

**NEW DEAL FOR COMMUNITIES: NATIONAL EVALUATION MAIN PHASE**

**FINAL REPORT**

**ON THE NEW CROSS GATE NEW DEAL FOR COMMUNITIES PARTNERSHIP**

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**SQW LTD**

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## EVALUATION OF THE NEW DEAL FOR COMMUNITIES PROGRAMME

The evaluation of the New Deal for Communities programme is being undertaken by a consortium of organisations led by the Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University. Details of consortium members are at the back of this report.

The evaluation has three sets of objectives:

- To provide evidence relating to 'what works and why' in neighbourhood regeneration;
- To undertake value for money and cost effectiveness assessments of the NDC programme;
- To support the 39 Partnerships and the programme as a whole in achieving high standards of performance.

Key research tasks include:

- household surveys in all 39 areas in 2002 and 2004;
- identifying, collecting and assessing a range of secondary data, including results of the 2001 Census;
- analysing outcome indicators against expenditure to estimate net impacts within and across the programme and on specific groups of beneficiaries;
- carrying out local context analyses;
- an annual programme of interviews with partnership staff, board members and representatives of key stakeholders;
- five teams of specialists undertaking case study work focussing on progress in the five key policy areas: health, housing and the physical environment, education, worklessness, crime;
- longitudinal case study work in a small number of NDC areas;
- a programme of dissemination activities, designed to provide support and information for those **involved** in policy development and implementation.

The initial phase of the evaluation will run until 2005.

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## ACKNOWLEDGEMENTS

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We would also like to thank those people who agreed to take part in interviews for this research, as follows:

### Partnership Staff

- Symon Sentain, Acting Programme Director
- Diane Hill, Programme Manager
- Sarah Blair, Programme Manager
- Ryan McDade, Project Manager
- Hans Meier, Project Manager

### Board Members

- Joan Ruddock, MP, Interim Chair
- Debbie Ellison, Resident, School Community Development Worker
- Keith Taylor, Local Business Representative, Taylor Pearce Ltd.
- Cllr Paul Maslin, Local Authority Representative
- Bryan Lymbery, Health Representative, Chair, Lewisham PCT
- Dick Palmer, Education Representative, Deputy Principal Lewisham College
- Ron Tedman, Housing Association Representative, London Regional Director Hyde Housing Association
- Greg Brightwell, Resident

### Other Agencies & Groups

- Carol Cooke and Lucy Hargreaves, Government Office for London
- Pat Hayes, Executive Director for Regeneration, London Borough of Lewisham
- Jan Mackey, Scheme Manager Silwood SRB 5
- Peter Bailey, Learning & Skills Council, East London
- Devi Sohanta, Manager Enterprise and Employment Agency, New Cross Gate
- Annie Littell, Senior Partnerships Manager, JobCentre Plus Action Group

### Community Groups

- Millwall Community Sports Scheme (Jim Hicks)
  - Sommerville Adventure Playground (Hanneke Nicholson)
  - Lewisham Community Refurbishment Scheme (Trevor Norton)
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## EXECUTIVE SUMMARY

This document presents the findings of evaluation relating to the New Cross Gate NDC Partnership for the year 2002/3. It is one of a range of outputs arising from the first year of the national evaluation of the New Deal for Communities programme. The report is based on a number of sources of evidence, including a household survey by MORI of just under 500 households in September 2002, collation of a limited range of secondary data, interviews with a wide range of stakeholders inside and outside of the Partnership and desk research.

### *Overview of the Partnership's Year*

The Partnership has experienced a difficult year during which its planned programme proved to be over-ambitious and has been scaled back. A significant proportion of the Partnership's time and effort had been invested on major capital projects which have now been re-profiled and are subject to re-definition and further development work.

Two particular events occurred during the Summer of 2002 that have been a watershed for the NDC: the election of a new Board in May and the departure of the interim Director in August. These two events have given the Partnership a sense of renewal but have also prompted a re-evaluation of the content and phasing of much of the Partnership's work programme.

Despite a number of setbacks and some continuing weaknesses in the Partnership's staffing and management, the new Board is enthusiastic and committed. It adds new strength to the organisation and leading partners believe that the Board has every potential to develop in strength and to quickly move beyond the recent period of uncertainty.

The **findings** from this research are summarised below:

#### **a) Robustness of partnership**

The Board has been re-constituted following a full scale election of resident members and the appointment of a wide range of representatives drawn from external partners. Almost every major service provider or strategic organisation in North Lewisham is involved through Board membership, with the exception of Jobcentre Plus and the Learning & Skills Council. Board members are enthusiastic for their task and, as the individuals are generally drawn from senior positions, are able to command attention within their own organisations and to supply substantial management experience to the work of the Partnership. However, a number of resident members are keen to acquire more skills to discharge their functions whilst the professional members drawn from Stakeholder organisations have expressed uneasiness about the Board's tendency to become over-preoccupied with operational and minor details.

#### **b) A coherent programme**

The first and second year programmes contained a wide range of projects that addressed many varied local needs. However, key elements of the Delivery Plan's programme proved to be unachievable and have slipped significantly. So, as a coherent plan, it lacks some potentially important elements. There is only limited capital expenditure identified to address some of the major environmental problems in the area and the bulk of projects that have been funded are essentially revenue projects that address immediate service shortcomings.

Since its early period, the NDC has commissioned and acquired a substantial body of research, service mapping and benchmarking evidence that illuminates the extent and complexity of needs within the community. However it is not always clear the

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extent to which the project design and approval processes are justified by the available evidence of need.

### c) Resources, Financial Management & Administration

A number of long term personnel problems have limited the Partnership's ability to deliver outcomes during the year. During the Summer, the staff team was re-organised following the Interim Director's departure with a consequential change to the hierarchy of acting staff. A number of interim posts remained vacant for some of the year and the interim staff structure has subsequently been re-viewed. It is increasingly evident that the staff team needs to be consolidated and unified, this need has been identified by the Partnership through audit and review.

The project appraisal system has been substantially overhauled and the Board is beginning to make decisions using a 2 stage approval process. Projects are first considered at an initial concept stage before moving to structured assessment and recommendation stage. The quality of information presented to assessors and to the Board has improved significantly.

### d) Diversity, Race Equality & Fair Access

The Partnership does not yet have a firmly determined view about the priority it attaches to race equality but it recognises that, with almost half the population drawn from Black and ethnic minorities, it needs to reflect these communities on the Board and to address potential service failures. The Partnership has commissioned a race equality strategy to guide its work. Gender and disability equality has not been closely addressed by the Partnership.

### e) Results

The NDC is in its 2<sup>nd</sup> year following a shortened (5 month) 1<sup>st</sup> year. As a result, there are only a limited number of projects underway. Slow development of some projects combined with a recent re-appraisal of the programme has meant that a number of projects have been dropped or substantially re-defined. The programme's main components are:

<b>Health</b>	
<b>Key Issues</b>	<ul style="list-style-type: none"> <li>Poor health conditions identified; Scarcity of GP services</li> </ul>
<b>Key Outputs/Benefits</b>	<ul style="list-style-type: none"> <li>Health Impact Assessment completed</li> <li>Healthy Living/All Nations Centre entering further feasibility stage</li> </ul>
<b>Mainstreaming</b>	<ul style="list-style-type: none"> <li>PCT prepared to invest in new services in the area</li> </ul>
<b>Housing &amp; Physical Environment</b>	
<b>Key Issues</b>	<ul style="list-style-type: none"> <li>Partnership has no direct responsibility for housing development and consequently suffered from confusion about role; Limited community involvement with housing redevelopment plans of RSL (Hyde Housing)</li> </ul>
<b>Key Outputs/Benefits</b>	<ul style="list-style-type: none"> <li>A "quick-win" programme of smaller-scale environmental improvements underway, particularly at Besson Street Gardens, Eckington Gardens</li> <li>Bid to improve highways / traffic calming</li> </ul>
<b>Mainstreaming</b>	<ul style="list-style-type: none"> <li>Evidence of collaboration with RSL</li> <li>Local authority engagement with traffic calming</li> </ul>
<b>Education</b>	
<b>Key Issues</b>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Key Outputs/Benefits</b>	<ul style="list-style-type: none"> <li>Community development workers employed in local schools operational</li> <li>Summer Splash scheme run</li> </ul>
<b>Mainstreaming</b>	<ul style="list-style-type: none"> <li>Lewisham college may adjust services targeted at local 16+ population</li> </ul>
<b>Employment</b>	
<b>Key Issues</b>	<ul style="list-style-type: none"> <li>Low employment rates, very few jobs located within the neighbourhood or nearby localities; significant barriers to work experienced by many local people; many non-employed residents lack skills and have limited job-search horizons; few employability services located within the</li> </ul>

	neighbourhood
<b>Key Outputs/Benefits</b>	<ul style="list-style-type: none"> <li>Skills &amp; business audit completed; enterprise and recruitment agency operational</li> </ul>
<b>Mainstreaming</b>	<ul style="list-style-type: none"> <li>Closer coordination required with JobCentre Plus and the Deptford Action Team and mainstream funding sought. Some risk of services duplication.</li> </ul>
<b>Community Safety</b>	
<b>Key Issues</b>	<ul style="list-style-type: none"> <li>Limited engagement by shadow Board and few anti-crime projects developed; subsequent appointment of MPA Deputy Borough Commander to new Board has changed perception and help expedite projects and services</li> </ul>
<b>Key Outputs/Benefits</b>	<ul style="list-style-type: none"> <li>A Neighbourhood Wardens scheme starting to be implemented</li> <li>Area lighting strategy</li> </ul>
<b>Mainstreaming</b>	<ul style="list-style-type: none"> <li>Joint working with MPA</li> <li>street lighting developed with MPA and LBL.</li> </ul>
<b>Community Empowerment</b>	
<b>Key Issues</b>	<ul style="list-style-type: none"> <li>Delays in recruiting community development team; limited community engagement in NDC planning</li> </ul>
<b>Key Outputs/Benefits</b>	<ul style="list-style-type: none"> <li>A programme to spread broadband benefits to the wider community (redefined)</li> </ul>
<b>Mainstreaming</b>	<ul style="list-style-type: none"> <li>N/a</li> </ul>

#### f) Working with other agencies

The LEA's schools and Primary Care Trust are leading partners in main projects, although relationships with other public services agencies are still to develop fully. Private sector involvement is anticipated but has, so far, been very limited in its extent. A number of voluntary sector organisations have been engaged as delivery partners but the voluntary sector is less fully engaged as stakeholders.

#### g) Working with residents & community

Although a substantial number of voluntary and community organisations exist in the area – and a number contribute to the Partnership through its Board – there is a perception that community engagement is one weak aspect of the very strong partnership that has been established through the re-formed Board.

During the Partnership's preparatory phase, a Community Panel was established that drew from local residents, community and voluntary sector representatives and statutory service providers and authorities. The NDC team had provided support and training for the Panel which played a central role in selecting the Year 2 revenue projects. Theme groups had also been established, but their role was de-prioritised during the year and the Partnership is planning to re-establish this form of consultation and engagement to help influence and shape the Year 3 programme.

#### h) Learning, improvement and forward planning

The Partnership has a substantial body of baseline information about the neighbourhood and plans to continue commissioning work that will guide its strategy and implementation. The NDC is committed to reconfiguring local mainstream services and intends to establish a Neighbourhood Management Service Panel to guide its work whilst drawing on the experiences of other NDCs. It has not yet implemented an approach to reviewing performance, highlighting its achievements and learning from them. The NDC Board has recognised the structural barriers to the timely implementation of its programme and its actions are likely to incorporate a more systematic forward planning process.

### **Points for the future**

The Partnership faces a number of challenges for the near future. Firstly, it needs to consolidate the staff team and re-build its work culture, morale and improve its working conditions. Secondly it must successfully re-define its main capital projects and establish a plan for their deployment. Thirdly, it needs to capitalise on a number of “quick win” projects that it has recently approved without letting this skew the longer term goals. Lastly, the Partnership needs to ensure that enthusiasm and support within its new Board is effectively used and not allowed to dissipate.

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# 1 INTRODUCTION

This report presents the findings of evaluation relating to New Cross Gate NDC Partnership for the year 2002/3. It is one of a range of outputs arising from the first year of the national evaluation of the New Deal for Communities programme. The report is based on a number of sources of evidence:

- a survey of 500 households within the NDC area, carried out by MORI/NOP between July and November 2002;
- a range of administrative and secondary data;
- interviews with a range of stakeholders within and out with the NDC Partnership, including staff, board members, residents and representatives of key partner agencies;
- interviews with representatives from Government Offices and other regional stakeholders;
- documentary analysis of delivery plans and other relevant material.

A similar report has been produced for each of the other 38 NDC Partnerships.

The remainder of this report is structured as follows:

- Section 2 reviews the key physical characteristics of the NDC area
- Section 3 assesses the regeneration context within which the NDC is operating
- Section 4 addresses key features of the NDC partnership and its progress towards achieving outcomes
- Section 5 contains summary financial and project data
- Section 6 discusses aspects of the NDC's relationship with key stakeholders
- Section 7 presents maturity modelling of the NDC partnership
- Section 8 highlights key messages emerging from primary and secondary data sources
- Section 9 presents an overview of the achievements of the NDC partnership in 2002/3
- Annexe 1 contains data relating to the physical characteristics of the NDC area
- Annexe 2 contains primary data from the household survey
- Annexe 3 contains data derived from locally determined questions in the household survey

The views represented in this report do not necessarily reflect those of the Neighbourhood Renewal Unit or those of the Office of the Deputy Prime Minister.

## 2 THE NDC AREA

### 2.1 Broad Description of the NDC Area

#### Template 2.1: Broad description of NDC area

	SCORE 0	SCORE 1	SCORE 2
<b>HOUSING</b>	0 = if low density housing is the predominant land use in the NDC area.	1 = if high density housing is the major development in the NDC area.	2 = if mixed density housing is the main use in the NDC area.
<b>FACILITIES and SERVICES</b>	0 = if there is only a very limited number of local services, such as a few shops, a pub and some open space and community / church hall.	1 = if there is a variety and range of local services, such as choice of shopping and other services such as library, cafes, leisure and community facilities.	2 = if there is a variety and range of local services, but in addition there are facilities or services which serve the wider urban area, such as restaurants, leisure facilities, superstores.
<b>COMMERCE AND BUSINESS</b>	0 = if there are no business or commercial premises in the NDC area, other than those used for retailing.	1 = if there is a limited number of commercial or business premises, predominantly for use by small and 'local' enterprises.	2 = if there is a mix and range of business and commercial premises, used or potentially used by one or more major enterprises.

#### Commentary:

##### Built environment

The area bounded by the New Cross Gate NDC is a compact, high density environment dissected by two high volume trunk roads. The centre of the NDC is the Kender Triangle, an area dominated by post-war local authority housing and hemmed-in by the one-way traffic system that forms the junction of the A2 and A202. The main roads and pavements are a relatively inhospitable environment and dominate in a neighbourhood that is chronically short of open land for recreational or civic space.

On the east side, half a dozen streets of Victorian built terraced housing forms the Hatcham Park Conservation Area and much of this stock is in local authority ownership. To the immediate south of the NDC area is Telegraph Hill, an area of mainly privately owned houses in single family configuration or converted into flats. This neighbourhood, and Brockley further to the South, are much sought-after areas in South London. Over a 7 year period, land values and property prices have risen sharply in the area revealing a stark contrast between the relative affluence of Telegraph Hill and the degree of need identified within the NDC area that closely adjoins it.

##### Transport

Rail links to London Bridge are fast and reasonably reliable and the East London underground line – with links to the Jubilee line at Canada Water and stations in Tower Hamlets – terminates at New Cross Gate. There are regular bus services towards central London and East to Lewisham town centre and the arrival of the Docklands Light Railway at Deptford Bridge makes rapid transit to Canary Wharf relatively straightforward. Although traffic routes to the area are good with the A2 and A20 arterial roads passing through, traffic congestion is very severe. However, long term bridge works at New Cross Gate station combined with closure of the A2 at Blackheath have reduced the volume of long distance traffic passing through the area.

##### Economic activity

A large branch of Sainsbury's is located alongside the railway tracks bordering the East of the NDC area and provides substantial retail services and some local employment. This is the only employer of any significant size in the area. In total, there are less than 200 commercial premises in the area although about 1 in 6 of these is vacant. Two thirds of firms employ 5 or less people and over a half of all businesses are in retail, wholesale, catering and hospitality. Business conditions are generally stable – with very few firms either growing or contracting and most maintaining a "subsistence" pattern of trading. Apart from a handful of chain-multiple outlets, most shops in the area are strung out along the main roads and tend to be

small-scale offering a limited range of products and personal services for localised custom. The poor grade of shop frontage contributes to a run-down appearance throughout the area.

#### People

The 1991 Census identified nearly 7,500 people resident in nearly 3,300 households that are predominantly in local authority ownership. The Census also showed that it is a highly diverse neighbourhood with about a third of the resident population being of black and minority ethnic backgrounds – principally people of African and Caribbean origins, long settled in the area. The proportion of BME residents is broadly similar to elsewhere in Lewisham and to the inner London average. The MORI/NOP Household Survey confirms data contained in other recent local surveys showing that the BME population has risen to 47% in the intervening period since 1991. In recent years, the NDC and its surrounding area have seen substantial in-migration of two types.

- young adults – particularly, students and couples or single people in white collar and professional occupations purchasing residential accommodation, particularly in the Telegraph Hill area, but also in cheaper leasehold dwellings located above shops on the main roads.
- arrivals from parts of southern Europe, Asia and Africa, including a proportion seeking asylum and refugee status

At the other end of the spectrum, there is also a significant proportion of residents who have lived in the area for many years. Many are drawn from families that were first housed in the neighbourhood's estates and, now, three substantial units of social housing are dedicated to older peoples' accommodation needs. Their length of residence contributes to a disproportionately sized cohort of older people and this, combined with the youthfulness of many other population groups, partly explains the low numbers of young children in the area – about two thirds of households have no-one aged under 16. However, other evidence suggests that the remainder of households have a very high number of young children. With about 1,000 of the population estimated to be aged 0-4, this is double the concentration of very young children compared with the average rate for Lewisham and indeed London.

The neighbourhood has an unemployment rate of approximately 11% which is not substantially greater than the inner London average or the rate for Lewisham as a whole. However, the NDC area's working age population has a fairly high level of economic inactivity – some 10 percentage points higher than the Lewisham and London averages.

#### Locational identity

The southern edge of the NDC area is mainly defined by the A202, Queens Road, south of which is prosperous Telegraph Hill. However, most of the West and Eastern boundaries are formed by 2 railway lines running North-South. On the Eastern edge of the NDC area, there are just two crossing points into the rest of Deptford. To the North, the urban scene is dominated by light industry, further railway tracks, a waste transfer station and Millwall football ground. The main eastern crossing point is at a highly congested traffic bridge over rail lines giving the area a sense of being slightly disconnected from the rest of Deptford and being more attached to Peckham and, along the Old Kent Road, to other parts of Southwark to the West. Indeed the identity of "New Cross Gate" is a confused one with many residents associating this with the railway station or the name specifically used to describe the group of local authority housing estates located on either side of the A2.

## 2.2 Assessment of the NDC Area

### Template 2.2a: Assessment of the NDC area - Partnership Response

No of respondents = 6

<i><b>MOST LIKE</b></i>		<i><b>MOST LIKE</b></i>	
An NDC area in a prosperous city-region experiencing buoyant levels of demand for housing and labour.	✓		An NDC area in a city-region experiencing economic decline and low levels of demand for labour and housing.
An inner city NDC, with range of services in or easily accessible to the NDC area.	✓		An edge of city/town NDC area, with few or no services and isolated from main urban centre.
An NDC area with a population that is largely stable.		✓	An NDC area where a significant minority of the population is transient, or with increasing levels of outward migration.
An NDC area with a dominant cultural or ethnic identity.	✓		An NDC area exhibiting high levels of diversity, with no dominant cultural or ethnic identity.
An NDC area with more than 60% of housing in local authority or social landlord ownership.	✓		An NDC area with more than 60% of private residential ownership, as rented or owner occupied.
An NDC area with social interactions characterised by networking, formal and informal organising and group activities.		✓	An NDC area with social interactions characterised by individualism, the needs of fragmented or specific groups and personal isolation.
An NDC area with a low level of inter-ethnic/ racial group interaction/ community cohesion.	✓		An NDC area with a high level of inter-ethnic/racial group interaction/ community cohesion.
An NDC area with high levels of social and economic dependency on the state and quasi-state institutions, schemes and funding.	✓		An NDC area with evidence of social and economic entrepreneurship.
An NDC area with limited range of physical assets and spaces.	✓		An NDC area with a mix of physical assets and spaces.
An NDC area which - if regenerated - would impact adversely on surrounding neighbourhoods.		✓	An NDC area which - if regenerated - would cause minimal 'displacement' effects in surrounding neighbourhoods.

### Template 2.2b: Assessment of the NDC area - Stakeholder Response

No of respondents = 9

<i><b>MOST LIKE</b></i>		<i><b>MOST LIKE</b></i>	
An NDC area in a prosperous city-region experiencing buoyant levels of demand for housing and labour.	✓		An NDC area in a city-region experiencing economic decline and low levels of demand for labour and housing.
An inner city NDC, with range of services in or easily accessible to the NDC area.	✓		An edge of city/town NDC area, with few or no services and isolated from main urban centre.
An NDC area with a population that is largely stable.	✓		An NDC area where a significant minority of the population is transient, or with increasing levels of outward migration.
An NDC area with a dominant cultural or ethnic identity.		✓	An NDC area exhibiting high levels of diversity, with no dominant cultural or ethnic identity.
An NDC area with more than 60% of housing in local authority or social landlord ownership.	✓		An NDC area with more than 60% of private residential ownership, as rented or owner occupied.
An NDC area with social interactions characterised by networking, formal and informal organising and group activities.		✓	An NDC area with social interactions characterised by individualism, the needs of fragmented or specific groups and personal isolation.
An NDC area with a low level of inter-ethnic/ racial group interaction/ community cohesion.		✓	An NDC area with a high level of inter-ethnic/racial group interaction/ community cohesion.
An NDC area with high levels of social and economic dependency on the state and quasi-state institutions, schemes and funding.	✓		An NDC area with evidence of social and economic entrepreneurship.
An NDC area with limited range of physical assets and spaces.	✓		An NDC area with a mix of physical assets and spaces.
An NDC area which - if regenerated - would impact adversely on surrounding neighbourhoods.		✓	An NDC area which - if regenerated - would cause minimal 'displacement' effects in surrounding neighbourhoods.

**Template 2.2c: Assessment of the NDC area - Other Agency Response****No of respondents = 4**

<i><b>MOST LIKE</b></i>		<i><b>MOST LIKE</b></i>	
An NDC area in a prosperous city-region experiencing buoyant levels of demand for housing and labour.		✓	An NDC area in a city-region experiencing economic decline and low levels of demand for labour and housing.
An inner city NDC, with range of services in or easily accessible to the NDC area.	✓		An edge of city/town NDC area, with few or no services and isolated from main urban centre.
An NDC area with a population that is largely stable.	✓		An NDC area where a significant minority of the population is transient, or with increasing levels of outward migration.
An NDC area with a dominant cultural or ethnic identity.		✓	An NDC area exhibiting high levels of diversity, with no dominant cultural or ethnic identity.
An NDC area with more than 60% of housing in local authority or social landlord ownership.	✓		An NDC area with more than 60% of private residential ownership, as rented or owner occupied.
An NDC area with social interactions characterised by networking, formal and informal organising and group activities.	<b>Don't Know</b>		An NDC area with social interactions characterised by individualism, the needs of fragmented or specific groups and personal isolation.
An NDC area with a low level of inter-ethnic/ racial group interaction/ community cohesion.	<b>Don't Know</b>		An NDC area with a high level of inter-ethnic/racial group interaction/ community cohesion.
An NDC area with high levels of social and economic dependency on the state and quasi-state institutions, schemes and funding.	✓		An NDC area with evidence of social and economic entrepreneurship.
An NDC area with limited range of physical assets and spaces.	✓		An NDC area with a mix of physical assets and spaces.
An NDC area which - if regenerated - would impact adversely on surrounding neighbourhoods.		✓	An NDC area which - if regenerated - would cause minimal 'displacement' effects in surrounding neighbourhoods.

**Commentary:**

The Partnership and Stakeholders share significantly different perceptions about their area. A number of the latter regard New Cross Gate as suffering from declining economic fortunes even though a small majority (and most of the Partnership) regard it as being located within a prosperous city enjoying buoyant labour market conditions. All – including external agencies – agree that a wide range of services are easily accessible and that it is an area dominated by public sector or social housing.

Whilst the Partnership regards the area as having a relatively transient population, Stakeholders disagree – with a majority describing the population as being fairly stable. There is also a lack of consensus about the extent of networking and other organised social interaction with Stakeholders being evenly divided but the Partnership being more pessimistic.

Whilst stakeholders regard the area as being highly diverse without any single dominant culture or ethnic identity, the Partnership identifies a single dominant cultural or ethnic identity. Stakeholders and the Partnership also disagree about the level of community cohesion and ethnic or inter-racial mixing – with Stakeholders sharing a more optimistic view.

Almost all respondents are agreed that the area lacks social and economic entrepreneurship and is highly dependent on public agencies. All generally agree that the area, if regenerated would have few displacement effects, although one third of Stakeholders fear adverse effects.

### 3 THE REGENERATION CONTEXT

#### 3.1 Changes in the Regeneration Context

##### Template 3.1a: Changes in the Regeneration Context in Last 1-2 Years (Partnership Response)

No of respondents = 6

Changes	Condition exists?	If yes, assessment of importance: very important, moderate importance, no importance			List any responses to these changes as they have/might impact on the NDC. Where changes are outside of NDC area, comment on the context in which these have occurred - i.e. are they local, regional or national changes?
		Y/N	Very	Mod	
<b>Demographic trends (local, regional or national)</b>					
Out migration	Yes		Mod		
Immigration (from outside UK)	Yes	Very			
Inward migration (from within UK)	No		Mod		
Other (state)					
<b>Market behaviour (local, regional or national)</b>					
Affordable housing	Yes	Very			
Declining house prices	No				
Increasing voids	No				
Deteriorating job market	Yes	Very			
Improving job market	No				
Other (state)					
<b>Institutional/Policy changes outside NDC area</b>					
Increasing influence of RDAs	No				
LSP activity	Yes		Mod		
Impact of other ABIs	No Consensus				
National policy changes crime (state)	Yes	Very			
Ditto education	Yes	Very			
Ditto worklessness	Yes	Very			
Ditto health	Yes	Very			
Ditto housing	Yes	Very			
Other (state)					
<b>Institutional/ Policy changes within NDC area (other than by NDC)</b>					
Impact of other ABIs	Yes		Mod		
Specific local initiatives (state)	No				
Other (state)	Yes	Very			Shortage of doctors – lists closed
<b>Neighbourhood as a place to live, work, consume, belong</b>					
Closure of local public facilities	Yes		Mod		
Closure of shops	Yes	Very			
Closure of businesses	Yes	Very			
Opening of new facilities	No Consensus				
Opening of new shops	Yes		Mod		
Opening new businesses	Yes		Mod		
Racial tensions	No				
Other community tensions	No Consensus				
Declining transport facilities	No				
Improving transport facilities	Yes	Very			
Other (state)	Yes	Very			Temporary (2 year) road works on New Cross Gate bridge

### Template 3.1b: Changes in the Regeneration Context in Last 1-2 Years (Stakeholder response)

No of respondents = 9

Changes	Condition exists?	If yes, assessment of importance: very important, moderate importance, no importance			List any responses to these changes as they have/might impact on the NDC. Where changes are outside of NDC area, comment on the context in which these have occurred - i.e. are they local, regional or national changes?
		Very	Mod	No	
	Y/N				
<b>Demographic trends (local, regional or national)</b>					
Out migration	Yes		Mod		
Immigration (from outside UK)	Yes		Mod		
Inward migration (from within UK)	Yes		Mod		
Other (state)	Yes				
<b>Market behaviour (local, regional or national)</b>					
Affordable housing	Yes	Very			
Declining house prices	No				
Increasing voids	No				
Deteriorating job market	No				
Improving job market	Yes	Very			
Other(state)					
<b>Institutional/Policy changes outside NDC area</b>					
Increasing influence of RDAs	Yes		Mod		
LSP activity	Yes	Very			
Impact of other ABIs					
National policy changes crime (state)	Yes		Mod		
Ditto education	Yes	Very			
Ditto worklessness	Yes		Mod		
Ditto health	Yes	Very			
Ditto housing	Yes		Mod		
Other (state)					
<b>Institutional/ Policy changes within NDC area (other than by NDC)</b>					
Impact of other ABIs	No				
Specific local initiatives (state)	Yes	Very			
Other (state)					
<b>Neighbourhood as a place to live, work, consume, belong</b>					
Closure of local public facilities	No consensus				
Closure of shops	Yes		Mod		
Closure of businesses	Yes	Very			
Opening of new facilities	No				
Opening of new shops	Yes		Mod		
Opening new businesses	No consensus				
Racial tensions	No				
Other community tensions	No				
Declining transport facilities	No				
Improving transport facilities	Yes	Very			
Other (state)	Yes	Very			

### Template 3.1c: Changes in the Regeneration Context in Last 1-2 Years (Other Agency response)

No of respondents = 4

Changes	Condition exists?	If yes, assessment of importance: very important, moderate importance, no importance			List any responses to these changes as they have/might impact on the NDC. Where changes are outside of NDC area, comment on the context in which these have occurred - i.e. are they local, regional or national changes?
		Very	Mod	No	
	Y/N				
<b>Demographic trends (local, regional or national)</b>					
Out migration	No Consensus				
Immigration (from outside UK)	Yes	Very			
Inward migration (from within UK)	Yes		Mod		
Other (state)					
<b>Market behaviour (local, regional or national)</b>					
Affordable housing	No				
Declining house prices	No				
Increasing voids	No				
Deteriorating job market	No				
Improving job market	Yes	Very			
Other(state)					
<b>Institutional/Policy changes outside NDC area</b>					
Increasing influence of RDAs	Yes		Mod		
LSP activity	Yes		Mod		
Impact of other ABIs	Yes		Mod		
National policy changes crime (state)	No Consensus				
Ditto education	Yes	Very			
Ditto worklessness	Yes	Very			
Ditto health	Yes	Very			
Ditto housing	Yes	Very			
Other (state)					
<b>Institutional/ Policy changes within NDC area (other than by NDC)</b>					
Impact of other ABIs	Yes		Mod		
Specific local initiatives (state)	Yes		Mod		Neighbourhood renewal
Other (state)					
<b>Neighbourhood as a place to live, work, consume, belong</b>					
Closure of local public facilities	No Consensus				
Closure of shops	Yes	Very			
Closure of businesses	Yes	Very			
Opening of new facilities	No Consensus				
Opening of new shops	No Consensus				
Opening new businesses	No				
Racial tensions	No				
Other community tensions	Yes		Mod		
Declining transport facilities	No				
Improving transport facilities	Yes		Mod		
Other (state)	Yes				Traffic congestion is a major problem

**Commentary:***Demography*

All respondents recognise that the neighbourhood is undergoing significant population change with out-migration replaced by in-migration primarily from outside the UK. With nearly a third of the population resident at their current address for less than 3 years, typical household tenure lengths are not significantly different to the national average. However, they are greater than for other areas of social housing where tenancies tend to be held for longer periods than for private tenancies or amongst freehold or leasehold tenures. Almost half (44%) of the population are keen to move from their current home, so the driver behind further population change may be very strong.

The household survey shows that nearly 1 in 5 households are occupied by a lone parent – more than double the national average. One in five households does not have English as a first language. Engagement by the NDC of these population groups should be a high priority for the Partnership.

*Market behaviour*

All respondents judge the need for affordable housing to be very high. There is unanimity that the management of public and social sector housing has resulted in very few empty properties. However, the price of privately owned land and property has risen sharply in the area and this threatens to crowd-out a middle layer of people on moderate to average incomes for whom housing is too expensive. A typical single bedroom flat in the area is advertised for over £150,000 although the supply is quite restricted.

There are significantly differing views about the state of the labour market. Stakeholders (particularly elected Board members) believe that the jobs outlook has worsened whilst the Partnership and others are more optimistic. Local people are right to identify a continued loss in locally based jobs in skilled and semi skilled occupations and the growth in comparatively low skilled, low paid work in retail or personal services. Many of these marginal jobs are at risk as the London economy cools down and local people may be very sensitive in recognising these changes.

By contrast, others in the Partnership, on the Board and in external organisations may well reflect the orthodox view that London's economy has grown rapidly for 15 years. Most jobs growth has been in finance and business services. Although much of this jobs growth at the middle and top ends of the labour market has come to a halt, it will take some time before the effect is widely felt. Retrenchment in these sectors has not led to widescale lay-offs. Instead it has meant fewer new hirings and a reduction in earnings and bonus payments. More importantly, the perception of the labour market held by public sector and quasi-public sector professionals will be heavily influenced by the counter-cyclical expansion of spending on public services.

*Institutional/policy changes outside the NDC area*

The impact and importance of the London Development Agency registers very low amongst respondents. By contrast, all acknowledge the emerging role of the Lewisham Local Strategic Partnership and all recognise the impact of changing government policy, particularly in education and health, but less so in employment, crime and housing. (The tables above do not fully reflect some of the subtler distinctions).

*Institutional policy changes within the NDC area (other than by NDC)*

Respondents recognise the impact of other area based initiatives, particularly the legacy of Deptford City Challenge and the adjoining SRB areas. They identify changes in Metropolitan Police operations have improved levels of street crime but that management of highways has worsened significantly.

*Neighbourhood as a place to live, work, consume and belong*

Whilst there is no clear consensus about the availability of public facilities, all respondents accept that retail and business closures have had a marked impact on the area. However, they also recognise that new retail facilities have opened – although this view will primarily be influenced by the opening of a large retail store alongside the railway tracks to the east of the NDC area.

Although the area is regarded as generally having low community tensions, the perception of relative harmony is not absolutely held. Residents in particular, express a view that the area is

one in which they are generally pleased to live in despite the problems caused by heavy traffic congestion and poor environmental amenities.

## 4 THE NDC PARTNERSHIP

### 4.1 Changes in Board Membership

#### Template 4.1: Changes in Board Membership

What percentage of Board Members are from BME communities?	28%
Does the Board have a resident majority?	No
Has board membership changed in the last 12 months?	Yes

If **no**, go to next template 4.2

If **yes** ....

Has the size of the board changed?	increased
Has the proportion of resident board members changed?	increased
Has the number of Board members from BME communities changed?	increased
Have new agencies or interest groups joined the board?	yes
If yes, who? Local Business LSP Housing Association	
Have agencies or interest groups left the board and not been replaced?	Yes
If yes, who? Sommerville Adventure Playground	
Has the chair of the board changed?	yes/

#### Commentary:

The Shadow Board formed in October 2000 was replaced by a full Partnership Board established in May 2002. This brings together locally elected representatives, education, business, voluntary sector and housing interests along with the police, 2 local authority elected members and the local strategic partnership. The Board was constituted following a full scale election of resident members with the full complement of external members appointed and in place by September 2002. Whilst the Shadow Board mainly comprised local residents, on the fully fledged Partnership Board, locally elected residents are the largest single category of members, but no longer form a majority. Previous ambiguities about actual membership of the Board – and their locus – have been resolved.

The chair of the Shadow Board resigned in November 2001 and he was replaced by an interim chair - the local MP – whose period in office was extended to ensure continuity into the full Board and to cover the appointment of a Chief Executive for the Partnership. Options are being considered for the timing and method of recruiting a permanent Chair.

## 4.2 Elections and Legal Status

### Template 4.2: Elections and Legal Status

Have community elections to the Partnership Board been held in the last 12 months?		Yes		
If yes, what format did these elections take?				
The board held elections in April 2002 to establish the Partnership Board. Proportional representation system was used, there were 20 candidates and 11 residents were elected. Constraints included gender, age and ethnicity.				
What was the turnout? (express as a percentage of maximum turnout)				
16%				
Has the legal status of the Partnership changed in the last 12 months?				No
If yes, what is its <b>new</b> legal status? ( <i>tick all boxes that apply</i> )				
Co. ltd. by guarantee	Community development trust	Charity	No legal status	Other (specify)

### Commentary:

The Shadow Partnership Board had originally intended to move quickly towards establishing the NDC as an independent legal entity and had considered the options for incorporation as a company limited by guarantee. The Board has decided to delay the move to legal status and further development awaits the arrival of a new Chief Executive. The Partnership's Delegated Authority was removed by the Accountable Body and until this first stage of independence is re-established, aspirations towards incorporation will remain a low priority for all parties.

## 4.3 Operation of the Board

## Template 4.3a: Board Operation (Partnership Response)

No of respondents = 6

Currently ...	Strongly Agree	Agree	Dis-agree	Strongly Disagree	DK/ no comment	in the last 12 months has the situation ...
Board members are clear about their <b>roles and responsibilities</b>		<b>No consensus</b>				Improved
Appropriate structures for <b>accountability</b> for Board members are being developed or are in place		✓				Improved
Boards members have the necessary <b>skills</b> to carry out their roles effectively		<b>No consensus</b>				Improved
Adequate <b>training and support</b> are provided for Board members			✓			Improved
Board members take a <b>strategic and long term view</b>			✓			Improved
Board members are generally happy with the <b>time commitment</b> required of them for NDC		✓				Improved
Board membership is <b>stable</b>		✓				Improved
Relationships between the Board and staff are <b>harmonious</b>	<b>No consensus</b>					Improved

**Template 4.3b: Board Operation (Stakeholder Response)****No of respondents = 9**

Currently ...	Strongly Agree	Agree	Dis-agree	Strongly Disagree	DK/ no comment	in the last 12 months has the situation ...
Board members are clear about their <b>roles and responsibilities</b>		✓				Improved
Appropriate structures for <b>accountability</b> for Board members are being developed or are in place		✓				Improved/ stayed the same
Boards members have the necessary <b>skills</b> to carry out their roles effectively			✓			stayed the same
Adequate <b>training and support</b> are provided for Board members			✓			stayed the same
Board members take a <b>strategic and long term view</b>			✓			Improved
Board members are generally happy with the <b>time commitment</b> required of them for NDC		✓				stayed the same
Board membership is <b>stable</b>		✓				stayed the same
Relationships between the Board and staff are <b>harmonious</b>			✓			Improved
Relationships within the Board are <b>harmonious</b>			✓			Improved

**Commentary:**

The Board has a good balance between local members and the wide range of statutory organisations that have nominated representatives. It brings together locally elected representatives, education, business, voluntary sector and housing interests along with the police, local authority and the local strategic partnership. The strength of its external membership reflects efforts made by the previous interim Director and the existing commitment to partnership working that is more widely evident elsewhere in Lewisham particularly within the Local Strategic Partnership. These organisations promise a high degree of commitment to making the Partnership a success.

However, there is reasonably widespread acceptance that the new Board has yet to fully establish its role. Only a short period of time has elapsed since the local members were elected and organisational representatives were appointed.

Since the early Summer, the Board has weathered 3 significant jolts to the organisation's running: the departure of their interim Director; a critical internal audit report; and the realisation that their Year 2 delivery plan was over-ambitious. Although many members felt ill-informed about these problems, the experience has ensured that Board has become more

tightly bound together and more clearly focused on long term delivery. Engagement with the NDC's work has been good and this is reflected in generally high attendance at the Board's regular meetings.

Nonetheless, most Board members and external organisations believe that it still has to concentrate more effectively on long term goals rather than immediate operational matters. Board themselves are less confident about whether or not they possess the necessary skills to discharge their roles effectively and do not feel that adequate training and support is provided for them.

Within the Board, there is a view that, although tensions still exist, it is a more cohesive group and that its chair has played an especially valuable role in achieving stability and continuity during a period of considerable flux.

Relations between the Board and the Partnership's staff are perceived differently. Some external agencies and more senior staff believe that the relationship is good. However, this is not borne out by evidence from Board members. The majority of responding members note that relations between the board and staff are less than harmonious whilst the Partnership staff do not feel that there is an issue. Generally board members felt that relations were improving although they had been strained in the last year. Board members noted that there are elements of distrust between the board and the Partnership staff and that there have been times when board members have felt that they were not receiving all of the required information from the Partnership staff. In recent months the quality of information presented to the Board has improved significantly. Board members particularly recognise that the process of reporting project appraisal is better.

When considering the relations between the Board and the Partnership it is important to consider the quality of the information and reporting under the previous interim management and the upheaval experienced by the Board during the subsequent departure of the previous interim management. The current interim management has taken rapid action to rectify this situation and Board members have indeed reported a significant improvement in the quality of information and reporting. It is already evident that these improvements are resulting in improved relations between the NDC delivery team and Board members.

**Template 4:4: Staffing**

Is the Partnership fully staffed?	No
Does the Partnership's body of staff broadly represent the ethnic and gender make up of the NDC area?	Yes
If no, give details of divergence	

Does the Partnership...		Over the last 12 months has this ...
Have a turnover of more than one third of its staff each year?	No	stayed the same
Experience difficulties in recruiting staff with appropriate skills?	Yes	Increased
Employ labour from within the NDC area?	Yes	Increased

Does the Partnership ...		over the last 12 months has this...
Employ its own staff to deliver projects?	Yes	stayed the same
Employ management and administrative staff?	Yes	Increased
Use secondees or staff employed by other organisations (e.g. accountable body) to deliver projects?	No	
Use secondees or staff employed by other organisations (e.g. accountable body) to deliver management and administrative systems?	Yes	Increased
Use consultants/regeneration agencies to deliver projects?	Yes	Increased
Use consultants/regeneration agencies to undertake activities such as evaluation, running elections, training events etc?	Yes	stayed the same
Use consultants/regeneration agencies to deliver management and administrative systems?	No	
Employ temporary/interim staff?	Yes	Increased

**Commentary:**

The Partnership has experienced a number of staffing problems in the last 12 months particularly concerning key posts. The NDC has a troubled history underscored by uncertainty about its leadership. A previous Director was removed and the subsequent departure of the interim director and the head of strategy and development in August 2002 was destabilising. The workload consequences of the Accountable Body's audit report and spend review resulted in a heavy burden on the remaining staff.

Morale has suffered from the failure to consolidate the staff team and to move from a position where posts are filled as extended temporary appointments. A legacy of poor management, ambiguous lines of responsibility, uncertainty about job tenure and work role has created a mood of uncertainty amongst many of the staff. The team continues to be housed in a Portacabin attached to a housing office in which staff are uncomfortable working, dealing with the public or meeting staff from partner organisations. These unsatisfactory working conditions have worsened the poor organisational culture and low collective self-esteem of the Partnership's staff.

Shortage of staff and uncertainty about leadership is now being resolved. The Board is currently in the final stages of appointing a new Director and a much needed community development team has now been recruited. Since the Summer, the London Borough of Lewisham has stepped-up its support to cover some of the gaps in staffing, but this has inevitably been piecemeal and temporary.

The Partnership itself recognises that recruiting staff with appropriate skills has been difficult and this has impacted upon the Partnership's ability to deliver. Roles and responsibilities in the Partnership have recently been reviewed to reflect the reintroduction of theme groups.

## 4.5 Systems and Procedures

### Template 4.5: Systems and Procedures (Partnership Response)

Is the Partnership using Project Cycle Management?			No
<b>Still working at it</b>	<b>OK</b>	<b>Performing well</b>	<b>In the last 12 months have systems/ procedures...</b>
<b>Project development</b>			
Ad hoc, exclusive - difficult to see links between problems and outcomes	Some evidence of links between problems and outcomes, but stages of project development not always apparent	Inclusive, logical, clear processes for project development	Improved
<b>Appraisal</b>			
Ad hoc, unsystematic appraisal system	Clear criteria but some delays in the appraisal process	Projects appraised on time according to clear and agreed criteria	Improved
<b>Risk Management</b>			
No risk management systems in place	Some risk management systems in place	Risk management systems in place and incorporated into project appraisal/project development	Improved
<b>Management Information Systems</b>			
Different teams have different systems, tracking not possible, delays due to MIS	NDC-wide MIS in place but delays due to lack of training, programming problems etc. Tracking will be possible.	Well designed and operating MIS provide topical and timely data for tracking funding and projects	Stayed the same

#### Commentary:

The Partnership's systems were subject to a close scrutiny by the London Borough of Lewisham in an audit report considered by the Board in September. This identified a number of weaknesses that are being addressed and a number of improvements implemented. These include:

- full review of the appraisal and approval process
- all staff have received financial awareness training
- robust project and expenditure authorisation procedures have been implemented
- improved procurement and contract management procedures have been put in place
- plans to implement System K as the main financial and outcome management tool

## 4.6 Local Evaluation

### Template 4.6: Local Evaluation

Has the Partnership...	Currently	Future Plans
Identified a member of the management team with overall responsibility for evaluation	No	
Employed a dedicated team or member of staff to carry out/ support local evaluation	No	
Drawn up an evaluation plan	No	
Built evaluation into structures and management processes		Yes
Established procedures for obtaining evaluation information	Yes	
Drawn up a programme for disseminating the results of evaluation	No	Yes
Involved local people in evaluation	No	
Involved specific groups, e.g. BME, young people in evaluation	No	
Set up structures for involving local people in local evaluation (e.g. sub-groups, steering groups etc)	Yes	
Started a rolling programme of evaluation	No	
Carried out interim evaluations	No	
Carried out research with beneficiaries or service users?	No	
Employed consultants/agencies to carry out aspects of local evaluation	No	
Employed consultants/agencies to carry out all local evaluation activities?	No	
Carried out project specific evaluation	No	Yes
Carried out cross-cutting evaluation i.e. across aspects of the programme	No	Yes
Carried out evaluation which assess the impact of NDC activities on specific groups within the community, e.g. BME, young people?	No	Yes
Changed projects as a result of evaluation	No	Yes
Changed aspects of the programme as a result of evaluation	No	Yes

### Commentary:

The NDC remains at an early stage in its delivery and the Partnership has undertaken little evaluation of projects or themes and there is limited evidence of any routine monitoring of outputs. Only the school Summer Splash Scheme has been subject to independent evaluation.

Considering the relatively turbulent period during 2002, it is unsurprising that the NDC has yet to formulate plans for future evaluation work. The Partnership expects to evaluate the entire programme at the end of Year 3.

## 4.7 Accountable Body

### Template 4.7: Accountable Body

Has the accountable body changed in the last 12 months?	No
If yes, what is the new accountable body?	

#### Commentary:

The London Borough of Lewisham is the accountable body and its functions are managed by the Council's Regeneration Directorate. The Council had taken a leading role during 2000 in helping stimulate the Partnership's formation and to actively help with the NDC bid. Once an interim staff team was appointed and the first delivery plan was drafted, the Borough stepped-back from oversight of the Partnership's day to day operations. In June 2001, a new interim Director and staff team were appointed but, within 12 months, LB Lewisham undertook an audit report revealing systemic weaknesses to appraisal, planning and financial control processes. Subsequently, the Borough has provided additional support to the Partnership to help its management and delivery of projects.

## 4.8 The Delivery Planning Process

### Template 4.8a: The Delivery Planning Process (Partnership Response)

No of respondents = 6

Assess the degree to which each of the factors below has assisted/constrained delivery in the last 12 months							
Factor	SC*	C*	N*	A*	GA*	NI*	Comments/Evidence
Relationships with other ABIs		✓					
Non NDC policy initiatives/changes			✓				
Commitment to mainstreaming from stakeholder agencies	<b>No consensus</b>						
Design/implementation of projects		✓					
Quality of data on local problems/issues etc		✓					
Internal management /financial systems			✓				
Staff turnover/ human resource issues		✓					
External support: NRU				✓			
External support: GO				✓			See text below
External support: NRAs				✓			
Internal evaluation activities				✓			
Quality of evidence base for regeneration practitioners		✓					
Original delivery plan			<b>No consensus</b>				
Community involvement in planning and/or delivery				✓			
Involvement of hard to reach groups in planning and/or delivery			✓				
Involvement of BME communities in planning and/or delivery			✓				
Partnership working				✓			
Other (Specify)							

\* Key to scores:

SC = severely constrained, C = constrained, N = neutral, A = assisted, GA = greatly assisted, NI = not an issue

**Template 4.8b: The Delivery Planning Process (Stakeholder Response)****No of respondents = 9**

<b>Assess the degree to which each of the factors below has assisted/constrained delivery in the last 12 months</b>							
<b>Factor</b>	<b>SC*</b>	<b>C*</b>	<b>N*</b>	<b>A*</b>	<b>GA*</b>	<b>NI*</b>	<b>Comments/Evidence</b>
Relationships with other ABIs				✓			
Non NDC policy initiatives/changes			✓				
Commitment to mainstreaming from stakeholder agencies			✓				
Design/implementation of projects				✓			
Quality of data on local problems/issues etc		✓					
Internal management /financial systems		✓					
Staff turnover/ human resource issues		✓					
External support: NRU				✓			
External support: GO				✓			See text below
External support: NRAs			✓				
Internal evaluation activities			✓				
Quality of evidence base for regeneration practitioners			✓				
Original delivery plan				✓			
Community involvement in planning and/or delivery				✓			
Involvement of hard to reach groups in planning and/or delivery				✓			
Involvement of BME communities in planning and/or delivery				✓			
Partnership working				✓			
Other (Specify)	✓						

\* Key to scores:

SC = severely constrained, C = constrained, N = neutral, A = assisted, GA = greatly assisted, NI = not an issue

**Commentary:**

Although the Partnership and Stakeholders' perceptions of the constraining and assisting factors are not significantly adrift, the Partnership takes a slightly more optimistic view of internal organisation and of the value from external support. Stakeholders rate the design and implementation of projects more highly than the Partnership, although this is not surprising as some of these organisations are directly involved in project delivery. Although the Partnership identifies staffing and internal management capability as constraining factors, external stakeholders judge these to be more severe weaknesses.

The Partnership's planning processes have been severely tested recently. Aspects of the NDC's Delivery Plan have proved to be unachievable and the Partnership has opted to scale-back its expenditure in order to construct a more realistic set of plans for Year 3. In the meantime, it is concentrating on a number of projects that will have an immediate and visible impact on the neighbourhood.

Inevitably this short-term approach has an opportunistic nature to it with some projects being selected in which implementation speed and practicality are important criteria. Partnership staff are thought to have encouraged "a dash to spend" and some recent project appraisals may have been insufficiently thorough.

## 4.9 Progress in Achieving Theme Outcomes

### Template 4.9a: Progress in Achieving Theme Outcomes (Partnership Response)

No of respondents = 6

Theme Outcome	OUTCOME PROGRESS OVER THE LAST 12 MONTHS - TICK ONE				
	Significantly less progress than intended	Less progress than intended	Progress made as intended	More progress than intended	Significantly more progress than intended
Housing & the physical environment.		✓			
Worklessness			✓		
Crime and Community Safety		✓			
Health			✓		
Education and skills	No consensus				
Community Empowerment		✓			

### Template 4.9b: Progress in Achieving Theme Outcomes (Stakeholder Response)

No of respondents = 9

Theme Outcome	OUTCOME PROGRESS OVER THE LAST 12 MONTHS - TICK ONE				
	Significantly less progress than intended	Less progress than intended	Progress made as intended	More progress than intended	Significantly more progress than intended
Housing & the physical environment.		✓			
Worklessness		✓			
Crime and Community Safety		✓			
Health		✓			
Education and skills			✓		
Community Empowerment		✓			

#### Commentary:

The Partnership's assessment of progress is slightly more upbeat than that of Stakeholders. Whilst the Partnership believes that planned progress has been made in 2 out of 5 theme areas, Stakeholders only give credit to Education and Skills as having made expected progress.

Because the Partnership's planning process had downplayed the explicit feature of themes in its delivery, this may have made it harder to judge the performance of projects against theme outcomes. In recent months, projects have been re-grouped according to the neighbourhood renewal themes.

During the year, the delivery plan was revised downwards from £6.5 million to £2.2 million largely due to the fact that the original delivery plan was over optimistic. This also includes a significant shift from capital to revenue expenditure with major projects either delayed or being substantively re-viewed.

#### 4.10 Progress in race equalities activities

##### Template 4.10a: Progress in race equalities activities (Partnership Response)

No of respondents = 6

	<i>RACE EQUALITIES PROGRESS OVER THE LAST 12 MONTHS - TICK ONE</i>				
<i>Race Equality Activities</i>	Significantly less progress than intended	Less progress than intended	Progress made as intended	More progress than intended	Significantly more progress than intended
Involving BME communities in decision making.		✓			
Monitoring Race equality impacts of NDC projects		✓			
Establishment/ implementation of race quality policy/ strategy		✓			
Establishment/ implementation of BME led/ targeted NDC projects		✓			

##### Template 4.10b: Progress in race equalities activities (Stakeholder Response)

No of respondents = 9

	<i>RACE EQUALITIES PROGRESS OVER THE LAST 12 MONTHS - TICK ONE</i>				
<i>Race Equality Activities</i>	Significantly less progress than intended	Less progress than intended	Progress made as intended	More progress than intended	Significantly more progress than intended
Involving BME communities in decision making.		✓			
Monitoring Race equality impacts of NDC projects		No consensus			
Establishment/ implementation of race quality policy/ strategy		✓			
Establishment/ implementation of BME led/ targeted NDC projects		✓			

#### Commentary:

A specific strand of the NDC's Community Development strategy aims to encourage the active participation of ethnic minorities and to identify innovative ways of tackling racial disadvantage. The NDC team has engaged consultants experienced in the race equality field to help produce a diversity action plan and strategy to address items in the full programme.

Whilst the Partnership recognises that less progress has been made in achievement of race equality outcomes, stakeholders are slightly more positive. However, this may reflect rather modest expectations built into the original delivery plan and the fact that New Cross Gate is an area characterised by relatively good community relations and by a narrower gap in attainment and access to public services for people of Black and ethnic minority backgrounds although there is evidence to suggest that small, specific ethnic groups are indeed isolated from the wider community.

#### 4.11 Releasing and Constraining Factors on Progress

##### Template 4.11a: Releasing and Constraining Factors on Progress (Partnership Response)

No of respondents = 6

Theme	Main Releasing Factors (two)	Main Constraining Factors (two)
<b>Housing &amp; the physical environment</b>	Acquisition of property	Poor, insufficient programme planning
<b>Worklessness</b>	Enterprise and Employment project is receiving good responses.  Skills, Community and Business Audit	Accommodation to run projects
<b>Crime</b>	Development of environmental infrastructure programme and area lighting strategy.  Neighbourhood Wardens in the process of being implemented.  Support from the police	Incomplete data.  Lack of priority and attention to environmental degradation leading to enhanced fear of crime.  Poor planning
<b>Health</b>	Health Impact Assessment steering group and partner engagement.  Healthy Living Centre brief approved by the board.	Poor planning of the Healthy Living Centre.
<b>Education &amp; Skills</b>	Community School Support Programme – all outputs met and partly overachieved.  Skills, Community & Business Audit.	Poor ICT strategic development.
<b>Cross-theme outcomes</b>	Refocus on programme on the basis of themes and linking this to the re-establishment of theme groups and partner engagement.	Lack of proper co-ordination to facilitate cross theme working.  Poor strategic linkage across the programme.
<b>Race Equalities</b>	Strong development in this area via BME consultation and Diversity Action Plan.	Inability to recruit Community Development team.
<b>Community Development</b>		Staff recruitment.

**Template 4.11b: Releasing and Constraining Factors on Progress****(Stakeholder response)****No of respondents = 9**

<b>Theme</b>	<b>Main Releasing Factors</b>	<b>Main Constraining Factors</b>
<b>Housing &amp; the physical environment</b>	The overall plans to regenerate housing with Hyde Housing	Generally it is felt that there has been insufficient partnership working with Registered Social Landlords and other housing groups in the area.  There is concern that the local community and local residents have not been sufficiently consulted and involved in considerations of changes to housing and the physical environment.
<b>Worklessness</b>	Generating interest from large companies was cited as an assisting factor.	Some disagreement exists with regard to staffing and the use of consultation with some stakeholders feeling that staffing and expenditure on consultants is excessive and unproductive whilst others feel that the partnership is insufficiently staffed and that there is a lack of consultation with community groups and adequate co-ordination.  Project design fails to successfully meet the needs and aspirations of the community.
<b>Crime</b>	Involvement of senior police officers and local authority staff is thought to enhance and enable delivery.  Partnership working with other service providers and anti crime initiatives.	There is thought to be a lack of board focus on community safety and few projects have been undertaken to date.  some concern that the community has not been sufficiently engaged concerning crime issues.
<b>Health</b>	The Health Impact Assessment has been a thorough and well received piece of consultation work involving a wide cross section of the community. The resulting report contains a number of recommendations that the board is planning to use to direct delivery.	delays in development of the Healthy Living Centre and no site is agreed as yet.  limits to partnership working – board is aware that the Health Authority is developing its own projects.
<b>Education &amp; Skills</b>	The engagement of schools and local groups is praised particularly the role of the Community Development Workers in the three primary schools.  The board feels that they have succeeded in identifying vital issues and implemented robust projects.	There is a lack of awareness of projects and services available.
<b>Community Empowerment</b>	The involvement and commitment of local residents on the board.	The delay in appointing a community development staff team is highlighted as having hindered development and delivery.  It is felt by a number of board members that there is insufficient community involvement at the planning and delivery level which may be linked to issues surrounding the NDC structure.

**Commentary:**

The Partnership does not have any responsibility for managing any substantial change to the locality's housing stock and this should free-up the NDC to concentrate on other services – and to prioritise economic and social projects. However, there has been some confusion – particularly within the community – about the different respective roles of the NDC and Hyde Housing. Redevelopment of housing in the Kender triangle is clearly the most visible evidence of change in the neighbourhood and will have a striking and immediate visual impact.

However, the ability of the NDC to influence and to integrate its services and priorities with the main thrust of the housing redevelopment has been a source of concern.

The Partnership has made quite rapid recent progress with its employment theme. Its Skills and Business audit has established a robust baseline and identified the skill needs and barriers to work of residents. The NDC has appointed an external agency to deliver Employment and Enterprise agency services. This is beginning to provide advice and support for jobseekers and for people considering self employment or starting a small business. The Partnership has not sought to develop this service in-house and the model being developed will involve the agency operating independently to the NDC. This has clear potential advantages although it may lead to branding and identity confusion. The agency has developed good operational links with Jobcentre Plus, the Deptford Action Team for Jobs, and a range of business development agencies and intermediaries operating in the Borough and wider sub-region. The project already benefits from EQUAL support and will seek to raise further 3<sup>rd</sup> party funding.

The NDC will also need to recognise that relatively few employment and economic development operations benefiting local residents can be delivered exclusively from within the NDC area itself. There are neither employability services nor many jobs located within New Cross Gate and the principal goal of the NDC's services must concentrate on work with young people, achieving greater employer engagement and encouraging residents to have broader job search horizons.

Anti crime measures had been identified by the Government Office as an area of potential weakness in the Partnership's programme and efforts have been made to strengthen this work. The Board now has the active involvement of the acting Area Commander who has replaced the previous relatively junior MPA representative. This seniority has symbolically lifted the Partnership's profile on community safety and ensured that more initiatives, such as street lighting and CCTV, are raised in the Partnership's priorities.

The NDC's principal health project is the Healthy Living Centre. This is an ambitious undertaking that has encountered a number of organisational, technical and timing difficulties. More recently, the NDC has agreed a piece of feasibility work aimed at assessing the business case for the provision of a Healthy Living Centre at New Cross Gate this work will be informed by the recent Health Impact Assessment which has comprehensively identified the health needs of the resident population. The NDC needs to assimilate this evidence – with the PCT's active support – to influence and commission health services for the area. The most critical problem is the lack of sufficient GP services and the NDC needs to work with the PCT to overcome factors that constrain the existing GP practices in the area in this vein it is already planned that the key health care priorities identified by the Health Impact Assessment will form the backbone of a healthy living programme as part of the Year 3 programme.

The Partnership's education work has been amongst its more effective, with schools based projects delivering useful services.

## 4.12 The impact of NDC Partnership working

Template 4.12a: The impact of NDC Partnership working  
(Partnership Response)

No of respondents = 6

OVER THE LAST 12 MONTHS	Strongly Agree	Agree	DK/ no comment	Disagree	Strongly disagree	Provide examples of evidence to support assessment
Partnership working in the NDC area has resulted in more <b>effective</b> interventions.			✓			
Partnership working in the NDC area has resulted in greater <b>freedoms and flexibilities</b> for all partner agencies.			✓			
Partnership working has resulted in increased <b>legitimacy and accountability</b> for agency activities in the NDC area.			✓			
Partnership working in the NDC has increased levels of <b>innovation and creativity</b> in agencies operating in the area.			✓			
Partnership working in the NDC has resulted in an <b>enhanced and greater institutional capacity</b> in the area.			✓			
Partnership working in the NDC area has resulted in <b>increased community capacity</b> to engage in regeneration activities			✓			
Partnership working in the NDC area has resulted in greater commitment to <b>mainstreaming</b> in agencies operating in the NDC area			✓			
Partnership working in the NDC area has resulted in greater engagement/ <b>inclusion of BME groups</b> in decision making			✓			
Partnership working in the NDC area has resulted in increased understanding of <b>how to address race equality effectively</b>			✓			
Partnership working in the NDC has enhanced commitment to <b>preventative as opposed to reactive</b> policies			✓			

**Template 4.12b: The impact of NDC Partnership working  
(Stakeholder Response)**

**No of respondents = 9**

<b>OVER THE LAST 12 MONTHS</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>DK/ no comment</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Provide examples of evidence to support assessment</b>
Partnership working in the NDC area has resulted in more <b>effective</b> interventions.		✓				
Partnership working in the NDC area has resulted in greater <b>freedoms and flexibilities</b> for all partner agencies.			✓			
Partnership working has resulted in increased <b>legitimacy and accountability</b> for agency activities in the NDC area.		✓				
Partnership working in the NDC has increased levels of <b>innovation and creativity</b> in agencies operating in the area.				✓		
Partnership working in the NDC has resulted in an <b>enhanced and greater institutional capacity</b> in the area.				✓		
Partnership working in the NDC area has resulted in <b>increased community capacity</b> to engage in regeneration activities		✓				
Partnership working in the NDC area has resulted in greater commitment to <b>mainstreaming</b> in agencies operating in the NDC area			✓			
Partnership working in the NDC area has resulted in greater engagement/ <b>inclusion of BME groups</b> in decision making		✓				
Partnership working in the NDC area has resulted in increased understanding of <b>how to address race equality effectively</b>			✓			
Partnership working in the NDC has enhanced commitment to <b>preventative as opposed to reactive</b> policies		<b>No consensus</b>				

**Template 4.12c: The impact of NDC Partnership working  
(Other Agency Response)**

**No of respondents = 4**

<b>OVER THE LAST 12 MONTHS</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>DK/ no comment</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Provide examples of evidence to support assessment</b>
Partnership working in the NDC area has resulted in more <b>effective</b> interventions.		✓				
Partnership working in the NDC area has resulted in greater <b>freedoms and flexibilities</b> for all partner agencies.			✓			
Partnership working has resulted in increased <b>legitimacy and accountability</b> for agency activities in the NDC area.		✓				
Partnership working in the NDC has increased levels of <b>innovation and creativity</b> in agencies operating in the area.		✓				
Partnership working in the NDC has resulted in an <b>enhanced and greater institutional capacity</b> in the area.		✓				
Partnership working in the NDC area has resulted in <b>increased community capacity</b> to engage in regeneration activities		✓				
Partnership working in the NDC area has resulted in greater commitment to <b>mainstreaming</b> in agencies operating in the NDC area			✓			
Partnership working in the NDC area has resulted in greater engagement/ <b>inclusion of BME groups</b> in decision making		✓				
Partnership working in the NDC area has resulted in increased understanding of <b>how to address race equality effectively</b>			✓			
Partnership working in the NDC has enhanced commitment to <b>preventative as opposed to reactive</b> policies		✓				

**Commentary:**

The Partnership's response indicates an uncertain assessment of its own ability to generate outcomes based on its own working with other organisations. The Partnership team has acknowledged that this is an aspect of NDC operations which had underperformed and which should now assume a higher priority and benefit from greater efforts.

Stakeholders have a generally more informed and strongly articulated view – although this does not point in any clearly conclusive direction. Stakeholders and agencies retain their

optimism about the potential greater benefits from partnership working although they are less certain that this is underway.

#### 4.13 Achievements and Changes

##### Template 4.13: Achievements and Changes (Theme outcome areas)

Outcome Theme	Examples of achievements / changes; and examples of innovative ways of working
<b>Housing &amp; the Physical Environment (Neighbourhood Renewal)</b>	<p><b>Achievements &amp; Changes</b></p> <p>The <b>Area Lighting Strategy</b> project has recently been approved by the board and essentially seeks to reduce the fear of crime in the NDC area, discourage anti-social behaviour and improve the general appearance of the area.</p> <p>Works are now beginning on the redevelopment of Eckington Gardens.</p> <p><b>Examples of Innovation</b></p> <p>The <b>Area Lighting Strategy</b> project has been developed with input and guidance from the police and Regeneration at Lewisham Borough Council.</p>
<b>Worklessness / Economic Activity</b>	<p><b>Achievements &amp; Changes</b></p> <p>The <b>Enterprise and Employment Agency</b> began delivery in August 2002 and offers a one-stop shop for employment and business training and advice. The project also has EQUAL funding and has in its short lifespan succeeded in placing 4 people in employment and is assisting the development of business ideas with 2 local residents. This project has successfully identified a need in the local area and has built on the successful tried and tested method of the one-stop shop.</p>
<b>Crime &amp; Community Safety</b>	<p><b>Achievements &amp; Changes</b></p> <p><b>Neighbourhood Wardens</b> – this project has recently been approved by the board and seeks to reduce crime in the area by providing a highly visible street presence and improve the quality of the environment by managing and deterring environmental crime.</p>
<b>Health</b>	<p><b>Achievements &amp; Changes</b></p> <p>The <b>Healthy Living Centre</b> feasibility study</p> <p><b>Examples of Innovation</b></p>
<b>Education</b>	<p><b>Achievements &amp; Changes</b></p> <p><b>Community Schools Development</b> – this project has brought 3 local primary schools together through the funding of 3 Community Development Workers (1 based in each school) and has also funded 18 teaching assistant roles. All three schools have achieved their KS3 targets or are improving their results. The Community Development Workers are a source of support and information for parents, children and the wider community. The Workers are able to act as a link between the community and the schools and also develop relationships between the schools and other organisations.</p> <p><b>Examples of innovation</b></p> <p>By linking all three local primary schools through the <b>Community Schools Project</b> has succeeded in widening the opportunities and facilities each school can offer and has resulted in increased socialisation of pupils from the three schools. The Workers are able to gain an understanding of the issues faced by the schools and the way they work and feed this back to the NDC with regard future project development.</p>

<b>Community Empowerment</b>	<p><b>Achievements &amp; Changes</b></p> <p><b>“Getting Wired” community ITC.</b> A consultation and feasibility exercise was undertaken to explore how ICT can be made more available, including the development of broadband infrastructure to reach 75% of the residents of the area and a community intranet (neighbourhood area network) owned by the community. Project has subsequently been reviewed and revised.</p> <p><b>Communications Strategy</b></p> <p>A firm of consultants were commissioned to develop a full communication strategy including a website and newsletter. A number of products have been developed but the initial impetus has been lost.</p>
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#### 4.14 Good/Innovative Practice and Policy

##### Template 4.14: Good/Innovative Practice and Policy (non theme areas)

Examples of good or innovative policy/practice	brief details of activity	why is it good?	why is it innovative?
Delivery planning			
Mainstreaming			
BME involvement			
Addressing race equalities issues			
Addressing hard to reach groups			
MIS/financial systems			
Human Resources policy			
Community involvement			
Development of community leadership			
Links with other ABIs/other policy initiatives			
Monitoring			
Evaluation			
Other			

##### Commentary:

Perhaps reflecting the under-developed nature of the NDC, the Partnership response to this question was “None applicable”.

The Partnership acknowledges the absence of a number of systems and procedures as highlighted in the recent audit. In light of the audit report the Partnership is currently working hard to address and implement more robust systems.

Year 2 delivery has been affected by a number of internal upheavals in particular the recent review of Year 2 spend. The resulting focus on short to medium term delivery means there is little scope for innovative practice and policy development. Concerns have been expressed by the board that they should not “spend for the sake of spending”, and that the Partnership may benefit from stepping back and taking time to examine their overall strategy an activity planned for the December away day.

The Partnership is in the process of reviewing financial management systems with the assistance of a secondment from LBL and is currently implementing System K.

## 5 FINANCIAL AND PROJECT DATA

One of the central tasks of the national evaluation is to undertake a Value for Money (VFM) assessment of the NDC Programme. This will ultimately require the collation and analysis of Partnership level data in relation to project expenditure, activities, outputs and outcomes. However, because this data is not collected in a consistent manner across the Programme, it is necessary to approach all VFM activities in an incremental manner. A number of separate exercises are planned for 2002/3:

- an identification of the local systems used for the collection of Partnership wide financial and project data has been carried out ;
- In November 2002 through to March 2003, the national evaluation team will make a first attempt to collect and analyse financial and output data forwarded from Partnerships;
- Programme wide data for each Partnership's capital and current expenditure for 2001/2 is being collected centrally through the NRU.

It is clear that a number of uncertainties surround VFM work. However in terms of future outputs the intention is that:

- there will be Programme wide financial and possibly output data for the April 2003 Programme report;
- Programme wide assessments will be a central element within the April 2004 report and the Interim Evaluation Report to be published in September 2005;
- And Partnership level VFM relevant data will be included in the individual reports due for autumn 2003 and 2004.

## 6 STAKEHOLDERS AND AGENCIES

### 6.1 Agency Activities

#### Template 6.1a: Agency Activities (Stakeholder Response)

No of respondents = 9

OVER THE LAST 12 MONTHS	Strongly Agree	Agree	DK/no comment	Disagree	Strongly Disagree	Examples of evidence to support assessment
My organisation has considered NDC in the development of strategies		✓				
Representatives of the NDC partnership have been involved in partnerships and joint working initiated by my organisation		✓				
My organisation has been involved in the joint planning of projects with the NDC partnership		✓				
My organisation has developed or revised structures for working in partnership in the NDC area		✓				
My organisation has increased the level of mainstream funding available to the NDC area	✓					
My organisation has increased the level of match funding provided to NDC projects	✓					
My organisation has worked with the NDC to change the way that mainstream services are delivered in the area		<b>No consensus</b>				
My organisation has made a positive contribution to the work of the NDC Partnership	✓					
My organisation has evaluated its approach to working with the NDC partnership and/or its activities in the NDC area		✓				

**Template 6.1b: Agency Activities (Other Agency Response)****No of respondents = 3**

<b>OVER THE LAST 12 MONTHS</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>DK/no comment</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Examples of evidence to support assessment</b>
My organisation has considered NDC in the development of strategies		✓				
Representatives of the NDC partnership have been involved in partnerships and joint working initiated by my organisation				✓		
My organisation has been involved in the joint planning of projects with the NDC partnership				✓		
My organisation has developed or revised structures for working in partnership in the NDC area				✓		
My organisation has increased the level of mainstream funding available to the NDC area				✓		
My organisation has increased the level of match funding provided to NDC projects				✓		
My organisation has worked with the NDC to change the way that mainstream services are delivered in the area				✓		
My organisation has made a positive contribution to the work of the NDC Partnership		✓				
My organisation has evaluated its approach to working with the NDC partnership and/or its activities in the NDC area		<b>No consensus</b>				

**Commentary:**

Most involved in the NDC broadly agree that their organisations have adjusted their planning, spending and service patterns to align with the plans and proposed services of the NDC. Stakeholder organisations have a clear understanding of neighbourhood renewal policy intent. Much Partnership working has consequently been underscored by:

- the appreciation that future mainstream funding may be contingent on their proven ability to work in partnership
- an acceptance that they can deliver their own services more effectively in an area that has intensive neighbourhood renewal activity in place

- the expectation that better service delivery can be achieved if co-ordinated better with other agencies and if augmented by NDC spending.

However, some stakeholders report their anxiety that NDC funding may become a substitute for other public spending and that mainstream resources may be pressured away from the area rather than supplementing and intensifying existing expenditure. They also remain unclear about the strategic fit between their engagement with the NDC and their wider contribution to better deployment of public services through the Local Strategic Partnership.

## 6.2 Constraints on working with NDC Partnerships

### Template 6.2a: Constraints on working with NDC Partnerships (Stakeholder response)

No of respondents = 9

Factor	Was the factor a constraint on the participation of your organisation in partnership activities. <i>(Circle one)</i>	Was there any change in this constraint over last twelve months. <i>(Circle one)</i>
Own agency lacked enough staff resources.	<b>Constraint</b>	<b>No Change</b>
Own agency lacked skills and competencies.	<b>NOT Constraint</b>	<b>No Change</b>
Own agency lacked financial resources.	<b>NOT Constraint</b>	<b>No Change</b>
Own agency couldn't fulfil or prioritise time commitments.	<b>NOT Constraint</b>	<b>No Change</b>
Culture of own agency / body limited commitment and enthusiasm.	<b>NOT Constraint</b>	<b>No Change</b>
'Silos' of self interest within own agency.	<b>NOT Constraint</b>	<b>No Change</b>
Fit between agency / body objectives and those of NDC.	<b>No consensus</b>	
Clarity of role.	<b>NOT Constraint</b>	<b>No Change</b>
Appropriateness or relevance of role.	<b>NOT Constraint</b>	<b>No Change</b>
NDC partnership / activities were dominated by single partner / agency.	<b>NOT Constraint</b>	<b>No Change</b>
Complexity of relationships, task etc.	<b>Constraint</b>	<b>Decreased as a constraint</b>
Demands from other partnership structures e.g. LSPs.	<b>NOT Constraint</b>	<b>No Change</b>

**Template 6.2b: Constraints on working with NDC Partnerships (other agency response)****No of respondents = 4**

Factor	Was the factor a constraint on the participation of your organisation in partnership activities. <i>(Circle one)</i>	Was there any change in this constraint over last twelve months. <i>(Circle one)</i>
Own agency lacked enough staff resources.	<b>No consensus</b>	
Own agency lacked skills and competencies.	<b>NOT Constraint</b>	
Own agency lacked financial resources.	<b>NOT Constraint</b>	
Own agency couldn't fulfil or prioritise time commitments.	<b>No consensus</b>	
Culture of own agency / body limited commitment and enthusiasm.	<b>No consensus</b>	
'Silos' of self interest within own agency.	<b>NOT Constraint</b>	
Fit between agency / body objectives and those of NDC.	<b>Constraint</b>	
Clarity of role.	<b>NOT Constraint</b>	
Appropriateness or relevance of role.	<b>No consensus</b>	
NDC partnership / activities were dominated by single partner / agency.	<b>Not Constraint</b>	
Complexity of relationships, task etc.	<b>Constraint</b>	
Demands from other partnership structures e.g. LSPs.	<b>NOT Constraint</b>	

**Commentary:**

Respondents have only identified staff resources and work complexities as factors constraining their participation. However, these 2 factors cover a wide range of broader inhibitions. In discussion, some have identified:

- difficulty in identifying a role to play within or with the NDC
- frustration with a perceived insularity of the Partnership
- difficulty understanding the over-arching strategy for the area and how different organisations contribute to it
- a desire to see the Partnership assume a clearer leadership role

Most stakeholders and other agencies retain a positive view of the NDC but their judgement will await the Partnership's programme becoming more operational. Most remain confident that projects will fit themes, the NDC's over-arching strategy and complement other services. Some remain uneasy that some project approvals appear ad-hoc.

### 6.3 Role of Organisation in NDC 'Partnership' Working

#### Template 6.3a: Role of Organisation in NDC 'Partnership' Working (Stakeholder Response)

No of respondents = 9

Your Role	PLEASE CIRCLE ONE RESPONSE
Membership of NDC Board or other bodies or groups.	Increased
Representation of organisation's interests.	Increased
Consultation and engagement with communities and residents in NDC area.	Same
Monitoring and/or evaluation of NDC activities.	Same
Collaboration on specific projects in NDC area with other agencies.	Increased
Co-ordination between projects of different agencies in NDC area.	Increased
Links between NDC Partnership and your own organisation.	Increased
Links between different parts of your own organisation on NDC matters.	Increased
Links between NDC Partnership and strategic regeneration partnerships.	Same
General networking ( interactive flows of information, ideas, funds etc.).	No consensus

#### Template 6.3b: Role of Organisation in NDC 'Partnership' Working (Other Agency Response)

No of respondents = 4

Your Role	PLEASE CIRCLE ONE RESPONSE
Membership of NDC Board or other bodies or groups.	Same
Representation of organisation's interests.	Same
Consultation and engagement with communities and residents in NDC area.	No Consensus
Monitoring and/or evaluation of NDC activities.	Same
Collaboration on specific projects in NDC area with other agencies.	Same
Co-ordination between projects of different agencies in NDC area.	Same
Links between NDC Partnership and your own organisation.	No Consensus
Links between different parts of own organisation on NDC matters.	No Consensus
Links between NDC Partnership and strategic regeneration partnerships.	No Consensus
General networking ( interactive flows of information, ideas, funds etc.).	Increased

## 6.4 Community Involvement in NDC

### Template 6.4a: Community Involvement in NDC (Partnership response)

No of respondents = 6

What % of Community Groups are engaged with NDC Partnership in some way?	0-10%	11-25%	26-50%	51-75%	76% +
			✓		

	Increased	Decreased	Stayed same	NA	Evidence to support assessment
Processes for community engagement			✓		
Community participation in project appraisal			✓		
Community involvement in project development	✓				
Community involvement in project delivery	✓				
Community membership of NDC forums		✓			
Community involvement in strategic planning and decision making/ influence over direction of programme	✓				
Community participation in project monitoring				✓	
Community participation in project review				✓	
Community participation in evaluation				✓	
Other (please specify)			✓		

**Template 6.4b: Community Involvement in NDC (Stakeholder Response)****No of respondents = 9**

What % of Community Groups are engaged with NDC Partnership in some way?	0-10%	11-25%	26-50%	51-75%	76% +
	<b>No consensus</b>				

	Increased	Decreased	Stayed same	NA	Evidence to support assessment
Processes for community engagement			✓		
Community participation in project appraisal	✓				
Community involvement in project development	<b>No consensus</b>				
Community involvement in project delivery	✓				
Community membership of NDC forums	✓				
Community involvement in strategic planning and decision making/ influence over direction of programme	<b>No consensus</b>				
Community participation in project monitoring	<b>No consensus</b>				
Community participation in project review	<b>No consensus</b>				
Community participation in evaluation	<b>No consensus</b>				

**Commentary:**

The election of resident board members in April 2002 has no doubt increased community involvement in the NDC both in terms of board representation and also local awareness. The election achieved a turnout rate of 16% and all those aged 14 and over were eligible to vote. It should be noted that in light of the board elections in May 2002 a number of current board members are new and therefore have limited time and NDC experience to draw upon when considering development in the last 12 months and will also have been experiencing a steep learning curve in the initial months as board members.

Stakeholders generally feel confident that community involvement in the NDC has remained constant over the last 12 months or has, in the case of BME board representation and BME Community membership of NDC forums, increased. The Partnership staff also identify a general consistency in community involvement highlighting increased involvement in areas of community involvement in project development and delivery. However, the partnership staff also highlight a general decline in the membership of NDC forums, this decline reflects the retraction of the theme groups in early 2002 which many staff and board members feel has limited the ability of the NDC to successfully engage the community.

Although template responses suggest little to concern the NDC in terms of community involvement consultation evidence suggests that whilst the board and staff may feel confident

that generally the level of community involvement has remained constant in the last 12 months the level is too low.

General awareness of the NDC, the projects it funds and how to get involved were thought to be very limited and there was a general feeling that many local people are cynical about the NDC as many have yet to experience or see impact. Some stakeholders felt frustrated that the good work which is being funded by the NDC is going unrecognised as there is no formal source of NDC information. A number of stakeholders suggested the introduction of a quick, simple, newsletter and noted concern that the Partnership is overly concerned with ensuring outputs are professionally produced and “glossy” when what is needed is a quick regular update.

### 6.5 BME Community Involvement in NDC

#### Template 6.5a: BME Community Involvement in NDC (Partnership Response)

No of respondents = 6

What % of BME groups are engaged with NDC Partnership in some way?	0-10%	11-25%	26-50%	51-75%	76% +
		✓			

	Increased	Decreased	Stayed same	NA	Evidence to support assessment
Processes for BME community engagement			✓		
BME community participation in project appraisal			✓		
BME Community membership of board	✓				
BME Community membership of NDC forums			✓		
Projects run for and by BME communities			✓		
BME Community participation in monitoring, evaluation and project review activities				✓	

**Template 6.5b: BME Community Involvement in NDC (Stakeholder Response)****No of respondents = 9**

What % of BME groups are engaged with NDC Partnership in some way?	0-10%	11-25%	26-50%	51-75%	76% +
	✓		0	0	0

	Increased	Decreased	Stayed same	NA	Evidence to support assessment
Processes for BME community engagement			✓		
BME community participation in project appraisal	<b>No consensus</b>				
BME Community membership of board	<b>No consensus</b>				
BME Community membership of NDC forums	✓				
Projects run for and by BME communities	<b>No consensus</b>				
BME Community participation in monitoring, evaluation and project review activities	<b>No consensus</b>				

**Commentary:**

Board elections resulted in strong BME resident representation on the board which is identified by the Partnership staff as an area of increased BME involvement whilst board members are split between those who feel that there has been increased BME community membership of the board and those who feel that BME community membership of the board has remained the same over the last 12 months. With regard to BME involvement in the NDC board membership is the only area of increased involvement identified by the Partnership staff, all other areas are thought to be operating with the same levels of BME community involvement.

Some board members did highlight concern that whilst larger BME groups are being successfully engaged in the NDC process, smaller but growing ethnic groups (Somali, Hispanic and Eastern Europeans) are not engaged but also highlighted a desire to ensure that projects are inclusive and that tokenistic projects are not favoured.

Generally racial and ethnic tensions are not thought to be issues of concern in the area.

## 6.6 NDC Relationship with wider community

### Template 6.6: NDC Relationship with wider community

No of respondents = 3

Over the last 12 months	Strongly Agree	Agree	DK/no comment	Disagree	Strongly Disagree
we have become more aware of the activities undertaken by the NDC partnership		✓			
we think that the NDC partnership is beginning to make a difference to my community		No consensus			
we have taken part in a consultation exercise run by the NDC Partnership				✓	
we have participated in NDC project planning or delivery		✓			

#### Commentary:

There is a wide range of community and voluntary groups currently operating in the area many of whom are funded by the overlapping Silwood SRB 5 area. Consultations with a number of community groups, reveals that many of those funded by Silwood have submitted applications to the NDC and been rejected. There was some frustration amongst the community groups consulted towards the NDC. Groups commented that they had sought involvement and had made applications to the partnership but had been rejected with very little feedback or encouragement to re-develop applications.

The NDC acknowledges that there has been limited involvement with the wide range of community groups operating in the area although this is largely attributed to the need for such groups to undertake organisational development before they can be funded. This will be addresses through the planned Community Development Plan.

## 7 MATURITY MODELLING

### 7.1 Contextual Engagement

#### Templates 7.1: Maturity Modelling 1 - contextual engagement

##### Template 7.1a engagement with theme agendas

Influences on the partnership (scored as 0 for nil influence and 5 for high influence)

	NDC area	Local area	Region	National	Total Score (40 max)
Crime	3	3	1	1	8
Education	4	4	0	2	10
Health	4	4	0	2	10
Housing	4	3	1	1	9
Work	2	3	1	2	8
Community engagement	4	2	0	0	6

##### Template 7.1b: engagement with equality agenda

	NDC area	Local area	Region	National	Total Score
race equality	4	3	0	1	8
gender equality	2	1	0	1	4
disability	1	2	0	1	3

#### Commentary:

Because the partnership opted to abandon themes – and subsequently re-instate them – there is less available evidence than desired. This is inevitably a quite subjective scoring of the extent to which theme influences are evident from the local, regional and national.

Strong community perceptions about public safety and the extent of vandalism and other environmental crime are strong influences as are the priorities of the MPA in Lewisham.

Schools in the area – and Lewisham College – exert a strong influence over the NDC's priorities and programme, where most of the Partnership's achievements have so far been focussed.

The PCT and health service providers in the area have a strong influence on the NDC. The dominant presence of the Healthy Living Centre project in the Partnership's delivery plan means that the Partnership has to

Although the NDC has limited plans in this area, housing is a strong influence through the presence of Hyde Housing, the emerging plans of the Borough and the activism of tenant groups.

The employment agenda has only limited influence on the Partnership although this will change as the Employment and Enterprise Agency starts to develop its services and assume an independent role within the area.

Community engagement is a sensitive subject in the area with some competing claims for legitimacy between the Partnership and local voluntary organisations.

Race equality is a significant influence given the proportionately high concentration of ethnic minorities in the area. However, the Partnership does not have a fully formed view about the nature of race inequality or the NDC's response. Gender and disability has not been extensively considered by the Partnership.

## 7.2 Stakeholder Relations

### Template 7.2: Maturity Modelling 2 - stakeholder relations

This template is designed to indicate the extent to which the Partnership is forming as a distinct organisation and is goal directed.

<p>NDC Partnership has unclear identity and is ambivalent about purpose</p>	 1 2 <b>3</b> 4 5	<p>NDC Partnership has a clear organisational identity and sense of purpose.</p>
<p>NDC agenda is defined by professionals</p>	 1 <b>2</b> 3 4 5	<p>NDC agenda is defined by community</p>
<p>NDC Partnership mainly reacts to plans, proposals, projects initiated by others</p>	 1 2 <b>3</b> 4 5	<p>NDC Partnership largely initiates plans, proposals, projects</p>
<p>NDC programme team see other agencies as the main reason for any lack of progress with delivery</p>	 1 2 3 <b>4</b> 5	<p>NDC programme team see shortcomings in Partnership as the main reason for any lack of progress with delivery</p>

#### Commentary:

The new Board has a clearer idea of the direction it would like to take, but lacks some leadership capability. It is still in a period of transition and is having to re-define elements of its programme. Many of the changes, whilst shaped by the professionals, are prioritised and structured in a way that will demonstrate that the NDC is achieving something concrete and which will gain short term approval from the community. The efforts of the current interim management to develop the capacity of the Board and redefine the programme to align with GOL and NRU themes, are clearly resulting in a more structured approach which is enabling the Board to take the primary role in leading the programme

## 7.3 Learning and Reflection

### Template 7.3: Maturity Modelling 3 - learning and reflection

	<i>Applies to which, if any, part?</i>	<i>Applies to which, if any, tasks?</i>
1 They go round and round in circles		
2 They are obsessed with ...		
3 The discussion always comes down to ..		
4 They can't attract the right...		
5 The information isn't there to ..		
6 X is not discussed		
7 They don't seem to have made any progress in ..		
8 It doesn't seem to have occurred to them that ..		
9 A lot of time and effort seems to be wasted on ..		

#### Commentary

The Partnership has had difficulty getting its programme underway because, in its early stages, it invested too much time and credibility in major capital projects that subsequently proved to have had insufficient planning and reality-checking. Its systems and procedures were found to be inadequately robust and its staff team lacking in cohesion. The new Board and Chief Executive will take some time to fully establish their authority whilst the interim staff team may be re-structured. It is unclear whether the Partnership will collectively learn from the experience of these difficulties.



## 8 PRIMARY AND SECONDARY DATA

### 8.1 Introduction

This section of the report pulls together key results from both the household survey carried out by MORI/NOP in each Partnership in late 2002, and also early findings from the Social Disadvantage Research Centre's work in relation to secondary and administrative data. Fuller details of Partnership specific data are contained in annexes to this report. Some of the key headline findings emerging from both sets of data are outlined immediately below. The final version of this report, to be made available by mid February 2003, will contain more reflections on this initial tranche of data. Subsequent Partnership specific reports due in late 2003 and late 2004 will contain further updates in relation to all data sources. A second household survey will take place in all Partnerships in Autumn 2004.

### 8.2 Primary and Secondary Data: Key Findings

Key issues emerging from both primary and secondary data are outlined immediately below. These headline findings are largely based on instances of where Partnerships specific figures **vary significantly** from either NDC Programme wide and/or equivalent national statistics:

#### Multiple Deprivation (Secondary Data)

- The IMD score for the New Cross Gate NDC Area in Lewisham is 41.20, which would be equivalent to a ward in the most deprived 20% of wards in England

#### Housing and the Area (Primary Data)

- 44% would like to move out of their home compared with 39% across the Programme as a whole
- but fewer think the area has deteriorated in the last two years (32%) than is the case across the Programme (37%); this is still higher than the national equivalent of 23%
- and 28% consider that litter and rubbish are a serious problem - lower than the NDC average of 38%

#### Household Demographics (Primary Data)

- 47% are from BME communities compared with an NDC average of 24%

### **Crime and Safety (Primary Data)**

- respondents are consistently less worried about crime than is the case across all of the NDCs: 55% are worried about burglary whereas the Programme average is 65%, although the national figure is 51%
- and respondents have encountered less crime: 4% burglary/attempted burglary, which is virtually the same as the national average of 3.4%, and lower than the NDC average of 7%

### **Work and Income (Primary Data)**

- 58% of those of working age are in paid employment; higher than the Programme average of 51%; but lower than the national equivalent of 75%
- 43% of respondents/partners/spouses have no savings compared with an NDC average of 51%

### **Work and Income (Secondary Data)**

- The proportion of workless adults in 2001 was 11.3%, a decrease of 2.1 percentage points from 1999
- There has been a decrease of 2.0 percentage points in the rate of people claiming Job Seeker's Allowance
- There has been no appreciable change in the rate of people experiencing a work-limiting illness or disability
- In 2001, the proportion of the New Cross Gate NDC Area population living in households on low income (as measured by receipt of Income Support and Income Based Job Seeker's Allowance) was 24.4%, no appreciable change from 1999
- The proportion of children living in households on low income was 43.3% in 2001, an increase of 4.6 percentage points from 1999

### **Education and Training (Primary Data)**

- 21% of those of working age have no qualifications; this compares with 35% across the Programme (but 16% nationally)
- users are less satisfied with local schools than is the case across the Programme or nationally; 59% are satisfied with secondary schools, compared with Programme wide and national equivalents of 66% and 82%

### **Education and Training (Secondary Data)**

- In 2001 the proportion of children staying in school beyond the age of 16 in the New Cross Gate NDC Area was 51.9%
- The average proportion of young people aged 17-19 making successful applications to higher education for the academic years 1999-2001 was 16.9%

### **Health (Primary Data)**

- 48% consider their health to be good compared with 42% across the Programme - but 59% nationally
- 58% consider that access to doctors is easy compared with a much higher Programme wide average of 70%

### **Health (Secondary Data)**

- In 2001, the New Cross Gate NDC Area had a standardised illness and disability ratio of 118.54 (where the expected rate for any area is 100)
- Between 1997 and 2000, the New Cross Gate NDC Area had a standardised mortality ratio of 151.96 (where the expected rate for any area is 100)
- In 2001 the estimated proportion of the population suffering from depression, anxiety or psychoses was 13.5%

### **Community and NDC (Primary Data)**

- 52% consider that neighbours look out for each other; across all NDCs the figure is 59% and nationally it is 73%
- 50% have heard of the NDC; of that 50%, 22% think it has improved the area; Programme wide equivalents are 64% and 33% respectively

### 8.3 The Household Survey

Some key findings from the household survey are shown in tables 8.1 below. Figures are provided for **New Cross Gate** NDC area, along with NDC aggregate figures from across all 39 areas and national comparisons where these are available. Annexe 2 provides full details of the household survey and Annexe 3 the results from the Partnership specific questions contained within the questionnaire.

The NDC household survey is a random survey of residents aged 16 or over living in the areas and the findings are based on all respondents unless otherwise stated.

The respondents to the survey are only a sample of the total population in the NDC areas – so we cannot be certain that the figures are exactly those that we would have found if everybody had been interviewed. We therefore need to be careful when looking at differences between your area, the NDC aggregate and national benchmarks. As a very rough rule of thumb, you should be looking for differences of more than 4% or 5% between your figures and the aggregate figures or national benchmarks to be sure they represent actual differences.

The NDC aggregate figures are based on all interviews completed to date; there may be some slight changes to these findings once interviewing in all NDC areas is completed.

The source for national comparisons are shown as footnotes, but please note that many of these should be viewed as indicative, given slight differences in how questions are asked, differences in timing and fieldwork approaches of surveys etc.

“n/a” indicates that those national figures are not available as yet (but many of these will be provided in the final document). An “\*” indicates a percentage below 0.5% but greater than zero.

## Tables 8.1 Household Survey: Key results

### Table 8.1.1 - Housing and Area

	<b>New Cross Gate</b>	<b>NDC Aggregate</b>	<b>National</b>
<i>Base: All respondents</i>	(492) %	(19574) %	%
Very/fairly satisfied with accommodation <sup>1</sup>	83	81	90
Very/fairly satisfied with landlord <sup>2</sup> ( <i>Base: All tenants</i> )	65	66	71
Resident at address less than 3 years <sup>3</sup>	30	30	27
Very/fairly satisfied with area <sup>4</sup>	58	60	87
Want to move out of home	44	39	n/a
Area much/slightly worse than 2 years ago ( <i>Base: All lived in area 2+ years</i> ) <sup>5</sup>	32	37	23
Litter and rubbish a serious problem <sup>6</sup>	28	38	13
Teenagers hanging around on the streets a serious problem	36	41	n/a
Quality of life in area very/fairly good <sup>7</sup>	73	76	83
<i>Source: MORI/NOP</i>			

### Table 8.1.2 - Household Demographics

	<b>New Cross Gate</b>	<b>NDC Aggregate</b>	<b>National</b>
<i>Base: All respondents</i>	(492) %	(19574) %	%
Lone parent family households <sup>36</sup>	18	16	7
Ever applied for refugee status	5	3	n/a
Percentage BME groups <sup>37</sup>	47	24	8
English not first language	19	15	n/a
<i>Source: MORI/NOP</i>			

<sup>1</sup> Survey of English Housing 2000/01

<sup>2</sup> Survey of English Housing 2000/01

<sup>3</sup> Survey of English Housing 2000/01

<sup>4</sup> Survey of English Housing 2000/01

<sup>5</sup> Survey of English Housing 1999/00 (figures re-based to exclude those who have lived in the area less than two years).

<sup>6</sup> Survey of English Housing 1999/00

<sup>7</sup> Public Attitudes to Quality of Life and the Environment 2001

<sup>36</sup> Survey of English Housing 2001/02

<sup>37</sup> Population Trends – Autumn 2001 (figures from Labour Force Survey)

**Table 8.1.3 - Crime and Safety**

	<b>New Cross Gate</b>	<b>NDC Aggregate</b>	<b>National</b>
<i>Base: All respondents</i>	(492) %	(19574) %	%
Feel very unsafe outside alone after dark <sup>11</sup>	32	34	13
Very/fairly satisfied with police <sup>12</sup>	53	48	73
Very/fairly worried about burglary <sup>13</sup>	55	65	51
Very/fairly worried about being robbed or mugged <sup>14</sup>	58	59	41
Experienced burglary/attempted burglary in last 12 months <sup>15</sup>	4	7	3.4
Experienced assault in last 12 months <sup>16</sup>	4	5	3
Experienced vehicle theft in last 12 months <sup>17</sup> (Base: All vehicle owning households)	6	6	1.8
<i>Source: MORI/NOP</i>			

**Table 8.1.4 - Work and Income – All 16+**

	<b>New Cross Gate</b>	<b>NDC Aggregate</b>	<b>National</b>
<i>Base: All respondents</i>	(492) %	(19574) %	%
In paid work (including gov't scheme) <sup>18</sup>	50	42	60
Self-employed <sup>19</sup>	6	4	7
Registered unemployed/not registered but seeking work <sup>20</sup>	9	9	3
Long-term sick/disabled	7	9	n/a
No-one working in household	43	51	n/a
Income below £100 per week (households)	17	19	n/a
No savings (respondent/partner/spouse)	43	51	n/a
Respondent receives income support, JSA or incapacity benefit	22	29	n/a
Do not have and can't afford home contents insurance <sup>23</sup>	27	30	8
<i>Source: MORI/NOP</i>			

<sup>11</sup> British Crime Survey 2001<sup>12</sup> People's Panel Baseline 1998<sup>13</sup> British Crime Survey 2001<sup>14</sup> British Crime Survey 2001<sup>15</sup> British Crime Survey 2001<sup>16</sup> British Crime Survey 2001<sup>17</sup> British Crime Survey 2001<sup>18</sup> Labour Force Survey Summer 2002<sup>19</sup> Labour Force Survey Summer 2002<sup>20</sup> Labour Force Survey Summer 2002<sup>23</sup> Poverty and Social Exclusion Survey of Britain 2000

**Table 8.1.5 - Work and Income – Working Age**

	<b>New Cross Gate</b>	<b>NDC Aggregate</b>	<b>National</b>
<i>Base: All working age</i>	(397) %	(15158) %	%
In paid work (including gov't scheme) <sup>24</sup>	58	51	75
Self-employed <sup>25</sup>	7	5	9
Registered unemployed/not registered but seeking work <sup>26</sup>	11	11	5
Long-term sick/disabled	7	11	n/a
No-one working in household <sup>28</sup>	34	41	16
<i>Source: MORI/NOP</i>			

**Table 8.1.6 - Education and Training**

	<b>New Cross Gate</b>	<b>NDC Aggregate</b>	<b>National</b>
<i>Base: All respondents</i>	(492) %	(19574) %	%
No qualifications – all respondents	30	43	n/a
No qualifications – working age respondents ( <i>Base: All working age</i> )	21	35	16
Have access to PC at work/home/elsewhere <sup>29</sup>	53	42	45
Very/fairly satisfied with primary schools <sup>30</sup> ( <i>Base: Users only</i> )	71	81	88
Very/fairly satisfied with secondary schools <sup>31</sup> ( <i>Base: Users only</i> )	59	66	82
Taken part in education/training in last year (excluding current students)	20	19	n/a
Taken part in education/training in last year (excluding current students) – working age respondents ( <i>Base: All working age</i> )	24	23	n/a
Percentage feel need to improve reading	14	12	n/a
Percentage feel need to improve writing	14	13	n/a
Percentage feel need to improve maths	25	21	n/a
<i>Source: MORI/NOP</i>			

<sup>24</sup> Labour Force Survey Summer 2002<sup>25</sup> Labour Force Survey Summer 2002<sup>26</sup> Labour Force Survey Summer 2002<sup>28</sup> Labour Force Survey Summer 2002<sup>29</sup> MORI Tech Tracker – September 2002<sup>30</sup> People's Panel Baseline 1998<sup>31</sup> People's Panel Baseline 1998

**Table 8.1.7 - Health**

	<b>New Cross Gate</b>	<b>NDC Aggregate</b>	<b>National</b>
<i>Base: All respondents</i>	(492) %	(19574) %	%
Percentage feel own health is good <sup>32</sup>	48	42	59
Limiting long-term illness <sup>33</sup>	21	27	19
Percentage who smoke <sup>34</sup>	35	40	27
Very/fairly satisfied with doctors <sup>35</sup> ( <i>Base: All used doctors</i> )	83	84	90
Access to doctors very/fairly easy ( <i>Base: All used doctors</i> )	58	70	n/a
Very/fairly satisfied with local hospital ( <i>Base: All used hospitals</i> )	82	79	n/a

*Source: MORI/NOP*

**Table 8.1.8 - Community and NDC**

	<b>New Cross Gate</b>	<b>NDC Aggregate</b>	<b>National</b>
<i>Base: All respondents</i>	(492) %	(19574) %	%
Feel part of local community (great deal/fair amount)	33	36	n/a
Neighbours look out for each other <sup>8</sup>	52	59	73
Feel can influence decisions in area <sup>9</sup>	26	23	26
Involved in voluntary work in last 3 years <sup>10</sup>	17	12	21
Heard of local NDC	50	64	n/a
Feel NDC has improved area (great deal/fair amount) ( <i>Base: All heard of NDC</i> )	22	33	n/a

*Source: MORI/NOP*

<sup>32</sup> General Household Survey 2000/01<sup>33</sup> General Household Survey 2000/01<sup>34</sup> General Household Survey 2000/01<sup>35</sup> People's Panel Baseline 1998<sup>8</sup> General Housing Survey – Social Capital Module 2000<sup>9</sup> General Housing Survey – Social Capital Module 2000<sup>10</sup> General Housing Survey – Social Capital Module 2000

## 8.4 Secondary and Administrative Data

### 8.4.1 Multiple Deprivation in the New Cross NDC Area

The New Cross Gate NDC Area in Lewisham includes parts of three wards: Drake, Marlowe and Pepys. Sixteen of the 26 wards in Lewisham fall within the 20% most deprived of all wards in England on the Index of Multiple Deprivation 2000 (IMD 2000).<sup>1</sup> Using the scores of the wards that overlap the New Cross Gate NDC Area, a multiple deprivation score has been created for the area.

The NDC area has a deprivation score of 41.20, this would place it between the ward ranked 1043 and the ward ranked 1044 in the IMD 2000 (where a rank of 1 is the most deprived, and a rank of 8414 is the least deprived) and it would be equivalent to a ward in the most deprived 20% of wards in England.

Map 1 shows the New Cross Gate NDC Area and the wards in Lewisham.

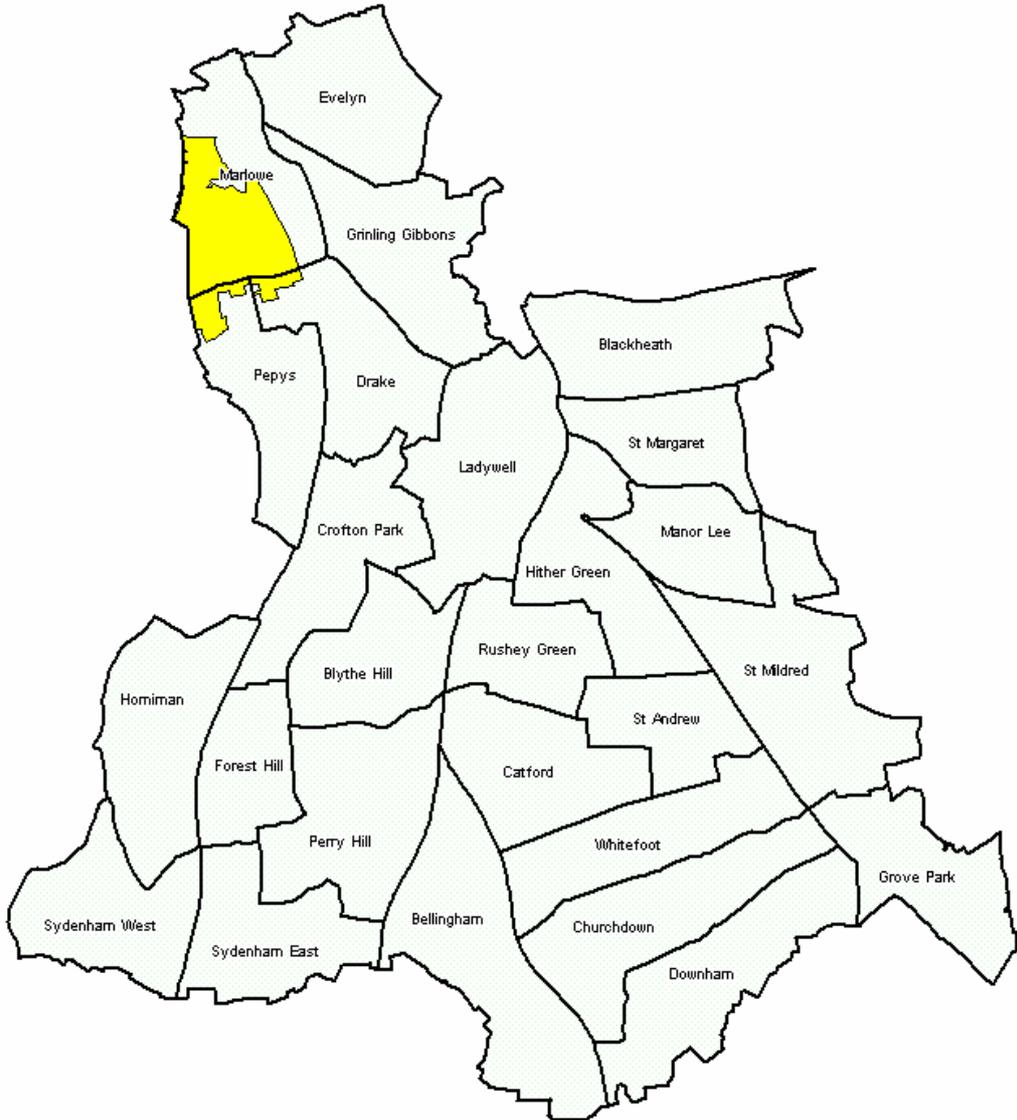
Map 2 shows the wards and the New Cross Gate NDC Area in Lewisham according to their IMD scores. The colour scheme on the map shows the degree of deprivation for each ward and NDC area, where dark blue shows the 10% most deprived wards.

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<sup>1</sup> M. Noble et al., *Measuring Multiple Deprivation at the Small Area Level: The Indices of Deprivation 2000*, Department of the Environment, Transport and the Regions: London, December 2000.

# New Cross Gate NDC Area - Lewisham

## Map 1: Wards and NDC area in Lewisham



 New Deal for Communities Area

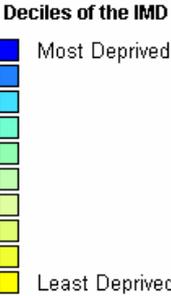
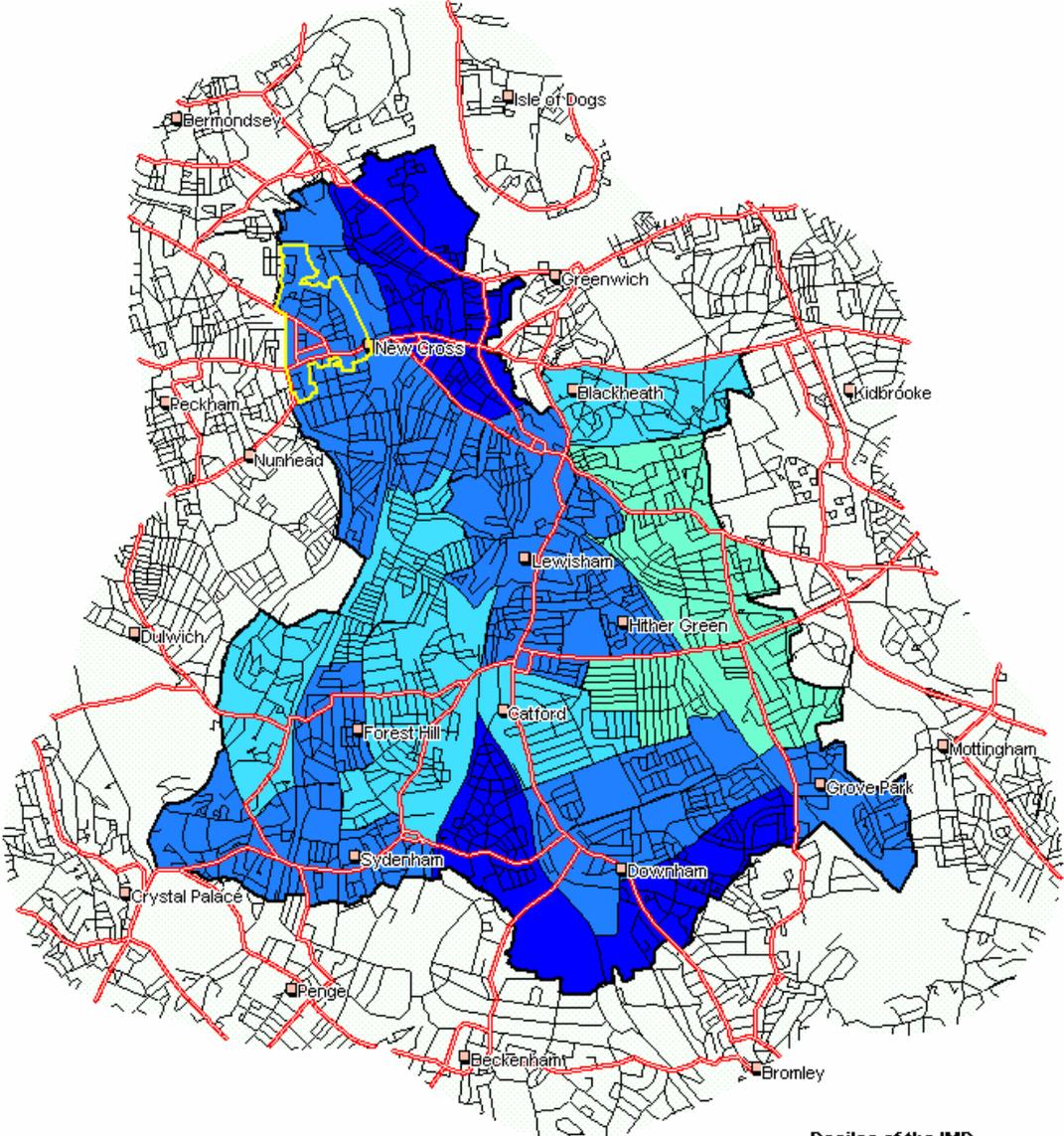
Copyright - Automobile Association  
Crown Copyright - Ordnance Survey

Scale 1: 48 450



# New Cross Gate NDC Area - Lewisham

## Map 2: Index of Multiple Deprivation 2000



Copyright - Automobile Association  
Crown Copyright - Ordnance Survey

Scale 1: 63 240



## Measuring the Population and Creating Rates

In order to understand the problems facing New Cross Gate NDC Area and to measure progress towards regeneration, a number of population estimates are needed.

Table 8.2.1 shows the population by group of the New Cross Gate NDC Area, and all wards in the district in which it is located.

**Table 8.2.1 Population groups in Lewisham**

Area	Total Population	Working Age Population	Children 16 or under	Older people (60 or over)
<b>New Cross Gate NDC Area</b>	10,410	7,020	2,075	1,315
Bellingham	8,600	4,975	2,265	1,360
Blackheath	7,350	4,835	1,555	960
Blythe Hill	7,000	4,540	1,440	1,020
Catford	7,480	4,555	1,520	1,405
Churchdown	9,650	5,430	2,330	1,885
Crofton Park	11,225	7,590	2,115	1,520
Downham	8,980	4,885	2,210	1,885
Drake **	12,215	8,810	2,085	1,320
Evelyn	12,530	8,260	3,090	1,180
Forest Hill	6,835	4,330	1,410	1,095
Grinling Gibbons	12,505	8,620	2,625	1,265
Grove Park	6,965	4,030	1,555	1,380
Hither Green	11,700	7,970	2,150	1,585
Horniman	9,930	6,530	1,910	1,490
Ladywell	11,560	7,840	2,220	1,495
Manor Lee	7,235	4,825	1,335	1,075
Marlowe **	12,145	8,200	2,740	1,210
Pepys **	12,300	8,470	2,610	1,220
Perry Hill	11,245	7,195	2,350	1,700
Rushey Green	8,545	5,630	1,735	1,180
St. Andrew	7,685	4,780	1,755	1,150
St. Margaret	6,895	4,615	1,120	1,160
St. Mildred	10,870	6,740	2,085	2,045
Sydenham East	10,245	6,505	2,215	1,525
Sydenham West	10,420	6,440	2,260	1,720
Whitefoot	7,145	4,025	1,785	1,335
<b>Lewisham</b>	<b>249,250</b>	<b>160,615</b>	<b>52,465</b>	<b>36,170</b>

\*\* Shows wards that overlap the NDC Area

## **Worklessness and Low Income**

Traditionally, unemployment has been defined as those people without a job who are claiming out-of-work benefits such as Job Seeker's Allowance (JSA) and who are actively seeking work. However, many more people who are not in paid employment may be regarded as 'workless' in the sense that they would be in paid employment if a suitable opportunity were available.

These people include those who have moved on to 'limiting illness' benefits in the absence of any realistic prospect of finding work. Those people who are workless through illness can be captured by counting those below pension age on Incapacity Benefit (IB) and those people in receipt of Severe Disablement Allowance (SDA). The entire count has been incorporated on the basis that these people all face exclusion from work, whether due to illness alone or some combination of illness and labour market conditions.

## **The Experience of Low Income**

Lone parents have been traditionally regarded as 'economically inactive'. They are not required to 'sign on' to get benefit until their youngest child is aged 16. Those claiming benefit do not therefore count as 'unemployed'. It is impossible to tell whether a particular lone parent on Income Support (IS) has decided that she cannot go to work because her children need her care or whether she cannot go to work because she cannot find an appropriate job or childcare. Lone parents have therefore been included in the analysis of low income, and not in the analysis of worklessness.

### 8.4.2 Workless Adults

This section looks at those people who are known to be involuntarily out of work.

#### Key Findings

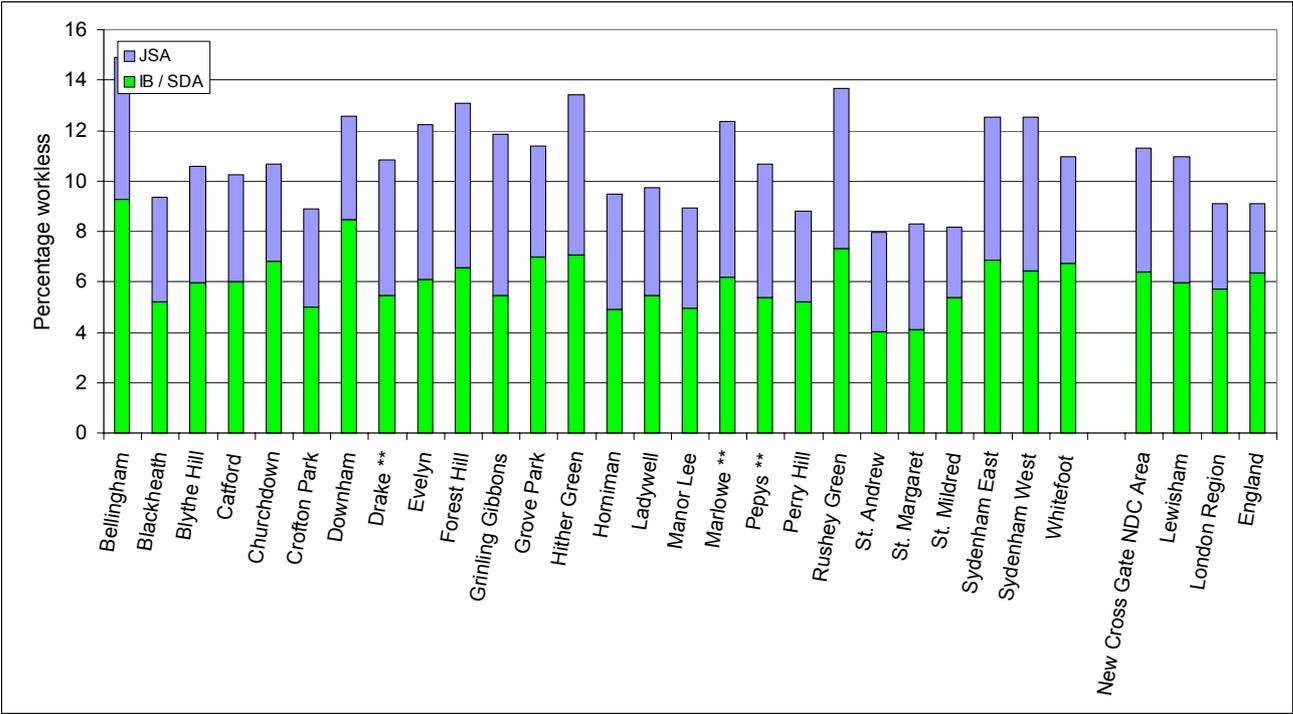
- In 2001, the proportion of workless adults in the New Cross Gate NDC Area was 11.3%, a decrease of 2.1 percentage points from 1999. This represents a decrease of 11.8 percentage points in the actual **numbers** of workless adults
- There has been a decrease of 2.0 percentage points in the rate of people claiming Job Seeker's Allowance. This represents a decrease of 25.3 percentage points in the actual **numbers** of people
- There has been no appreciable change in the rate of people experiencing a work-limiting illness or disability. This represents an increase of 2.5 percentage points in the actual **numbers** of people

#### Full Findings

At the time of the inauguration of the NDC programme, in 1999, 13.4% of working age adults in the New Cross Gate NDC Area were claiming JSA (either Income or Contribution Based) or IB or SDA.<sup>2</sup> In April 2001, the proportion of workless adults was 11.3%, showing a decrease of 2.1 percentage points. In April 2001 the proportion of workless adults in the district was 11.0%, in the region it was 9.1%, and in England as a whole it was 9.1%. Chart 8.1.1 shows the in rate of worklessness in 2001 in the New Cross Gate NDC Area, all wards in the district (the wards which the NDC area overlaps are marked with a double asterisk), Lewisham, the region and England.

<sup>2</sup> All percentage figures have been rounded to one decimal place.

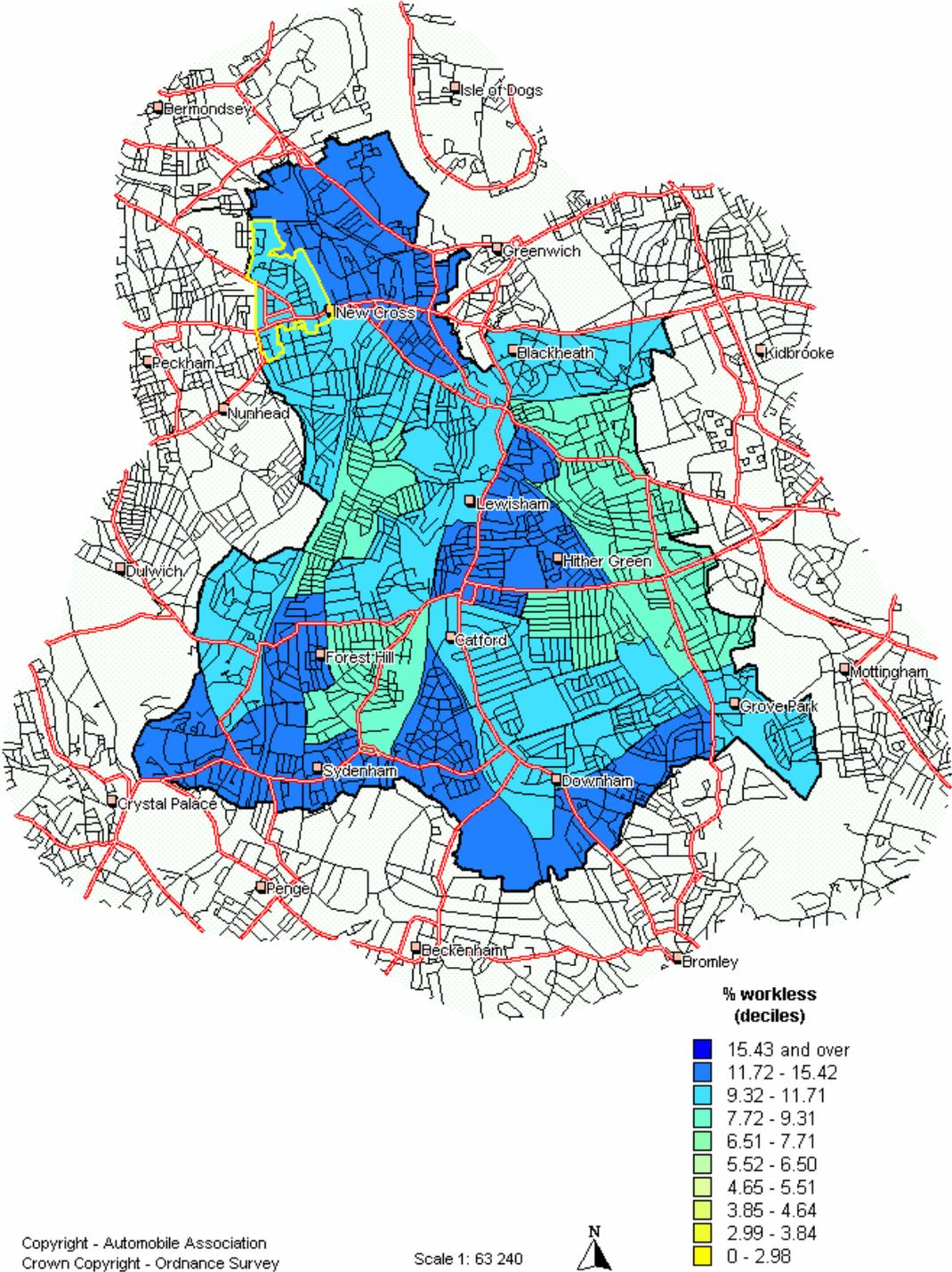
**Chart 8.1.1 Rates of worklessness for the New Cross Gate NDC Area and all wards in Lewisham in 2001**



Map 3 shows the rates of worklessness for the New Cross Gate NDC Area and all the wards in Lewisham. This shows how wards or the NDC area compare with all wards in England in 2001. For mapping purposes, rates of JSA, IB, and SDA receipt have been combined.

# New Cross Gate NDC Area - Lewisham

## Map 3: Worklessness in April 2001



### 8.4.3 People Living in Households in Low Income

This section looks at the most income disadvantaged of the people in the NDC area, including lone parents and older people. There are a number of ways of measuring low income or income disadvantage. One of the most important measures at a national level is on the basis of the percentage of people living in households below 60% of the national median income.<sup>3</sup> This national measure cannot, however, be constructed at small area level as it derives from survey data which is not reliable below Government Office Region level. Instead we have measured low income by looking at the proportion of people in an area who are living in households reliant on 'out of work' means tested benefits – specifically Income Support (IS) and Income Based Job Seekers Allowance (JSA-IB).<sup>4</sup>

#### Key Findings

- In 2001, the proportion of the New Cross Gate NDC Area population living in households on low income (as measured by receipt of Income Support and Income Based Job Seeker's Allowance) was 24.4%, no appreciable change from 1999. This represents an increase of 1.6 percentage points in the actual numbers of people living on low income
- The proportion of children living in households on low income was 43.3% in 2001, an increase of 4.6 percentage points from 1999. This represents an increase of 10.0 percentage points in the actual numbers of children

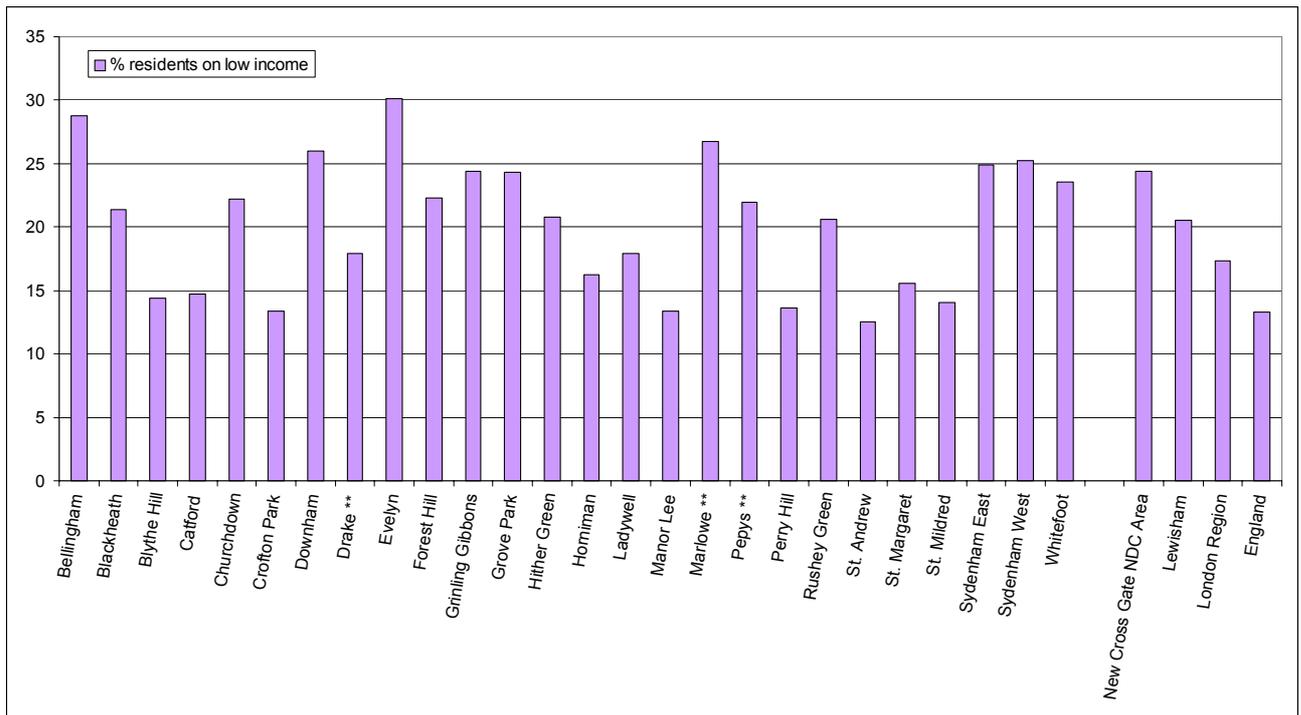
#### Full Findings

In 1999, 24.4% of people in the New Cross Gate NDC Area were living in households on low income. In April 2001, the proportion of people living in households on low income was 24.4%, no appreciable change. In April 2001, the proportion of people living in households on low income in the district was 20.5%, in the region it was 17.3%, and in England as a whole it was 13.3%. Chart 8.1.2 shows the proportion of people living on low income in 2001 in the New Cross Gate NDC Area, all wards in the district (the wards which the NDC area overlaps are marked with a double asterisk), Lewisham, the region and England.

<sup>3</sup> See <http://www.dwp.gov.uk/publications/dss/2000/hbai/>

<sup>4</sup> We have used the term 'household' in a special sense in this report. It refers to a claimant of IS or JSA (IB), their partner and any dependant children.

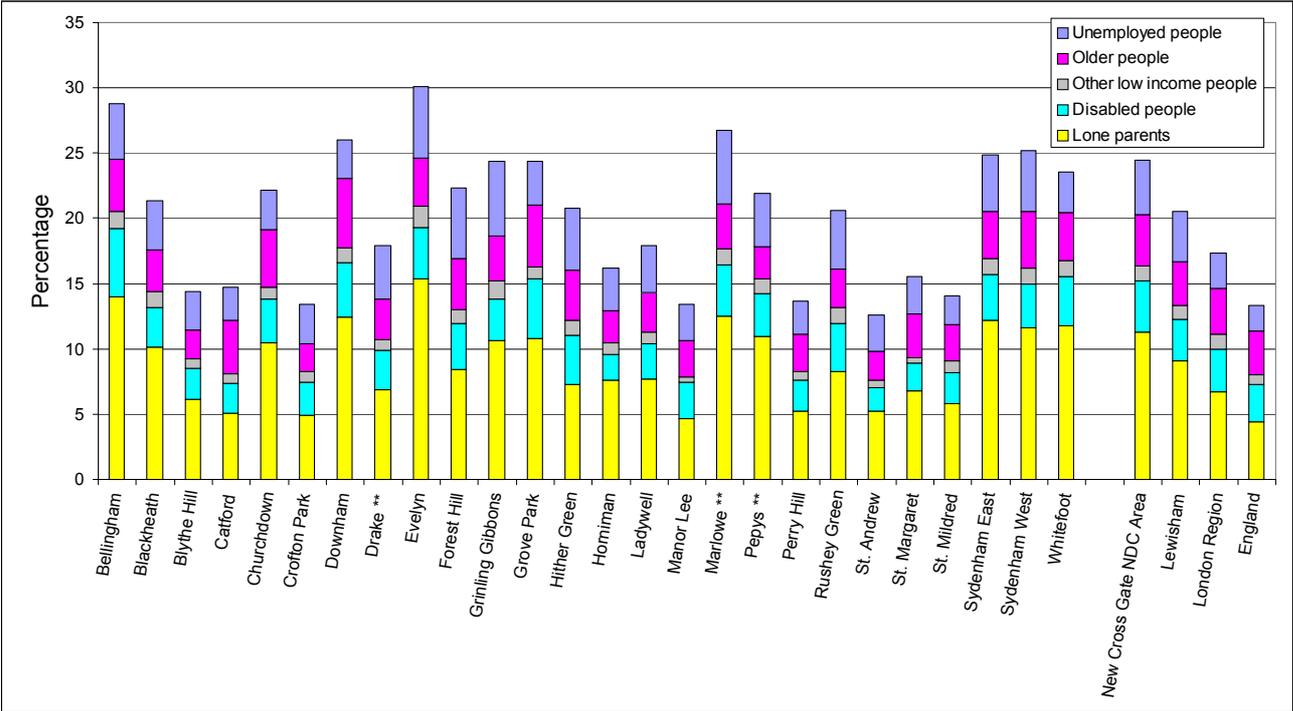
**Chart 8.1.2 Proportion of people living in households on low income in the New Cross Gate NDC Area and all wards in Lewisham in 2001**



This information can also be examined by looking at the particular groups of people who claim IS and JSA-IB and their families. These groups have been divided into: the unemployed, older people, the disabled, lone parents, and others, who are usually experiencing short term illness.<sup>5</sup> This information is shown in Chart 8.1.3.

<sup>5</sup> For these purposes, the three primary groups of people eligible to claim IS (older people, those who are disabled and lone parents) have been rendered mutually exclusive. Whilst a lone parent may be disabled or an older person may also be a lone parent, this analysis has counted such people in only one of these categories. The categories have been prioritised as follows: older people, disabled people, lone parents, 'others'. This means that a disabled lone parent has been counted as a disabled person rather than as a lone parent and a lone parent over age 60 has been counted as an older person. Those not classified as older people, disabled people, or lone parents ('Others') make up a small percentage of total IS claimants and include the short term sick, bereaved people, non-parents with caring responsibilities, people on certain training courses, and people involved in trade disputes. For a complete list of persons qualifying for IS, please see *Welfare Rights Handbook*, Child Poverty Action Group: London, 2001.

**Chart 8.1.3 Proportion of people living in low income households in the New Cross Gate NDC Area and all wards in Lewisham, by group in 2001**

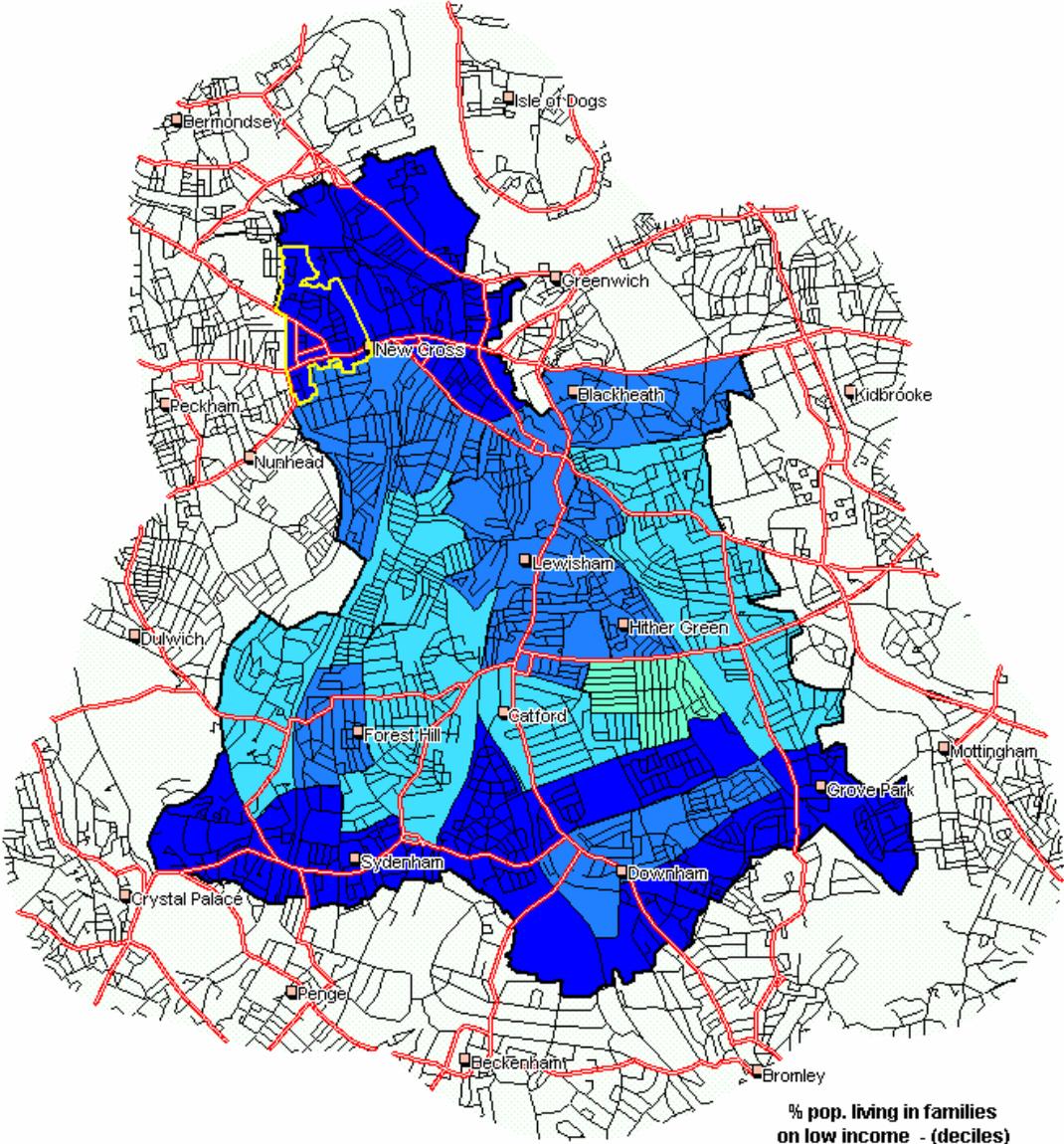


Of the children under age 16 in the NDC area, 38.8% were living in these low income households in 1999. The proportion of children in these households was 43.3% in 2001, an increase of 4.6 percentage points. Over the period 1999 to 2001, there has been an increase of 10.0 percentage points in the actual number of children living in households on low income. In the New Cross Gate NDC Area in 2001, 3.4% of children lived in unemployed households claiming JSA-IB, while 39.9% lived in other (primarily lone parent) low income households.

Map 4 shows the rates of low income for the New Cross Gate NDC Area and all the wards in Lewisham. This shows how wards or the NDC area compare with all wards in England in 2001. For mapping purposes, rates of JSA-IB, and IS receipt have been combined.

# New Cross Gate NDC Area - Lewisham

## Map 4: Low Income in April 2001



**% pop. living in families on low income - (deciles)**

Dark Blue	22.87 and over
Blue	16.79 - 22.86
Light Blue	12.90 - 16.78
Light Green	10.25 - 12.89
Green	8.43 - 10.24
Light Green	6.97 - 8.42
Yellow-Green	5.76 - 6.96
Yellow	4.70 - 5.75
Light Yellow	3.62 - 4.69
Yellow	0 - 3.61

Copyright - Automobile Association  
Crown Copyright - Ordnance Survey

Scale 1: 63 240



### 8.4.4 Educational Attainment

#### Key Findings

- In 2001 the proportion of children staying in school beyond the age of 16 in the New Cross Gate NDC Area was 51.9%
- The average proportion of young people aged 17-19 making successful applications to higher education for the academic years 1999-2001 was 16.9%

#### Full Findings

Improving educational attainment is a priority of the government, as it affects employment opportunities and raises the level of skills for an individual.

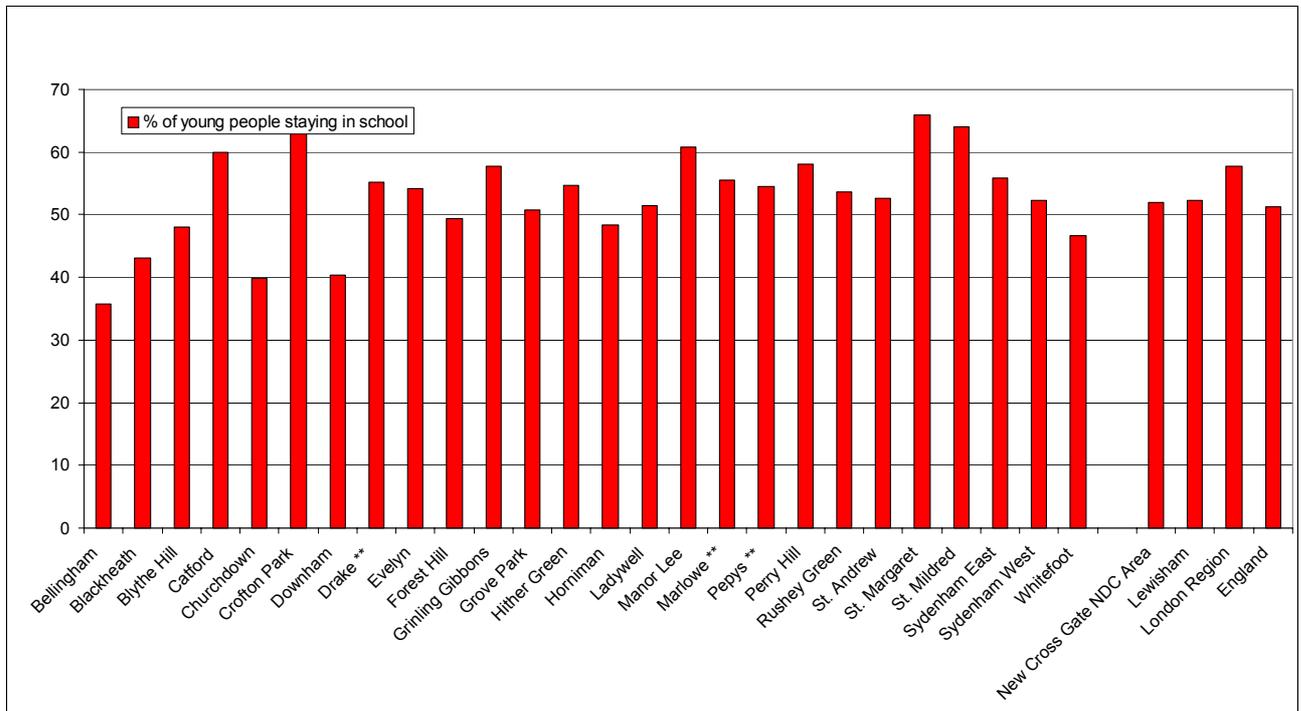
#### Young people staying in school beyond the compulsory stage

This is measured using Child Benefit data, comparing the total number of children receiving Child Benefit at the end of the compulsory stage with that for the post compulsory period (aged over 16).

In 2001 (figures are for April 2001) the proportion of the children in the New Cross Gate NDC Area staying in school past the age of compulsory education was 51.9%.

**Chart 8.1.4 shows the rate of ‘staying-on’ in 2001 in the New Cross Gate NDC Area, all wards in the district (the wards which the NDC area overlaps are marked with a double asterisk), Lewisham, the region, and England.**

**Chart 8.1.4 Proportions of young people staying in school beyond the school leaving age in the New Cross Gate NDC Area in 2001**



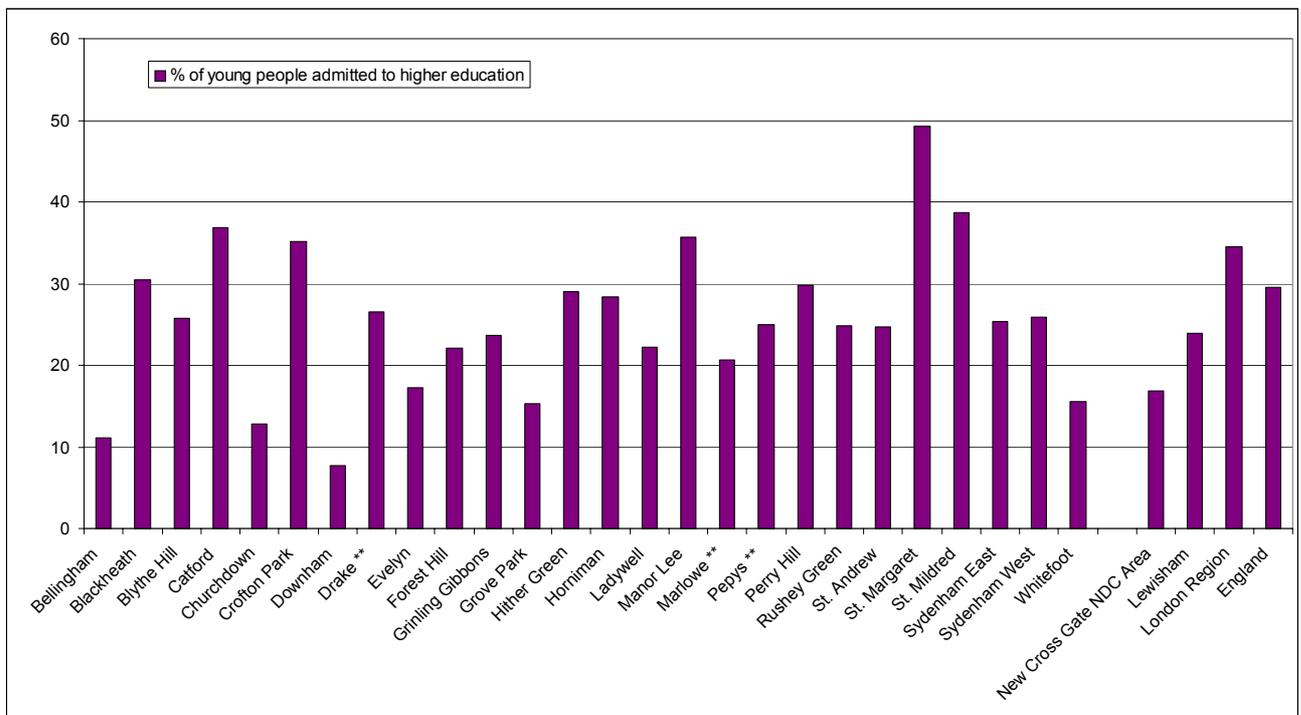
### Applications and Acceptances by UK Universities

This is measured using University and Colleges Admissions Service (UCAS) admissions data, which records all application and acceptances to UK universities.

The average proportion of young people aged 17-19 making successful applications to higher education for the academic years 1999-2001 in the NDC area was 16.9%. Of the total of successful applications in the New Cross Gate NDC Area, 31.0% were made by mature students, that is people aged 25 and over.

Chart 8.1.5 shows the average rate of higher education acceptances for 1999-2001 for young people in the New Cross Gate NDC Area, all wards in the district (the wards which the NDC area overlaps are marked with a double asterisk), Lewisham, the region, and England. This analysis excluded those people making applications from institutions (i.e. boarding schools).

**Chart 8.1.5 Average rate of acceptances into higher education in the New Cross Gate NDC Area (1999-2001)**



### 8.4.5 Health

This section starts by looking at measures of health status at the beginning of life, moves on to health and disability throughout life and concludes with an examination of age of death.

#### Key Findings

- In 2001, the New Cross Gate NDC Area had a standardised illness and disability ratio of 118.54 (where the expected rate for any area is 100)
- Between 1997 and 2000, the New Cross Gate NDC Area had a standardised mortality ratio of 151.96 (where the expected rate for any area is 100)
- In 2001 the estimated proportion of the population suffering from depression, anxiety or psychoses was 13.5%

#### Full Findings

#### Indicators of Health in the New Cross Gate NDC Area

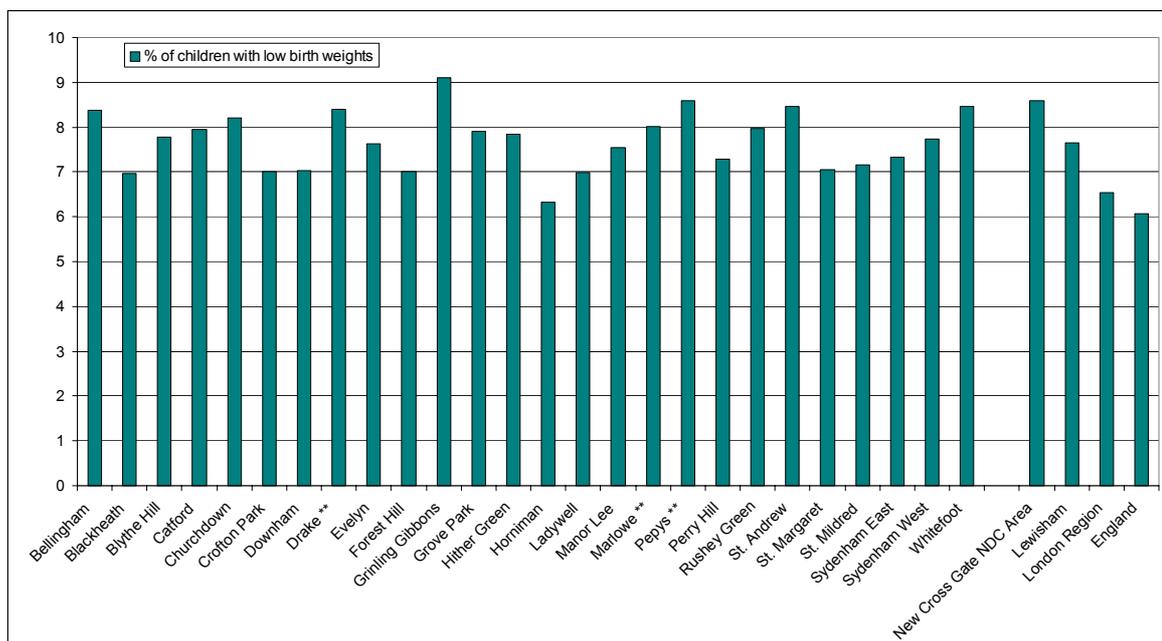
##### *Low birth weight*

Low birth weight is linked to both increased mortality and morbidity in infancy and an increased risk of cardio-vascular disease in later life. It is therefore a measure not only of immediate health risk but also of future health problems that may not present until later life. Low birth weight is measured as the proportion of live single births for the period 1996-2000 which were less than 2500g.

In the New Cross Gate NDC Area, 8.6% of children born between 1996 and 2000 had low birth weights.

Chart 8.1.6 shows the rate of low birth weight births for the New Cross Gate NDC Area, all wards in the district (the wards which the NDC area overlaps are marked with a double asterisk), Lewisham, and England.

**Chart 8.1.6 Proportions of low birth weight in the New Cross Gate NDC Area between 1996 and 2000**



## Illness and disability in the New Cross Gate NDC Area

### ***Mental health***

Analyses of ill health in an area have traditionally measured mortality and physical morbidity. However, there is now a widespread acknowledgement that mental health is an equally important component of overall health.

This indicator uses information on drug prescribing to estimate levels of mental health. The mental health problems examined here are depression, anxiety, and psychoses. Some groups of people may be less likely to enter into primary care for the treatment of such problems. For this reason, these figures are a good starting point but should be treated with some caution.

In the New Cross Gate NDC Area, 12.1% of people are estimated to be suffering from depression or anxiety, while 1.3% are estimated to be suffering from psychoses. Overall, 13.5% of people are estimated to be suffering from mental illnesses, compared to a national English rate of 19.0%.

### ***Illness and benefits***

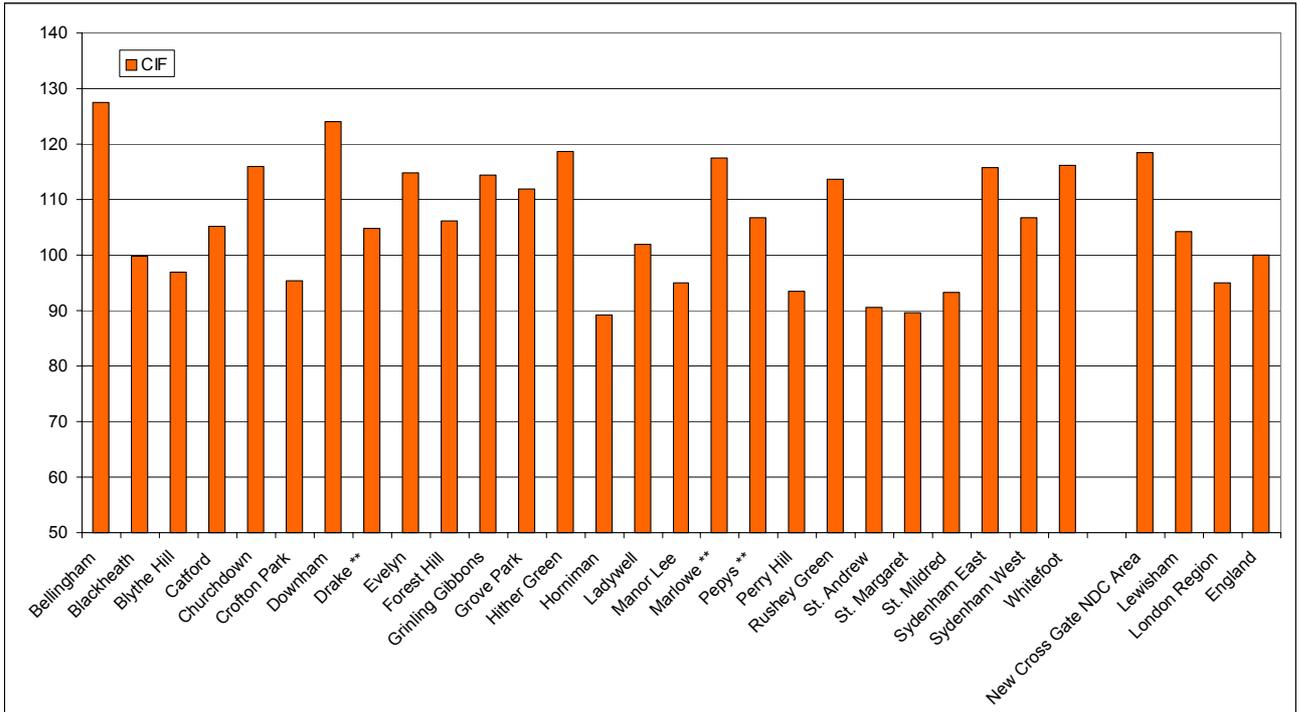
The rate of sickness and disability in an area can be measured using information on receipt of particular benefits. IB and SDA are benefits paid to individuals of working age who are unable to work because of ill health. Disability Living Allowance (DLA) and Attendance Allowance (AA) are benefits payable to individuals with levels of disability that necessitate aid with mobility and personal care. Any person receiving one or more of these four benefits is counted as someone suffering from morbidity or disability.

The Comparative Illness Figure (CIF) gives an indication of the levels of illness and disability in an area, using benefit data. If the CIF of an area is the level expected given the age and sex structure of the area, it has a value of 100. A CIF of greater than 100 indicates a higher level of illness and disability than expected. The CIF is calculated over a five year period.

In 2001, the CIF for the New Cross Gate NDC Area was 118.54. This is higher than the expected area rate of 100, indicating a greater number of people suffering from illnesses or disability than would be expected given the sex and age structure of an area.

Chart 8.1.7 shows this information, along with the equivalent information for all wards in the district (the wards which the NDC area overlaps are marked with a double asterisk), Lewisham, the region, and England.

**Chart 8.1.7 Comparative Illness Figure for the New Cross Gate NDC Area**

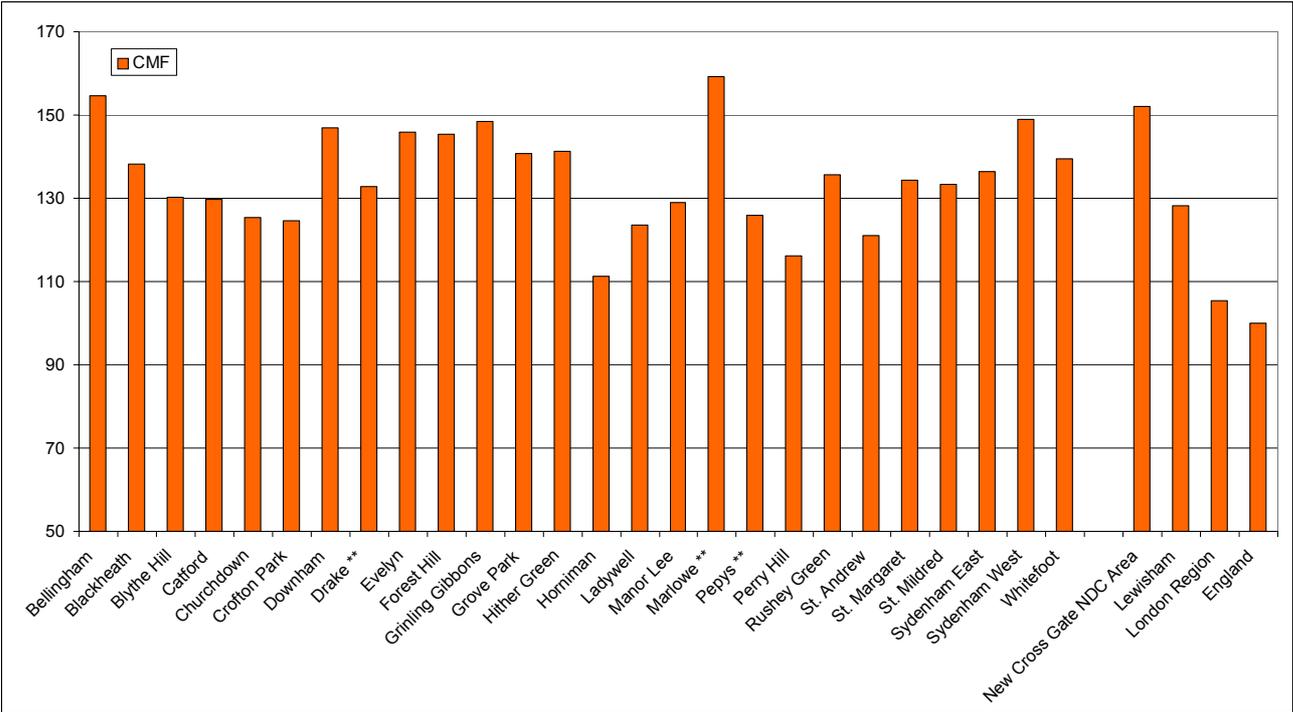


**Mortality in the New Cross Gate NDC Area**

The Comparative Mortality Figure (CMF) gives an indication of mortality rates in an area, which takes into account the age structure of the area. The CMF is calculated for the under 75 population using data over a four year period. Combining this number of years is necessary in order to avoid rendering the CMF unreliable due to small population at risk of death in any one year.

In the New Cross Gate NDC Area the CMF was 151.96. This higher than the expected area rate of 100, indicating a greater number of deaths than would be expected given the area’s age structure. The CMF is shown in Chart 8.1.8 for New Cross Gate NDC Area, all wards in the district, Lewisham, and England.

**Chart 8.1.8 Comparative Mortality Figure for the New Cross Gate NDC Area, 1997-2000**



## 9. OVERVIEW

The Partnership has experienced a difficult year during which its planned programme proved to be over-ambitious and has been scaled back. A significant proportion of the Partnership's time and effort had been invested on major capital projects which have now been re-profiled and are subject to re-definition and further development work.

Two particular events occurred during the Summer of 2002 that have been a watershed for the NDC: the election of a new Board in May and the departure of the interim Director in August. These two events have given the Partnership a sense of renewal but have also prompted a re-evaluation of the content and phasing of much of the Partnership's work programme.

Despite a number of setbacks and some continuing weaknesses in the Partnership's staffing and management, the new Board is enthusiastic and committed. Leading partners believe that the Board has every potential to develop in strength and to quickly move beyond the recent period of uncertainty.

### ***Robustness of partnership***

The Board has been re-constituted following a full scale election of resident members and the appointment of a wide range of representatives drawn from external partners. Almost every major service provider or strategic organisation in North Lewisham is involved through Board membership, with the exception of Jobcentre Plus and the Learning & Skills Council. Board members are enthusiastic for their task and, as the individuals are generally drawn from senior positions, are able to command attention within their own organisations and to supply substantial management experience to the work of the Partnership. However, a number of resident members are keen to acquire more skills to discharge their functions whilst the professional members drawn from Stakeholder organisations have expressed uneasiness about the Board's tendency to become over-preoccupied with operational and minor details.

### ***A Coherent programme and management***

The first and second year programmes contained a wide range of projects that address many varied local needs. However, some key elements of the Delivery Plan's programme have slipped and, as a coherent plan, it lacks some potentially important elements. There is only limited capital expenditure identified to address some of the major environmental problems in the area and the bulk of projects that have been funded are essentially revenue projects that address immediate service shortcomings. The programme's main components are:

- A programme to spread broadband benefits to the wider community
- Establishing an enterprise and recruitment agency
- A Healthy Living/All Nations Centre
- A programme of small-scale environmental improvements
- A Neighbourhood Wardens and a neighbourhood management programme
- Community development workers employed in local schools

Since its early period, the NDC has commissioned and acquired a substantial body of research, service mapping and benchmarking evidence that illuminates the extent and complexity of needs within the community. However it is not always clear the extent to which the project design and approval processes are justified by the available evidence of need.

### ***Resources, Financial Management & Administration***

A number of long term personnel problems have limited the Partnership's ability to deliver outcomes during the year. During the Summer, the staff team was re-organised following the Interim Director's departure with a consequential change to the hierarchy of acting staff. A number of interim posts remained vacant for some of the year and the interim staff structure has subsequently been re-viewed.

It is increasingly evident that the staff team needs to be consolidated and unified

Risk management tools have not been used by the Partnership in the past, and this has been made evident by the underperformance of programme items requiring major capital expenditure.

The project appraisal system has been substantially overhauled and the Board is beginning to make decisions using a 2 stage approval process. Projects are first considered at an initial concept stage before moving to structured assessment and recommendation stage. The quality of information presented to assessors and to the Board has improved significantly.

**Diversity, Race Equality & Fair Access**

The Partnership does not yet have a firmly determined view about the priority it attaches to race equality but it recognises that, with almost half the population drawn from Black and ethnic minorities, it needs to reflect these communities on the Board and to address potential service failures. The Partnership has commissioned a race equality strategy to guide its work. Gender and disability equality has not been closely addressed by the Partnership.

**Results (by Theme)**

The NDC is in its 2<sup>nd</sup> year following a shortened (5 month) 1<sup>st</sup> year. As a result, there are only a limited number of projects underway. Slow development of some projects combined with a recent re-appraisal of the programme has meant that a number of projects have been dropped or substantially re-defined. Projects that are currently underway or completed include the following:

<b>Theme</b>	<b>Housing and the physical environment</b>
Indication of critical success factors	◆ Environmental improvements
Outputs	<ul style="list-style-type: none"> <li>• Programme of “quick win” works at Besson Street Gardens, Eckington Gardens</li> <li>• Bid to improve highways / traffic calming</li> </ul>
Service bending and SLAs	<ul style="list-style-type: none"> <li>• evidence of collaboration with RSL</li> <li>• Borough engagement with traffic calming</li> </ul>
Outcomes	Too early
<b>Theme</b>	<b>Crime</b>
Indication of critical success factors	<ul style="list-style-type: none"> <li>• neighbourhood wardens</li> <li>• improved street lighting</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Neighbourhood Warden service scheme underway shortly</li> <li>• Area lighting strategy</li> </ul>
Service bending and SLAs	<ul style="list-style-type: none"> <li>• joint working with MPA</li> <li>• street lighting developed with MPA and LBL.</li> </ul>
Outcomes	Too early
<b>Theme</b>	<b>Worklessness</b>
Indication of critical success factors	<ul style="list-style-type: none"> <li>• improvement in employment rates amongst clients using employment and enterprise agency</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Employment advice worker recruited</li> <li>• Business advice worker recruited</li> <li>• Service delivery</li> </ul>
Service bending and SLAs	<ul style="list-style-type: none"> <li>• No evidence yet.</li> <li>• Possible local delivery of Jobcentre Plus services</li> </ul>
Outcomes	Too early
<b>Theme</b>	<b>Education</b>
Indication of critical success factors	<ul style="list-style-type: none"> <li>• Improved school attainment; improved attendance helped through diversionary activities; basic skills and work-relevant skills for adult population</li> </ul>
Outputs	<ul style="list-style-type: none"> <li>• Community Development workers placed in schools</li> <li>• Summer Splash scheme run</li> </ul>
Service bending and SLAs	<ul style="list-style-type: none"> <li>• Lewisham college may adjust services targeted at local 16+ population</li> </ul>
Outcomes	Too early

<b>Theme</b>	<b>Health</b>
Indication of critical success factors	Improved GP services; Healthy Living Centre project approval
Outputs	<ul style="list-style-type: none"> <li>• Health Impact Assessment</li> <li>• Commissioning robust business plan</li> </ul>
Service bending and SLAs	<ul style="list-style-type: none"> <li>• Little evidence at this stage</li> </ul>
Outcomes	Too early
<b>Theme</b>	<b>Community Empowerment</b>
Indication of critical success factors	Better information about / access to / engagement with / influence over public services and the NDC itself
Outputs	Feasibility study for community owned Local Area Network; NDC communications strategy and limited products
Service bending and SLAs	None
Outcomes	Too early

### ***Working with other agencies***

The LEA's schools and Primary Care Trust are leading partners in main projects, although relationships with other public services agencies are still to develop fully. Private sector involvement is anticipated but has, so far, been very limited in its extent. A number of voluntary sector organisations have been engaged as delivery partners but the voluntary sector is less fully engaged as stakeholders.

### ***Working with residents & community***

Although a substantial number of voluntary and community organisations exist in the area – and a number contribute to the Partnership through its Board – there is a perception that community engagement is one weak aspect of the very strong partnership that has been established through the re-formed Board.

During the Partnership's preparatory phase, a Community Panel was established that drew from local residents, community and voluntary sector representatives and statutory service providers and authorities. The NDC team had provided support and training for the Panel which played a central role in selecting the Year 2 revenue projects. Theme groups had also been established, but their role was de-prioritised during the year and the Partnership is planning to re-establish this form of consultation and engagement to help influence and shape the Year 3 programme.

### ***Learning, improvement and forward planning***

The Partnership has a substantial body of baseline information about the neighbourhood and plans to continue commissioning work that will guide its strategy and implementation. The NDC is committed to reconfiguring local mainstream services and intends to establish a Neighbourhood Management Service Panel to guide its work whilst drawing on the experiences of other NDCs. It has not yet implemented an approach to reviewing performance, highlighting its achievements and learning from them. The NDC Board has recognised the structural barriers to the timely implementation of its programme and its actions are likely to incorporate a more systematic forward planning process.

### ***The future***

The Partnership faces a number of challenges for the near future. Firstly, it needs to consolidate the staff team and re-build its work culture, morale and improve its working conditions. Secondly it must successfully re-define its main capital projects and establish a plan for their deployment. Thirdly, it needs to capitalise on a number of "quick win" projects that it has recently approved without letting this skew the longer term goals. Lastly, the Partnership needs to ensure that enthusiasm and support within its new Board is effectively used and not allowed to dissipate.

## ANNEXE 1: NEIGHBOURHOOD DATA

### (A) The Area as a Place to Live

#### Template 2.3: Specialist Residential Accommodation

Does the NDC area contain		Comment on any specific features
Hostels	Yes	
Sheltered housing	Yes	3 elderly sheltered complexes
Dedicated student housing	No	
Foyer	No	
Other accommodation	No	
Sleeping on the streets	Yes	Very likely
Squatting	Yes	
Vacant sites committed/ allocated for new housing development.	Yes	Hyde Housing and LBL are both building new social housing blocks. Some of these are currently underway.

#### Template 2.4: Neighbourhood Facilities

	within NDC area?	Facility in area immediately adjacent to NDC area.
Newsagent	Yes	Yes
Food / drink / general stores	Yes	Yes
Take-away, chippy	Yes	Yes
Non-food shops	Yes	Yes
Chemists	Yes	
Post Office	Yes	
Bank	Yes	
Credit Union	No	
Hair Dressers	Yes	Yes
Betting Office	Yes	
Pub	Yes	Yes
Cafe	Yes	Yes
Cyber cafe	Yes	Yes
Garage - car repairs/sales	Yes	
Library	No	Yes
Place of worship	Yes	Yes
GP	Yes	
Dentist	Yes	
Community health clinic	No	Yes
Housing/benefits /Jobcentre	Yes	
Citizens Advice Bureau	No	
Legal Aid, law centre	Yes	
Crèche / Nursery	Yes	
Primary Schools	Yes	
Secondary schools	Yes	Yes
Adult education 'centre'	No	Yes
Community centre.	Yes	
Gym / sport facility.	No	Yes
Specialised cultural venue	Yes	
Centre for BME community(ies).	Yes	Yes
Youth centre.	No	
Centre for elderly.	No	
Playground.	Yes	
Local green space	Yes	Yes
Park.	Yes	Yes
CCTV	Yes	Yes
Recycling facilities	Yes	
Police Station	No	Yes
Allotments	No	

**Template 2.5: Transport and Mobility in NDC Area**

	not in NDC area	In <b>minority</b> of NDC area	In <b>majority</b> of NDC area	In <b>all</b> of NDC area
Bus stops / services			✓	
<b>Tram stops / services</b>	✓			
Rail stations / services			✓	
<b>'Local' taxi company</b>			✓	
Community transport		✓		
Car parks		✓		
Disabled car parking		✓		
Traffic calming measures		✓		
Cycleways		✓		
Disabled access to public areas / facilities.		✓		

**Template 2.6: Urban Accessibility and the NDC Neighbourhood**

Distance of NDC area from	Tick if within NDC area	Tick if within 1 mile of NDC boundary	Tick if within 3 miles of NDC boundary	Tick if more than 3 miles of NDC boundary	TICK if served by direct public transport link from NDC area (i.e. one bus, train or tram journey - no change involved).
Main urban centre		✓			✓
Major centre of employment opportunities			✓	✓	✓
Supermarket / superstore	✓				✓
Recreational shopping		✓	✓		✓
Leisure /entertainment facilities		✓			✓
General Hospital			✓		✓
University		✓			✓
F.E. College		✓			✓
Secondary school	✓	✓			✓

**(B) The Area as a Place to Work and to Consume****Template 2.7: Premises**

	in NDC area?	in immediate adjoining area?
Industrial/commercial buildings	Yes	Yes
Managed workspace	No	No
Industrial/commercial land		Yes
Other (specify)	Yes	Yes

**Template 2.8: Businesses**

	in NDC area	in immediate adjoining area?
Self employed	Yes	Yes
Business start-ups	Yes	
Private SME businesses	Yes	Yes
Major national or multi-national business	Yes	
Offices / depots of public bodies	Yes	Yes
ILM	No	
BME owned businesses	Yes	Yes
Social or community businesses	Yes	
Other (specify)		

**Template 2.9: Consumption / expenditure activities**

Facility WITHIN NDC area	in NDC area?	do people travel into NDC area to use?
Non-local pubs (e.g. family orientated, or brewery 'chain' pubs)	Yes	Don't know
Restaurants	Yes	Don't know
Specialist shopping	Yes	Yes
Car-based retailing	No	Don't know
Arts and cultural facilities	No	Don't know
Leisure and sports facilities	No	Don't know
Hospital	No	Don't know
Higher/further education	No	Don't know
Specialist services - accountants, financial advice, legal, estate agents	Yes	Yes
'Illegal' services - e.g. prostitution, drugs.	Yes	Don't know
Other (specify)		

## ANNEXE 2 HOUSEHOLD SURVEY DATA

MORI/16836

### National Evaluation of New Deal For Communities

#### Topline Results – New Cross Gate – PRELIMINARY RESULTS

UPDATED 22/11/02

- 19574 interviews conducted face-to-face in-home among residents aged 16+ in NDC areas between July-October 2002
- 492 interviews with residents in New Cross Gate NDC between July-October 2002
- Base: NDC Aggregate, All residents 16+ (19574), and New Cross Gate, All residents 16+ (492), unless otherwise specified
- An asterisk (\*) indicates a percentage of less than 0.5% but greater than zero.
- Where percentages do not add up to 100 this may be due to computer rounding, multiple responses or the exclusion of don't know categories
- Results from questions where the base is below 30 have not been shown in this topline as the figures can be unreliable. Please see the computer tables for results from these questions
- Data are weighted by the population of adults aged 16+ in each household. Where data is based on household information it is weighted only to correct for multiple dwellings or households at address

#### HO. HOUSING

#### CURRENT HOME

This first section is about your home and your future plans.

QHO1. SHOWCARD A In which of these ways does your household occupy this accommodation at (address)? CODE FIRST THAT APPLIES. NB. ALL RENT PAID BY HOUSING BENEFIT IS NOT "RENT FREE"

		New Cross Gate	NDC Aggregate	National
		%	%	%
A	Own it outright	8	14	28
B	Buying it with the help of a mortgage or loan	20	18	42
C	Pay part rent and part mortgage (shared ownership)	1	*	*
D	Rent it	69	66	29
E	Live here rent-free (including rent-free in relative's/friend's property; excluding squatting)	2	1	1
F	Have it in some other way (SPECIFY)	*	*	N/A
G	Don't know	*	*	N/A

Source: Survey of English Housing 2001/02

ASK IF HOUSEHOLD RENTS THE ACCOMMODATION OR LIVES THERE RENT FREE  
 QHO2. **Who is your landlord?** CODE FIRST THAT APPLIES

	New Cross Gate %	NDC Aggregate %	National %
The local authority/council/New Town Development	70	65	46
A Housing Association	11	17	} 21
A Housing co-operative	1	*	
A charitable trust	0	1	
Local Housing company	1	1	N/A
Employer (organisation) of a household member	*	*	1
Another organisation	3	1	3
Relative/friend (before you lived here) of a household member	1	1	3
Employer (individual) of a household member	0	*	*
Another individual private landlord	13	13	25

Base: All who rent/live rent free, New Cross Gate (350), NDC Aggregate (13155)

Source: *Survey of English Housing 2001/2*

#### TENURE (derived)

	New Cross Gate %	NDC Aggregate %	National %
Owner occupier	29	32	70
Social sector renter	59	57	20
Private renter	12	10	10
Other/not stated	1	1	-

Source: *Survey of English Housing 2000/01*

ASK ALL  
 QHO3. SHOWCARD B (R) **Taking everything into account, how satisfied are you with this accommodation?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Very satisfied	38	41	60
Fairly satisfied	45	40	30
Neither satisfied nor dissatisfied	5	5	3
Slightly dissatisfied	5	7	4
Very dissatisfied	7	7	2
Don't know	0	*	-

Source: *Survey of English Housing 2000/01*

QHO4. SHOWCARD B (R) AGAIN **And could you tell me how satisfied you are with the state of repair of your home?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Very satisfied	25	30	44
Fairly satisfied	40	39	36
Neither satisfied nor dissatisfied	7	6	5
Slightly dissatisfied	12	13	9
Very dissatisfied	15	12	6
Don't know	0	*	-

Source: *Survey of English Housing 1994/5*

- ASK IF TENANT  
 QHO5. SHOWCARD B (R) AGAIN **And taking everything into account, how satisfied are you with your landlord?** INTERVIEWER: FOR SUBTENANTS, 'LANDLORD' REFERS TO THE IMMEDIATE RATHER THAN OVERALL LANDLORD. SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Very satisfied	25	26	32
Fairly satisfied	40	40	39
Neither satisfied nor dissatisfied	8	9	11
Slightly dissatisfied	13	11	9
Very dissatisfied	12	12	8
Don't know	2	2	-

Base: All renters, New Cross Gate (352), NDC Aggregate (13179)

Source: Survey of English Housing 2000/01

- ASK ALL  
 QHO6. **When did you personally move to this address?** IF UNSURE, PROBE FOR ESTIMATE ENTER MONTH AND YEAR. CODE IF ESTIMATE. IF BORN AT ADDRESS CODE MONTH AND YEAR OF BIRTH

SEE COMPUTER TABLES/SPSS


#### LENGTH OF RESIDENCE (derived)

	New Cross Gate %	NDC Aggregate %	National %
Less than a year	16	15	11
1 year but less than 3 years	14	16	16
3 years but less than 5 years	10	11	11
5 years but less than 10 years	24	16	16
10 years but less than 20 years	17	20	22
20 years or more	20	22	25
Don't know	0	0	-

Source: Survey of English Housing 2000/01

#### PREVIOUS HOME

- ASK IF RESPONDENT LIVED AT ADDRESS LESS THAN FIVE YEARS  
 QHO7. **What is the postcode of your previous address?** ENTER FULL POSTCODE. CODE IF PARTIAL

SEE SPSS DATA


- ASK IF PARTIAL POSTCODE GIVEN/DON'T KNOW/REFUSED  
 QHO8. **Can I just check, is your previous home within around 15 minutes walk of your current home or is it further away?** SINGLE CODE ONLY

SEE SPSS DATA


ASK IF RESPONDENT LIVED AT ADDRESS LESS THAN FIVE YEARS  
 QHO9. **How many times have you moved home in the last five years?** CODE IF ESTIMATE

	New Cross Gate %	NDC Aggregate %
1	46	51
2	27	21
3	8	13
4	9	6
5	4	3
6	3	2
7	0	1
8	*	*
9	0	*
10+	0	1
Don't know	2	1

Base: All lived at address less than five years, New Cross Gate (191), NDC Aggregate (8474)

### MOVING

ASK ALL  
 QHO10. **Do you want to move from this property?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes	44	39
No	56	61

QHO11. **Do you think you will move from this property in the next two years?** IF YES, ASK:  
**When will you move?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes: within next 3 months	3	4
over 3 and up to 6 months from now	2	2
over 6 and up to a year from now	6	5
over a year and up to 2 years from now	8	7
but, don't know when	20	14
No	54	60
Don't know	8	8

ASK IF WILL MOVE IN NEXT TWO YEARS  
 QHO12. SHOWCARD C **Where do you think you will move to? Just read out the letter that applies.** SINGLE CODE ONLY

		New Cross Gate %	NDC Aggregate %
A	Stay in the area (within 15 minutes walk of current home)	27	22
B	A neighbouring area	19	20
C	Elsewhere in this city/town	17	30
D	Elsewhere in the UK	28	19
E	Elsewhere outside the UK	8	5
	Don't know	2	5

Base: All who think they will move in next two years, New Cross Gate (85), NDC Aggregate (3222)

ASK IF WANT TO MOVE BUT DO NOT THINK WILL MOVE IN NEXT TWO YEARS/DON'T KNOW IF WILL MOVE IN NEXT TWO YEARS

QHO13. **What is stopping you from moving? PROBE: What else?**

SEE COMPUTER TABLES/SPSS


ASK ALL WHO WANT TO MOVE  
 QHO14. **Why do you want to move? PROBE: Why else? DO NOT PROMPT. CODE ALL THAT APPLY**

	New Cross Gate %	NDC Aggregate %
<b>Property related</b>		
Larger home	24	25
Larger garden	4	5
Smaller home	2	4
Smaller garden	0	1
Bungalow/ground floor	2	4
Garage/parking	0	2
Want a house	6	6
Want a garden	3	7
<b>Area related</b>		
Don't like this area	28	28
Want a different neighbourhood/area	15	23
Crime levels in area	10	16
Problems with neighbours in area	4	9
Problems with children/young people in area	3	8
Appearance of the area/quality of the physical environment	12	13
<b>Personal reasons</b>		
Want own home	14	9
Addition to the family	1	2
Children left home	*	*
Children's school/want better school	2	2
Death of family member	0	*
New relationship/marriage	1	1
Relationship breakdown/divorce/separation	*	1
Near friends/relatives/birthplace	4	5
Health/disability	4	4
Old age sheltered/warden/more support	0	1
<b>Work reasons</b>		
Change of job	1	1
Nearer work/study place	2	2
More job opportunities	0	2
Better paid job	0	*
<b>Retirement</b>	1	1
<b>Financial reasons</b>		
Buy own home	7	4
Increase housing investment	0	*
Move up housing market	1	1
Reduce housing costs	3	2
Other (SPECIFY)	17	16
Don't know	1	1

Base: All who want to move, New Cross Gate (205), NDC Aggregate (7420)

<b>QL. QUALITY OF LIFE AND AREA</b>
-------------------------------------

Now I would like to ask you about your general impressions of living in this area.

ASK ALL  
 QQL1. SHOWCARD D (R) **How satisfied are you with this area as a place to live?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Very satisfied	15	18	50
Fairly satisfied	43	42	37
Neither satisfied nor dissatisfied	11	9	4
Slightly dissatisfied	17	16	6
Very dissatisfied	14	15	3
Don't know	0	*	-

**Source: Survey of English Housing 2000/01**

QQL2. SHOWCARD E (R) **If we were to define "quality of life" as how you feel overall about your life, including your standard of living, your surroundings, friendships and how you feel day-to-day, how would you rate your quality of life?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Very good	19	23	27
Fairly good	54	54	56
Neither good nor bad	16	14	13
Fairly bad	7	7	3
Very bad	3	3	1
Don't know	1	*	-

**Source: Public Attitudes to Quality of Life and the Environment 2001**

QQL3. SHOWCARD F (R) **I am going to read out a list of things that can cause problems for people in their area. I would like you to tell me whether each of them is a problem in this area?** READ OUT. ROTATE ORDER. SINGLE CODE ONLY FOR EACH

**A Dogs causing nuisance or mess**

	New Cross Gate %	NDC Aggregate %
A serious problem in this area	17	17
A problem in this area, but not serious	20	22
Or not a problem in area	61	60
Don't know	1	1

**B Litter and rubbish in the streets**

	New Cross Gate %	NDC Aggregate %	National %
A serious problem in this area	28	38	13
A problem in this area, but not serious	27	32	29
Or not a problem in area	44	29	58
Don't know	1	1	-

**Source: Survey of English Housing 1999/00; Asked as "litter and rubbish"**

C	Problems with neighbours	New Cross Gate	NDC Aggregate	National
		%	%	%
	A serious problem in this area	7	8	3
	A problem in this area, but not serious	9	13	9
	Or not a problem in area	82	78	87
	Don't know	2	1	-

**Source: Survey of English Housing 1999/00; Asked as "neighbours"**

D	Run down or boarded up properties	New Cross Gate	NDC Aggregate
		%	%
	A serious problem in this area	4	19
	A problem in this area, but not serious	16	20
	Or not a problem in area	76	59
	Don't know	3	2

E	Abandoned or burnt out cars	New Cross Gate	NDC Aggregate
		%	%
	A serious problem in this area	25	20
	A problem in this area, but not serious	26	25
	Or not a problem in area	46	53
	Don't know	3	2

F	The speed and volume of road traffic	New Cross Gate	NDC Aggregate	National
		%	%	%
	A serious problem in this area	46	31	15
	A problem in this area, but not serious	15	28	26
	Or not a problem in area	39	40	59
	Don't know	1	1	-

**Source: Survey of English Housing 1999/00; Asked as "traffic"**

G	Poor quality or lack of parks or open spaces	New Cross Gate	NDC Aggregate
		%	%
	A serious problem in this area	32	24
	A problem in this area, but not serious	23	23
	Or not a problem in area	42	51
	Don't know	3	2

H	Poor public transport	New Cross Gate	NDC Aggregate
		%	%
	A serious problem in this area	7	9
	A problem in this area, but not serious	10	13
	Or not a problem in area	80	71
	Don't know	2	8

**I Vandalism, graffiti and other deliberate damage to property**

	New Cross Gate %	NDC Aggregate %
A serious problem in this area	24	33
A problem in this area, but not serious	28	30
Or not a problem in area	44	36
Don't know	4	2

**J Racial harassment**

	New Cross Gate %	NDC Aggregate %	National %
A serious problem in this area	6	6	1
A problem in this area, but not serious	11	11	3
Or not a problem in area	76	76	96
Don't know	7	7	-

**Source: Survey of English Housing 1999/00**

**K People being attacked or harassed**

	New Cross Gate %	NDC Aggregate %
A serious problem in this area	22	19
A problem in this area, but not serious	21	23
Or not a problem in area	51	54
Don't know	6	4

**L Household burglary**

	New Cross Gate %	NDC Aggregate %
A serious problem in this area	19	25
A problem in this area, but not serious	21	28
Or not a problem in area	53	42
Don't know	7	5

**M Car crime (e.g. damage, theft and joyriding)**

	New Cross Gate %	NDC Aggregate %
A serious problem in this area	33	38
A problem in this area, but not serious	20	25
Or not a problem in area	36	30
Don't know	11	8

**N Teenagers hanging around on the streets**

	New Cross Gate %	NDC Aggregate %
A serious problem in this area	36	41
A problem in this area, but not serious	25	28
Or not a problem in area	37	29
Don't know	2	1

O **Drug dealing and use**

	New Cross Gate %	NDC Aggregate %
A serious problem in this area	28	36
A problem in this area, but not serious	15	17
Or not a problem in area	38	32
Don't know	19	15

P **Property being set on fire**

	New Cross Gate %	NDC Aggregate %
A serious problem in this area	2	13
A problem in this area, but not serious	6	14
Or not a problem in area	82	67
Don't know	10	5

Q **Disturbance from crowds and gangs or hooliganism**

	New Cross Gate %	NDC Aggregate %
A serious problem in this area	15	20
A problem in this area, but not serious	23	26
Or not a problem in area	58	52
Don't know	3	2

ASK IF LIVED IN AREA FOR TWO OR MORE YEARS

QQL4. SHOWCARD G (R) **On the whole, do you think that over the past two years this area has got better or worse to live in, or haven't things changed much? SINGLE CODE ONLY**

	New Cross Gate %	NDC Aggregate %	National %
Area got much better	6	5	} 11
Area got slightly better	18	19	
Area not changed much	38	37	66
Area got slightly worse	16	18	} 23
Area got much worse	16	19	
Don't know	6	3	-

Base: All lived in area for 2 or more years, New Cross Gate (427), NDC Aggregate (16665)

**Source: Survey of English Housing 1999/00 (figures re-based to exclude those who have lived in the area less than two years)**

CO. COMMUNITY
------------------

I would now like to ask you about your involvement in the local community.

QCO1. SHOWCARD H (R) Overall, to what extent do you feel part of the local community?  
SINGLE CODE ONLY.

	New Cross Gate %	NDC Aggregate %
A great deal	7	7
A fair amount	26	29
Not very much	38	35
Not at all	27	28
Don't know	2	1

QCO2. On the whole, would you describe the people who live in this area as friendly, or not? Would you say they were... READ OUT. SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Very friendly	17	25	36
Fairly friendly	63	58	56
Not very friendly	11	10	6
Or not at all friendly?	4	3	1
Don't know	5	3	1

Source: Survey of English Housing 1997/8

QCO3. Would you say that you know.... READ OUT. SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Most of the people in your neighbourhood	12	19	29
Many of the people in your neighbourhood	19	21	16
A few of the people in your neighbourhood	56	51	48
Or that you do not know people in your neighbourhood?	13	9	6
Don't know	*	*	-

Source: General Household Survey – Social Capital Module 2000

QCO4. Would you say this neighbourhood is a place where neighbours look out for each other? SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Yes	52	59	73
No	33	33	27
Don't know	15	8	-

Source: General Household Survey – Social Capital Module 2000

QCO5. **And do you feel you can influence decisions that affect your area?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Yes	26	23	26
No	65	68	65
Don't know	9	9	9

**Source: General Household Survey – Social Capital Module 2000**

QCO6. **Have you been involved in any local organisation on a voluntary basis over the last three years (i.e. work for which you are not paid, except for expenses)?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Yes	17	12	21
No	83	87	79
Don't know	*	*	-

**Source: General Household Survey – Social Capital Module 2000**

ASK IF BEEN INVOLVED

QCO7. **In the last three years, have you had any responsibilities in this (these) organisation(s), such as being a committee member, raising funds, organising events or doing administrative or clerical work?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Yes	66	61	62
No	34	39	38
Don't know	0	*	-

Base: All been involved in local organisation, New Cross Gate (76), NDC Aggregate (2370)

**Source: General Household Survey – Social Capital Module 2000 (figures have been re-based to match NDC survey base)**

QCO8 **Have you heard of (insert name of NDC)?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes	50	64
No	49	35
Don't know	1	1

ASK IF HEARD OF NDC

QCO9. **And have you been involved in any activities organised by (insert name of NDC)?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes	20	17
No	79	83
Don't know	1	1

Base: All heard of local NDC, New Cross Gate (257), NDC Aggregate (12661)

QCO10. SHOWCARD H (R) AGAIN **And how much, if at all, do you think the activities of (insert name of NDC) have improved this area as a place to live?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
A great deal	1	6
A fair amount	21	27
Not very much	35	27
Not at all	20	21
Don't know	22	18

Base: All heard of local NDC, New Cross Gate (257), NDC Aggregate (12661)

ASK ALL  
QCO11. SHOWCARD H (R) AGAIN **Using this card, how much trust would you say you have in each of the following organisations?** READ OUT A - E. SINGLE CODE EACH. ROTATE ORDER

A

#### The local council

	New Cross Gate %	NDC Aggregate %
A great deal	7	5
A fair amount	39	36
Not very much	30	32
None at all	14	17
Don't know	11	9

B

#### Local police

	New Cross Gate %	NDC Aggregate %
A great deal	14	13
A fair amount	49	45
Not very much	19	23
None at all	7	11
Don't know	12	7

C

#### Local health services

	New Cross Gate %	NDC Aggregate %
A great deal	25	23
A fair amount	44	52
Not very much	16	14
None at all	6	5
Don't know	9	6

D

#### Local schools

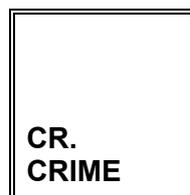
	New Cross Gate %	NDC Aggregate %
A great deal	13	15
A fair amount	28	36
Not very much	13	10
None at all	4	4
Don't know	42	35

ASK IF HEARD OF NDC PARTNERSHIP

E      **The NDC partnership (*insert name of NDC*)**

	New Cross Gate %	NDC Aggregate %
A great deal	5	8
A fair amount	31	35
Not very much	25	20
None at all	6	8
Don't know	33	29

Base: All heard of local NDC, New Cross Gate (257), NDC Aggregate (12661)



Now I'd like to ask you some questions on crime and other problems in this area.

- ASK ALL  
 QCR1. **How safe do you feel walking alone in or around this area after dark? Would you say you feel...** READ OUT. INTERVIEWER: IF RESPONDENT NEVER GOES OUT ALONE AT NIGHT, PROBE **How safe WOULD you feel?**

	New Cross Gate %	NDC Aggregate %	National %
<b>Very safe</b>	11	13	26
<b>Fairly safe</b>	33	29	40
<b>A bit unsafe</b>	22	23	20
<b>Very unsafe?</b>	32	34	13
Don't know	1	2	-

**Source: British Crime Survey 2001**

- QCR2. SHOWCARD I (R) **And how satisfied or dissatisfied are you with the quality of the service provided by the police?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Very satisfied	13	10	27
Fairly satisfied	40	39	46
Neither satisfied nor dissatisfied	16	18	13
Fairly dissatisfied	11	15	8
Very dissatisfied	7	13	3
Don't know	13	6	3

**Source: People's Panel Baseline, 1998**

- QCR3. SHOWCARD J (R) **Most of us worry at some time or other about being the victim of a crime. Using one of the phrases on this card, could you tell me how worried you are about the following happening to you?** READ OUT. ROTATE ORDER. SINGLE CODE ONLY FOR EACH

- A **Having your home broken into and something stolen**

	New Cross Gate %	NDC Aggregate %	National %
Very worried	29	34	15
Fairly worried	26	31	36
Not very worried	20	18	38
Not at all worried	25	16	11
Don't know/Not applicable	*	*	-

**Source: British Crime Survey 2001**

**B Being mugged and robbed**

	New Cross Gate %	NDC Aggregate %	National %
Very worried	32	31	15
Fairly worried	26	28	26
Not very worried	20	21	42
Not at all worried	22	19	18
Don't know/Not applicable	*	*	-

**Source: British Crime Survey 2001**

**C Having your car stolen**

	New Cross Gate %	NDC Aggregate %	National %
Very worried	30	36	17
Fairly worried	22	27	34
Not very worried	22	17	36
Not at all worried	15	12	14
Don't know/Not applicable	11	8	-

Base: All with car in household, New Cross Gate (220), NDC Aggregate (9362)

**Source: British Crime Survey 2001**

**D Having things stolen from your car**

	New Cross Gate %	NDC Aggregate %	National %
Very worried	30	33	15
Fairly worried	24	29	34
Not very worried	19	18	37
Not at all worried	15	13	15
Don't know/Not applicable	12	8	-

Base: All with car in household, New Cross Gate (220), NDC Aggregate (9362)

**Source: British Crime Survey 2001**

**E Being sexually assaulted**

	New Cross Gate %	NDC Aggregate %
Very worried	20	21
Fairly worried	16	14
Not very worried	19	23
Not at all worried	39	39
Don't know/Not applicable	6	2

**F Being physically attacked by strangers**

	New Cross Gate %	NDC Aggregate %	National %
Very worried	29	28	15
Fairly worried	22	27	24
Not very worried	25	23	38
Not at all worried	24	22	22
Don't know/Not applicable	1	*	-

**Source: British Crime Survey 2001**

G	<b>Being insulted or pestered by anybody while in the street or any other public place</b>	New Cross Gate	NDC Aggregate	National
		%	%	%
	Very worried	17	20	9
	Fairly worried	23	26	22
	Not very worried	31	28	41
	Not at all worried	29	26	28
	Don't know/Not applicable	*	*	-

*Source: British Crime Survey 2001*

H	<b>Being subject to a physical attack because of your skin colour, ethnic origin or religion</b>	New Cross Gate	NDC Aggregate	National
		%	%	%
	Very worried	14	13	7
	Fairly worried	13	12	9
	Not very worried	29	25	29
	Not at all worried	43	45	55
	Don't know/Not applicable	*	5	-

*Source: British Crime Survey 2001*

I	<b>Vandalism to your home or car</b>	New Cross Gate	NDC Aggregate
		%	%
	Very worried	24	29
	Fairly worried	23	29
	Not very worried	23	20
	Not at all worried	27	20
	Don't know/Not applicable	3	3

J	<b>Having somebody distract you or pose as an official (e.g. a meter reader) and steal from your home</b>	New Cross Gate	NDC Aggregate
		%	%
	Very worried	18	19
	Fairly worried	16	21
	Not very worried	27	28
	Not at all worried	39	32
	Don't know/Not applicable	0	1

K	<b>Being physically attacked by someone you know</b>	New Cross Gate	NDC Aggregate
		%	%
	Very worried	9	12
	Fairly worried	7	11
	Not very worried	21	25
	Not at all worried	63	52
	Don't know/Not applicable	*	*

QCR4. The next questions concern things that may have happened in the last year, in which you may have been the victim of a crime or offence. I don't just want to know about serious incidents – I want to know about small things too. In the last 12 months... READ OUT. ROTATE ORDER. SINGLE CODE ONLY FOR EACH.

A ...has anyone got into your home without permission and stolen or tried to steal anything?

	New Cross Gate %	NDC Aggregate %	National %
Yes	4	7	3.4
No	96	93	96.6

*Source: British Crime Survey 2001 (Please note that all comparisons on experience of crime can only be indicative as BCS gathers their information through much more detailed questions)*

B ...was anything that belonged to someone in your household stolen from OUTSIDE your home – from the doorstep, the garden or the garage for example?  
(NOTE: DO NOT COUNT MILK BOTTLE THEFT)

	New Cross Gate %	NDC Aggregate %	National %
Yes	7	12	5.3
No	93	88	94.7

*Source: British Crime Survey 2001*

C ...was anything you were carrying stolen – out of your hands or from your pockets or from a bag or case?

	New Cross Gate %	NDC Aggregate %	National %
Yes	8	5	1.4
No	92	95	98.6

*Source: British Crime Survey 2001*

D ...has anyone, including people you know well, deliberately hit you with their fists or with a weapon of any sort or kicked you or used force or violence in any other way?

	New Cross Gate %	NDC Aggregate %	National %
Yes	4	5	3
No	96	95	97

*Source: British Crime Survey 2001*

E ...did anyone deliberately deface or do damage to your home or to anything OUTSIDE it that belonged to someone in your household?

	New Cross Gate %	NDC Aggregate %
Yes	9	14
No	91	86

F ...has anyone threatened to damage things of yours or threatened to use force or violence on you in any way that actually frightened you?

	New Cross Gate %	NDC Aggregate %
Yes	8	9
No	92	91

G ...has anyone racially harassed or racially abused you?

	New Cross Gate %	NDC Aggregate %
Yes	4	4
No	96	96

ASK FOR EACH CRIME EXPERIENCED

QCR5. **And in the last 12 months how many times...? READ OUT EACH MENTIONED**

SEE COMPUTER TABLES/SPSS

- A ...has anyone got into your home without permission and stolen or tried to steal anything?
- B ...was anything that belonged to someone in your household stolen from OUTSIDE your home – from the doorstep, the garden or the garage for example?  
(NOTE: DO NOT COUNT MILK BOTTLE THEFT)
- C ...was anything you were carrying stolen – out of your hands or from your pockets or from a bag or case?
- D ...has anyone, including people you know well, deliberately hit you with their fists or with a weapon of any sort or kicked you or used force or violence in any other way?
- E ...did anyone deliberately deface or do damage to your home or to anything OUTSIDE it that belonged to someone in your household?
- F ...has anyone threatened to damage things of yours or threatened to use force or violence on you in any way that actually frightened you?
- G ...has anyone racially harassed or racially abused you?

Source: *British Crime Survey 2001*

ASK ALL

QCR6. **Do you or anyone in your household own or have the use of any vehicles? IF CAR, ASK: How many cars do you own or have the use of (include company cars unless no private use is allowed)? MULTICODE OK**

	New Cross Gate %	NDC Aggregate %	National %
1 car	37	39	45
2 cars	6	7	22
3+ cars	1	1	4
Light van	1	1	N/A
Motor cycle	2	1	N/A
None of these	55	52	N/A

Source: *National Travel Survey 1999/2001, quoted in Social Trends 2002*

ASK IF VEHICLE IN THE HOUSEHOLD  
 QCR7. **And in the last 12 months, have you or anyone else currently living in this household had...** READ OUT. ROTATE ORDER. SINGLE CODE ONLY FOR EACH

A **...a car, van, motorcycle or other motor vehicle, stolen or driven away without permission?**

	New Cross Gate %	NDC Aggregate %	National %
Yes	6	6	1.8
No	94	94	98.2

Base: All with car in household, New Cross Gate (220), NDC Aggregate (9362)

Source: British Crime Survey 2001

B **...anything stolen off a vehicle or out of it (part of the vehicle, personal possessions or other things)?**

	New Cross Gate %	NDC Aggregate %	National %
Yes	20	17	6.8
No	80	83	93

Base: All with car in household, New Cross Gate (220), NDC Aggregate (9362)

Source: *British Crime Survey 2001*

C **...a vehicle tampered with or damaged by vandals or people out to steal?**

	New Cross Gate %	NDC Aggregate %
Yes	36	34
No	64	66

Base: All with car in household, New Cross Gate (220), NDC Aggregate (9362)

ASK FOR EACH CAR CRIME EXPERIENCED

QCR8. **And in the last 12 months, how many times has ...?** READ OUT EACH MENTIONED

SEE COMPUTER TABLES/SPSS

A **...a car, van, motorcycle or other motor vehicle, stolen or driven away without permission?**

B **...anything stolen off a vehicle or out of it (part of the vehicle, personal possessions or other things)?**

C **...a vehicle tampered with or damaged by vandals or people out to steal?**

Source: *British Crime Survey 2001*

ASK ALL  
 QCR9. SHOWCARD K (R) **Which of the following, if any, do you currently use or do to protect yourself or your home? Just read out the letter(s) that apply**  
 MULTICODE OK

		New Cross Gate %	NDC Aggregate %	National %
A	A burglar alarm	15	25	26
B	A dummy alarm box visible on the outside wall	4	5	4
C	Double locks or deadlocks on the outside doors	63	59	75
D	Security chains or bolts on the outside doors	39	43	48
E	Indoor lights with timer or sensor switch	11	12	25
F	Outdoor lights with timer or sensor switch	15	23	40
G	Bars or grilles on the windows	9	6	7
H	Window locks that need keys to open them	51	58	75
I	Do not leave home unoccupied during daytime	5	8	N/A
J	Do not leave home unoccupied at night	25	27	N/A
K	Avoid visiting particular places or areas	24	19	N/A
L	Leave the lights on	46	51	N/A
M	A guard dog	6	13	N/A
	Other (SPECIFY)	5	5	N/A
	None of these	6	5	N/A
	Refused	*	*	N/A

**Source: Based on British Crime Survey (2000)**

<b>HD. HOUSEHOLD DEMOGRAPHIC INFORMATION</b>
--

Now I'd like to ask you about each of the people in your household. By "household" I mean the people living here who share a living/sitting room or share at least one meal a day.

ASK ALL

QHD1. How many people are there living here - that includes yourself, any other adults and children?

	New Cross Gate %	NDC Aggregate %	National %
1	35	34	32
2	25	27	34
3	15	16	15
4	14	12	13
5	6	6	5
6+	5	5	2

Source: General Household Survey 2000/01

QHD2. Now I'm going to ask you some questions about each person living here, starting with you. What relationship is ... to you?

Spouse
Partner/cohabitee
Son/daughter (including adopted)
Stepson/daughter
Foster child
Son/daughter-in-law
Parent/guardian
Step-parent
Foster parent
Parent-in-law
Brother/sister (including adopted)
Step-brother/sister
Foster brother/sister
Brother/sister-in-law
Grand-child
Grand-parent
Other relative
Other non-relative

SEE SUMMARY BELOW

## SUMMARY HOUSEHOLD COMPOSITION (derived)

	New Cross Gate %	NDC Aggregate %	National %
Married or cohabiting couple with <b>no</b> dependent children	15	20	37
Married or cohabiting couple <b>with</b> dependent children	13	17	22
Single parent family	18	16	7
Single person household	35	34	28
Other multi-person household	19	13	7

Source: Survey of English Housing 2001/02

QHD3. Gender

	Respondent		All h/h members		
	New Cross Gate %	NDC Aggregate %	New Cross Gate %	NDC Aggregate %	National %
Male	40	43	46	47	49
Female	60	57	54	53	51

Base: All household members, New Cross Gate (1233), NDC Aggregate (48096)

Source: Social Trends 2002 (UK data for 2000, based on ONS estimates)

QHD5. Age

	Respondent		All h/h members		
	New Cross Gate %	NDC Aggregate %	New Cross Gate %	NDC Aggregate %	National %
Under 16	0	0	28	28	20
16-24	13	17	12	14	11
25-34	22	20	16	15	15
35-44	27	21	18	14	15
45-54	14	14	10	10	13
55-64	11	12	7	8	10
65-74	7	9	4	7	9
75+	6	6	4	4	7

Base: All household members, New Cross Gate (1233), NDC Aggregate (48096)

Source: Social Trends 2002 (UK data for 2000)

ASK IF MORE THAN ONE PERSON IN HOUSEHOLD WITH AGE >=16

QHD6. In whose name is the accommodation owned or rented?

ASK IF THERE ARE JOINT HOUSEHOLDERS

You have told me that (names) jointly own or rent the accommodation. Which of them has the highest income (from earnings, benefits, pensions and any other sources)? IF

TWO OR MORE JOINT HOUSEHOLDERS HAVE THE SAME INCOME SELECT THE ELDEST

SEE COMPUTER TABLES/SPSS


ASK ALL RESPONDENTS  
 QHD7. SHOWCARD L To which of these groups do you consider you belong? Just read out the letter that applies. SINGLE CODE ONLY

		New Cross Gate %	NDC Aggregate %	National %
	<b>White:</b>			
A	British	43	70	} 92
B	Irish	3	2	
C	Any other White background (SPECIFY)	8	4	
	<b>Mixed:</b>			
D	White and Black Caribbean	2	1	N/A
E	White and Black African	*	*	N/A
F	White and Asian	*	*	N/A
G	Any other mixed background (SPECIFY)	1	*	N/A
	<b>Asian or Asian British:</b>			
H	Indian	*	2	2
I	Pakistani	1	4	1.3
J	Bangladeshi	*	3	0.5
K	Any other Asian background (SPECIFY)	3	1	0.5
	<b>Black or Black British:</b>			
L	Caribbean	20	5	1.1
M	African	15	5	0.9
N	Any other Black background (SPECIFY)	1	1	0.6
	<b>Chinese or other ethnic group</b>			
O	Chinese	1	1	0.3
P	Any other ethnic group (SPECIFY)	2	1	0.9
	Refused	1	*	-

*Source: Population Trends – Autumn 2001 (figures from Labour Force Survey – note these are based on old Census categories)*

QHD8. Is English your first language? SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes	81	85
No	19	15

ASK IF ENGLISH NOT FIRST LANGUAGE

QHD9. How well would you say you speak English? Is it... READ OUT. SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
<b>Very well</b>	55	41
<b>Fairly well</b>	29	31
<b>Slightly</b>	13	22
<b>Not at all</b>	3	5
Don't know	0	*

Base: All whose first language is not English, New Cross Gate (85), NDC Aggregate (2546)

<b>WO. WORK</b>
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The following questions are about employment. As with the rest of the questionnaire, I would like to assure you that your answers are completely confidential.

- ASK OF ALL HOUSEHOLD MEMBERS AGED 16+
- QWO1. SHOWCARD M **Which statement on this card applies to each person aged 16 years and over in the household? Just read out the letter.** MULTICODE OK INTERVIEWER: THIS QUESTION IS MULTICODED, FOR EXAMPLE SOMEONE MAY BE IN PAID WORK AND IN FULL TIME EDUCATION.

	Respondent	All h/h members aged 16+	
		New Cross Gate %	NDC Aggregate %
A	In paid work	50	42
B	Local or government training scheme (including New Deal) involving paid work	*	*
C	Local or government training scheme (including New Deal) not involving paid work	*	*
D	Modern Apprenticeship involving paid work	*	*
E	Modern Apprenticeship not involving paid work	0	*
F	Registered unemployed/signing on for JSA	6	6
G	Not registered unemployed but seeking work	4	3
H	Long-term sick or disabled	7	9
I	Retired	16	19
J	At home/not seeking work	10	15
K	Full-time education	12	7
	Other (SPECIFY)	1	2
	Refused	*	*

Base: All household members 16+, New Cross Gate (888), NDC Aggregate (34656)

#### WORK STATUS SUMMARY

	New Cross Gate %	NDC Aggregate %	National %
Economically active:	59	52	63
in paid work	51	43	60
registered unemployed/not registered but seeking work	8	9	3
Economically inactive	40	47	37

Base: All household members 16+, New Cross Gate (888), NDC Aggregate (34656)

Source: Labour Force Survey

**WORKLESS HOUSEHOLDS (derived)**

	New Cross Gate %	NDC Aggregate %	National %
Workless households (all of working age)	34	41	16

ASK IF RESPONDENT NOT CURRENTLY WORKING  
 QWO2. **Have you ever (in your life), had paid work, apart from casual or holiday work? Please include self-employment or a Government scheme.** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes	71	74
No	29	26

Base: All not working, New Cross Gate (266), NDC Aggregate (12111)

ASK IF RESPONDENT HAD A JOB IN PAST  
 QWO3. **When did you leave your last paid job?** ENTER MONTH/YEAR. CODE IF ESTIMATE

SEE COMPUTER TABLES/SPSS


ASK IF HAD A JOB IN LAST 20 YEARS  
 QWO4. **And when did your last paid job start?** ENTER MONTH/YEAR. CODE IF ESTIMATE

SEE COMPUTER TABLES/SPSS


ASK IF CURRENTLY WORKING OR HAD A JOB IN LAST FIVE YEARS  
 QWO5. **What does/did the firm or organisation you work(ed) for mainly make or do (at the place where you work(ed))?** IF NOT CURRENTLY WORKING ASK ABOUT MOST RECENT JOB

DESCRIBE FULLY – PROBE MANUFACTURING or PROCESSING or DISTRIBUTING ETC AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE or RETAIL ETC

QWO6. **What is/was your (main) job?** ENTER JOB TITLE

QWO7. **What do/did you mainly do in your job?** WRITE IN. CHECK SPECIAL QUALIFICATIONS/TRAINING NEEDED TO DO THE JOB

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**SUMMARY FOR CURRENT WORKERS BELOW**

None/no answer

Don't know

## SOC SUMMARY (derived)

	New Cross Gate %	NDC Aggregate %	National %
Managers and senior officials	6		14
Professional occupations	9		12
Associate professional and technical occupations	10		14
Administrative and secretarial occupations	21		13
Skilled trades occupations	10	TBC	12
Personal service occupations	12		7
Sales and customer service occupations	6		8
Process, plant and machine operatives	6		8
Elementary occupations	18		12
Insufficiently described	1		*

Base: All currently working, New Cross Gate (226), NDC Aggregate (7463)

Source: Labour Force Survey

QW08. **And how many hours per week do/did you usually work in this job, excluding meal breaks?** ENTER NUMBER

## HOURS WORKED – WEEKLY

	New Cross Gate %	NDC Aggregate %	National %
Up to 16 hours	6	8	8
16-30 hours	20	21	17
31-45 hours	63	57	51
Over 45 hours	8	12	24
Don't know	2	1	-
Refused	1	*	-

Base: All currently working New Cross Gate (226), NDC Aggregate (7463)

Source: Labour Force Survey, spring 2002

QW09. **Are/were you working as an employee or are/were you self-employed?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Employee	88	91
Self-employed	12	9
Unpaid family worker	0	*
Don't know	*	*

Base: All currently working, New Cross Gate (226), NDC Aggregate (7463)

Source: Labour Force Survey

ASK IF SELF-EMPLOYED

QW010. **Are/were you working on your own or do/did you have employees?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
On own/with partner(s) but no employees		81
With employees		19

Base: All currently self employed, New Cross Gate (28), NDC Aggregate (674)

Source: Labour Force Survey

CURRENT WORKERS
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ASK CURRENT WORKERS ONLY  
 QWO11 SHOWCARD N **Through which of the following did you get your present job? Just read out letters that apply.** MULTICODE OK

		New Cross Gate %	NDC Aggregate %
A	Replying to a job advertisement	24	24
B	A Jobcentre/Jobmarket or Training and Employment Agency Office	9	9
C	A Careers Office	1	1
D	A Jobclub	1	1
E	A private employment agency or business	8	6
F	Hearing from someone who worked there	25	25
G	A direct application	20	19
H	A government training scheme eg New Deal	1	1
I	A local scheme or project (SPECIFY)	0	1
J	In some other way (SPECIFY)	16	14
	Don't know	*	1

Base: All currently working, New Cross Gate (226), NDC Aggregate (7463)

QWO12. **When did you start working continuously for your current employer/as a self-employed person?** ENTER MONTH/YEAR. CODE IF ESTIMATE

SEE COMPUTER TABLES/SPSS

ASK IF JANUARY 2000 OR LATER  
 QWO13. **Did you have another paid job or business before your current paid Job or business, apart from casual or holiday work?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes	65	62
No	35	38

Base: All started current job/business since January 2000, New Cross Gate (95), NDC Aggregate (3317)

ASK IF YES  
 QWO14. **When did your previous paid job or business end?** ENTER MONTH/YEAR. CODE IF ESTIMATE, IF MONTH NOT KNOWN CODE 'JUNE'

SEE COMPUTER TABLES/SPSS

QWO15. **And when did this paid job or business start?** ENTER MONTH/YEAR. CODE IF ESTIMATE, IF MONTH NOT KNOWN CODE 'JUNE'

SEE COMPUTER TABLES/SPSS

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- ASK IF LAST JOB ENDED AFTER JANUARY 1997
- QWO16. **What did the firm or organisation you worked for mainly make or do (at the place where you worked) in your previous paid job?**  
DESCRIBE FULLY – PROBE MANUFACTURING or PROCESSING or DISTRIBUTING ETC AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE or RETAIL ETC
- INTERVIEWER: IF PREVIOUS INDUSTRY IS EXACTLY THE SAME AS CURRENT JOB CODE "SAME"
- QWO17. **What was your previous (main) job? ENTER JOB TITLE.** INTERVIEWER: IF PREVIOUS JOB TITLE IS EXACTLY THE SAME AS CURRENT JOB CODE "SAME"
- QWO18. **What did you mainly do in your job?**

WRITE IN. CHECK SPECIAL QUALIFICATIONS/TRAINING NEEDED TO DO THE JOB. INTERVIEWER: IF PREVIOUS JOB IS EXACTLY THE SAME AS

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SEE COMPUTER TABLES/SPSS FOR DETAIL

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None/no answer

Don't know

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Base: All had a different job/business since January 1997

**SOC SUMMARY (derived)**

	New Cross Gate %	NDC Aggregate %
Managers and senior officials	5	
Professional occupations	4	
Associate professional and technical occupations	15	
Administrative and secretarial occupations	19	
Skilled trades occupations	6	TBC
Personal service occupations	8	
Sales and customer service occupations	8	
Process, plant and machine operatives	7	
Elementary occupations	26	
Insufficiently described	1	

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Base: All had a different job/business since January 1997, New Cross Gate (59), NDC Aggregate (2008)

- QWO19. **Were you working as an employee or were you self-employed in your previous job?**  
SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Employee	98	95
Self-employed	2	4
Unpaid family worker	0	*
Don't know	0	*

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Base: All had a different job/business since January 1997, New Cross Gate (59), NDC Aggregate (2008)

- ASK IF SELF-EMPLOYED  
 QWO20. **And were you working on your own or did you have employees in your previous job? SINGLE CODE ONLY**

On own/with partner(s) but no employees	SEE COMPUTER TABLES/SPSS
With employees	

Base: All had a different job/business since January 1997 and self employed

**SPELLS OF UNEMPLOYMENT**

- ASK IF REGISTERED UNEMPLOYED  
 QWO21. **Have you been registered unemployed for six months or more? SINGLE CODE ONLY**

	New Cross Gate %	NDC Aggregate %
Yes		72
No		27

Base: All registered unemployed, New Cross Gate (30), NDC Aggregate (1352)

- ASK ALL EXCEPT WORKING IN CURRENT JOB FOR 5+ YEARS OR AGED 70+  
 QWO22. **Can I just check, how many spells of registered unemployment have you had in the last five years (including present spell if unemployed)? ENTER NUMBER**

	New Cross Gate %	NDC Aggregate %
None	65	65
1	26	24
2	5	5
3	1	2
4	1	1
5	0	1
More than 5	*	1
Don't know	1	2
Refused	*	1

Base: All aged 16-69, except those working in current job for 5+ years, New Cross Gate (335), NDC Aggregate (14074)

- ASK IF ANY SPELLS OF UNEMPLOYMENT  
 QWO23. **And how many of these spells of registered unemployment have lasted for 6 months or more (including present spell if unemployed)? ENTER NUMBER**

	New Cross Gate %	NDC Aggregate %
None	23	26
1	65	62
2	8	7
3	*	2
4	1	1
5	0	1
More than 5	*	*
Don't know	2	1
Refused	0	*

Base: All had any spells of unemployment in last 5 years, New Cross Gate (117), NDC Aggregate (4965)

<b>LOOKING FOR WORK</b>
-------------------------

- ASK ALL AGED UNDER 70
- QWO24. **Can I just check, thinking of the 4 weeks ending last Sunday, were you looking for any kind of paid work or government training scheme at any time in those 4 weeks?** SINGLE CODE ONLY. INTERVIEWER: IF CURRENTLY IN WORK AND LOOKING FOR A DIFFERENT OR ADDITIONAL PAID JOB / BUSINESS / GOVERNMENT TRAINING SCHEME CODE 'YES'.

	New Cross Gate %	NDC Aggregate %
Yes	15	14
No	85	86
Refused	*	*

Base: All aged under 70, New Cross Gate (430), NDC Aggregate (16940)

- ASK ALL LOOKING FOR WORK
- QWO25. **And what would be the lowest net wage after tax that you would be prepared to take a job for?** ENTER AMOUNT

SEE COMPUTER TABLES/SPSS


- QWO26. **And what time period does this cover?** SINGLE CODE ONLY

SEE COMPUTER TABLES/SPSS


#### WAGE EXPECTATIONS – WEEKLY (DERIVED)

	New Cross Gate %	NDC Aggregate %
Less than £100	0	6
£100 - £179	8	24
£180 - £219	17	21
£220 - £299	26	19
£300 - £499	21	14
£500+	11	2
Other	0	2
Don't know/depends	16	10
Refused	2	1

Base: All looking for work, New Cross Gate (62), NDC Aggregate (2246)

QWO27. **What, if anything, is stopping you from getting the type of work that you want?** DO NOT PROMPT. PROBE: **What else?** MULTICODE OK

	New Cross Gate %	NDC Aggregate %
<b>Personal</b>		
I am too old	6	5
I am too young	0	2
Childcare is not available	7	5
I have caring responsibilities (other than for children)	2	2
Want to look after children	7	3
Language difficulties	2	3
Long-standing disability, illness or infirmity (anything that has troubled you over a period of time or that is likely to trouble you at least over the next year)	6	4
Short-term illness, disability or infirmity	0	2
<b>Discrimination</b>		
Sexual discrimination	0	*
My ethnic origin/racial discrimination	2	2
Because of my sexual preference	0	*
Because of my religion	0	0
<b>Skills/Training</b>		
I do not have sufficient skills and experience	4	10
I do not have the right skills and experience	5	9
I do not have sufficient qualifications	17	12
I do not have the right qualifications	7	9
<b>Type of work available</b>		
No jobs available	11	14
No suitable jobs available	20	19
<b>Financial</b>		
I can't afford childcare	1	2
Pay too low	3	7
Loss of benefits	1	2
<b>Information</b>		
Too little information on what is available	1	2
Lack of information/support for self-employment	0	*
I can't get the right kind of help	0	2
Jobs get filled by word of mouth/on the grapevine	1	2
<b>Other</b>		
Problems with transport/lack of transport	0	3
Unable to move to find a (new) job	0	1
An address in this area makes it difficult for people to get job interviews	1	1
Afraid to leave my home unattended	0	*
Other (SPECIFY)	31	21
No reason	28	18
Don't know	6	2

Base: All looking for work, New Cross Gate (62), NDC Aggregate (2246)

<b>SERVICES</b>
-----------------

ASK ALL  
 QWO28. **Which of the following services have you used in the last year? Firstly ...** READ OUT. REVERSE ORDER. SINGLE CODE EACH

**A Benefits/Social Security Office**

	New Cross Gate %	NDC Aggregate %
Yes	19	22
No	79	77
Don't know	1	*

**B A Job centre**

	New Cross Gate %	NDC Aggregate %
Yes	14	15
No	85	85
Don't know	*	*

ASK FOR EACH SERVICE USED  
 QWO29. SHOWCARD O (R) **And how satisfied or dissatisfied are you with the service provided by the ...?** READ OUT. REVERSE ORDER. SINGLE CODE EACH

**A Benefits/Social Security Office**

	New Cross Gate %	NDC Aggregate %
Very satisfied	24	26
Fairly satisfied	56	47
Neither satisfied nor dissatisfied	8	8
Fairly dissatisfied	6	8
Very dissatisfied	6	10
Don't know	0	1

Base: All used Benefits/Social Security Office, New Cross Gate (112), NDC Aggregate (5011)

**B Job centre**

	New Cross Gate %	NDC Aggregate %
Very satisfied	15	25
Fairly satisfied	48	45
Neither satisfied nor dissatisfied	8	9
Fairly dissatisfied	16	10
Very dissatisfied	10	9
Don't know	2	1

Base: All used Job Centre, New Cross Gate (66), NDC Aggregate (2946)

<b>ED. EDUCATION</b>
----------------------

Now I'd like to ask you about education and work-related training.

- ASK ALL  
 QED1. SHOWCARD P Which of the following qualifications have you obtained, if any?  
 MULTICODE OK

		New Cross Gate %	NDC Aggregate %
1	Youth training certificate	3	2
2	HGV licence	1	2
3	Driving licence	37	37
4	Recognised trade apprenticeship	3	4
5	National qualifications (Scotland)	*	*
7	City & Guilds	10	10
8	RSA	7	5
9	CSE	10	7
10	GCSE (grades D-G)	14	13
11	GCSE (grades A-C)	21	19
12	SCE Standard/Ordinary (O) Grade	1	1
13	O-level or equivalent	18	11
14	Certificate of sixth year studies (CSYS) or equivalent	1	1
15	AS-level	3	2
16	GNVQ/GSVQ	6	4
17	NVQ/SVQ	8	9
18	SCE highers	*	*
19	A-level/vocational A-level or equivalent	19	10
20	Nursing or other medical qualification	4	2
21	Teaching qualification (excluding PGCE)	3	2
22	SCOTVEC, SCOTEC, SCOTBEC	0	*
23	BTEC, BEC or TEC	7	3
24	ONC/OND	*	1
25	HNC/HND	3	2
26	Diploma in higher education	6	3
27	Degree level qualification including graduate membership of a professional institute, PGCE or higher	14	8
28	Other higher education qualification	4	3
29	Modules towards any of the above qualifications	2	2
30	Any other professional/vocational/foreign qualifications	13	10
	No qualifications	22	32
	Don't know	1	1

**Educational qualifications for WORKING AGE respondents– Highest NVQ equivalent (derived)**

	New Cross Gate %	NDC Aggregate %	National %
NVQ Level 1 or below	11	14	20
NVQ Level 2 or equivalent	20	19	22
NVQ Level 3 or equivalent	17	14	19
NVQ Level 4 or equivalent	22	15	19
NVQ Level 5 or equivalent	9	4	4
No qualifications	21	35	16

Base: All working age, New Cross Gate (397), NDC Aggregate (15158)

Source: *Labour Force Survey*

ASK ALL  
QED2. SHOWCARD Q (R) **Do you think you need to improve any of the following skills?**  
**Just read out the letter(s) that apply.** MULTICODE OK

		New Cross Gate %	NDC Aggregate %
A	Spelling	17	18
B	Reading	14	12
C	Writing	14	13
D	Maths	25	21
	None of these	63	65
	Don't know	1	1

ASK ALL EXCEPT IF IN FULL-TIME EDUCATION  
QED3. **In the last year, have you taken part, or are you currently taking part, in any education or training? This includes education or training that was part of your job, government training schemes, Open University courses, correspondence courses and work experience schemes.** ASK IF YES: **Have you completed the education or training or are you currently taking part?** MULTICODE OK

	New Cross Gate %	NDC Aggregate %
Yes – completed	11	11
Yes – currently	12	9
No	79	81
Don't know	1	*

Base: All except in full-time education, New Cross Gate (444), NDC Aggregate (18635)

ASK ALL  
QED4. **Would you like to take part in an (additional) education and/or training course or not, including work-related education and/or training?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes	49	39
No	47	59
Don't know	4	2

ASK IF YES

QED5. **And would this education or training be to help you get a job and/or to get on in your current job or not? SINGLE CODE ONLY**

	New Cross Gate %	NDC Aggregate %
Yes	88	81
No	8	17
Don't know	4	2

Base: All would like to take part in education/training, New Cross Gate (234), NDC Aggregate (7276)

ASK ALL

QED6. **SHOWCARD R (R) Which of these do you personally use? Just read out the letters that apply. MULTICODE OK**

	New Cross Gate %	NDC Aggregate %	National %
A PC – desktop or laptop or other computer at home	41	34	41
B PC – desktop or laptop or other computer at work, place of study or elsewhere	34	22	22
C Internet at home	34	24	34
D Internet at work, place of study or elsewhere	29	17	19
E E-mail at home	33	22	N/A
F E-mail at work, place of study or elsewhere	30	16	N/A
G Interactive services through your Digital TV eg games, shopping, banking or email	12	12	12
None of these	42	53	N/A
Don't know	*	*	N/A

Source: MORI Tech Tracker – September 2002

QED7. **SHOWCARD S (R) Now, using this card, I would like you to tell me how satisfied or dissatisfied you are with the quality of provision from each of the following education services in this local area. READ OUT. SINGLE CODE ONLY FOR EACH.**

A **Local childminders and childcare clubs**

	New Cross Gate %	NDC Aggregate %
Very satisfied		26
Fairly satisfied		33
Neither satisfied nor dissatisfied		8
Fairly dissatisfied		8
Very dissatisfied		7
Don't know		18

Base: All used childminders/childcare clubs, New Cross Gate (15), NDC Aggregate (401)

**B Local pre-school nursery provision**

	New Cross Gate %	NDC Aggregate %	National %
Very satisfied		42	49
Fairly satisfied		35	32
Neither satisfied nor dissatisfied		4	7
Fairly dissatisfied		6	2
Very dissatisfied		5	2
Don't know		8	8

Base: All used pre-school nursery provision, New Cross Gate (19), NDC Aggregate (1176)

Source: *People's Panel, 1998 (asked as local nursery schools/classes)*

**C Local primary schools**

	New Cross Gate %	NDC Aggregate %	National %
Very satisfied	32	38	50
Fairly satisfied	39	43	38
Neither satisfied nor dissatisfied	11	4	4
Fairly dissatisfied	12	6	4
Very dissatisfied	3	4	1
Don't know	4	5	3

Base: All used local primary schools, New Cross Gate (95), NDC Aggregate (3551)

Source: *People's Panel, 1998*

**D Local secondary schools**

	New Cross Gate %	NDC Aggregate %	National %
Very satisfied	19	24	39
Fairly satisfied	40	42	43
Neither satisfied nor dissatisfied	8	7	8
Fairly dissatisfied	13	11	6
Very dissatisfied	11	7	2
Don't know	10	9	2

Base: All used local secondary schools, New Cross Gate (63), NDC Aggregate (2359)

Source: *People's Panel, 1998*

**E Local sixth form/FE colleges**

	New Cross Gate %	NDC Aggregate %
Very satisfied		25
Fairly satisfied		39
Neither satisfied nor dissatisfied		9
Fairly dissatisfied		5
Very dissatisfied		3
Don't know		19

Base: All used local sixth form/FE colleges, New Cross Gate (30), NDC Aggregate (844)

**F Local adult education centre**

	New Cross Gate %	NDC Aggregate %
Very satisfied		35
Fairly satisfied		37
Neither satisfied nor dissatisfied		6
Fairly dissatisfied		3
Very dissatisfied		2
Don't know		17

Base: All used local adult education centre, New Cross Gate (23), NDC Aggregate (862)

QED8. **Can I just check, are you the parent/guardian for any children aged 16 or under living in this or another household? SINGLE CODE ONLY**

	New Cross Gate %	NDC Aggregate %
Yes	39	36
No	61	64
Don't know	0	*

ASK IF PARENT/GUARDIAN  
QED9. SHOWCARD T (R) **Which services on this card do/does your child/ren use or go to? Just read out the letters that apply. MULTICODE OK.**

	New Cross Gate %	NDC Aggregate %
Local childminders and childcare clubs	8	6
Local pre-school nursery provision	10	17
Local primary schools	48	50
Local secondary schools	31	30
Local sixth form/FE colleges	6	4
Local adult education centre	1	1
None of these	25	23
Don't know	2	2

Base: All parents/guardians, New Cross Gate (197), NDC Aggregate (7111)

ASK ALL  
QED10. SHOWCARD U (R) **(And) which services on this card, if any, do you personally use or go to? Again, just read out the letters that apply. MULTICODE OK**

	New Cross Gate %	NDC Aggregate %
A Local secondary schools	*	2
B Local sixth form/FE colleges	4	4
C Local adult education centre	4	4
None of these	91	90
Don't know	*	1

<b>CH. CHILDREN</b>
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The next few questions are about children.

ASK ALL  
QCH1. **Overall, would you say this is a good or bad area to bring up children?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Good	41	43
Bad	45	42
Don't know	14	15

ASK IF PARENT/GUARDIAN  
QCH2. **Do you help your child/ren with any educational activity, including homework? IF YES, ASK: How many hours a week, on average, would you say you spend helping the child/ren with educational activities?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes:		
Under 1 hour	3	7
1 but less than 2 hours	11	15
2 but less than 5 hours	27	24
5 but less than 10 hours	19	16
10 but less than 20 hours	4	5
20 hours or over	1	2
No	17	18
No-one in household at school	16	12
Don't know	4	1

Base: All parents/guardians, New Cross Gate (197), NDC Aggregate (7111)

ASK ALL  
QCH3. **SHOWCARD V (R) (And) have you done any of the following in the last year? Just read out the letters that apply.** MULTICODE OK

	New Cross Gate %	NDC Aggregate %
Attended a parents evening	27	24
Helped at a school event (eg fete or charity event)	12	9
Assisted a teacher in class (eg with reading)	6	4
Helped supervise on a school trip	10	6
Other (SPECIFY)	*	1
None of these	69	72



Now I'd like to ask you some questions about health.

ASK ALL

QHE1. **Over the last 12 months, would you say that your health has on the whole been good, fairly good or not good? SINGLE CODE ONLY.**

	New Cross Gate %	NDC Aggregate %	National %
Good	48	42	59
Fairly good	32	34	27
Not good	19	24	13

**Source: General Household Survey 2000/01**

QHE2. **SHOWCARD W (R) Compared with one year ago, how would you rate your health in general now? SINGLE CODE ONLY**

	New Cross Gate %	NDC Aggregate %	National %
Much better than one year ago	5	5	6
Somewhat better than one year ago	8	9	9
About the same	68	63	73
Somewhat worse than one year ago	15	15	10
Much worse than one year ago	5	7	2
Don't know	*	*	-

**Source: Health Survey for England 1996**

QHE3. **Do you have any long-standing illness, disability or infirmity? By long-standing, we mean anything that has troubled you over a period of time, or that is likely to affect you over a period of time. SINGLE CODE ONLY**

	New Cross Gate %	NDC Aggregate %	National %
Yes	27	34	32
No	73	66	68

**Source: General Household Survey**

ASK IF YES

QHE4. **Does this illness, disability or infirmity limit your activities in any way? SINGLE CODE ONLY**

	New Cross Gate %	NDC Aggregate %	National %
Yes	79	80	59
No	21	20	41

Base: All with long-standing illness, New Cross Gate (152), NDC Aggregate (7169)

**Source: General Household Survey**

ASK ALL  
 QHE5. SHOWCARD X (R) **These questions are about how you feel and how things have been with you during the past four weeks. For each question, please give the one answer that comes closest to the way you have been feeling. How much of the time during the past four weeks...** READ OUT. ROTATE ORDER. SINGLE CODE EACH

A ...have you been a very nervous person?

	New Cross Gate %	NDC Aggregate %
All of the time	2	3
Most of the time	5	7
Some of the time	17	16
A little of the time	19	16
None of the time	54	56
Don't know	2	1

*Source: Health Survey for England 1996*

B ...have you felt so down in the dumps that nothing could cheer you up?

	New Cross Gate %	NDC Aggregate %
All of the time	1	2
Most of the time	7	9
Some of the time	19	20
A little of the time	21	18
None of the time	50	49
Don't know	2	1

*Source: Health Survey for England 1996*

C ...have you felt calm and peaceful?

	New Cross Gate %	NDC Aggregate %
All of the time	9	9
Most of the time	39	38
Some of the time	33	30
A little of the time	12	13
None of the time	5	9
Don't know	2	1

*Source: Health Survey for England 1996*

D ...have you felt downhearted and low?

	New Cross Gate %	NDC Aggregate %
All of the time	*	2
Most of the time	6	9
Some of the time	22	25
A little of the time	28	24
None of the time	41	38
Don't know	2	1

*Source: Health Survey for England 1996*

E ...have you been a happy person?

	New Cross Gate %	NDC Aggregate %
All of the time	13	16
Most of the time	55	49
Some of the time	22	24
A little of the time	6	8
None of the time	2	4
Don't know	2	1

**Source: Health Survey for England 1996**

QHE6. SHOWCARD Y (R) Looking at this card, can you tell me how often, on average, you eat five portions of fruit or vegetables a day? By a portion I mean a typical serving or decent-sized helping of fruit and vegetables, for example, an apple, a cupful of grapes or a glass of fruit juice. SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Every day	26	23
5-6 times a week	13	11
3-4 times a week	24	21
1-2 times a week	17	17
Less than once a week	6	9
Never	11	19
Don't know	2	1

QHE7. Do you smoke cigarettes at all nowadays? SINGLE CODE ONLY.

	New Cross Gate %	NDC Aggregate %	National %
Yes	35	40	27
No	65	60	73

**Source: General Household Survey 2000/01**

ASK IF CURRENTLY SMOKE CIGARETTES

QHE8. Would you like to give up smoking altogether? SINGLE CODE ONLY.

	New Cross Gate %	NDC Aggregate %	National %
Yes	56	65	72
No	44	35	28

Base: All cigarette smokers, New Cross Gate (176), NDC Aggregate (8065)

**Source: General Household Survey 2000/01**

QHE9. Have you ever tried to stop smoking? SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes	73	72
No	27	28

Base: All cigarette smokers, New Cross Gate (176), NDC Aggregate (8065)

- ASK ALL  
 QHE10. SHOWCARD Z (R) **Do you do any of these types (or other similar types) of physical activity nowadays, for at least 20 minutes at a time? Just read out the letters that apply.** MULTICODE OK

		New Cross Gate %	NDC Aggregate %
A	Housework	71	70
B	Gardening	28	29
C	DIY or building work	18	19
D	Walking	75	66
E	Swimming	17	13
F	Cycling	9	9
G	Workout at the gym/exercise bike/weight-training	11	11
H	Aerobics/keep fit/gymnastics/dance for fitness	7	6
I	Any other type of dancing	10	7
J	Running/jogging	9	7
K	Football/rugby	5	8
L	Badminton/tennis	2	3
M	Squash	1	1
N	Exercises (press-ups, sit-ups, etc)	18	15
	Other (SPECIFY)	3	2
	No – none of these nowadays	9	9

- QHE11. **Can I just check, do you look after any sick, disabled, elderly or frail people living in this or another household?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Yes	11	13	12
No	89	87	88
Don't know	*	*	0

*Source: People's Panel 2000 (question wording slightly different)*

- QHE12. **When did you last see your family doctor/GP about your own health?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
In the last week	14	14
In the last month	22	25
In the last 6 months	29	29
In the last year	11	11
Longer ago or never	21	19
Not registered with a doctor	2	1
Don't know	1	1

- ASK IF SEEN GP IN LAST YEAR  
 QHE13. SHOWCARD AA (R) **How easy or difficult is it for you to see your family doctor/GP when you need to?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Very easy	24	31
Fairly easy	35	39
Fairly difficult	22	17
Very difficult	19	12
Don't know/not applicable	1	1

Base: All seen GP in last year, New Cross Gate (388), NDC Aggregate (15795)

QHE14. SHOWCARD BB (R) **How satisfied or dissatisfied are you with your family doctor/GP?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %	National %
Very satisfied	42	48	54
Fairly satisfied	41	36	36
Neither satisfied nor dissatisfied	5	5	5
Fairly dissatisfied	4	6	4
Very dissatisfied	6	4	1
Don't know	1	1	*

Base: All seen GP in last year, New Cross Gate (388), NDC Aggregate (15795)

Source: People's Panel 1998

ASK ALL

QHE15. **When did you last use your local hospital – including outpatient services and the Accident and Emergency department (A&E)?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
In the last week	8	6
In the last month	12	11
In the last 6 months	18	18
In the last year	10	12
Longer ago	38	42
Never	13	10
Don't know	*	1

ASK IF USED HOSPITAL IN LAST YEAR

QHE16. SHOWCARD BB (R) AGAIN **And how satisfied or dissatisfied are you with the service provided by your local hospital – including outpatient services and the Accident and Emergency department (A&E)?** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Very satisfied	36	42
Fairly satisfied	46	37
Neither satisfied nor dissatisfied	3	5
Fairly dissatisfied	9	8
Very dissatisfied	6	7
Don't know	0	*

Base: All used hospital in last year, New Cross Gate (250), NDC Aggregate (9594)

<b>FI.</b> <b>FINANCE</b>
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Now I'd like to ask you about your financial circumstances. INTERVIEWER ADD IF NECESSARY: As with the rest of your answers, these will be treated in the strictest confidence. Your individual answers will not be divulged to anyone else.

ASK ALL

QF11. SHOWCARD CC Do you personally receive income from any of the following? Just read out the letters that apply MULTICODE OK

		New Cross Gate %	NDC Aggregate %
A	Earnings from main job, as employee	46	39
B	Earnings from self-employment	5	3
C	Earnings from government scheme (including employment training, Enterprise Allowance scheme and New Deals)	*	1
D	Earnings from other work	3	2
E	Occupational pension (pension from former employer from any job)	6	7
F	Private pension or annuities	3	2
G	State benefits or allowances (incl. all benefits, tax credits and state pensions)	44	48
H	Student grant/loan/maintenance	4	3
I	Maintenance/separation allowance	0	1
J	Rent from property or sub-letting	1	1
K	Payments from a trust fund/income from investment	1	1
L	Any other sources of income (SPECIFY)	2	3
	No income	7	9
	Don't know	0	*
	Refused	2	1

- ASK IF RESPONDENT RECEIVES ANY EARNINGS FROM WORK  
 QFI2. **How much do you usually personally receive in earnings from work? That is, your gross income from work before any deductions for tax and National Insurance, etc.**  
 ENTER AMOUNT

SEE COMPUTER TABLES/SPSS


- QFI3. **And what time period does this cover? SINGLE CODE ONLY**

SEE COMPUTER TABLES/SPSS


### EARNINGS FROM WORK – WEEKLY (DERIVED)

	New Cross Gate %	NDC Aggregate %
Less than £100	8	13
£100 - £179	14	17
£180 - £219	8	10
£220 - £299	15	15
£300 - £499	26	19
£500+	9	7
Other	0	*
Don't know/depends	5	4
Refused	15	16

Base: All receiving income from work, New Cross Gate (230), NDC Aggregate (7592)

- ASK ALL  
 QFI4. SHOWCARD DD **Can I just check, are you personally receiving any of these state benefits or allowances? Just read out the letters that apply MULTICODE OK**

		New Cross Gate %	NDC Aggregate %
	Yes:		
A	Income support	15	19
B	Job Seekers Allowance (formerly unemployment benefit or Income Support for unemployed people)	3	4
C	NI retirement pension/Over 80 pension/Old persons pension	15	18
D	Incapacity benefit (previously sickness and/or invalidity benefit)	4	8
E	Some other benefit for people with disabilities	4	4
F	Working Families' Tax Credit	4	6
G	Back to Work Bonus	0	*
H	Child benefit	29	28
I	Housing benefit	18	24
J	Council tax benefit	18	25
K	Free school meals	6	6
L	Minimum Income Guarantee	*	*
M	Some other state benefit (SPECIFY)	2	3
	No, none of these	41	35
	Refused	2	2

ASK IF RECEIVE INCAPACITY BENEFIT  
 QFI5 **And how long have you personally been receiving incapacity benefit? ENTER MONTHS/YEARS CODE IF ESTIMATE**

SEE COMPUTER TABLES/SPSS


ASK ALL  
 QFI6. SHOWCARD EE **From this card, could you tell me which band your household's total gross income from all sources falls in? That is income from work and any other sources, such as benefits and pensions, before deductions, income tax, National insurance etc. Just read out the letter that applies** SINGLE CODE ONLY. PROBE FOR ESTIMATE.

	Weekly	Annually	New Cross Gate %	NDC Aggregate %
A	Under £60 per week	Under £3,120 per year	4	4
B	£60 and less than £100	£3,120 and less than £5,200	12	15
C	£100 and less than £200	£5,200 and less than £10,400	19	26
D	£200 and less than £300	£10,400 and less than £15,600	12	13
E	£300 and less than £400	£15,600 and less than £20,800	7	7
F	£400 and less than £500	£20,800 and less than £26,000	6	5
G	£500 and less than £600	£26,000 and less than £31,200	3	3
H	£600 and less than £700	£31,200 and less than £36,400	4	2
I	£700 and above	£36,400 or more	10	4
	Don't know		11	10
	Refused		12	11

QFI7. SHOWCARD FF **And using this card, which of these amounts comes closest to the amount of savings you personally have? Again, just read out the letter that applies** SINGLE CODE ONLY

		New Cross Gate %	NDC Aggregate %
A	No savings	43	51
B	Less than £100	8	6
C	£100 up to £500	8	8
D	From £501 up to £1,000	5	5
E	From £1,001 up to £1,500	3	3
F	From £1,501 up to £3,000	5	4
G	From £3,001 up to £8,000	4	4
H	From £8,001 up to £10,000	2	1
I	Over £10,000	6	3
	Don't know	3	3
	Refused	14	13

GFI7a. **Can I just check, is this amount for you, or you and your partner/spouse together?**  
SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Respondent	36	34
Respondent and partner/spouse	64	66
Refused	0	*

Base: All with partner, New Cross Gate (61), NDC Aggregate (2736)

QFI8. SHOWCARD GG (R) **Do you personally have any of the following? Just read out the letters that apply** MULTICODE OK

	Yes:	New Cross Gate %	NDC Aggregate %	National %
A	Savings account	44	39	57
B	Current account (with either a cash machine card, cheque book or debit card eg Switch, Visa Delta or Connect)	67	58	88
C	National savings (with the Post Office)	5	4	21
D	Credit Union Membership	2	2	*
E	Credit card	39	28	46
	Other	1	*	N/A
	Yes, but refuse to say which ones	*	1	N/A
	No, none of these	17	23	N/A
	Refused	4	5	N/A

Source: MORI Financial Services Omnibus (Jan-June 2002)

QFI9. SHOWCARD HH Do you personally have any loans/credit or owe money to any of the people and organisations on this card? IF YES: Which ones? Just read out the letters that apply. MULTICODE OK

	Yes:	New Cross Gate %	NDC Aggregate %	National %
A	Friend or relative	6	5	6
B	Bank overdraft	15	9	14
C	Credit/store/charge card	21	12	28
D	Personal loan from a bank or building society	10	9	17
E	HP or instalment purchase (including mail order company)	6	7	9
F	Loan from a money lender	2	2	1
G	Loan from a pawnbroker	1	*	0
H	Loan from cheque company (eg Provident)	1	2	0
I	Loan from DSS/DWP social fund	2	3	2
J	Rent arrears	2	4	1
K	Mortgage arrears	1	1	1
L	Loan from a finance company	2	3	4
M	Loan from a credit union	1	*	0
N	Utility company – electricity, gas, water	1	2	1
O	Council Tax arrears	1	3	N/A
P	Other person or organisation (SPECIFY)	3	3	2
	Owe money, but refuse to say which ones	0	*	0
	No, none of these	56	58	N/A
	Refused	4	4	2

Source: ONS Omnibus for SRB Evaluation 2001

ASK IF HAVE LOANS/CREDIT/OWE MONEY

QFI10. Can I just check, are you having any difficulties repaying what you owe? IF YES, ASK: Is that severe difficulty or some difficulty? SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes, severe difficulties	10	12
Yes, some difficulties	25	23
No difficulty	65	65
Refused	1	*

Base: All who have loans/owe money, New Cross Gate (192), NDC Aggregate (7315)

QFI11. SHOWCARD II (R) Now I'm going to read out a list of items that relate to your standard of living. Taking your answer from this card, please tell me which item you have or do not have? If you do not have any, I would like to know whether this is because you do not want them or cannot afford them. READ OUT. SINGLE CODE ONLY FOR EACH

A		New Cross Gate %	NDC Aggregate %	National %
	At least two meals a day			
	Have	98	95	96
	Do not have, but don't want	1	4	3
	Do not have and can't afford	1	1	1
	Refused	*	*	0

Source: Poverty and Social Exclusion Survey of Britain 2000

**B Heating to warm living areas of your home if it is cold**

	New Cross Gate %	NDC Aggregate %	National %
Have	98	96	99
Do not have, but don't want	*	1	*
Do not have and can't afford	1	3	1
Refused	*	*	0

*Source: Poverty and Social Exclusion Survey of Britain 2000*

**C A damp-free home**

	New Cross Gate %	NDC Aggregate %	National %
Have	86	85	91
Do not have, but don't want	3	2	3
Do not have and can't afford	9	10	6
Refused	1	*	0

*Source: Poverty and Social Exclusion Survey of Britain 2000*

**D Regular savings (of 10 pounds a month) for rainy days or retirement**

	New Cross Gate %	NDC Aggregate %	National %
Have	47	41	68
Do not have, but don't want	8	8	7
Do not have and can't afford	40	47	25
Refused	3	3	0

*Source: Poverty and Social Exclusion Survey of Britain 2000*

**E Insurance for the contents of your home**

	New Cross Gate %	NDC Aggregate %	National %
Have	42	52	87
Do not have, but don't want	24	12	5
Do not have and can't afford	27	30	8
Refused	1	1	0

*Source: Poverty and Social Exclusion Survey of Britain 2000*

<b>RE. REFUGEE STATUS</b>
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ASK ALL

- QRE1. **Can I just check, have you ever applied for refugee status in this country?**  
 INTERVIEWER ADD IF NECESSARY: **As with the rest of your answers, these will be treated in strictest confidence. Your individual answers will not be passed on to anyone else.** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
Yes	5	3
No	95	97

ASK IF APPLIED FOR REFUGEE STATUS

- QRE2. SHOWCARD JJ (R) **Which of the categories on this list best describes your current situation? Just read out the letters that apply** SINGLE CODE ONLY

	New Cross Gate %	NDC Aggregate %
A Indefinite leave to remain		48
B Exceptional leave to remain		12
C Applied for asylum and awaiting initial decision		26
D Refused and appealing/ Judicial review pending		6
E Received final refusal		*
Other (SPECIFY)		5
No answer		2

Base: All who have applied for refugee status, New Cross Gate (22), NDC Aggregate (567)

## NEW DEAL FOR COMMUNITIES: NATIONAL EVALUATION TEAM

Centre for Regional Economic and Social Research	Sheffield Hallam University
Policy Research Institute	Leeds Metropolitan University
Centre for Urban Policy Studies	Manchester University
European Institute for Urban Affairs	Liverpool John Moores University
Cambridge Economic Associates	Cambridge
Local Government Institute/ Institute for Employment Research	Warwick University
Cities Research Centre	University of the West of England
Sustainable Cities Research Centre	University of Northumbria at Newcastle
Centre for Research in European Urban Environments	Newcastle University
SQW Ltd	London
GFA Consulting	London
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The Northern Crime Consortium	University of Liverpool
Sheffield Centre for Health and Related Research	Sheffield University
Institute of Education	University of London

For information see the evaluation website at:

<http://ndcevaluation.adc.shu.ac.uk/ndcevaluation/Home.asp>

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