

Tinsley Forum / Tinsley One Stop Shop Survey

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Analysis of Tinsley Forum/Tinsley One Stop Shop Survey

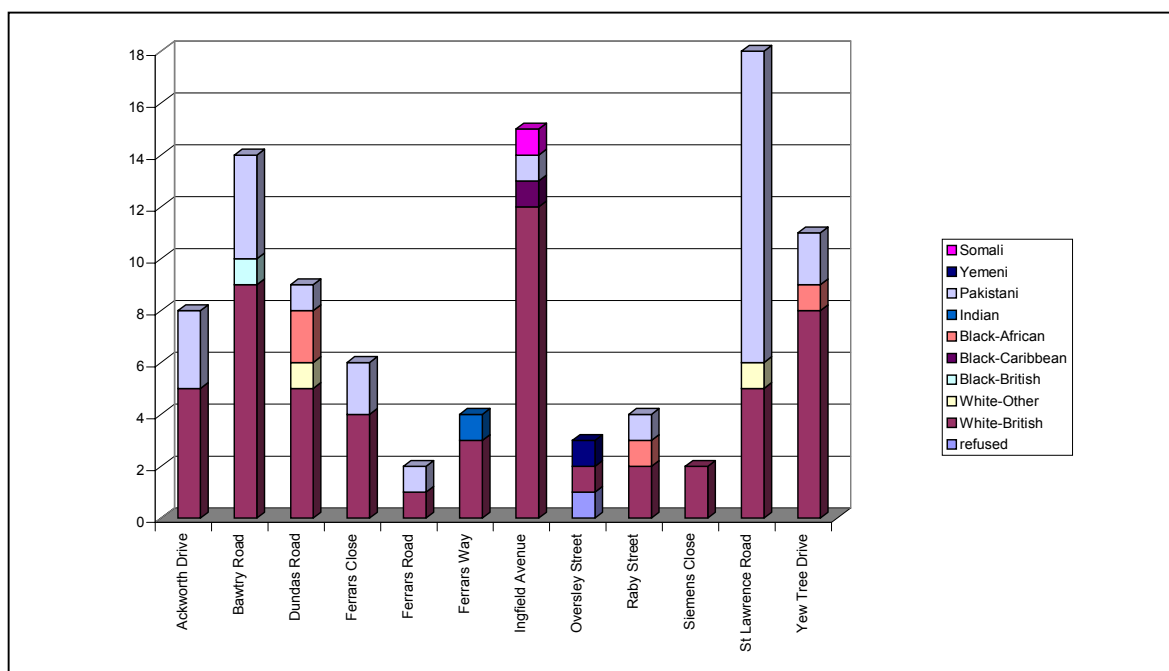
Originally (May 2004), the survey was intended to find out local peoples' perspective of Tinsley Forum and encourage people to take up training, job opportunities, etc. at the One Stop Shop. After various revisions to the questionnaire, it eventually focused mainly on the courses being provided, and on the streets in Tinsley with lowest participation rates.

The survey was undertaken by TF's Community Development Workers from April to September 2005. They initially intended to conduct face-to-face interviews with residents, but where it was difficult to contact residents, a questionnaire and reply envelope were left at the house for self-completion.

A total of 98 completed questionnaires were received, but 2 were too incomplete to be included in the analysis.

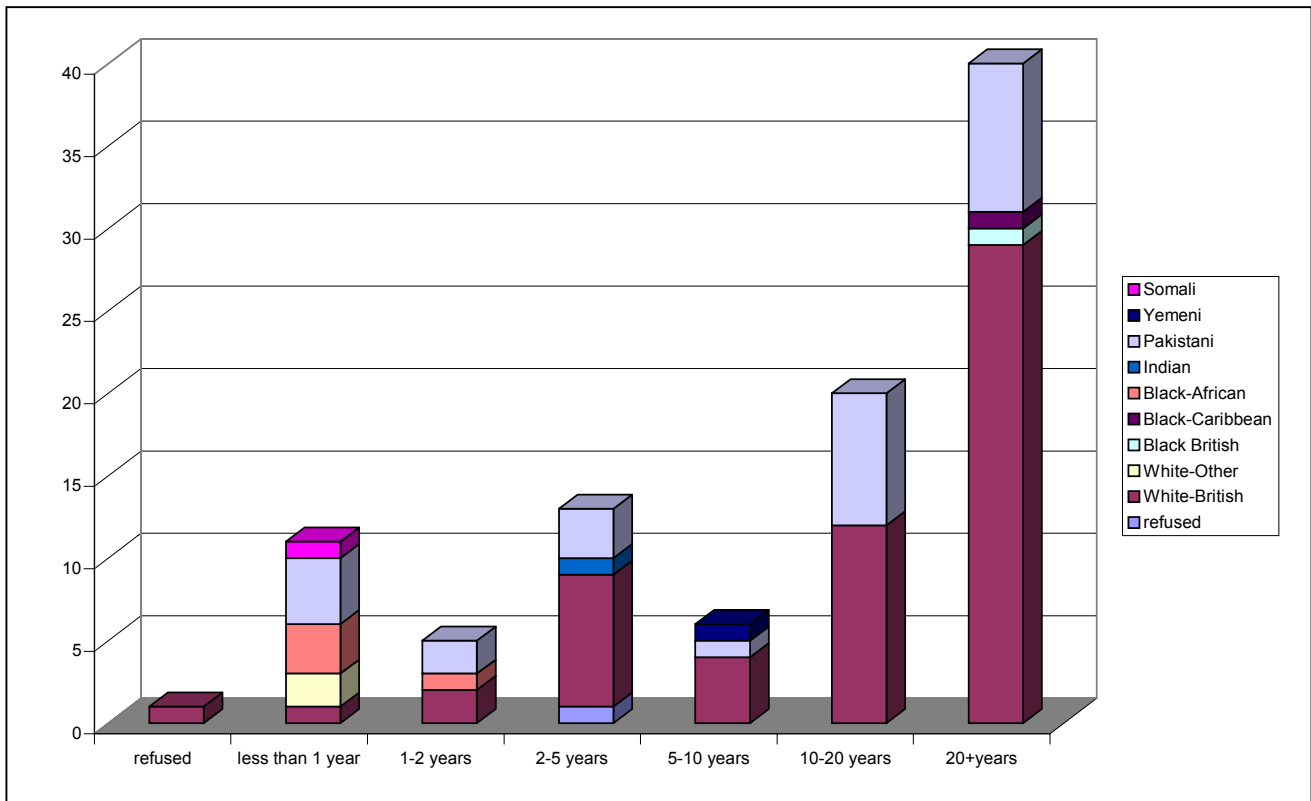
The following tables show the numbers of replies received overall, and the charts show how those replies were reflected in the different ethnic groups.

Street	Number of replies
Ackworth Drive	8
Bawtry Road	14
Dundas Road	9
Ferrars Close	6
Ferrars Road	2
Ferrars Way	4
Ingfield Avenue	15
Oversley Street	3
Raby Street	4
Siemens Close	2
St Lawrence Road	18
Yew Tree Drive	11
Grand Total	96



People were asked how long they had lived in Tinsley.

Response	Number of replies
Less than 1 year	11
1 year but less than 2 years	5
2 years but less than 5 years	13
5 years but less than 10 years	6
10 years but less than 20 years	20
20 years or more	40



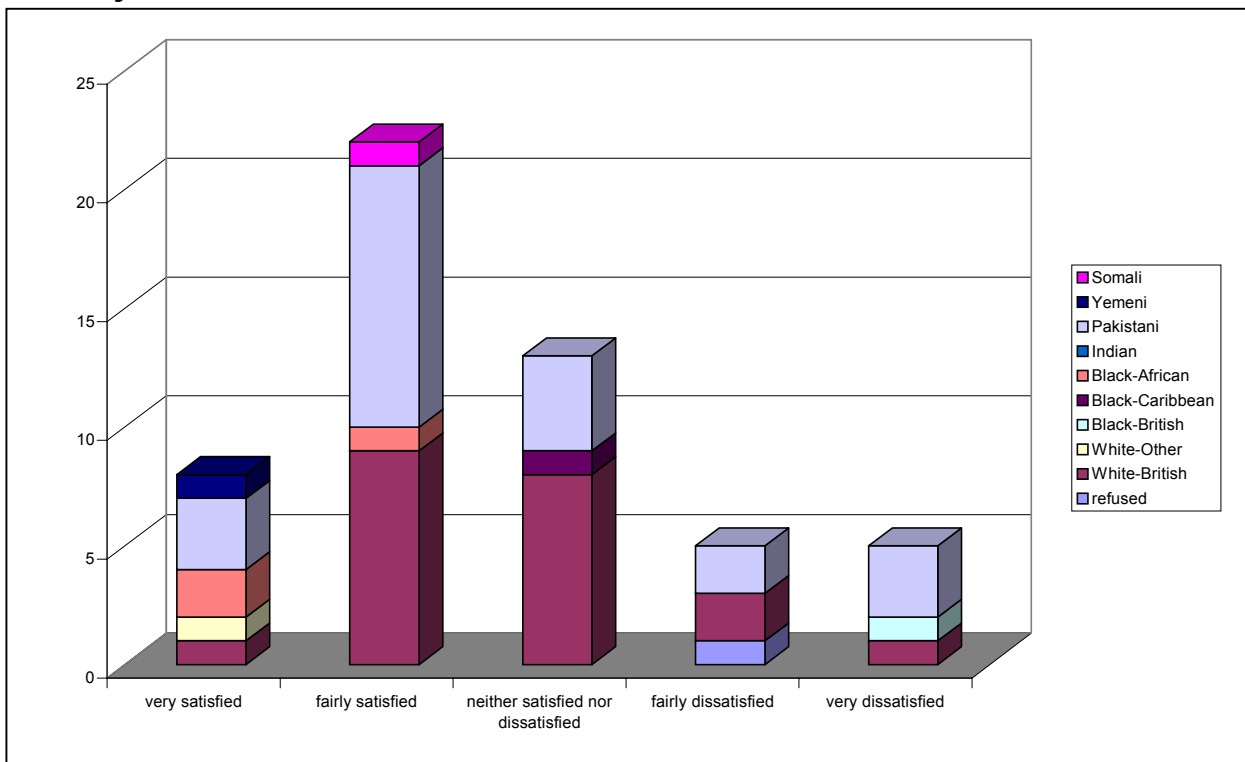
The responses show that two-thirds of respondents had lived in Tinsley more than 10 years, and almost half had lived there more than 20 years. The ethnic breakdown shows that the White-British and Pakistani groups make up the majority of the long-term residents.

People were asked how satisfied they were with various aspects of local life.

		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied	don't know	no response
a	Quality of education in local schools	8	22	13	5	5	39	4
b	Quality of local health services	17	38	12	14	9	3	3
c	Access to training	9	22	18	5	2	34	6
d	Availability of jobs for local people	8	12	17	10	7	37	5
e	Public transport to where you want to get to	14	29	13	13	16	9	2
f	Quality of leisure and community facilities	6	14	18	15	25	14	4

The following graphs show how those responses were reflected across the various ethnic groups in Tinsley.

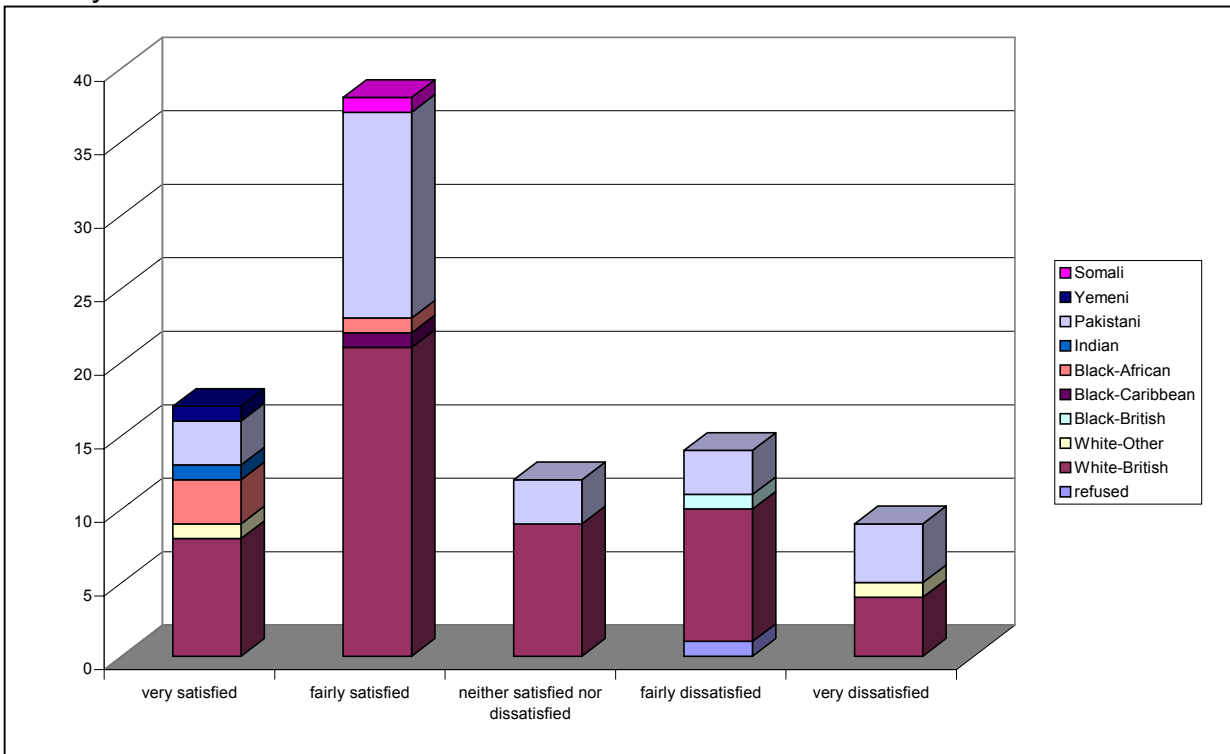
Quality of education in local schools



The ethnic breakdown shows that Pakistani respondents generally showed a higher level of satisfaction with the quality of education in local schools than the White-British group.

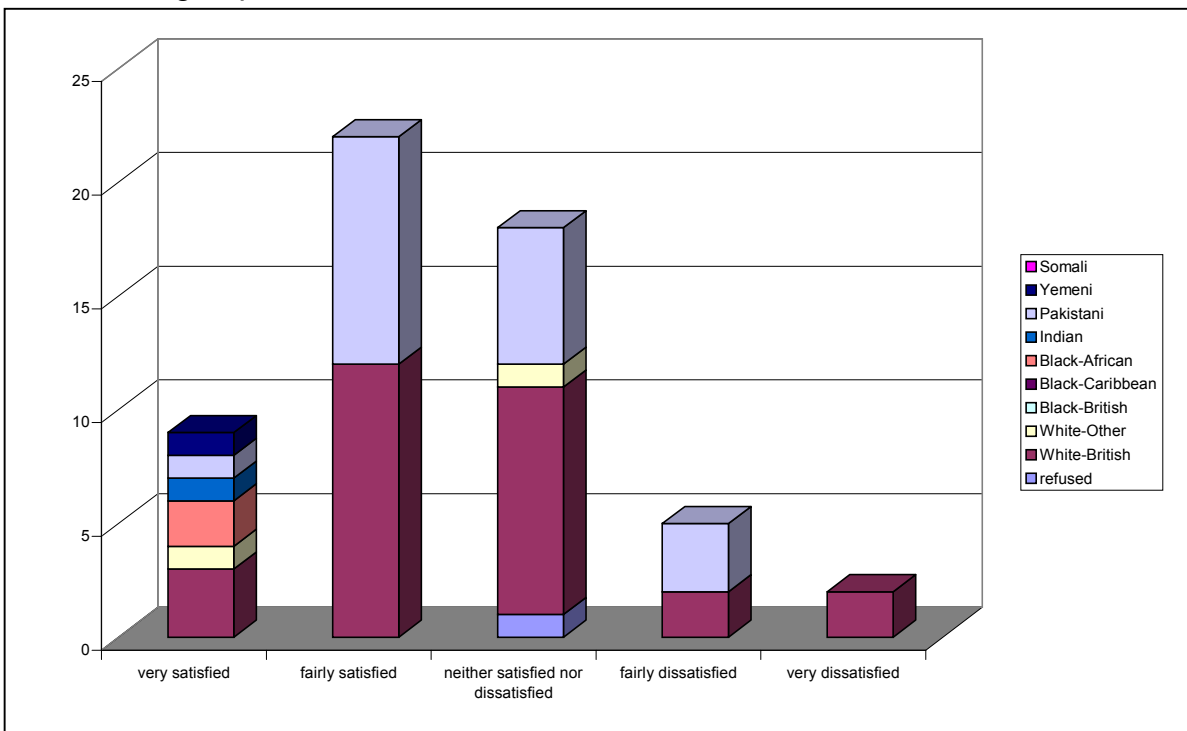
Quality of local health services

People of all ethnic groups were generally satisfied with the quality of local health services, although slightly higher levels of dissatisfaction were shown by the White-British group than by others.



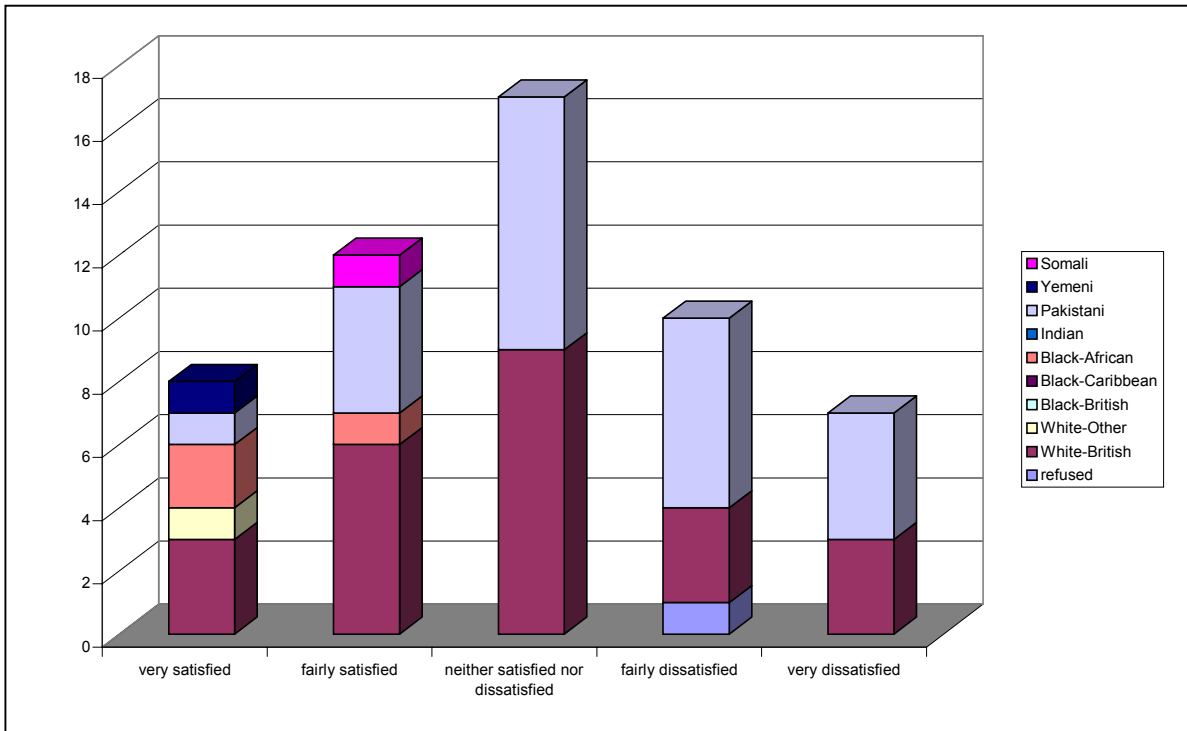
Access to training

The ethnic breakdown shows similar levels of satisfaction with access to training for the 2 main ethnic groups.



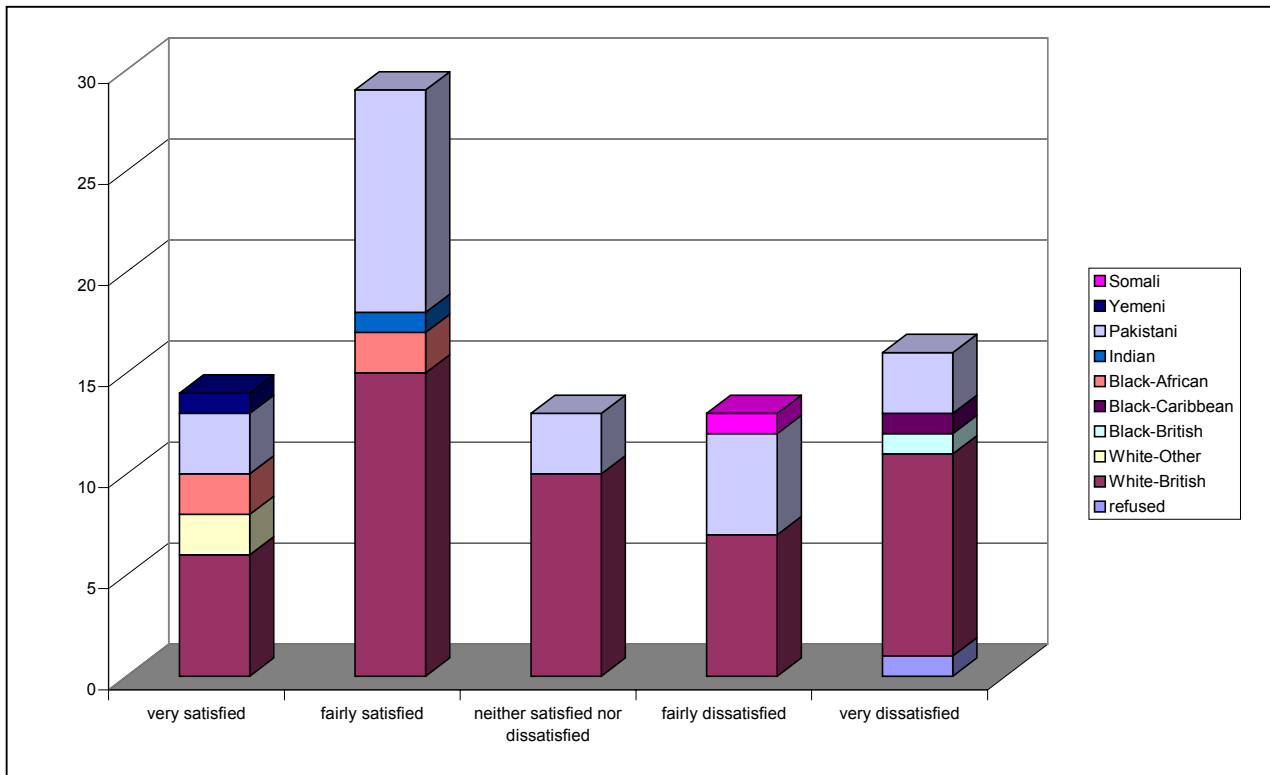
Availability of jobs for local people

The ethnic breakdown of responses shows a wide range of satisfaction levels with the availability of jobs for local people through the 2 main ethnic groups. However, slightly more of the Pakistani group expressed dissatisfaction, while slightly more of the White-British group expressed satisfaction.



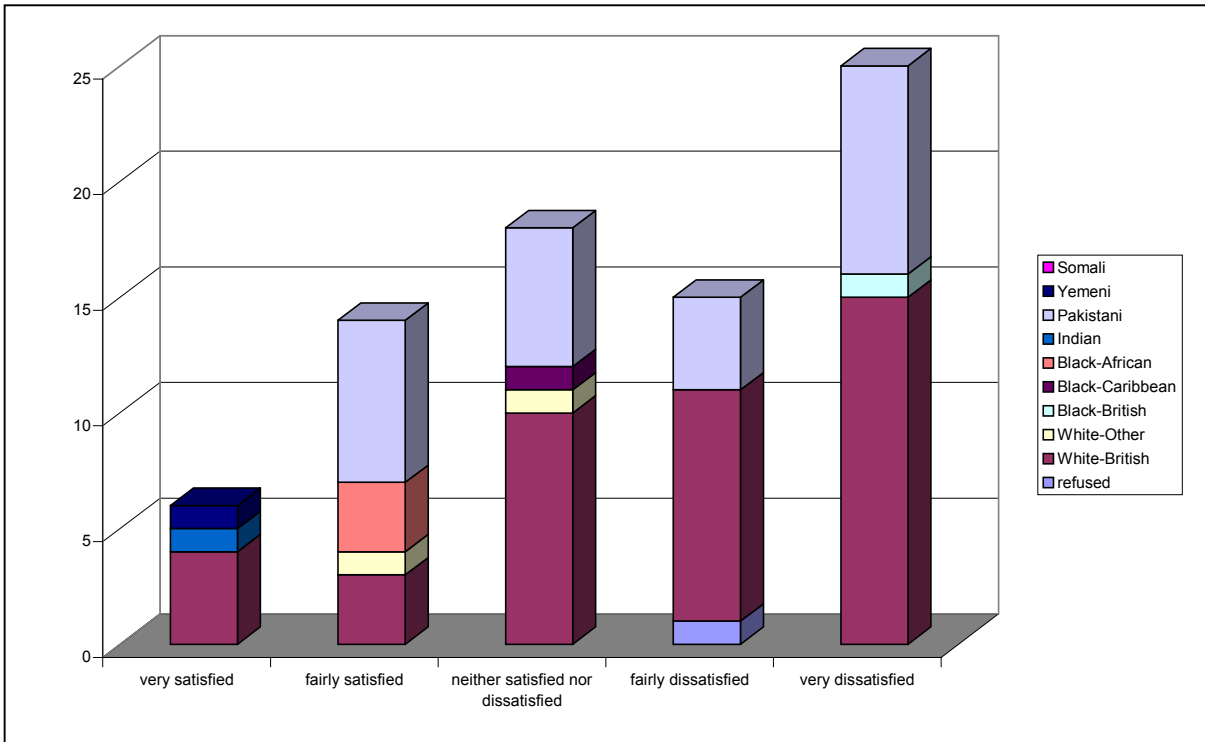
Public transport to where you want to get to

People were generally fairly satisfied with public transport, although nearly as many of the White-British group were dissatisfied with public transport as were satisfied.



Quality of leisure and community facilities

All ethnic groups reflected lower levels of satisfaction with the quality of leisure and community facilities than any other local amenities. Levels of dissatisfaction were similar in both the main ethnic groups in Tinsley.

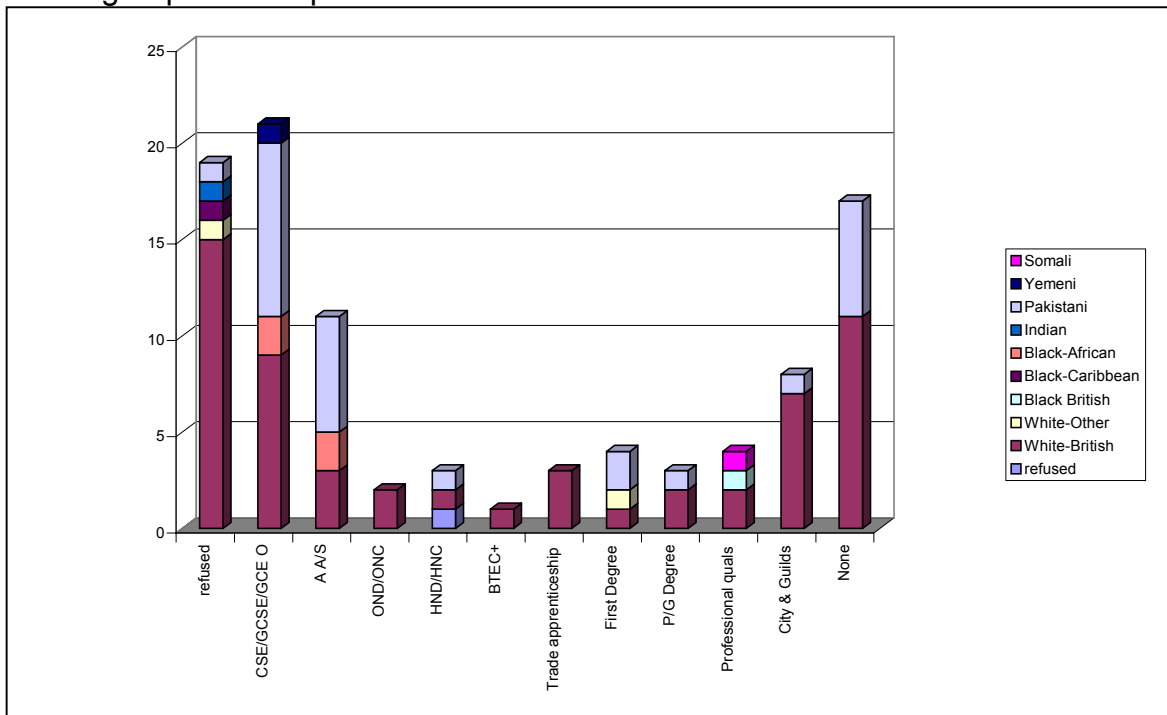


The questionnaire then went on to ask people about their existing skills and qualifications, and what courses they might be interested in undertaking locally.

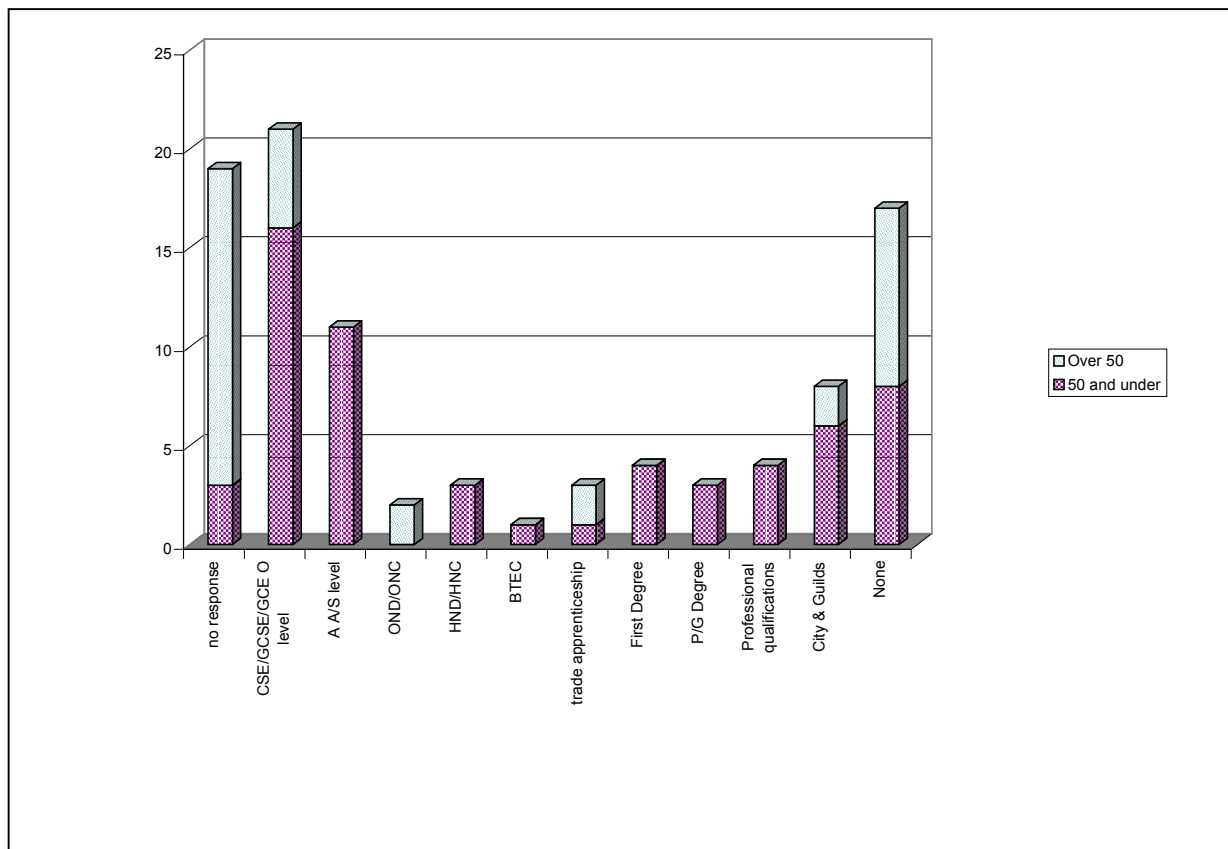
People were asked about their highest level of skills and qualifications.

Response	Number of replies
CSE/GCSE/GCE O level	21
A or A/S level	11
OND/ONC	2
HND/HNC	3
BTEC/BTEC Higher	1
A recognised trade apprenticeship	3
First Degree	4
Higher/Postgraduate Degree	3
Professional qualifications	4
RSA	2
City & Guilds	10
OCN	2
None	17
11+	8
no response	19

The ethnic breakdown reflects similar levels of skills throughout the ethnic groups, although more people from the Pakistani group had academic qualifications (A levels and a first degree), whilst more from the White-British group had vocational qualifications (a trade apprenticeship, professional qualifications or City & Guilds). More of the White-British group had no qualifications.



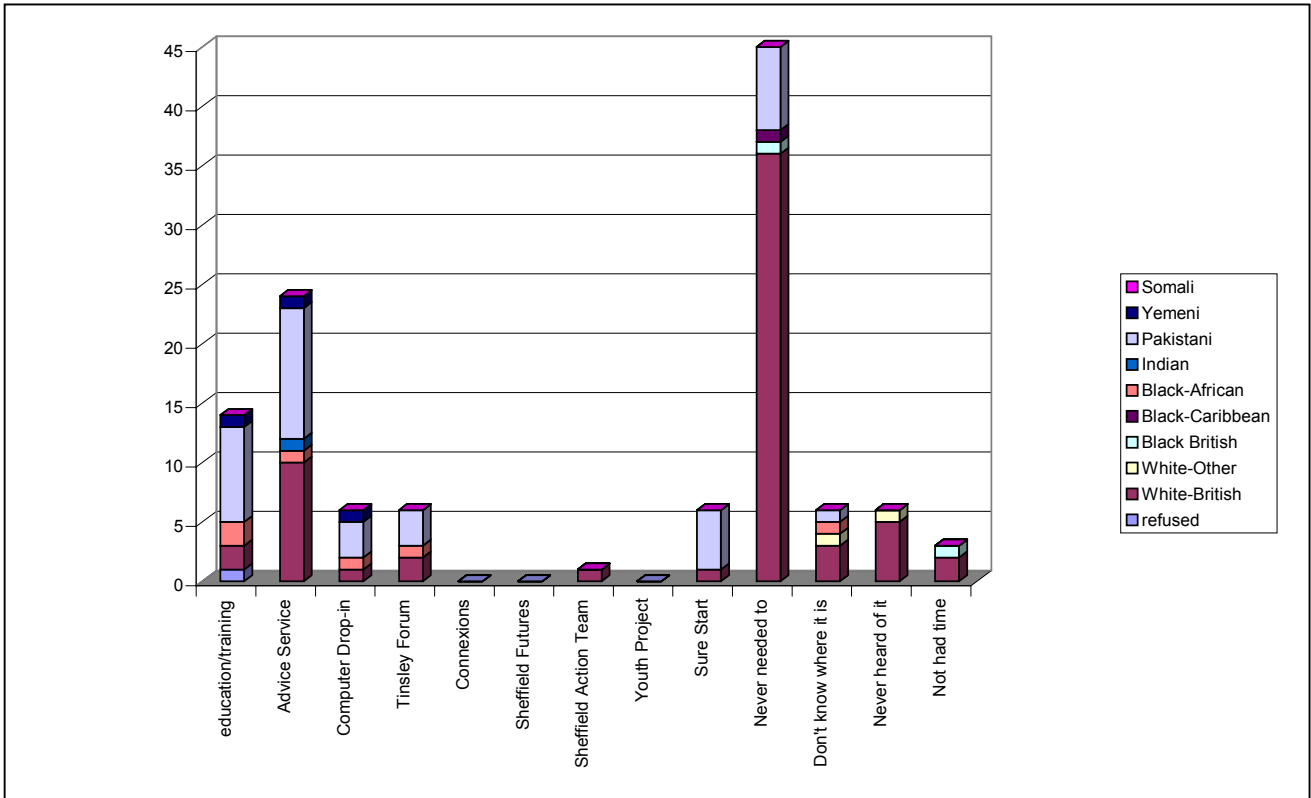
The chart below shows the younger age groups (those aged 50 and under) were more likely to have qualifications such as GCSEs, A levels, degrees, professional qualifications and City & Guilds, whilst those aged over 50 were more likely to have ONC/OND and trade apprenticeships, or no qualifications.



People were asked whether they had ever been to the One Stop Shop. They could tick as many boxes as applied.

	Response	No. of replies
Yes	For education/training course	14
	To visit the Advice Service	24
	To use the computer drop-in service	6
	To see a Tinsley Forum rep	6
	To visit Connexions	0
	To visit Sheffield Futures	0
	To visit Sheffield Action Team	1
	To visit Youth Project	0
	To visit Sure Start	6
No	Never needed to	45
	Don't know where it is	6
	Never heard of it	6
	Not had the time	3

The chart below shows the ethnic breakdown of usage of Tinsley One Stop Shop. The Pakistani group had used it for education and training courses, the computer drop-in, to



visit Tinsley Forum, and to visit Sure Start. The Advice Service has been used by most ethnic groups. The non-users of the One Stop Shop tended to be White-British, mostly because they had never needed to use it, but also because they said they didn't know where it was or had never heard of it.

People were asked what courses they would be interested in at the One Stop Shop.

Type of course	Examples available in Tinsley	No. of responses
Hair, beauty, alternative therapies	Aromatherapy, Hair & Beauty, Hand & Nail care, Henna braiding and threading, Reflexology, Relaxation & stress management, yoga	21
Communication skills	Body language, Communication skills, Confidence building	13
Job-related skills	Book keeping, Budgeting, Community work, Customer service, CV interview/application techniques, Food hygiene, Fork lift truck, Health & Safety, Mechanics, Mentoring, Modern office skills, Personal presentation, Teaching	25
Arts, crafts, creative skills, food	Card making, Clothes making, Cookery, Creative writing, Photography (inc digital), DIY, Garden design, Genealogy, Interior design, Local history, Nutrition & diet, Painting & drawing, Sewing & design	33
Health & Social	Childcare, Counselling, First Aid, Personal Safety/Self Defence, Sociology, Sign language, Social care	23
Computers, IT	ECDL, PC servicing, Photoshop, Powerpoint, Spreadsheets & databases, Web page design, Word processing	35
Languages, general interest	English as a second language, English GCSE, Maths GCSE, Spanish, French, Urdu, Reading & writing	24

Other comments included

- Qualifications - several people said they wanted to achieve recognised qualifications, including GCSE, A level, Diploma, Access (for university), and levels 1 & 2 (NVQ?)
- 1 person could not do evenings because of split shift work
- 1 person wanted more local ESOL class (currently at St Mary's)
- 1 person said they were looking for work and several said they were unable to attend at present.

35 people who said they had never used the One Stop Shop expressed an interest in doing courses there:

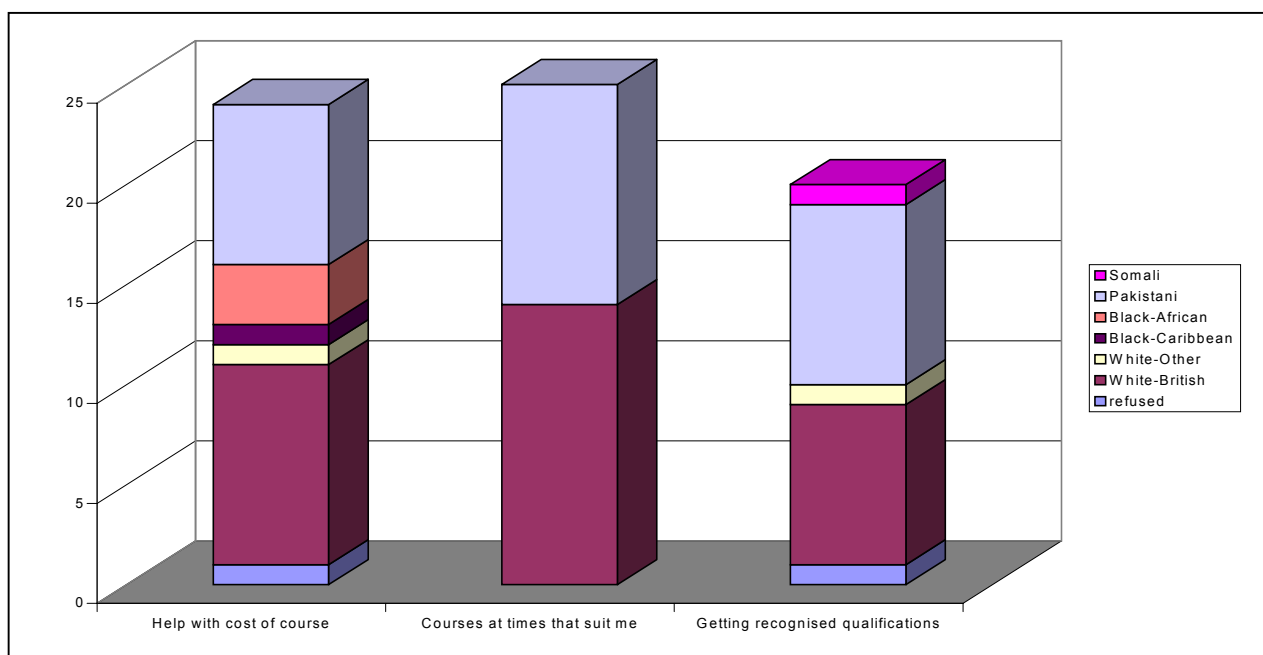
Type of course	No. of responses
Hair, beauty, alternative therapies	10
Communication skills	5
Job-related skills	9
Arts, crafts, creative skills, food	15
Health & Social	8
Computers, IT	15
Languages, general interest	8

People were asked what would encourage them to use the education and training facilities at the One Stop Shop. They could tick as many boxes as applied.

Response	No. of responses	Response	No. of responses
Support from local learning centre staff	12	If I could work at my own pace	18
Advice and guidance on what I need	20	Support from someone who's done the course	10
Help with cost of course	24	If it doesn't affect my benefits	11
Help with cost of childcare	14	Women only courses	14
If childcare was available	13	Men only courses	2
Free/Taster courses	20	Courses at times that suit me	30
Help with reading, writing, and adding up	2	Learning with my own age group	8
If there was language support	4	Loan of a PC	6
More support for people with disabilities	4	Getting recognised qualifications	27
If I didn't have to do exams/tests	2		

The table and graph below show replies to the top 3 choices above broken down over the different ethnic groups.

Ethnic Group	Help with cost of course	Courses at times that suit me	Getting recognised qualifications
refused	1		1
White-British	10	14	8
White-Other	1		1
Caribbean	1		
Black-African	3		
Pakistani	8	11	9
Somali			1
Total	24	25	20



People were asked whether there were any issues that made it difficult to get a job.

Issue	No. of responses	Issue	No. of responses
Difficulty in finding a suitable job	15	Difficulty filling in application forms/ writing my CV	6
Available jobs not offering enough money	11	Difficulty with reading and/or writing	0
Cost of travel to job centre	4	Difficulty with interviews	3
Do not have the appropriate skills or qualifications	5	Difficulty in access to buildings	0
Poor public transport access	5	Poor health	1
Difficulty in finding or paying for childcare	11	Difficulty in finding or paying for care services for the sick or disabled	1
Might affect my benefits	6	Because of the reputation of this area	3
Lack of access to private transport	2		

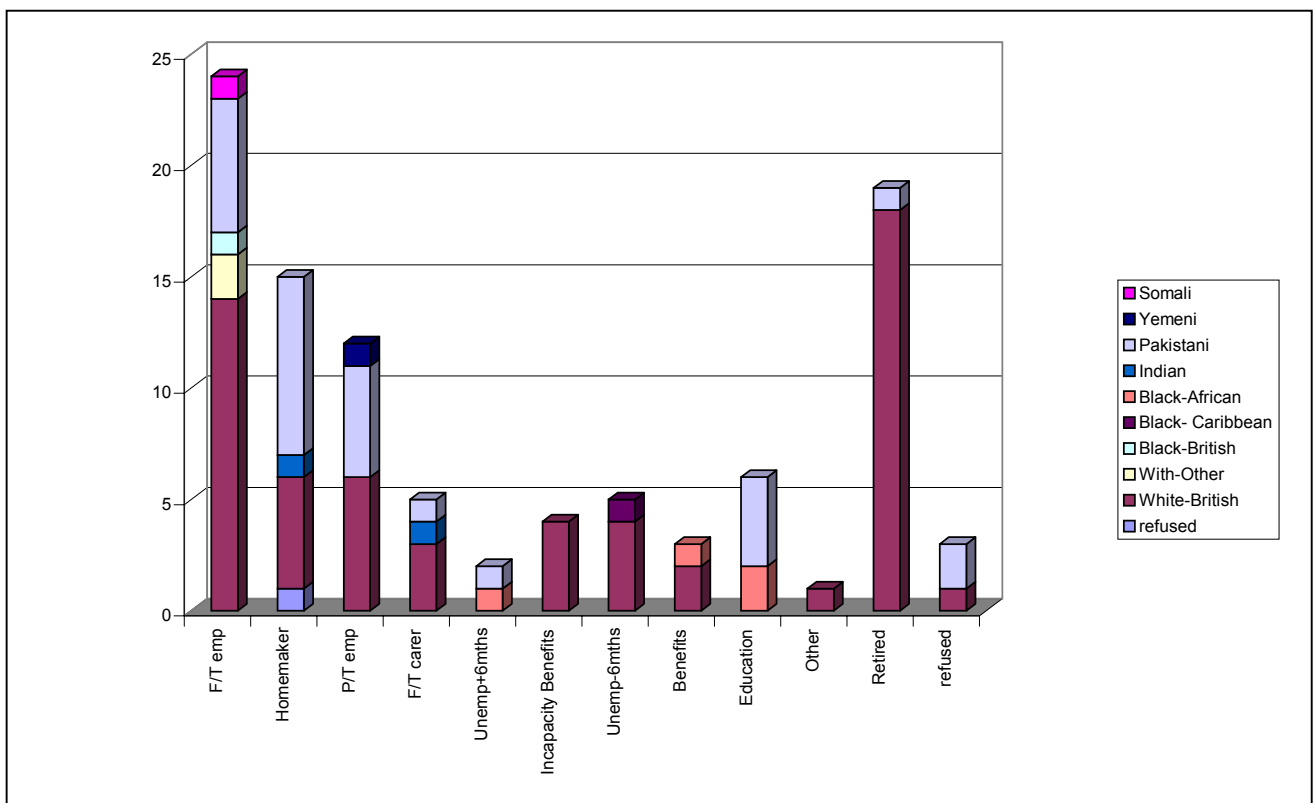
The table below shows how replies to the top 2 responses broke down over the different ethnic groups.

Ethnic Group	Difficulty finding a suitable job	Difficulty finding or paying for childcare
Refused		1
White-British	6	4
White-Other	1	
Black-African	1	1
Pakistani	7	2
Grand Total	15	8

People were asked about their current employment status.

Response	No. of responses	Response	No. of responses
Full time employed	25	Home maker	15
Part time employed	12	Full time carer	4
Unemployed + 6 months	2	Incapacity benefits	4
Unemployed - 6 months	5	On benefits	4
In education	6	<i>Other (please specify)</i>	
		self-employed	2
		help with Age Concern home scheme	1
Retired	19	Prefer not to say	2

The ethnic breakdown shows more White-British were in full-time employment than other ethnic groups, although equal numbers of the 2 main ethnic groups were in part-time employment. More of the Pakistani group were homemakers. The short-term unemployed (less than 6 months) were White-British, but longer term unemployed were from other ethnic groups. Most of the people on benefits (Incapacity or other benefits) were White-British. Those in education were Pakistani or Black-African. Most of the retired were White-British.

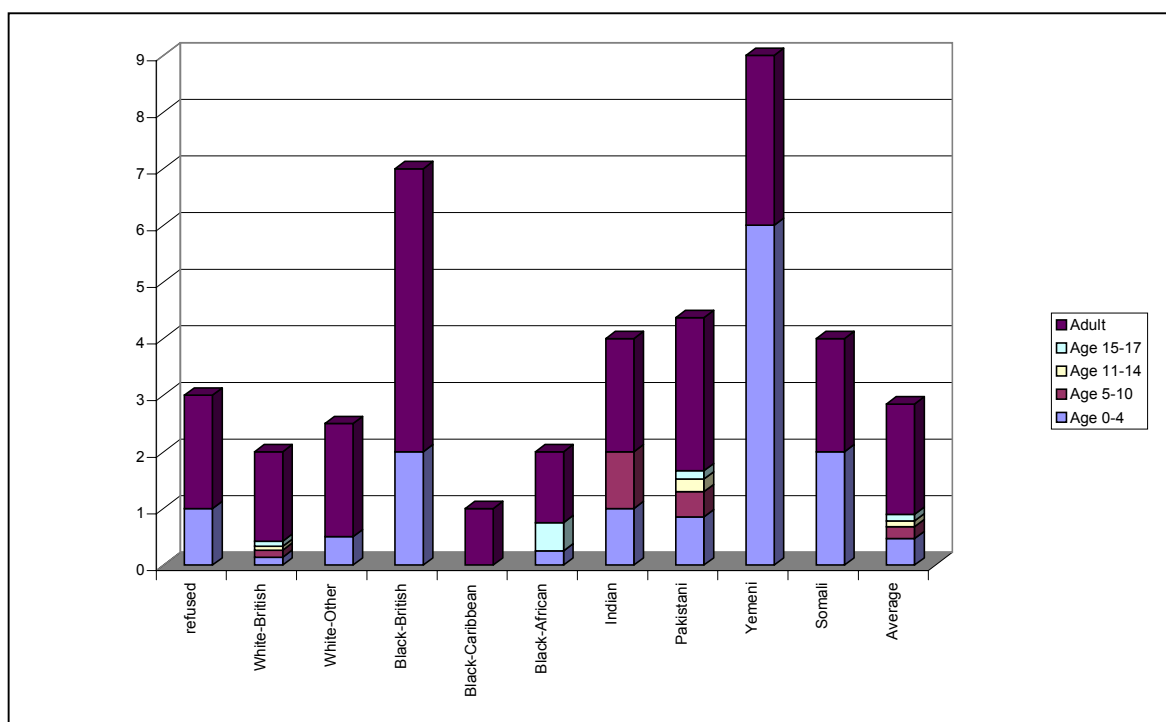


People were asked whether they were actively seeking employment. 17 said they were, but 70 said they were not. Of those actively seeking employment, 6 were in full or part time employment, 2 were looking after their family, 3 were unemployed (1 for more than 6 months), 2 were on benefits and 3 were in education. 25 of those not seeking employment were in either full-time or part-time work, 14 were looking after the home and family, 3 were in education, 3 were on benefits.

Some questions were asked to find out about the respondents themselves and their households. They were asked how many people lived in their household.

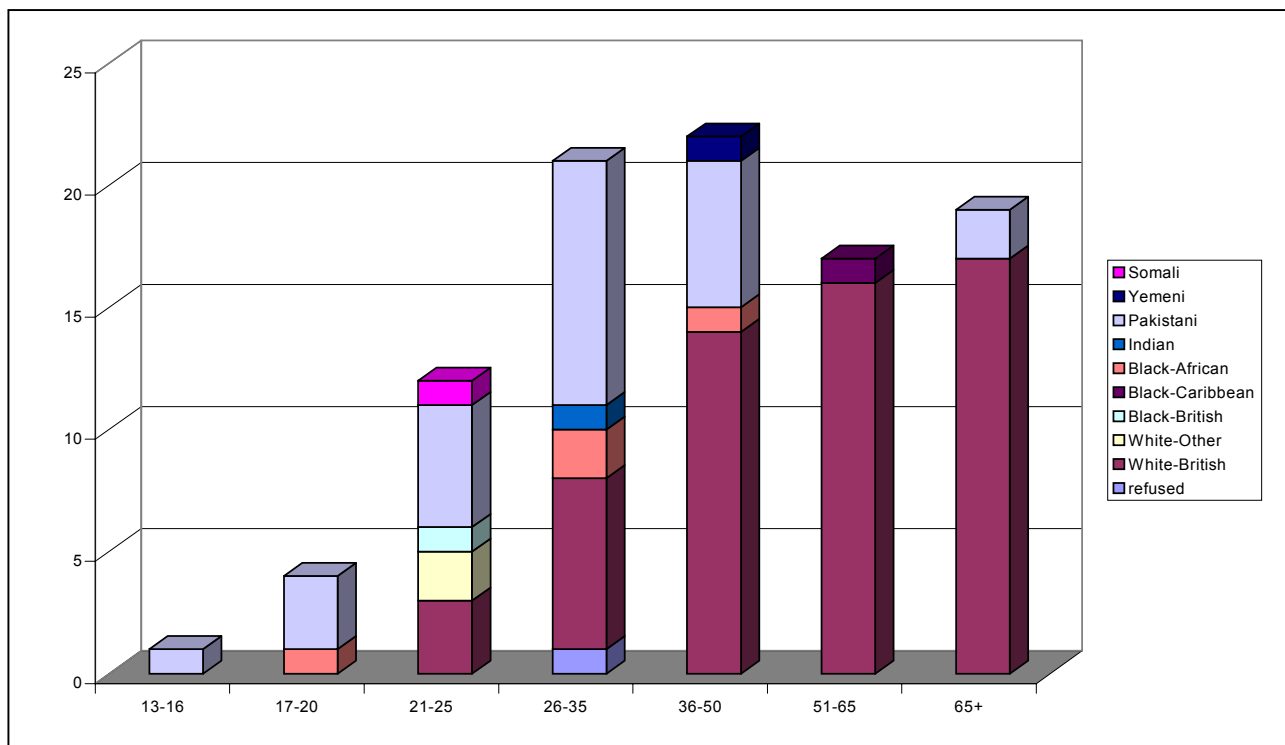
Ethnic Group	Age 0-4	Age 5-10	Age 11-14	Age 15-17	Adult	Respondent
refused	1	0	0	0	2	1
White-British	8	7	4	5	90	57
White-Other	1	0	0	0	4	2
Black-British	2	0	0	0	5	1
Black-Caribbean	0	0	0	0	1	1
Black-African	1	0	0	2	5	4
Indian	1	1	0	0	2	1
Pakistani	23	12	6	4	73	27
Yemeni	6	0	0	0	3	1
Somali	2	0	0	0	2	1
Total	45	20	10	11	187	96

The households surveyed contained a total of 273 people. The average household contained 1.9 adults and 0.9 children. This pattern varied over the different ethnic groups (although there were only very small numbers of households of ethnic groups other than Pakistani and White British). White-British households tended to contain 1 or 2 adults, and only 24 children in a total of 57 households, whereas Pakistani households generally had at least 2 adults and some children (a total of 45 children in 27 households).



People were asked to give their age group, sex and ethnic group (1 person aged 65+ did not give their sex).

Age Group	Male	Female	Total
13-16	0	1	1
17-20	1	3	4
21-25	5	7	12
26-35	6	15	21
36-50	5	17	22
51-65	7	10	17
65+	7	11	19
Total	31	64	96



The ethnic breakdown above shows the Pakistani group were generally younger (up to 50) whilst the White-British group were older. 69 people wanted to be kept informed about courses at the One Stop Shop.

Conclusions	Recommendations
<p>The survey confirmed much of what the staff at Tinsley One Stop Shop felt they already knew, in that the people who are not currently using their services are generally older people who are not interested in the courses and training on offer, or do not have time because they are already out at work, or caring for their family. However, it helped to raise awareness in Tinsley about what is, or could be, on offer at the One Stop Shop. 35 of the people who had never used the One Stop Shop expressed an interest in courses.</p>	<p>The survey should form the basis of a continuous process of keeping local people informed about what is happening at the One Stop Shop. This process would also ensure workers were kept in touch with changes in the Tinsley community. It would be useful to know whether any new people are attending courses because of finding out about them through this survey, as a previous survey (Tinsley Sure Start User Satisfaction Survey) found that more than half the people surveyed found out about things (and were encouraged to join in) by word-of-mouth.</p>