

Community Development for Older People in Stockwood



Evaluation of St Monica Trust's Bristol Ageing Better project

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ABOUT THIS REPORT >>

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Acronyms >>

ABCD	Asset Based Community Development
BAB	Bristol Ageing Better
BANES	Bristol and North East Somerset
CASS	Community Access Support Services
CDOP	Community Development for Older People
CMF	Common Measurement Framework
GSA	Greater Stockwood Alliance
GS	Greater Stockwood
GSG	Greater Stockwood Group
IMD	Index of Multiple Deprivation
NP	Neighbourhood Partnership
STAR	Share Talk and Remember Bereavement Group
SCRT	Stockwood Community Response Team
WI	Women's Institute

Executive Summary >>

Bristol Ageing Better (BAB) is a partnership of over 200 organisations led by Age UK Bristol and funded by the National Lottery Community Fund to develop and deliver a programme identifying the best ways of reducing isolation and loneliness in older people. The partners represent a wide spectrum of organisations from the statutory, voluntary and commercial sectors.

In 2015 BAB commissioned a number of Community Development for Older People (CDOP) projects across the city of Bristol with the aim of increasing activities with and around older people and to support older people in influencing decisions about the future of their community.

St Monica Trust were commissioned to deliver the CDOP project in the suburb of Stockwood. This is an organisation helping to empower older people in and around Bristol to make changes in their communities and to their lives. Like the other CDOP projects, the work in Stockwood aimed to reduce social isolation and loneliness in the older population, as well as to ensure that older people felt better able to influence decisions in their community. St Monica Trust engaged a Stockwood community development worker to build on the strengths that already existed in the community and to work with residents to create citizen-led projects that would last long after the funding for the project ended.

This document evaluates whether St Monica Trust's Community Development for Older People's project, commissioned by Bristol Ageing Better (BAB), has made a difference to older people living locally by achieving the aims of the BAB programme. The involvement

of older people as community researchers has been an essential element of the evaluation of the BAB programme, with support from the research team at the University of the West of England (UWE), and as such the UWE-led evaluation for the Stockwood project was led by a BAB volunteer Community Researcher (CR).

The CR's role was to develop a relationship with the CDOP worker and the local community in order to understand not only the work of the CDOP worker in a local context but also the community in which the CDOP worker operates. The Stockwood CR resided in the area and was uniquely placed to explore cultural changes, analyse the different sources of data available and undertake an in-depth evaluation. The approach used was therefore largely ethnographic, participatory and observational.

Stockwood contains many families who have lived in the area for many years, but with 40% of the local population aged over 55 (compared with 29% for the whole of Bristol) it has one of the largest ageing populations in the city. Many older residents have lived in their homes for a long time with some still living in the house they moved into as young people.

As Stockwood already contained numerous activities for older people, the CDOP worker did not need to organise lots of new groups and events, the priority instead being to build support from the community and to offer encouragement, help, guidance and advice to ensure the existing activities remained sustainable. The CDOP worker also identified gaps in the activities on offer, and provided new activities where necessary, one of the most

notable examples being a bereavement group, which started as a very small meeting that has now grown and is replicated throughout Bristol.

Training has also been a helpful part of CDOP work. The asset-based approach proved beneficial and Stockwood residents were encouraged to identify the skills and abilities they have that could benefit the community. An important part of the work in Stockwood was to support and guide a group of residents who formed a group of local people called the Greater Stockwood Alliance. To make this group sustainable so that they could achieve what they wanted, have their voices heard in decision making and represent the community views, took a great deal of effort and time. However, when the Covid-19 crisis occurred this group was able to very quickly recruit over 100 volunteers to aid people in the community practically and emotionally.



Introduction >>

Bristol Ageing Better (BAB) is a partnership of individuals and organisations. It is funded by the National Lottery Community Fund to develop and deliver a 5-year programme (over £5.9 million) that identifies the best ways of reducing both the isolation and loneliness of people over 50. The funding runs from 2015 to 2020 (recently partially extended to 2021) and is part of the National Lottery Community Fund Fulfilling Lives: Ageing Better programme.

BAB aims to create an environment in which partner organisations can deliver effective services, share their knowledge of what works, and be noticed by the people who matter. The partnership is led by Age UK Bristol and the programme aims to reduce isolation and loneliness in older people in Bristol through commissioning projects across four main themes:

- 1) Creating the conditions to reduce and prevent loneliness
- 2) Identifying and informing older people at risk of loneliness
- 3) Working with communities to increase the services and activities available
- 4) Supporting individuals to live fulfilling lives

In Bristol, a key element of the programme is Community Development for Older People (CDOP), with ten such projects taking place under this theme across the City. The aim of these projects is to create vibrant communities that meet the needs of older people and provide them with a range of social and cultural activities to take part in as they age (Bristol

Ageing Better, 2020). The CDOP projects use a 'test and learn' model in which different community development approaches and techniques are employed in a range of contexts in order to develop theories of best practice.

WHY COMMUNITY DEVELOPMENT FOR OLDER PEOPLE (CDOP)?

With the number of people in the UK aged 60 or above set to rise to an estimated 25% of the total population within the next 20 - 40 years (Dickens, Richards, Greaves and Campbell, 2011), creating 'age-friendly' environments is an increasingly important part of the public health agenda. A key priority is to create local settings that can positively influence the lives of an ageing population (Lui et al, 2009), and there is increasing recognition that consulting older people on what that should look like is integral to this process. Older citizens can - and frequently do - make a positive contribution to their communities, and therefore constitute a valuable asset to communities. It is estimated, for example, that contributions made by older people in a voluntary capacity are worth over £10 million a year to the economy (Klee, Mordey, Phua and Russell, 2014).

However, increasing levels of social isolation and loneliness present a major potential setback to successfully engaging older people in the communities in which they live, and could represent a major risk to a person's health and wellbeing. Some have even suggested that loneliness could be as dangerous to a person's physical health as smoking 15 cigarettes a day (Holt-Lunstad et al, 2015).

The terms 'loneliness' and 'social isolation' are often used interchangeably, but it is important to differentiate between the two states as they can mean different things to different people, and may be dependent on personal circumstances or other contextual factors. Loneliness is defined by Age UK as:

» "A subjective feeling about the gap between a person's desired levels of social contact and their actual level of social contact. It refers to the perceived quality of the person's relationships. Loneliness is never desired and lessening these feelings can take a long time."

Whilst social isolation is said to be:

» "An objective measure of the number of contacts that people have. It is about the quantity and not quality of relationships"

- Age UK, 2019

Whilst these issues can affect people of all ages, older adults are particularly vulnerable. The risk factors for social isolation and loneliness may be broadly the same for the whole population, but importantly they are more likely to occur amongst individuals who are in older age. They include:

- ▶ Issues associated with housing tenure (ownership, renting)
- ▶ Living alone and the potential impact of a lack of social interaction on health and wellbeing
- ▶ Marital status (especially if divorced or widowed)
- ▶ Those who report being in very bad or bad health (these individuals are 2.5 times more likely to report loneliness)

- ONS, 2015



Image credit: Centre for Ageing Better (CC0 licence to Attribution-NoDerivatives 4.0)

These problems are further compounded by the fact that this age group are much more likely to experience more than one risk factor at the same time. It is therefore imperative that strategies are put in place to support the development of inclusive communities that encourage participation for all older adults in order to increase levels of inclusivity and interaction before they impact negatively on an individual's quality of life. This will not only help to address problems associated with social isolation and loneliness (perhaps even before they start), but will also make our communities safer, friendlier and healthier places in which to grow old.

With evidence to suggest that older people are increasingly likely to age 'in place' and now tend to stay in their own homes for longer (Gardner, 2014), developing communities that can support and empower older people during this time is key to them living fulfilling and rich lives. Much of this work involves utilising Asset Based Community Development (ABCD) approaches that build on what already exists within a community, connecting groups and services and using them as effectively as possible (Klee, Mordey, Phua and Russell, 2014). Community development has therefore been integral to BAB since its inception and is a key element of the overall programme.

The CDOP projects therefore exist to tackle the issues of loneliness and social isolation in six specific communities within the City of Bristol, using various approaches to community development dependent on local need and existing services. Different providers were invited to tender for the CDOP work in each area, using a 'test and learn' approach tailored to the local community receiving the intervention.

This report is an evaluation of the CDOP work undertaken by local organisation St Monica

Trust in the Greater Stockwood area of the city, and the evaluation of that work, led by a Community Researcher. The report identifies activities available to older people in the area, the strengths and weaknesses of the organisational approach and reflections on whether the project has successfully delivered meaningful community development for older people locally. The evaluation draws on various pieces of fieldwork and project documentation, a detailed breakdown of which can be found in the methods section.

Stockwood area profile >>

The political ward of Stockwood comprises of the plateau of Stockwood and the roads and streets adjoining and close to Sturminster Road, as well as the area over an old railway line - now a path for walkers - to the Wells Road (A37) in Knowle. It also includes the residential area at the bottom of West Town Lane, Brislington. However, most people residing in the Knowle and Brislington parts of the political ward do not identify with or consider Stockwood to be their community, and for many, it is merely the polling district they use to vote in elections. When people refer to the area they usually mean the houses along Sturminster Road and the roads running off it, as well as the top of Sturminster Road/Craydon Road and the plateau at the top.

The electoral ward borders Whitchurch, Brislington, Knowle and Hengrove, and parts of the ward also lie alongside the Bath and North East Somerset (BANES) border. A major development is proposed for the land around Stockwood in approximately six or seven years from the writing of this report, the A4-A37 link road. This road will cut through pasture land from Keynsham to Stockwood and Whitchurch. Further, new and expensive housing is in the course of construction on the green fields that lie along Stockwood's border with BANES. It is a matter of speculation the difference these developments will make to the community of Stockwood and the character and people of South Bristol. There are, therefore, important issues for people living in and around

Figure 1: Map of Stockwood Ward



Stockwood and Whitchurch to rally around to make their wishes and voices heard.

Stockwood is the outermost southern suburb of Bristol and is surrounded by green fields and open spaces. There are only four motor vehicle routes into the area; two are very narrow lanes and unsuitable for pedestrians. Stockwood, therefore, is without an arterial road, but this could change if the proposed new A4-A37 link road is built around 2026.

At the junction of Sturminster Road and West Town Lane, there are a few owner-occupied detached and semi-detached bay window houses, but the vast majority of houses running along the length of Sturminster Road and the roads leading off it were built by Bristol City Council in the 1950s and 1960s. The plateau at the top of Stockwood consists primarily of owner-occupied houses erected in the 1960s. There is also a small development of social housing on the plateau fringe of the estate looking down towards Brislington as well as a development of shared ownership and rented housing managed by LiveWest towards the Whitchurch side of Stockwood.

Sturminster Road - the long road that runs up the hill towards Stockwood's plateau - consists primarily of social housing, and many of the houses situated on the roads leading off it rise steeply. In days past residents called this part of Sturminster Road "Little Switzerland."¹ The steep rise of the houses is a problem for people with mobility difficulties and those without a motor vehicle. For some people, it is a steep walk to the nearest bus stop on Sturminster Road to take them to the shops at

the top of the hill, the South Bristol Community Hospital and the shopping areas of Knowle, and Broadmead.

On the plateau at the top of Stockwood, Brunelcare manages three retirement complexes. Also managed by Brunelcare is a residential nursing and dementia care home situated off Craydon Road at the top of Sturminster Road. In 2019, Bristol Charities opened a three-storey block of apartments with on-site care and support provision for older people. This development is situated next to the existing older people's complex of Bluebell Gardens opposite shops and very close to Stockwood Medical Centre and bus stops.

Figure 2: View from the plateau at Stockwood across the city of Bristol. Many of Bristol's well known landmarks can be seen from the plateau.

Source: Christine Crabbe, November 2019.



Figure 3: Houses situated on a turning off Sturminster Road showing how some of the houses rise steeply.

Source: Jenny Smith, Greater Stockwood.



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Footnotes

1: In the Valley, on the Hill: The History of Stockwood and Sturminster from 65 million years BC to 2000AD. Written remembered, edited and published by the people of Stockwood and Sturminster Area. December 2000. ACTA Community Theatre and Stockwood Community Council, 2000. Available in Stockwood Library.

Stockwood demographic profile and Quality of Life survey data >>

Stockwood is primarily a working-class suburb of Bristol, although Index of Multiple Deprivation (IMD) data for the ward shows a varied picture in terms of the areas of relative affluence within its boundaries. The IMD is a national measure that breaks deprivation down into 10 blocks, each worth 10%. Areas falling within IMD 1 – the bottom decile – are considered to be the most deprived 10% of the country, with IMD 10 – the top decile – incorporating the least deprived 10%. A large area in the centre of Stockwood falls within IMD 1 and is therefore considered to be an area of the highest deprivation, whilst some adjacent areas appear to be slightly better off, falling within IMDs 4 and 5. However, neighbouring parts fare much better again and might be considered comparatively affluent, sitting in IMD deciles 7 and 8 (Bristol City Council, 2019).

Unlike other areas of the city, Stockwood doesn't yet appear to be too troubled with issues associated with gentrification, with only 16% citing gentrification as an issue in the Quality of Life Survey in comparison to 27% for Bristol as a whole. However, many younger residents brought up in Stockwood are unable to afford a home of their own in the neighbourhood.

Approximately 11,600 people live in the ward of Stockwood, 21.9% of whom are aged 65+ in comparison to 12.9% for the city. Despite its older population, life expectancy and premature mortality were not significantly different from the averages for the city as a whole. Furthermore, according to Quality of Life survey data for the ward, many residents feel safe outside after dark, very few feel lonely because they don't see friends and family enough and 84% report being in good health (see table 1).

The Stockwood area contains a very high proportion of older people living in the same homes for many years. Many of the inhabitants still live in the houses purchased in the 1960s, 1970s or 1980s and it is not unusual to find various generations of the same family - grandparents, children and grandchildren - all living in Stockwood or close by. It is still possible to purchase a good-sized house in Stockwood for a slightly cheaper price than many other areas of Bristol because it is often considered a backwater.

Only 65% of Stockwood's population believe traffic congestion to be a problem locally compared to an average of 80% for the whole of Bristol. However, many people in

Stockwood complain that the traffic using Stockwood Hill (the narrow lane going down to Keynsham) has significantly increased in the past few years because people use it as a short cut to access the A37 Wells Road.

42% of Stockwood residents also consider crime to have worsened in the last three years compared to 28% for the rest of the city. Yet, recorded crime for Stockwood in 2017/18 is not significantly worse than in many parts of Bristol.² Nevertheless, people living in the area often comment that crime has become worse since the police community support officers are no longer so visible on the streets.

When asked whether air quality is a problem locally, only 56% of Stockwood residents believed it was compared to 77% for all of Bristol. This figure may reflect the geographical position of Stockwood, sitting as it does on top of a hill with no arterial route running through it. Yet, at public meetings concerning the proposed link road residents have voiced opinions that air pollution may increase if the new link road goes ahead.

Table 1: Quality of Life survey data for Stockwood and Bristol

Source: Bristol City Council, 2019

	Stockwood	Bristol
% ethnic minority background	5.1%	16%
% aged 65 plus	21.9%	12.9%
% of those whose physical health prevents them from leaving their home when they want to	13%	9%
% of those who feel lonely because they don't see friends or family enough	2%	4%
% of those who report feeling safe outdoors after dark	64%	64%
% of those reporting that they are in good health	84%	84%
% of those who believe traffic congestion is a problem locally	65%	80%
% of residents who consider crime to have worsened in the last three years	42%	28%
% who think air quality and traffic pollution is a problem locally	56%	77%

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Footnotes

2: The Statistical Ward Profile for Stockwood, 2019, Quality of Life Survey 2, Bristol City Council.

Stockwood: A community of transition >>

Stockwood is included in BAB's "Communities of Transition" project whereby residents experience their neighbourhood changing and breaking up. Residents may feel they are experiencing the disappearance of the familiar and comfortable place they call home and as a consequence feel isolated. (BAB Communities of Transition, Invitation to Tender, released 28th February 2017).

>> "Community Development for Older People has always been one of the core elements of the Bristol Ageing Better Bid. With a budget of £1.5 million, this is one of the largest projects within the programme and it has been important to ensure that we use this funding well to create effective and sustainable change in communities where older people are at risk of isolation and loneliness."

- BAB Communities of Transition, Invitation to Tender, released 28th February 2017.

Projects regarded as Communities of Transition are asked to recognise the changing needs of older populations as older people leave the area and younger people move in. (BAB Communities of Transition, Invitation to Tender, released 28th February 2017). A large number of long-term residents of Stockwood are now in their 70s, 80s, or 90s and many require sheltered housing. Many have passed away, which has had the effect of people moving into the area without family or local connections.

Yet, despite its problems, Stockwood continues to be a vibrant community, and as mentioned previously families of different generations can still be found living in the area alongside the newer residents.

The Communities of Transition project's aim is to particularly benefit and engage with isolated and or lonely people aged over 50 and consider the needs of "at risk" groups such as:

- ▶ People over 85
- ▶ Black and Minority Ethnic People
- ▶ Lesbian, Gay, Bisexual and Trans people
- ▶ Carers
- ▶ People who have been bereaved
- ▶ People with sensory loss
- ▶ People with alcohol and substance misuse issues
- ▶ People in care homes

All the above "at risk" groups can be found in Stockwood to a greater or lesser extent, but some are perhaps hidden and less visible, thus making it difficult to gauge the extent of loneliness and isolation among these groups. In addition, substance misuse in older people may often be present but happen out of sight.

As mentioned previously, Stockwood remains

primarily a white working class area, but demographics are gradually changing as black and minority ethnic people and younger people move into the area. As Stockwood has a very high proportion of older residents there is an increasing number of people aged over 85 and probably many of them have suffered a bereavement, some have a sensory loss and others need carers.

FAITH COMMUNITIES IN STOCKWOOD

Stockwood has two churches: the Anglican Church of Christ the Servant at the top of the hill looking down towards Sturminster Road, and Stockwood Free Church (Baptist) situated deeper into the 1960s housing estate on the plateau. As well as worship-associated activities the Anglican Church hall is used by a variety of groups. For example, a monthly evening WI (Women's Institute), a Saturday morning art group, Mondays and Wednesdays weekly short mat bowls, a Horizon Club, a craft group meeting twice per month, a pop-in club, and a ladies evening group. In addition, St Monica Trust makes use of the church hall for some of its activities such as a choir, quiz, and whist. The church and community rooms at Stockwood Free Church (Baptist) are also used by St Monica Trust for various other groups, for example, a quiz group, painting group, and a weekly luncheon club. In 2018/2019 Stockwood Free Church built and financed three new community rooms for use by the church and the neighbourhood.

COMMUNITY ASSETS

Stockwood shops

Facilities at Stockwood shops, situated on the plateau, consist of a large medical centre, a

dentist, optician, undertaker, pet shop, café, restaurant, barbers, hairdresser, fish and chip shop, charity shop, off licence, betting shop and a post office in the newspaper/magazine shop. Stockwood also has a Co-op supermarket.

At present, 2019, the top of Stockwood has two public houses, but one of the public houses is struggling and may close. There is a newsagent further into the centre of the estate. Situated at the top of Sturminster Road, before it merges into Craydon Road and about half a mile from the plateau is a hairdresser, newsagents and chip shop. These few shops are the only shops on Sturminster Road, which means that the people living towards the bottom end either have a long walk to the nearest shop or have to catch a bus. There are two big supermarkets situated in Brislington, approximately a ten-minute drive away.

Community centres

The Stockwood and Sturminster Community Association and Social Club is situated towards the lower end of Sturminster Road. A membership fee of £8.50 or so enables people to play skittles, pool and darts. The hall can also be rented for private functions.

The New Stockwood Community Association (BS14 Club) is situated on Stockwood's plateau at the top of the hill and is reached down a lane. It backs onto green fields. There is a car park, but the lane leading to the club is not in good repair and poorly lit for pedestrians. The club contains a function room and a skittle alley. Activities include bingo and dancing as well as a meeting of a stroke club. It is not easily accessible to people who do not have transport or transport provided.

Figure 4: Stockwood shops showing the square where carols are sung in December and an apple pressing activity takes place in October.



STOCKWOOD - A SLIGHTLY ISOLATED COMMUNITY

» "Stockwood hilltop did not start to be built on until the 1960s, and is peculiar in that it stands on a very windy plateau with steep green slopes on three sides. It was soon nicknamed 'The Lost Plateau.'"

- *In the Valley, on the Hill: The History of Stockwood and Sturminster from 65 million years BC to 2000AD*³

Stockwood has no main artery road running through and the community has always been

slightly isolated because it is surrounded by green spaces, but that is now gradually changing as houses are being built up to Stockwood's border with BANES. People usually only came to Stockwood if they had a reason to visit the area: it was not a passing through place. However, in the last few years people are increasingly driving up a narrow winding lane from Keynsham and using it as a short cut to reach the A37 Wells Road at Whitchurch. Stockwood is slowly losing its isolation and the new link road will completely change the area in the years ahead. Probably because in the past Stockwood has been a rather isolated community, the community has traditionally achieved things through their own efforts, fundraising such things as the

Footnotes

3: *In the Valley, on the Hill: The History of Stockwood and Sturminster from 65 million years BC to 2000AD*. Written remembered, edited and published by the people of Stockwood and Sturminster Area. December 2000. ACTA Community Theatre and Stockwood Community Council, 2000. Available in Stockwood Library.

Sturminster Road Community Hall completed in 1952, the New Stockwood Community Association in 1973, and the Stockwood Carnivals of the 1970s and 1980s.⁴

THE COMMUNITY DEVELOPMENT FOR OLDER PEOPLE (CDOP) PROJECT IN STOCKWOOD

The CDOP Stockwood project began in September 2017 and was due to finish in December 2019, however, in November 2019 the CDOP worker's contract was extended until March 2020. The focus of the CDOP work in Stockwood is to engage with and support older members of the community, and particularly to reach those who are lonely and isolated using an Asset Based Community Development (ABCD) approach. There is also an intergenerational aspect to the work. In addition, the CDOP worker's role is to assist older people in Stockwood to feel they can influence decisions that affect their community. The CDOP worker for Stockwood also works in partnership with Southern Links Children's Centre, which is also the office base for the project.

THE CDOP WORKER'S BASE IN STOCKWOOD

Southern Links Children's Centre offers early learning for children under five years of age plus support and information for parents. It is situated in its own grounds next door to a

Footnotes

4: For information on the history of Stockwood and the activities of its people see *In the Valley, on the Hill: The History of Stockwood and Sturminster from 65 million years BC to 2000AD*. Written remembered, edited and published by the people of Stockwood and Sturminster Area. December 2000. ACTA Community Theatre and Stockwood Community Council, 2000. Available in Stockwood Library.

primary school. The Children's Centre covers the areas of Whitchurch and Hengrove, as well as Stockwood. It is situated off Sturminster Road in an area of social housing within walking distance of the shops at the plateau. The walk is down a steep hill in a green open space, although there is a bus stop in Sturminster Road five to ten minutes walk away from the Children's Centre. A permanent base for the CDOP worker a short distance from the more affluent owner occupied homes of Stockwood, but situated in an area of social housing has proved to be an asset to the community and has the potential of bringing people together. The CDOP worker meets with people from the community at the Centre, network meetings are held there, as well as occasional training sessions and celebrations, such as bonfire night and Stockwood's community picnic.

Methods >>

RESEARCH QUESTIONS

The overarching aim of the evaluation of BAB CDOP projects was to explore the elements of good community development for older people. In this context, the following research questions were used to inform and guide the direction and focus of the evaluation.

Research questions
1. What is the added value that the St Monica Trust CDOP project brings to community development activity in Stockwood?
2. What is the role of the St Monica Trust CDOP project in changing issues for older people and their communities?
3. What are the key successful elements of the St Monica Trust CDOP project's model for community development?
4. What aspects of St Monica Trust CDOP project activity are associated with core BAB outcomes for older people?
5. What are costs and benefits of some elements of the St Monica Trust CDOP project?

However, at the heart of all the CDOP evaluations is the overarching primary research question:

>> "What does good community development for older people look like?"

This therefore guided the evaluation process above all other sub-research questions.

ROLE OF THE COMMUNITY RESEARCHER (CR)

The CR's role is to develop a relationship with the CDOP worker and the local community to understand not only the work of the CDOP worker in a local context but also the community in which the CDOP worker operates. The CR is to document and evaluate activities and social networks in Stockwood and write the findings up in a report.

The CR for Stockwood was uniquely placed as the only member of the CR team who was also a resident of the area they were evaluating. In the course of working as a BAB volunteer researcher for over five years, the CR has gained many skills and abilities that have enabled her to provide an in-depth evaluation of Stockwood, its activities and the difference they made to loneliness and isolation in older people.

As far as possible the CR immersed herself in the culture of Stockwood to enable her to describe and explore cultural changes, and to analyse the different sources of data available. This approach can be very time consuming, but it enables researchers to have an in-depth knowledge of the area and its people. It also enabled the CR to bring to the evaluation an understanding of the context and complexity in which community development in Stockwood occurs.

The CR developed a good relationship with the CDOP worker and made connections with the community, participated in projects and talked

to local people. The ethnographic approach to the evaluation provided a detailed description of Stockwood and documented the difficulties and changes people in the community are experiencing.

RESEARCH DESIGN

This was a mixed methods evaluation and the CR working on the project used an ethnographic, participatory and observational approach to evaluate whether the CDOP project has made a difference to isolation and loneliness in the Greater Stockwood area. To evaluate the CDOP project in Stockwood the CR conducted face-to-face interviews with the CDOP workers for Stockwood. Consent was given to take notes and record interviews. The interviews took place at the CDOP office at the Southern Links Children's Centre, Stockwood. Recordings were transcribed by the CR. The first interview took place in October 2017

with the CDOP worker and the Community Development Worker of St Monica Trust. A further interview with the CDOP worker took place in November 2018, shortly before she left the project on maternity leave. In January 2019 the CR interviewed the CDOP worker's replacement. In October 2019 the CR interviewed the CDOP worker again. The interviews were semi-structured and included written questions (see Appendices 1, 2, & 3).

The findings from the CR's fieldwork and document analysis are set out from the inception of the project in 2017 to an update on the most recent developments in October/November 2019. The potential implications of the findings are considered in the discussion section of the report. Also included at the end of the report is a brief update and a description of how Stockwood responded to the Covid-19 crisis.





Findings >>

MAIN PROJECT ACTIVITY OVERVIEW

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The CDOP worker's role

The BAB volunteer CR for Stockwood met with the Community Development Worker for St Monica Trust and the CDOP worker for Stockwood on 31st October 2017 at Southern Links Children's Centre. The CDOP worker described her role as follows: to reduce social isolation and loneliness through an asset based approach, enable older people to make decisions in their area, and to enable some kind of forum for people to regularly meet together to find ways their voices are heard. To get to know the people of Stockwood and hear their views the CDOP worker knocked on doors and went to the places people gathered, for example the shops, library and medical centre. In addition, the CDOP worker made an effort to discover what existing activities were taking place in the ward. By doing this, she not only got to know and meet people but was able to fit into the community and earn their trust.

THE ABCD AND INTERGENERATIONAL FOCUS USED IN STOCKWOOD

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>> *"I found it really interesting using ABCD in this role because there has been lots of things that have come out of it...Stockwood is a great place to be doing that because there are a lot of strengths here...Stockwood has its concerns but there are strengths within the community to build upon."*

- CDOP worker for Stockwood November 2018

Volunteers from the GSG and the staff of the Children's Centre along with some parents from the Children's Centre participated in the asset mapping exercise mentioned previously in this report. Participants were sent out in pairs or groups to walk to a place where people gathered and ask passers-by what they liked about living in Stockwood.

The CR participated in this activity and teamed up with a young parent to ask people at the local shops their views on the area. Older people, younger adults, and young parents with children in pushchairs were tentatively approached and asked whether they lived in Stockwood and if so, the things they liked about it. After an hour all the participants returned to the Children's Centre to share their experiences. It was found by everyone who participated that most people approached were happy to tell the questioners not only what they liked, but also the things they didn't like. Most people liked Stockwood's proximity to

the countryside, but the overwhelming concern was the poor repair of a wall around the local shops, which has been in a state of disrepair for two years (this was subsequently refurbished).

The intergenerational aspect of bringing together older and younger people for exercises such as this appears to work well when there are opportunities to come together for a particular purpose. Some younger community minded adults joined the GSG bringing with them new skills and expertise, and one of the younger members was so inspired by the ABCD approach that she undertook further ABCD training.

» *"Intergenerational is not just children."*

- CDOP worker for Stockwood November 2018

Another example of the intergenerational approach in Stockwood and the difficulties of sustaining the intergenerational aspect can be observed in the allotment group. The Children's

Centre is situated in an open space with land around it. Residents, with the support of the CDOP worker, and the permission of the Children's Centre set up an allotment group on some of the land surrounding the Centre. The organizers of the allotment group put on events to which parents and children were invited. However, whilst the parents enjoyed the events they have not become involved in joining the allotment group. This may be because of time constraints and the demands of young children.

» *"...it doesn't necessarily suit an asset based approach to focus on a particular group and, for example, you were door knocking on a street, if you were focusing in on the older people in that street you would probably miss out chatting to a mum with children at school who has time to cook meals for Betty down the road."*

- CDOP worker for Stockwood November 2018

Figure 5: Asset map

Source: Christine Crabbe November 2019.



Despite some successes not every intergenerational activity worked as well as hoped. Activities that did not work as well but were nevertheless enjoyed were the Stay and Play sessions at a local care home. The CDOP worker arranged sessions for children aged under 5, along with their parents and carers, to visit the care home and play and sing songs to engage the older residents. The aim was for parents to be able to run the sessions themselves. The sessions were enjoyed by residents of the care home, children and parents alike and some interested parties subsequently got together to form a group. Training in dementia awareness was provided through the Children's Centre, but the parents' group did not take off as an independent entity and the Children's Centre involvement was needed to keep it running. This may have been due to requiring more time and a committed volunteer to sustain it independently of the Children's Centre.

THE GREATER STOCKWOOD GROUP (GSG)

The GSG decided to meet monthly and arrange meetings in venues in all parts of the political ward of Stockwood. They also varied the times of the meetings to enable as many people as possible to come along. Meetings were arranged in a room at Counterslip Church on the Wells Road side of the political ward boundary, the South Bristol Sports Centre at the Brislington/Knowle end of the political ward, Stockwood and Sturminster Social Club in the middle of the ward, and Stockwood Free Church on the plateau at the top of Stockwood.⁵ These arrangements did not work well and people living on the border of the ward did not attend the meetings. This was probably because – as previously discussed – people on the border of the Stockwood ward do not consider themselves to be part of Stockwood, so why would they attend a meeting about an area they felt was not theirs? Only one person came from the Wells Road side of the ward but resigned from the group after a few months citing an “us and them” mentality. It seems as though more concentration on publicity and marketing was needed to attract people throughout the whole of the political boundary and to discuss issues that affected the political ward as a whole.

To enable the GSG to communicate with each other and other interested persons a member set up a Yahoo email group. Stockwood's two local councillors signed up for the email group and often replied to concerns or to bring the group's attention to current issues. Not everyone on the email list attends regularly (or at all), but they want to know what is happening in the area. At times the email group proved to be a nuisance because of the many emails sent, which clogged up mailboxes. Some older

Footnotes

⁵: South Bristol Sports Centre later suffered a serious fire in May 2018 and community rooms were no longer available.

members also found the technology difficult. Latterly, the emails slowed down and people only used this form of communication when there was a need to inform.⁶ A few members felt that some issues emailed to the Yahoo group could be better discussed in an online forum and a GSG member accordingly set this up. However, this was not popular; only a few people post comments and it is underused.

The GSG considered it important to define its purpose, terms of reference, and adopt a formal constitution. It took some months for a small GS sub-group to put this together. In the meantime, two or three members resigned because they considered the GSG was not doing anything practical for the community. Most members, however, thought that it was important to begin on a formal basis at the start rather than having to do this at a later stage. The sub-group undertook some training as suggested by the CDOP worker to put together a constitution. Officers were also elected at a GS meeting: chair, secretary and treasurer. The GSG is open to anyone who lives locally and who wishes to contribute actively to the life of the community. After much discussion, training and research, a formal constitution was drawn up in February 2019. Thoughts then began to turn to organise a public launch of the GSG.⁷

The GSG treasurer investigated and arranged for the group to have a temporary bank account. The group consists primarily of older people and long-term residents of Stockwood. Stockwood's two councillors are also very supportive and have attended GSG meetings. A couple of younger members joined the group and are fully involved in discussions, the running of the group, and its activities. One of the group members is a retired Bristol City Councillor and another is a member of the

.....
Footnotes

6: Update: In 2019 the Yahoo Group became defunct.

7: The constitution and Terms of Reference were not formally adopted at that time and following a meeting in November 2019 it was agreed to look at the constitution and the Terms of Reference again in early 2020.

Friends of Stockwood Open Spaces (FOSOS), which was formed in 2009 to help protect and improve the public open spaces of Stockwood. FOSOS cleared and continue to help maintain the community orchard in partnership with Avon Wildlife Trust and Bristol City Council and arranges litter picks, walks and activities. Members of FOSOS also participate in the Stockwood's gardening groups and allotment group, the activities set up by the CDOP worker.

» *"The 'Open Space' itself - the protected hillside and meadows that stretch down to Brislington. We have two, the hillside and the playing fields between upper and lower Stockwood; the 'Sturminster' valley with its tree-lined brook flowing north from the Saltwell Viaduct; and Whitchurch Way, the former railway path offering walkers and cyclists a green escape from the traffic on the main roads."*

- Friends of Stockwood Open Spaces (FOSOS)

Purpose of the GS group

Enabling, encouraging and empowering the residents of the Stockwood(*) area to build a community that effectively serves all the people who live in the locality

*Note that the group does not have an affiliation to any political party, faith group or other particular interest group.

Terms of reference

1. Identify the hopes and aspirations of the people of Stockwood
2. Communicate with Bristol City Council and other external agencies
3. Inform the residents of Stockwood about local issues
4. Support local initiatives that will improve the life of the local community
5. Maintain and publicise an on-line directory of local events
6. Encourage and provide ways for residents to share skills and talents
7. Source and generate funding for the above

Figure 6: Information Board at Stockwood Open Space Nature Reserve



CDOP comments about the Friends of Stockwood Open Space (FOSOS) 27th November 2019

FOSOS is a good example of an active and busy group who got together [before the CDOP worker was in post] and got lots of things done in the Stockwood Open Space. The numbers then started declining because of health issues or family priorities and there wasn't any new blood coming up through the ranks to take over. Despite this, FOSOS continues to exist as a group. (Update: in 2019 there is hope that FOSOS will be revived again and will be very active once more.)

GSG activities and involvement

There was a great deal of enthusiasm within the GSG to 'get stuck in' and become involved and organise activities in the community. For example, a public meeting was called to discuss putting in a bid for Bristol Council's Community Infrastructure Levy (CIL) money and the type of things that would most benefit from the funding. Over 50 people attended the meeting and the most popular issue was the refurbishment of a local play park. Stockwood's two councillors took this forward and a bid was put in for the funding. A notice board was designed and built by members of the group at Knowle West Media Centre, South Bristol because it was felt communication was a problem for people towards the lower end of Sturminster Road. The shops at Stockwood have a purpose-built Bristol Council notice board, but further down in Sturminster Road there is no public notice board. People have to catch a bus up to Stockwood shops or Stockwood Library for information about 'what's on'. The CDOP worker arranged for The Factory at Knowle West Media Centre to provide expertise and the equipment to build a notice board. The Factory has laser cutting machines and computer aided machines.

The design was a co-operation between the young people and leaders who run the local Stockwood youth club and members of the GS Group. However, after the initial design by the young people, it was the GSG members with the help of Knowle West Media Centre staff who put the notice board together. Despite a donation of £200 siting of the board proved a problem because of land issues.

Update on siting the notice board 2019

It took about two years for problems to be resolved, but with the help of Bristol City Council's Community Development Practitioner for Stockwood, the notice board was finally erected in October 2019 on a patch of grass further down towards Sturminster Road near the only shops at Craydon/Sturminster Road.

Figure 7: Plans for the notice board



Figure 8: Views of the completed notice board and the acknowledgement of the designers, makers, and supporters. The reverse of the board has a chalk board for people to write on and a space to display leaflets under a Perspex cover.



GSG TASTER AFTERNOON

In October 2018 the GSG also had a stall at a taster afternoon run by St Monica Trust.

The taster day gave the GSG members running the stall an opportunity to talk and reminisce with people as well as ask them about their views on living in Stockwood. People enjoyed talking about the 'old days' of Stockwood's community carnival and how many years they had been living in the area. The Stockwood Carnival was a very popular annual event in the 1970s/1980s when various roads decorated a lorry and residents paraded through the streets in costume, followed by sports and celebrations at the BS14 Club.

The GSG members asked attendees of the taster day to fill out a simple questionnaire and 23 people out of 55 answered. The questionnaire asked where people shopped for groceries, and the answer was usually the local Co-op followed by the large Tesco store

at Brislington. Other questions included how they found out about local information and how easy they found travelling to and from Stockwood. Approximately 70 people came along to this event and eight names were put forward as people interested in joining GSG.

Also in October 2018, the GSG and members of FOSOS arranged the annual apple pressing at Stockwood shops. Apples were picked by members from Stockwood's community orchard, which is situated in the wildlife area. One of the members possesses an old fashioned wooden apple press. The apples were picked, taken to the shops in containers, and members of the GSG cut them up in full view of the shoppers. The cut-up apples were put into the press and the handle was turned and the resulting juice filtered through a strainer bag to produce pure drinkable fresh apple juice. The apple juice was bottled in sterilised bottles and given away to the shoppers. Members of the GSG also put some juice in paper cups for people to taste. The local

Co-op said that if they were given three week's notice for events in future they would be willing to volunteer their staff to help. The proprietor of the barbershop was also supportive and offered coffee and the use of toilets to the GSG. The local barber also offered to put Christmas lights on the trees at the shops in December to brighten up the area. The children were especially fascinated to see how apple juice was made and they liked the taste. They also enjoyed helping to turn the handle of the apple press. This was a free community event and the apple juice was given away, but members of the public donated £60.

At a GSG meeting in October 2018, the Bristol City Council Community Development Practitioner for Stockwood was introduced to the group. She will be working in Stockwood two days a week and is particularly interested in libraries and how they can play a greater part in the community. On 22nd October 2018, some members of the GS Group met with the Community Development Practitioner from Bristol City Council and talked about the ABCD approach and the kind of questions they could ask the community. These included, "What do you like about Stockwood – what's great about it?" and "what do you enjoy doing?"

In December 2018 the GSG put on a "shindig" with mulled wine and mince pies and invited the community together with people who attended the public meeting held earlier in the year on the bid for the CIL money. The GSG said goodbye with flowers and gifts to the CDOP worker who was leaving to go on maternity leave at the end of the month.

Although there were many existing activities taking place in Stockwood, the CDOP worker set up some new activities which have been ongoing, for instance, the community picnic, the cooking club (October 2019 update: this has now closed) the allotment club, and the GSG.

The CDOP worker supported these groups and the community was sad to see her leave and wished her well. The CDOP worker was very popular and supportive to the community of Stockwood; she made relationships with many people and was accepted and liked by the community.

Figure 9: Apple pressing at Stockwood Shops
Source: <http://www.fosos.org.uk/>



CDOP INVOLVEMENT IN STOCKWOOD ACTIVITIES 2017 - DECEMBER 2018

Treefest December 2017

The door knocking by the CDOP worker in 2017 led to some older residents saying they were interested in crafting and they offered to run some intergenerational workshops in the run-up to Christmas. Some sessions were arranged at the Southern Links Children's Centre to create decorations for the Treefest festival at Bristol's St Mary Redcliffe Church. The decorations were eventually displayed in 'the square' at Stockwood shops.

Stockwood Growing Together - an ongoing activity

This popular activity is centred on growing vegetables. The land used is next to the nursery at the Children's Centre. The activity attracts older men and women and the produce grown is shared with the Children's Centre. The vegetables are cooked in the Cooking Club. Initially, a trip was organised by the CDOP worker to an allotment in East Bristol to gather ideas for the Stockwood project. Another organisation, Learning Communities, offered to put on a nine-week course to get the group going. The Stockwood project quickly came together and members committed themselves to get it going and a previously unused space became a garden with plenty of produce to share. A constitution was drawn up with the help of VOSCUR and a temporary bank account set up. The group meets weekly and once a month they share lunch.

Figure 10: Growing Together leaflet



Anti-social behaviour in Stockwood (May 2018)

In the area of LiveWest housing around one of Stockwood's roads, anti-social behaviour became a problem. Some of the older residents were worried about leaving their homes, particularly when it is dark because they were nervous about how this anti-social behaviour might impact on them and their homes. A couple of events were organised by the Stockwood CDOP worker with Avon & Somerset Police, Knightstone Housing (now LiveWest), and Grassroots Communities, to try and get the community talking. A LiveWest worker came along to a GSG meeting to ask whether the GSG would agree to support a bid for funding to help address the problem. The group willingly gave the LiveWest worker its support.

Stockwood community picnic

A community picnic was held at the Southern Links Children's Centre in June 2018 and proved to be very successful, despite the cold weather. Both younger and older people attended the event and the food provided was grown and cooked by the cooking and gardening groups set up by the CDOP worker. The GSG ran a stall advertising their presence and asked people to place a pin on a map of the area to show where they lived. Another community picnic was arranged for 2019.

Cooking Together

Following the community picnic, interest was shown by one of the gardeners in organising a cooking club for people to try recipes and eat together. A chef was employed and funded by the CDOP project for six weeks. The group continued to run after the six weeks and although not large this activity particularly appealed to men.

Figure 11: Community picnic leaflet



2019: A CHANGE OF CDOP WORKER

In January 2019 a new CDOP worker for Stockwood took over the role. The CR for Stockwood had concerns about how long it would take for the community to get to know and accept a new CDOP worker because the previous worker had been very popular. These fears proved unfounded. The new CDOP worker had the advantage of knowing some of the community because of previous employment as an adult learning tutor. The new CDOP worker had also been a founder member in setting up a community garden in the nearby area of Knowle. This prior experience was an advantage, and as a result, Stockwood's Growing Together group travelled to Knowle to see if there were any ideas they could bring back and use in the area.

Interview with CDOP worker - 29 January 2019

The CDOP worker considered the handover was very smooth. Her previous experience and connections eased her comfortably into the post, particularly when talking to people and organisations.

An appointment with the manager of Stockwood Medical Centre arranged by the CDOP worker led to information on activities initiated and supported by the CDOP worker being advertised on a big rolling screen in the central reception area. Leaflets were also left in the medical centre for people to read at home. At the time of writing, the CDOP worker has approximately a year of the BAB project left to make a difference and empower people. This potentially leaves little time to make that difference.

The CDOP worker sees a large part of her role as listening to people as well as signposting them if needed. One example of this was a visit to Bluebell Gardens, the older people's complex across the road from Stockwood shops. In a general conversation with the CDOP worker, a gentleman talked about how he used to make palm trees out of old plant pots. He was invited to the Growing Together group and was encouraged to come along and share his knowledge.

The CDOP worker was excited to think of all the opportunities to bring people together, but this takes a lot of organisation. Sometimes, she needs to step back and ensure as far as possible that what happens is sustainable beyond the life of the project. The CDOP worker considers making something sustainable requires starting small and gradually and organically getting bigger, rather than just fizzling out over time. There is only so much that can be achieved in a year and there is a need to be realistic and focus on things that can grow.

CDOP INVOLVEMENT AND SUPPORT OF STOCKWOOD ACTIVITIES FROM JANUARY 2019

Stockwood Newbies, Tea and Talk and Chatea

A member of the Growing Together group and a member of the GSG who was new to Stockwood were concerned about the difficulties people experience getting to know others in an area where many people have lived for decades. Therefore, with the support of the CDOP worker, a monthly social event called 'Newbies' was organised at Stockwood Library for people to get to know each other and find out information. A small number of people came along and the organisers subsequently merged with another group, Tea and Talk. This was an activity not run by the residents but by the CDOP worker and representatives

from other agencies and is under review. The Newbies subsequently merged with another group Chat-Tea Time and people can come along to the library every Monday and - specifically for Newbies - on the last Monday of the month.

Positivitea

The CDOP worker set up a group called 'Positivitea'. People meet each week in Stockwood Library just to chat and talk generally. On two occasions the CR visited this group and met a lady and her helper who came on two buses from Hartcliffe, South Bristol, to meet, chat and have a cup of tea. Another gentleman came from the fringes of Stockwood ward. He liked to get out every day and enjoyed meeting and chatting with people. Whilst it was hoped that the focus would be to share skills, support people in the community signpost, and make connections, it appears people just wanted to use this group as a drop-in, to chat and have a cup of tea in a safe and

Figure 12: Tea & Talk leaflet



comfortable environment. Drop-in groups such as Positivitea do not require people to sign-up to anything just to come along if and when they feel able.

The advantage of using the local library is that people can come and go when they please. The library is also situated at the local shops on the plateau, near the Medical Centre. If someone feels they would like a little company they can just drop in on an informal basis. The CR found that if a neighbour or an acquaintance came in to change their books, they could be offered a cup of tea and sit down and chat.

Repair Café

One of the younger members of the GSG who had lived in Stockwood for just a few years had previous experience of setting up a successful repair café in Bath. It was thought something similar might be beneficial to Stockwood

residents, and a meeting of the GSG was called to discuss the matter and discern whether there was enough support for such a project. A leaflet was produced asking interested volunteers with various kinds of expertise to come along to a meeting. The basis of a repair café is for people to bring their broken things and volunteer repairers fix them. It was hoped to appeal not only to those people who wanted to have their things fixed, but also those wanting to avoid landfill, save money, and make connections with people. The launch event was organised in late April and a second meeting took place on the 25th May. A Facebook page has been set up and the event was reported in the "Week In" free newspaper.⁸

Cook and Chat for the over 55s

This is a recent activity from a different BAB-funded project, Bristol Meets the World. Although not directly related to the CDOP worker, she is likely to give support if needed.

Figure 13: Cook and Chat leaflet



Footnotes

⁸: <https://www.facebook.com/StockwoodRepairCafe>

Library Engagement Project

Bristol Libraries held events across the City of Bristol to discuss how people wanted to use their local library and library buildings. Ideas were wanted to fund six to eight creative and innovative projects. Stockwood Library was placed in a group of four South Bristol libraries. The library service required people from the local communities to attend two half-day sessions. £1,000 was offered to publicise the events and provide a facilitator. A GSG member offered to be the facilitator and members of the group agreed to take posters and cards advertising the event to local shops, community groups, faith groups, sports facilities, pin on notice boards, and generally help with the publicity. Social media was used to advertise, as well as community associations and local pubs. This project was completed by the GSG successfully.

Figure 14: Stockwood Library

Source: Christine Crabbe, November 2019



WORKING WITH OTHER ORGANISATIONS

In an interview dated 29th January 2019 with the CDOP worker, the CR asked the question: What do you see are the similarities and differences between your role and:

- a. The Stockwood Community Development Practitioner, Bristol City Council.
- b. The CASS (Community Access Support Services) Networker, South Bristol.

The CDOP worker answered:

» *"Working with the Cass Networker for South Bristol, I see as a great asset to my role. She has many connections with the people. She is willing to help and share. The Development Practitioner I see her role as addressing many things within the community with all ages and issues and concerns raised within the community. The role is engaging people and connecting people to make things happen but my role is slightly different. I am working with the community; my focus is for anyone over the age of 50 and trying to make things sustainable to benefit older people. It is good to be working together with the workers at Stockwood because there may be times when I am not able to be at one of the groups I have set up and I can say to one of the other workers can you cover for me. Therefore, between us all, we can share and benefit. I see it that we all work together for the benefit of the community and although each of us focuses on our particular roles we can all work together."*

The CR has met the Bristol City Council's Community Development Practitioner and the CASS Networker at meetings and events and considers they are an asset to the community and they work alongside the CDOP worker for the benefit of the community.

Stockwood seems to be receiving more attention recently from Bristol City Council and other institutions (November 2019), partly because of the high numbers of older people living in the area and partly because the word is getting out that Stockwood has an active community group (the GSG).

COMMON MEASUREMENT FRAMEWORK (CMF)

The CDOP worker commented on 27 November 2018 that the people who are regularly involved in groups were very good at completing the BAB evaluation CMF forms. Nevertheless, the forms are not always suitable because they are not appropriate for the types of projects often undertaken, which makes it difficult to complete them. For example, one person refused to complete the form and handed it back because it was felt the questions were too personal. The forms also negate what it hopes to achieve in encouraging people to set up projects for themselves. Having a registration for the service provided seems at odds with what the asset based approach is trying to do.

CHALLENGES

On 27th November 2018, the CDOP worker highlighted some potential challenges for the project in the future. She senses that as many people have lived in Stockwood for a long time and families are moving into the area with no Stockwood connections, the community could breakdown. This might be the case if the newer families are working families and are working during the day and close their doors at night. In that case, the area could then become more of an impersonal big city suburb rather than a community.

The difficulty with projects to reduce isolation and loneliness is finding socially isolated lonely people. Not only are they hard to find, but the reason they are socially isolated will sometimes be a barrier to them getting involved in activities. The key is often to raise awareness amongst the whole community to help, befriend, and bring a neighbour along to activities so it expands. Transport is an issue for those without a car or those who can no longer drive. Even walking small distances can prove a problem for people whose homes are on a steep rise. For such people walking to the nearest bus stop presents a big challenge. Whilst a regular reliable bus service would help there needs to be assistance for those whose homes are high up.

Concerns about the GSG and its long-term future

Some members of the GSG considered there was a danger that the many projects the group has become involved in might be too much for a fairly new and inexperienced group to manage. Emails were sent around the group to discuss this concern. Members were worried

that too much was being attempted too quickly and the group might wear themselves out and, therefore, cease to be effective.

Examples of suggested projects for the GSG to be involved in (early 2019) are:

- ▶ Inaugural founding meeting
- ▶ Site of the notice board
- ▶ Setting up "Subgroups" (these are subject interest sub-groups such as transport and environmental issues that people want to be involved in)
- ▶ Expenditure of CIL money
- ▶ Library "engagement" project
- ▶ New road scheme
- ▶ A possible session with Mayor Marvin Rees

Members began to feel the group should try and make sure their activities are manageable and not try to attempt too much too soon. In addition, the group needs to ensure that people are looking after themselves, as a group and individually. Some members began to feel pressurised and some became unwell.

In an interview with the CR, the CDOP worker posed some questions about the GSG. For example, how can groups manage their long-term goals? Is the GSG trying to run before it can walk? The CDOP worker considered that the group needed a clearer definition of its roles and boundaries, as well as an audit of the abilities of the group and the time that members were willing or prepared able to give. If the group was not clear on its mission, aims

and objectives then time and effort may be wasted and people could be drawn into worthy projects that do not fit what the group wants to achieve. It is important to be clear on the group's priorities and the things they want to concentrate on.

The chairperson of the GSG resigned - partly due to time pressure and health - although remains an active member. There were also those in the group who had firm ideas of what they wanted to achieve and the way it should be accomplished. People had different views of what the priorities of the group should be and some were unsure about setting any priorities, thus the danger was in taking on too much without stopping to think and consider the outcomes, and as a consequence achieving little.

There is a divide in Stockwood between the more prosperous part and the more deprived part of Stockwood ward and some people may think they do not ever come together. However, some issues affect the whole ward regardless of which part of Stockwood people live in. For instance, the local church hosted two well-attended public meetings concerning the proposed new road in which the Member of Parliament for South-East Bristol, Kerry McCarthy attended.

There are many issues that the GSG could potentially prioritise in addition to those outlined in this report. For those living on the plateau and Sturminster Road, the managing director of First Bus visited Stockwood to discuss the unreliability of the bus service and a consultation about the bus service is currently (June 2019) taking place.⁹ Concerns were also raised whether Bath & North East Somerset

residents using Stockwood's Medical Centre would lead to longer waiting times to see a GP and the burden that might be placed on Stockwood's already over-subscribed primary schools due to an influx of new people to the area.¹⁰ Other issues to consider are the poor repair of the shops and the car parking at the rear. All these issues are important, but the dilemma for the GSG is which issues the group should make a priority. Therefore, to help the GSG prioritise the CDOP worker set up a 'Grow Your Group' course and organised a tutor.

Footnotes

9: Not enough improvement was made and another public meeting was arranged on 14th November 2019 by the local councillor to meet with the managing director of First Bus to discuss the matter again.

10: Waiting times to see a GP in November 2019 have increased.

GROW YOUR GROUP

By attending this free six-week course it is hoped that the GSG will have:

- ▶ Established a name for the group or project
- ▶ Produced a mission statement, aims and objectives for the group
- ▶ Created a constitution (including core values/code of conduct)
- ▶ Identified a visual structure for the group
- ▶ Identified roles & responsibilities needed to manage and support the project
- ▶ Recognised skills & personal attributes that exist within the group
- ▶ Created a visual time-line to include short & long term goals

There will be an opportunity to explore further learning to help the group with the next stages of development. This could include looking at fundraising, marketing and recruiting new members. The GSG decided to have a temporary break and suspend all its meetings and attend the 'Grow Your Group' course. The course is perhaps a break for members to refresh themselves and think a little more deeply about the issues they wish to pursue.

What difference this course will make to the GSG and setting its priorities, and whether the group retains its enthusiasm for making its voice heard is a matter of speculation at the time of writing this report (June 2019). Whether the momentum of the GSG can be maintained after the temporary break is also speculation. A member has expressed a

concern to the CR that she is worried that the GSG will fizzle out. However, with the support of the CDOP worker, this may be a groundless concern. Only time will tell after the course is finished whether GSG members will continue to meet together regularly to discuss their concerns, take action, and will go ahead with the proposed formal public launch to which all interested residents will be invited.

UPDATE - INTERVIEW WITH CDOP WORKER 23RD OCTOBER 2019

The CR requested an update of some of the projects and activities from the CDOP worker.

The Growing Together group

This allotment project was described by the CDOP worker as "onwards and upwards." The project has generated a lot of interest from other organisations and groups in Bristol. The CDOP worker considered that the group is helping to put Stockwood "on the map" in the light of an award given by the Royal Horticultural Society for its commitment to land development and dedication. It is a popular activity and because of its popularity more volunteers are needed.

Figure 15: Growing Together Polytunnels.

Source: <https://www.facebook.com/Stockwood.Community/> accessed November 2019.



The Growing Together group would like to explore more community activities, but to do this extra volunteers are required. Currently, there are six core members. At the Stockwood community picnic a market stall selling chutneys, pickles and produce proved popular. A new apple press has been purchased. The group would like to try and get more local people involved and make food from their produce. Also, offering free tasters.

Seasonal events

The local Co-op has offered help for a Sparkler Event to be held in November. This is an all-age event which fits with the ABCD aspect of the CDOP worker's role in Stockwood. The Growing Together group is helping out with a pumpkin party by using some of its produce.

STAR project

This is a bereavement peer support group that is just beginning to get off the ground. It is set up to support people of all ages grieving a loss and it aims to offer a safe place for people to talk, be listened to, and hear from others who have experienced a similar kind of loss. There is no charge and it is run by local volunteers. The approach is supportive, soft, gentle, and low key. The first week no one came along, the second week two people came along and the group is now slowly growing. The CDOP worker will continue to co-ordinate this group as a local resident. The STAR project offers a space to talk so that people who “can’t talk at home can talk here.” In the future perhaps a men’s group might be possible.

Figure 16: STAR leaflet



Positivitea on tour

The CDOP worker is also aware of the difficulties people experience living in sheltered accommodation and is taking steps to address some of the problems. For example, a proposed project called 'Positivitea on Tour' is intended to be set up which will take coffee and chat to people living in older people's accommodation, thus reaching the less mobile and isolated.

ABCD

The CDOP worker has been asked to help with training the trainers put on by Bristol City Council.

Greater Stockwood Group (GSG)

This group has taken a lot of the CDOP worker's time and energy. As mentioned previously there are people with different views and agendas, therefore, it can be difficult for different, strong and sometimes forceful personalities to work together. Currently, (November 2019) the GSG does not have a chair or secretary.

The CR expressed some concern to the CDOP worker that two members of the GSG were Labour Party councillor candidates who are running for election in May 2020. One candidate is from Stockwood and the other is from a neighbouring area. People are free to join the GSG holding whatever political persuasion or faith persuasion, or any other deeply held beliefs, but the GSG must clearly state that it does not support one political party or faith. The GSG is not a political group, but a community group and as such is outside politics, possibly it is best described as an alliance of people working together for their community.

To bring the GSG together and think about

its future an away day was arranged on 13th November at a nearby St Monica Trust housing complex in Keynsham. A facilitator was booked to help the GSG consider the way forward. Arrangements were made by the CDOP worker and the Bristol City Council Community Development Practitioner for Stockwood. The CR attended, and the group was asked to consider what the GSG is, what it is not, and the things that are currently uncertain. The group was also encouraged to think about a vision for the future and its objectives. The day was very enjoyable and group members were enabled to get to know each other and learn and think about the group in a relaxed atmosphere. A core group was established and members generally wanted to continue. It was agreed to look again at the constitution and terms of reference and having a dedicated permanent GSG bank account. The group will come together again in early January 2020.

Quiz Group

The CR attended a quiz afternoon in Stockwood organised by the St Monica Trust Stockwood Hub which works with an Advisory group made up of local people who help run a range of activities for the over 55s. The event was crowded and popular. Some of those participating were from a local bowling club at Brislington. The CR also spoke to a lady from Hengrove who on her own volition arranges holidays and invites the people she meets at social events such as the quiz to go on a group holiday. St Monica Trust produces a colourful booklet listing activities not only in Stockwood but also neighbouring areas of Hengrove and Knowle. The publicity produced by St Monica Trust is disseminated widely in places where people gather, as well as online. Some people attending the quiz were prepared to travel to a specific activity outside their area if it was an activity they were interested in. The quiz was very popular and probably attracted people

because it offered a nice sum in prize money for the winners. The next quiz, the Christmas Quiz, because of its popularity will be held at the Royal British Legion, Whitchurch, Somerset, a distance of about two miles from the usual venue at Stockwood.



Discussion >>

It is not unusual for people to be unaware that Stockwood is a Bristol suburb, that it is on the south side of the city, or to have never visited. For those that do know a little about Stockwood, it is often regarded as a backwater where nothing happens. Yet, many people have brought up their children in the area and happily continue to live there well into older age; indeed one of the reasons Stockwood was chosen as an area thought suitable for the appointment of a CDOP worker is because it is one of the largest ageing populations in the city.

This report is an account of a community on the cusp of change. In ten years time Stockwood will be very different from the place it is today as the older generation passes away, and there is a danger that some of Stockwood's rich history may be lost or obscured in the process. Stockwood is changing gradually and the slightly isolated community on a hill going nowhere will have to adapt, change and be flexible. Whilst this report is about a suburb on the outskirts of Bristol, what is happening in Stockwood is echoed throughout the UK where communities are facing change, residents are getting older, and are worried the 'old ways' - their history - and the place they know as home is breaking up. In those circumstances, isolation, loneliness and depression may increase and perhaps different and innovative ways to deal with these problems need to be sought and tested.

The CDOP project in Stockwood has demonstrated the importance of getting to know an area and its culture before community work can begin in earnest. This can be accomplished even before the appointment of a Community Development Worker by

commissioning older people as Community Researchers who know the area and requesting them to produce a mini asset map or survey. This can provide an accurate picture of the activities taking place, the people, their culture, their history, and who else is working in the locality. It can also help the Community Development Worker and the service provider to gain insight into the character of the area from the perspective of 'an insider'.

It is also essential to define the CDOP worker's geographic boundaries before an appointment is made. For example, will it include the whole of the political ward or target specific parts of it? Rather than spreading too thinly over the whole of the ward, it might be more productive to concentrate on a specific district or locality, thus enabling more in-depth work. It needs to be borne in mind that within a political ward districts may be very different and have their particular individual problems, traditions and history, as is clearly the case in Stockwood.

The findings of this report show that boundaries and the community people identify with can affect the activities people attend. For example, people who consider themselves to be living in Knowle might naturally look to Knowle first, whilst those who identify as living in Brislington might look to see what Brislington has to offer rather than the activities taking place in a nearby community they do not identify with. However, the findings of this report also indicate that people will travel to another area if they have a particular interest in an activity and they are sufficiently motivated. Thus, integrated publicity over a wide area advertising activities could attract those that have transport to take advantage of what is offered in other communities.

It is useful to consider how community development work overlaps with other agencies in the area, and how they might complement each other, and how information can be shared. In Stockwood, it is an asset to the community to have the Bristol City Council Community Development Practitioner for Stockwood and the CDOP worker working in the area. Information is shared and activities and projects benefit from the presence of these development workers. Stockwood also has a regular networking meeting where various agencies with an interest in Stockwood can come along to share ideas and information – something that has also greatly benefited community development work in the area.

Most activities in Stockwood take place on the plateau, usually in the Anglican Church Hall, the Free Church (Baptist) community rooms and the library. The Sturminster Community Association and Social Club and the New Stockwood Community Association provide activities for its members. Activities can only take place where there is a suitable venue and these can be at some distance from people who would like to take advantage of what is on offer and where activities are needed. Stockwood ward does not have a central hub or community centre from which to operate. This is particularly the case for the Wells Road side of Stockwood ward and the Sturminster Road and Brislington sides of the ward. Therefore, it may seem all activities are concentrated in one area whilst other areas are neglected and thus create resentment.

Libraries could make a good hub for activities. This is the most likely place to have a Stockwood hub, because it is situated next to the shops and just across the road from the medical centre and older people's sheltered housing accommodation. It is also a place where some people are in the habit of visiting to use computers, read newspapers and change

books. There is some land adjoining Stockwood library which could be used for this purpose if money was available to extend. A dedicated hub next to a library or within a library could be a positive feature that enhances the quality of life and reduces isolation and loneliness. Nevertheless, not all libraries - including Stockwood - have toilet facilities open for public use, and this may need to be addressed if libraries are to be used more fully for the benefit of the community.

It has been an asset to the community of Stockwood to have the CDOP worker operating from a base at the Southern Links Children's Centre. It brings older and younger members of the community together and is just a few minutes' drive from the shops and medical centre but approximately ten minutes' walk from a bus stop, which can be difficult for some residents. Using the Children's Centre for training, social events and the community picnic brings together parts of the community that would not necessarily have much contact with each other. To be able to meet and chat in an office privately as well as more generally in a public local coffee shop or library is an advantage and something to be recommended.

Public transport is an ongoing huge problem and the reliability of buses is of great concern. For people living in the Stockwood area and many areas of Bristol, it is difficult or sometimes impossible for some people to walk to a bus stop. Even after reaching the bus stop, it could mean a long wait for a bus with no shelter to protect from cold and rain. There is currently only one bus that travels to Stockwood; residents do not have a choice of buses. Once on a bus, for people using public transport who are visually impaired it is useful if the audio system that announces the next bus stop is working. Just alighting from a bus for some older people is not safe because kerbs are too low and need to be raised. Therefore,

many issues around public transport need to be considered, not just the frequency of buses to make public transport safe, comfortable and more user friendly for older people. Further, to attend activities across the city is extremely difficult using public transport and two buses are often required to reach a destination a short distance away. Cross-city travel on public transport often entails long waits at bus stops.

The ABCD approach used in Stockwood appears to have been successful for people who are physically and mentally active and mobile. This approach may be difficult for some older members of the community to grasp initially, and people who are less mobile might prefer to have services provided for them, therefore a flexible approach is needed to cater for different needs.

The CDOP worker has spent a great deal of time and effort to sustain and support the GSG. The value that the CDOP worker has given to the GSG is to provide support, engagement

and advice. Local people are interested in this group, but it needs a clear vision of where it is going with clearly defined objectives. It is important to decide this at the outset of the group, and also endeavour to make sure group members understand and are willing to adhere to its aims and objectives. People involved in a steering group may have their own agendas they wish to pursue that differ from the aims of the group. In Stockwood, it was not difficult to bring people together who were interested in forming a steering group, but it is a more difficult task to sustain the group over time. It can be difficult keeping together a group of people with differing views and various political interests. Members of the group may have strong personalities and making decisions can become fraught and stressful. The residents of the area may be watching the group and want to see results; otherwise, the group is at risk of not being taken seriously by the community.

For the GSG and other similar groups, some form of a written agreement by all members



saying that whilst they may have personal political affiliations, this is a community group and not a group to promote or be involved in any form of politics would be useful. Local councillors should be welcome to attend the group meetings and activities and from time to time they may be asked for information or advice, but the group is apolitical. Perhaps this should be explicitly stated in the constitution to make sure everyone is clear about this.

For a steering group to grow it needs to welcome people of different ages, interests, concerns and backgrounds. Yet bringing and keeping people together of different backgrounds and ages in a group is not an easy task.

» *"The Greater Stockwood Group, in order to further develop what they are trying to achieve in the community, small groups need to grow. There can't just be one group doing everything. There is a divide in Stockwood between the more affluent part and the more deprived part and some people may think they do not ever come together. However, the same issues are within the community regardless of which part of Stockwood you live. So it would be good to develop small groups and run them in different parts of Stockwood and more people come together."*

- Stockwood CDOP worker interview January 2019.

Groups like the GSG take a lot of commitment on the part of the development workers and leaders. It also takes time, not just to get a group off the ground, but also for members to become confident in making important decisions affecting the community. Finding volunteer community members who are prepared to dedicate their time to the group

and weather the storms that may occur over differences of opinion is perhaps another key to sustainability. This may entail training and the support of the whole community.

A community group will need a lot of support and it may take two, three, or more years before much progress can be made in terms of not only getting the voice of the community heard but seeing the results of its work. A steering community group perhaps should be seen as a long-term project, otherwise, when problems arise it will fall apart.

In Stockwood, a friends of a local playground group has been recently set up by parents, and this type of single objective group to improve the facilities of a playground seems easier to set up and sustain than a steering group who wants to serve the whole of the community and become involved in many of its issues.

As well as support, the CDOP worker has given the GSG practical help, such as minute-taking, printing and designing leaflets, publicising events and booking the Children's Centre for meetings. The CDOP worker is in a position to connect people and generally encourage them. The CDOP worker's presence has been helpful and useful in enabling and encouraging the voice of the community to be heard in decision-making and future planning. Stockwood did not need someone to organise lots of activities, but it needed support, encouragement, help and advice.

An area of anxiety is the relationship between alcohol and isolation and loneliness in older people, as well as mental health issues. This might be a particular concern for people living in older people's residences where the warden does not live in, or where people are struggling in their own homes. The CR has had conversations with older people who have had alcohol problems and has also been informed

by a few residents that this could be a problem for some people. The CR considers that some of the activities the CDOP worker has established are of benefit to people with mental health issues, particularly those where people are free to come and go and drop-in and out at will.

At the time of writing this report many of the activities the development worker set up in Stockwood are still ongoing. However, if an activity ceases it is not necessarily due to problems or having failed. It may be that an activity has just come to a natural end and the skills and expertise learned by participants will carry forward to another group and will be used differently.

This report gives some insight into the work of the CDOP worker from the perspective of a volunteer BAB CR. The CR has immersed herself in the community taking an ethnographic, participatory and observational approach to writing a report on the reduction of loneliness and isolation.

Conclusion >>

The report on Stockwood is significant because it dispels the myth of Stockwood as a backwater suburb of Bristol. It demonstrates that Stockwood is a vibrant community with a lively history that has serious concerns about the future and what might happen to the community that has been a part of many older residents' lives for many years. There are probably other similar urban areas around Bristol and throughout Britain, where people are concerned that the community in which they have been happily living is changing.

New insights and understandings of a working class urban estate of primarily semi-detached houses, both social and private, are discussed in the report. The report evaluates some of the measures taken by the CDOP worker to reduce loneliness and isolation in older people in an area that has one of the highest numbers of older people in Bristol and identifies some of the perceived strengths and weaknesses of the project. It has also endeavoured to throw a little light on what might constitute a meaningful community for older people.

The project in Stockwood has been extended until March 2020, but as the CDOP worker said in her interview with the CR, it is a short time to accomplish many of the things she would like, and there is a need to be realistic and focus on the things that can grow. The CDOP worker operates not only as a support for the community but a resource putting people in contact with each other and linking and connecting people. If wanted by the community the CDOP worker is in a position to set up learning sessions with a taster session first, so people can find out whether they are able and want to commit to it. The development work is community-led reflecting

the wishes of the people.

» *"It is exciting to think of all the opportunities to bring people together, but it does take a lot of organisation. I need to step back a little at times, because my job is to make what happens sustainable in the future, because it can't just be one person doing things. Often to make something sustainable starting off small and gradually organically getting bigger, rather than just fizzling out and whatever it is never happens again."*

- Stockwood CDOP worker interview January 2019.

It cannot be stated or quantified exactly how many people in total have benefitted from the CDOP project in Stockwood. It also cannot be measured exactly how much isolation and loneliness has been reduced as a result of the work, particularly as many activities operate on a drop-in basis. However, based on the CR's research and observations and anecdotal evidence it can be understood that the CDOP project has been beneficial to Stockwood and its community by bringing people together, supporting and engaging in activities and noticing and acting on the gaps such as the bereavement group, thus reducing loneliness and isolation. The challenge is how to find the many more people who would benefit and would wish to benefit, especially in such a large and spread out political ward as Stockwood.

Although not necessarily quantifiable, there are many examples of efforts to reduce loneliness and social isolation within the Stockwood community. For example, the worker from the



Stockwood housing association was concerned that antisocial behaviour was making older people afraid to leave their homes, therefore, she came to a GSG meeting and asked the group to support a bid to improve matters, the group readily agreed. Other examples include GSG members making their voices heard for a better bus service, the poor repair of the shops and the poor state of the shops' car park. All these issues make it difficult for older people to get out and about safely and socialise and if resolved make a difference to the quality of their lives.

A small example of the CDOP worker making a difference to just one person's life is the library drop-in Positivitea group, where a gentleman in his 80/90s is working on a storyboard of his life - an activity the CDOP worker suggested. This has had the effect of engaging the people around in conversations and enabled the gentleman to talk about his wife, occupation, holidays and happy days past.

MARCH 2020 AND THE COVID-19 CRISIS

In January 2020 it was agreed that the name of the GSG would be changed to the Greater Stockwood Alliance (GSA) as it was considered it portrays the impression of an inclusive community. This idea of inclusivity was incorporated into the group's new mission statement: "To build a strong, inclusive and welcoming community." The terms of reference and constitution were finalised and a map of community assets drawn up. A new logo was also adopted. The GSA considered they were now in a position to move forward with confidence. In February they met again and began making plans for future events. There was a new mood of optimism and excitement within the GSA as to their future. Throughout the struggles and difficulties encountered the CDOP worker and the Bristol City Council Community Development Practitioner worked together to support the GSA and in early March 2020 the GSA appeared sustainable and was

now in a good position to move forward.

However, when the Covid-19 lockdown occurred in March all plans, events and activities had to be cancelled and shelved indefinitely. Despite this, the GSA built upon what it had learnt through its many difficulties to respond extremely quickly to the crisis. A volunteer Stockwood Core Response Team (SCRT) was set up under the GSA umbrella and logo. The initiative for the SCRT came from the younger members of GSA and the CDOP worker because many older members of the GSA were self-isolating or shielding. A team of over 100 volunteers was recruited, and a “Here to Help” postcard bearing the logos of the GSA, Bristol City Council, Counterslip Food Bank and St Monica Trust was distributed to households throughout the Stockwood ward. The GSA group was assisted financially by Bristol City Council and the Quartet Community Foundation as well as using its own funds. A telephone befriending group was set up for people feeling isolated and lonely, and rapid progress was made in a short time. A dedicated

phone number and email address were also set up and a co-ordinator from the GSA group was appointed who contacted suitable volunteers who could help. The GSA worked closely with Stockwood’s institutions, for example, the medical centre, local Co-op, schools and pharmacies. Stockwood had a head-start on many communities in Bristol as the groundwork had been done before the crisis.

Since the easing of the lockdown, the GSA had a virtual meeting in June 2020 and agreed that it wanted to build upon the links and relationships made during the crisis. Currently, the GSA has plans for a food club and a desire to discover what the ‘outreach’ volunteers recruited during the pandemic would like to do in their community.

The CDOP worker built on the strengths that already existed in the community, particularly during the Covid-19 crisis. She worked with residents and institutions and when the pandemic occurred in the United Kingdom, Stockwood was well placed to respond and help its community.



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Appendices >>

APPENDIX 1

Interview 27th November 2018 with CDOP Worker at Southern Links Children's Centre

Can you tell me the date the CDOP project is due to finish?

The approach at Stockwood is ABCD intergenerational.

- a. How do you think this approach has helped in addressing social isolation and loneliness for older people?
- b. Do you consider using this approach has been successful?
- c. What examples can you give of using an intergenerational approach?
- d. Do you think that this might be something that might grow?

Do you consider there has been an increase in the number of older people who are able to contribute to their community through such mechanisms as volunteering, belonging to a forum, steering group or other activity?

This Greater Stockwood Group is going to be more important as time moves on because of the changes in housing and infrastructure proposed for the area. The Great Stockwood Group very much want to have their say in these matters in what happens because this will affect all in Stockwood. What has been the catalyst for getting people involved?

What do you consider your principal achievements and successes during your time in Stockwood and what has worked?

- a. Can you give any examples?
- b. Are there any people that stand out?
- c. What have you found the most challenging and what has not worked?

Does the layout/boundaries of Stockwood lend itself to bringing people together?

There are a number of groups already operating in Stockwood. How has your work at Stockwood added value to the activities already taking place?

How does your work (or your replacement) overlap or complement with other community workers in Stockwood?

Do you work or have worked with BAB Community Navigators?

Are you aware of the Community Kick-Start fund and if so do you know of any organization that would benefit from BAB Community Kick-Start funding of £2,000 in goods or services?

Have you found any difficulties in completion of the CMF forms?

What do you see as the priorities and difficulties for Stockwood in terms of identifying people who are lonely and isolated as the area changes and expands?

APPENDIX 2

Interview with Stockwood CDOP worker 29th January 2019 at Southern Links Children's Centre

1. Can you please tell me when your CDOP contract is due to finish?
2. What was your role before you took over from the previous CDOP worker?
3. Has the handover from been a smooth one?
4. The approach in Stockwood is ABCD intergenerational. In what ways do you think this approach could be applied?
5. What do you see are the similarities and differences between your role and other agencies working in the area?
6. There are a number of activity groups already operating in Stockwood. How do you consider your work will add value to the existing activities taking place?
7. Are there any ways you think the Greater Stockwood group could make a difference to the lives of the isolated and lonely in the area?
8. Similarly, the Allotment group. Are there any ways you think the Greater Stockwood group could make a difference to the lives of the isolated and lonely in the area?
9. What are your hopes and plans for Stockwood in terms of reducing loneliness and social isolation?

10. In what ways do you think your plans will make a difference to socially isolated and lonely people and what do you hope will be your biggest achievements?

11. What do you consider as the priorities and difficulties in terms of identifying people who are lonely and isolated and what do you consider will be your biggest challenges.

APPENDIX 3

Interview with CDOP worker for Stockwood 23rd October 2019 at Southern Links Children's Centre

1. An update on all your projects.
2. The projects you feel have made the most difference to reducing loneliness and isolation and why.
3. Is there anything you wish you have been able to do but couldn't perhaps due to time or resources?
4. Is there anything you would do differently?
5. What do you see as the future of the GSG?
6. Have any of the activities benefitted from the BAB Community Kick-Start fund?

