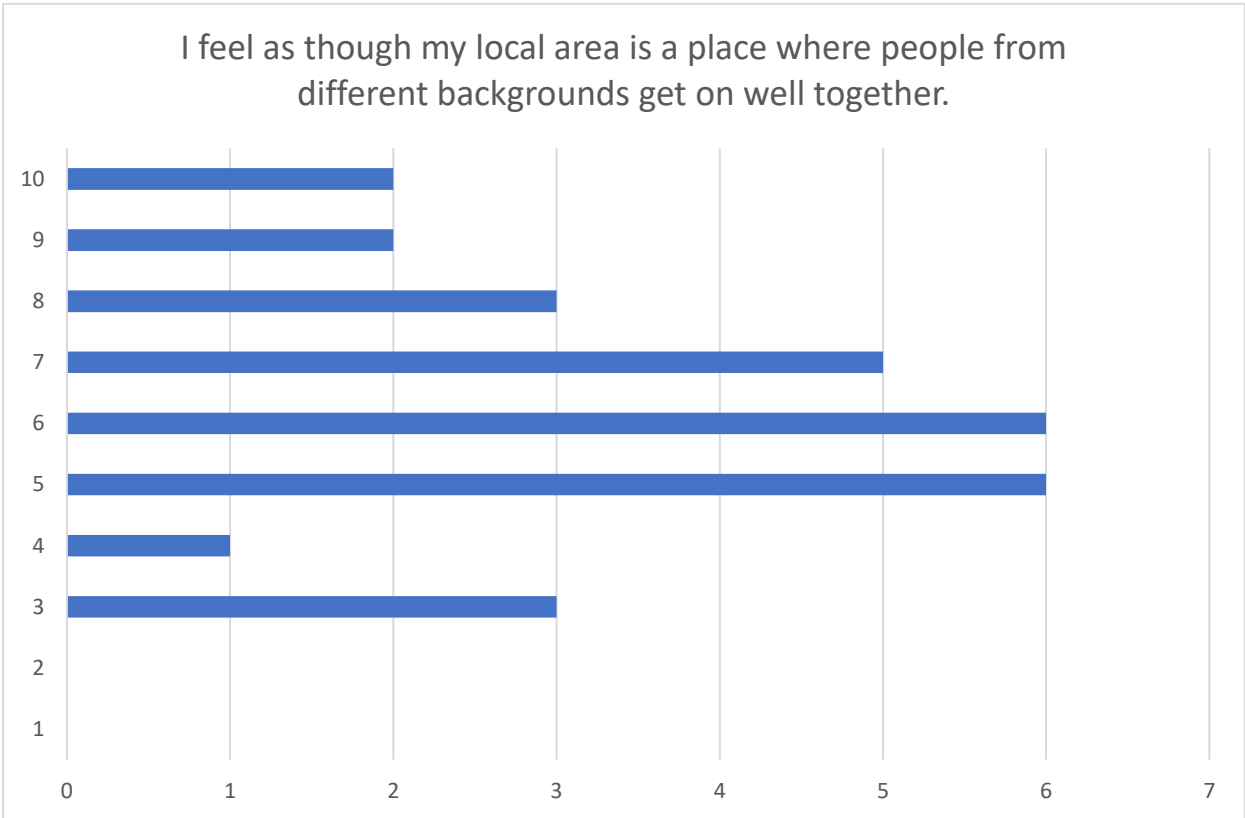
To ensure we here all perspectives this information is helpful but not essential - there is a view that more violence is occurring in communities.
How would you describe yourself? I am



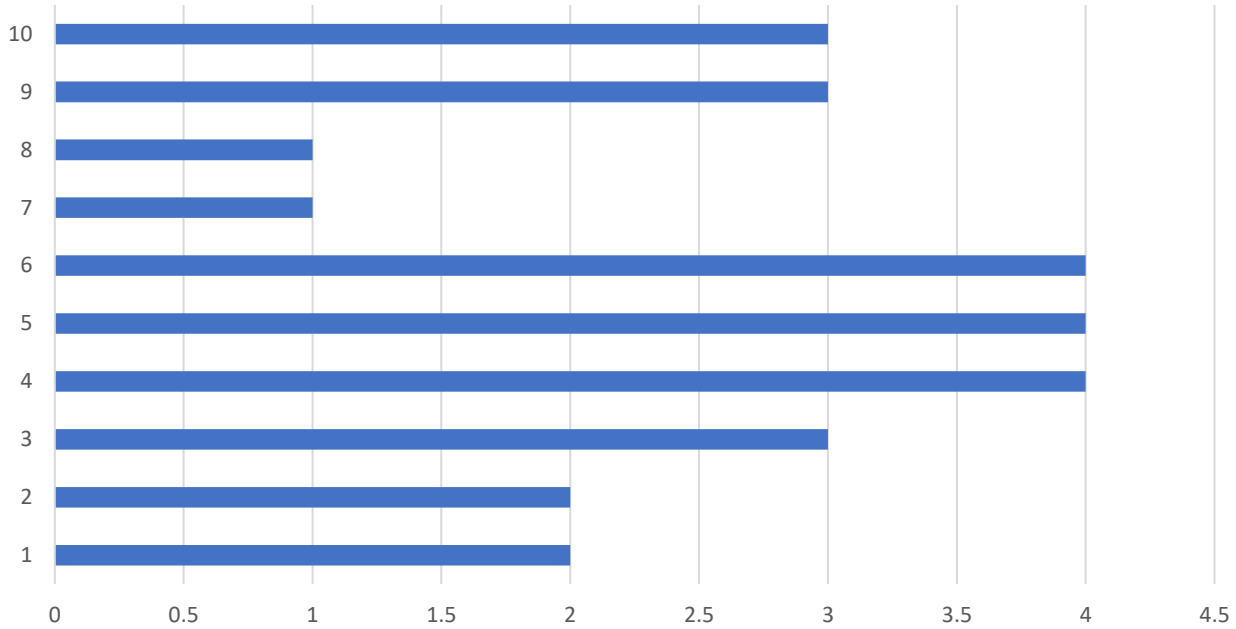
This information helps us to understand the variety of backgrounds and views of the people within the room, and identify any gaps of perspectives.

Below are the responses from the impact forms that were circulated at the beginning of the session:

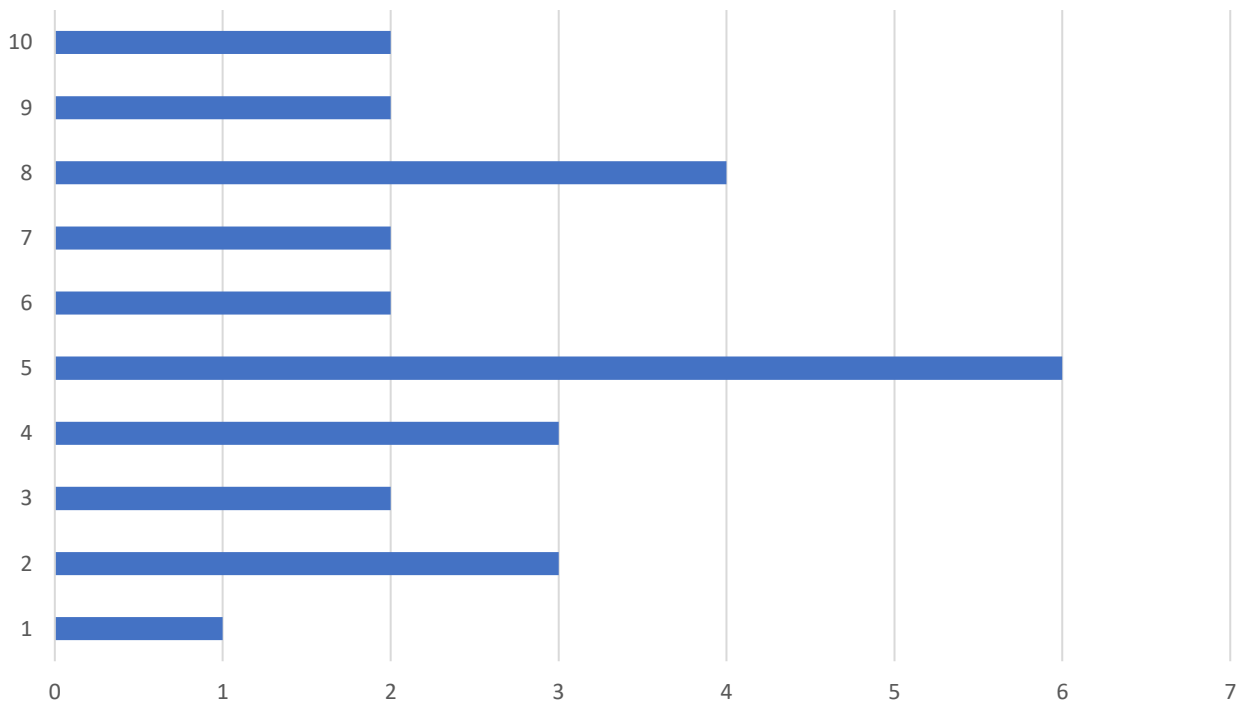
(The majority of the questions asked the community to state what degree they agree with the statement on a scale of 1-10 (1 being strongly disagree and 10 being strongly agree))



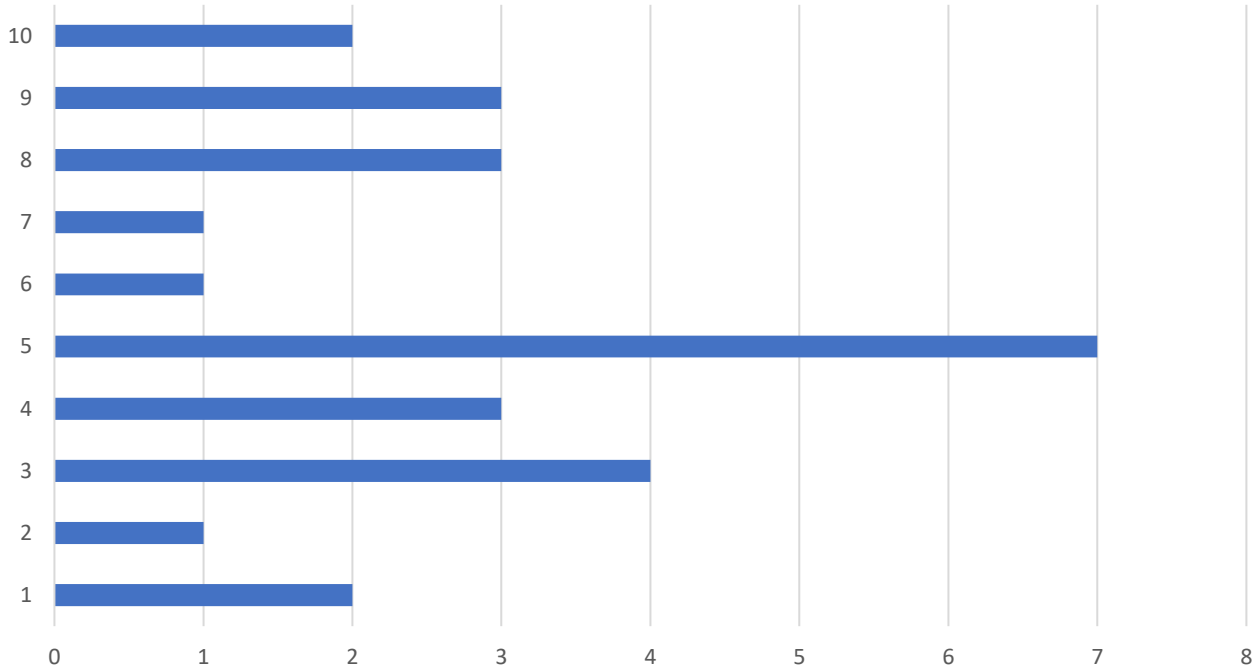
I feel I am aware of the decisions service providers (e.g. the council, the police, housing agencies etc) make for my local community.



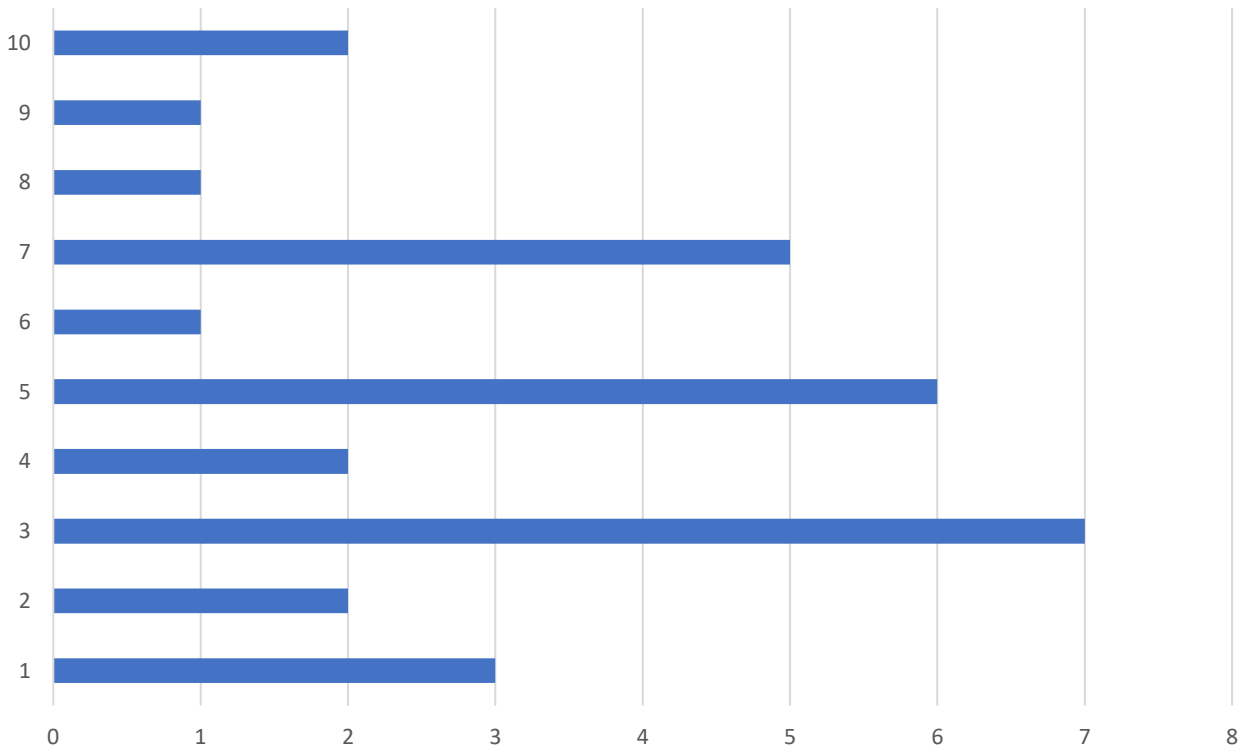
I have trust in my local community(e.g. my neighbours) to act with community benefit in mind.



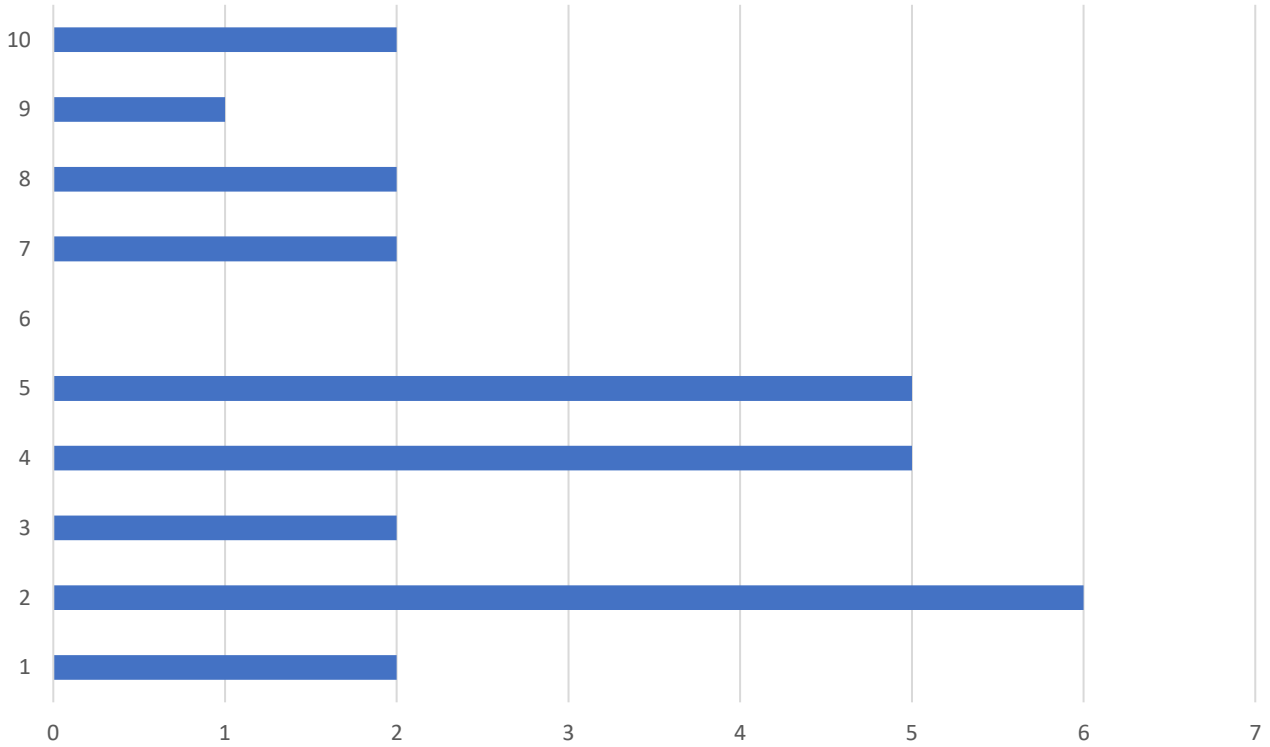
I have trust in my local community service providers (e.g. council and police) to act on behalf of community needs.



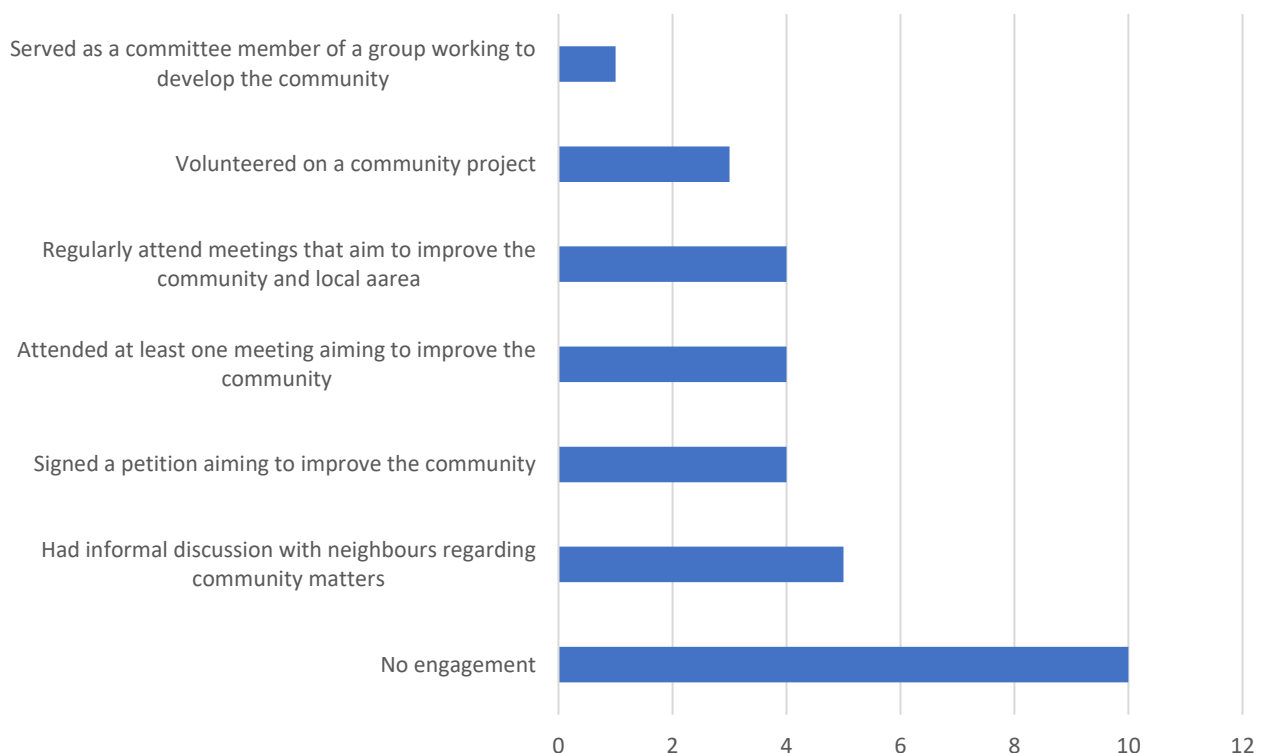
It is clear in my local neighbourhood who to ask and where to go for information and assistance when I have a problem.



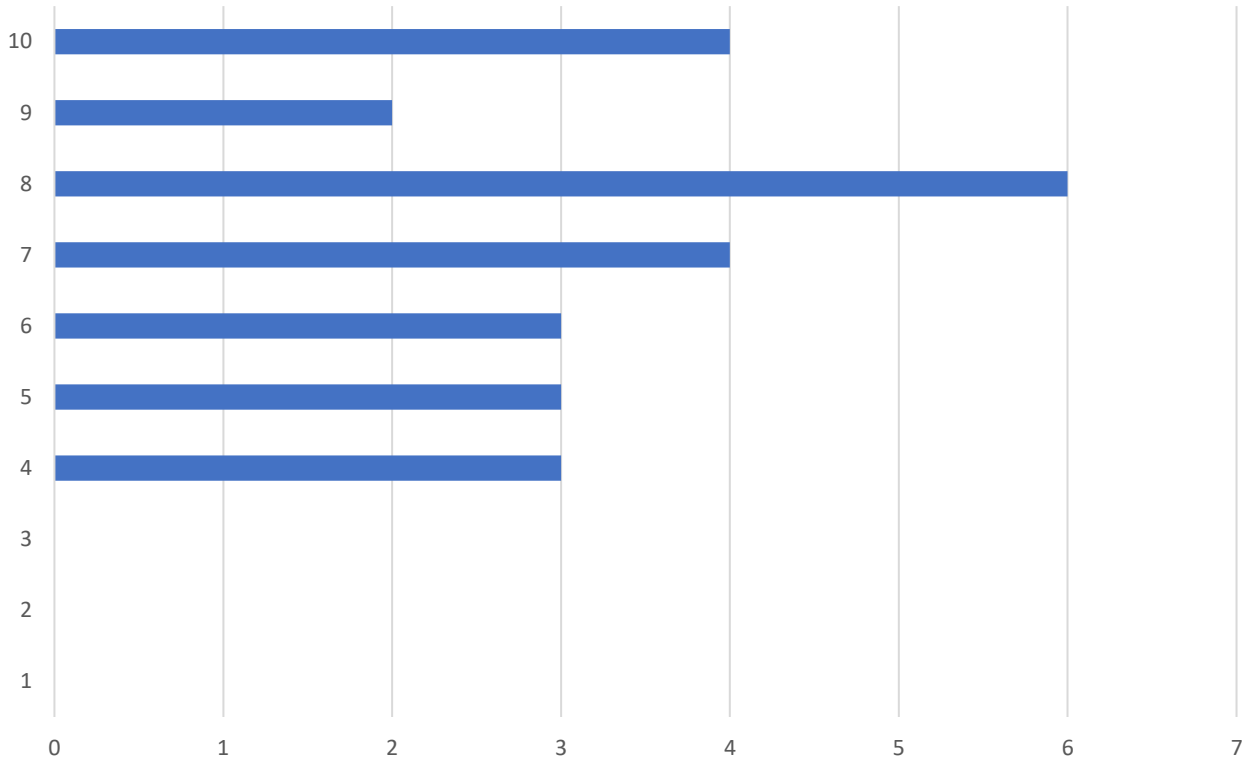
I feel my voice is heard by those who deliver local services in the community.



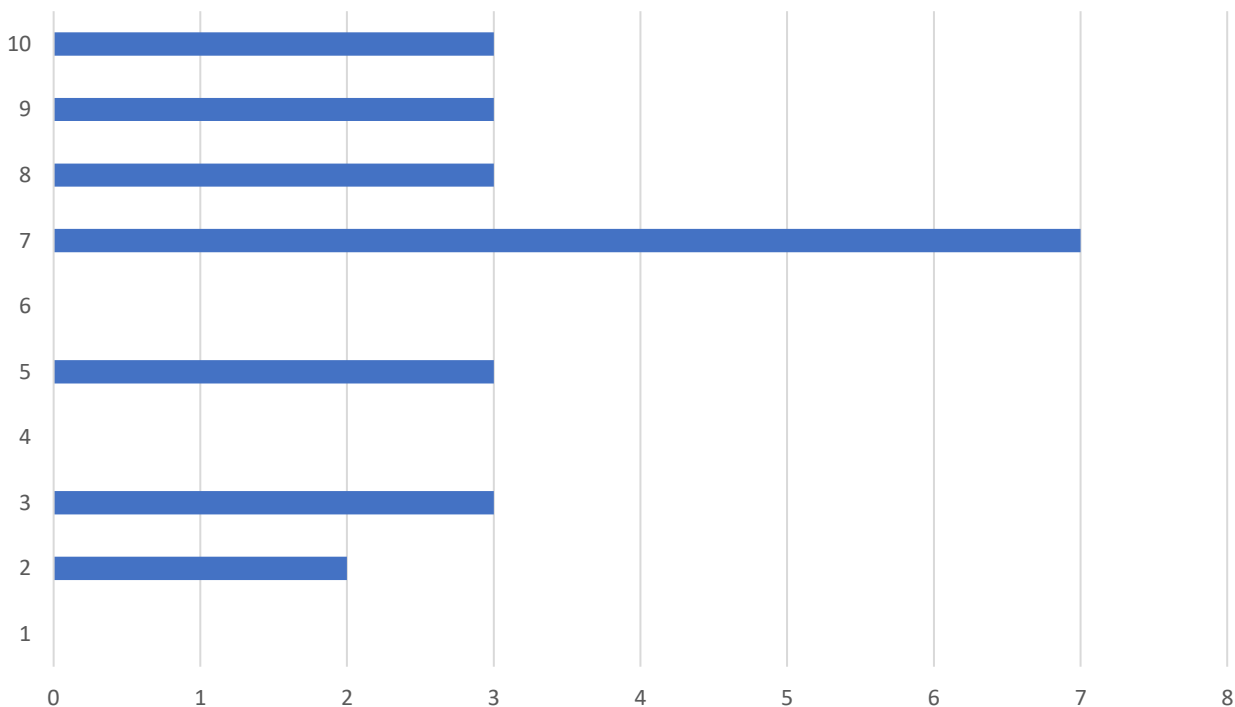
Describe the level of engagement you have had with local services providers or community groups over the last 12 months?

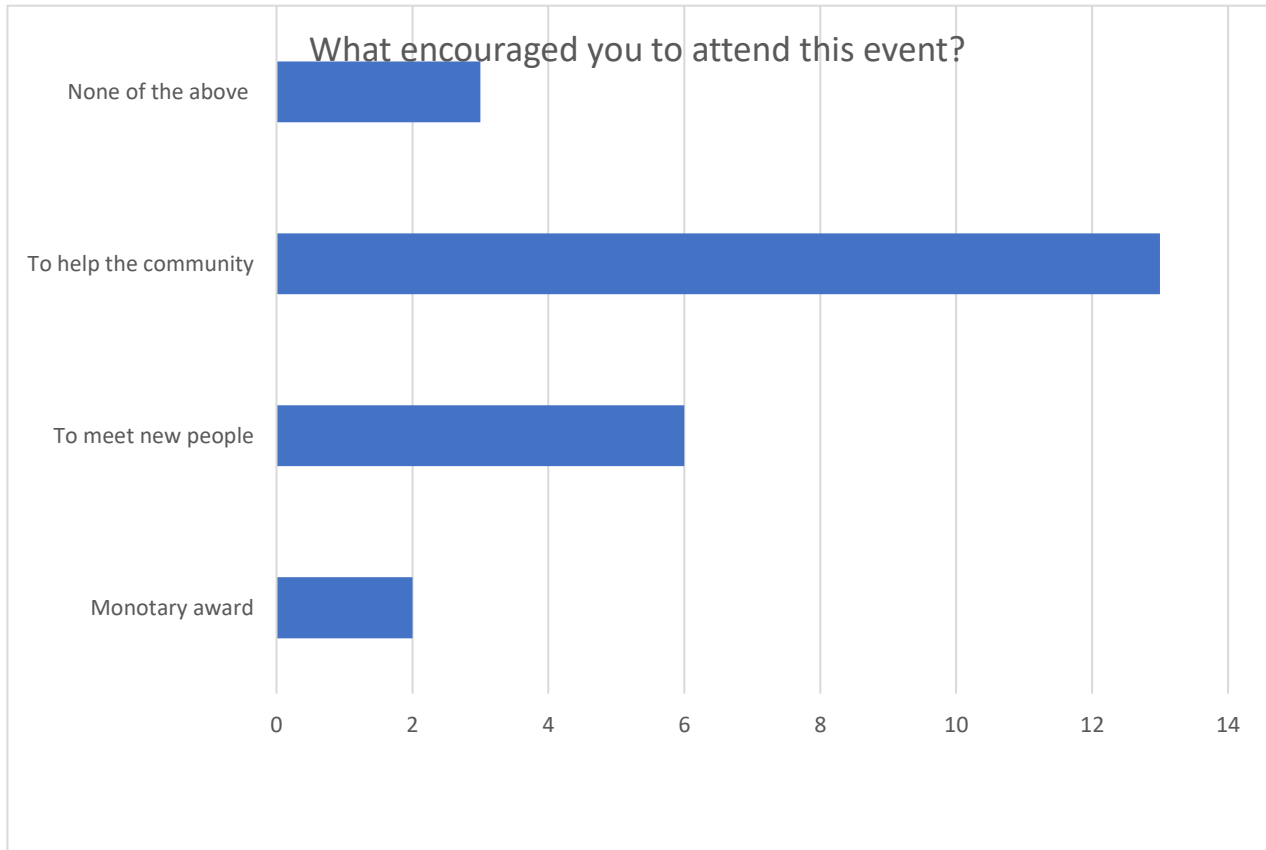


Describe below how likely you are to attend formal meetings with your local service providers?



There is a view that my community suffers from violent and organised crime. Do you agree?





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

- All areas should be focused within the community - all equal
- ASB from teens and young adult in and around the parks
- Streetlights and the state of the roads
- Community safety - burglaries, drunks, violence / Covid adherence / Disability awareness
- Safe Living
- Difficult, the area I live in does not have B&B etc, so any community involvement would be a local interest
- General improvement of engagement
- More police communication
- Getting the community more involved with appropriate stakeholders
- Safety and kids
- Accessibility / Bus routes
- Public safety
- Bus routes needed to doctor (both surgeries on outskirts) / Pavements need improving / Groups of alcoholics need to be moved on by police to discourage regular gatherings
- To improve street lighting, pavements, hospital waiting times and the post office in town centre
- Mitigating against isolation and vulnerability

What do you hope can be achieved through this event?

- To improve our community
- Teamwork - working together for a better future
- Great positive attitude to making Skegness better - it has a rubbish reputation sadly around the UK - so make it something to be proud of
- Better understanding of problems
- Better connection and an awareness of support and services available in the local area
- No idea

- I am here to see what it's all about if I achieve that I will be happy or happier than usual. I have not noticed the community suffering from violence. I am sure the town centre may see violence, but I walk the town up until about 11pm and have not experienced any. Drugs I'm sure are available especially cannabis
- Knowledge
- Wait and see
- Improvement to the local community both for safety and future projects
- A closer community, more informed as to who to go and speak to
- Ideas to improve levels of safety within Skegness, reduce crime rates and raise the level of community spirit felt in the residents of Skegness
- That facilities can be improved / young people
- To contribute to further initiatives which will benefit residents and support services supporting them