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Interim Report

Tottenham Thinking Space

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Summary of main points

The research for this interim report was conducted by an inter-disciplinary research team at the University of East London (UEL). Experienced researchers from the Centre for Geo-Information Studies, Psycho-Social Research Group and Centre for Social Justice and Change completed the research between March and May 2014.

As researchers with over 15 years of experience evaluating initiatives in disadvantaged areas of London, including Haringey, we note that it is unusual to find a project that is well-implemented at an early stage and has utilised a strong theoretical perspective to underpin and inform practice (see appendix A for theoretical perspective).

Overall we have found that TTS is:

- addressing local needs
- has been well received
- is implemented to a high standard
- showing early signs of achieving outcomes

Thus, we have found strong indications that TTS is a viable initiative.

And, based on our research findings, we believe that the potential of TTS to achieve sustained community outcomes can be realised once local residents are trained as facilitators and are supported to practice their skills.

Achieving outputs and objectives

The findings presented in the interim report indicate that TTS is achieving its four outputs and nine objectives (see appendix A for list of outputs and objectives). However, from this initial assessment it is not possible to document the extent to which they are being achieved.

Evidence of need

We created a typology of community stress and social isolation and found that Tottenham Green ward has multiple indicators of tensions. Thus, there are strong reasons for believing that the intentions of TTS are well-suited to address the high levels of community stress and social isolation identified in the area (see Appendix B).

Research participants identified that mental health issues associated with stress and anxiety are enduring and require ongoing and long term remedies.

Embedded into local networks

We found:

- Evidence of successful ongoing collaboration with a number of voluntary and statutory sector organisations;
- That these networks inform and encourage residents to attend Thinking Space and enable participants to access other community resources and services where appropriate.

Reaching out to and engaging with all communities

- The community development worker is successfully using multiple and innovative techniques to reach the fragmented communities, including: systemically 'walking the streets' and engaging those she meets in conversations; encouraging attendees to bring friends to meetings, and selecting highly accessible and high profile community venues as meeting places.
- Members from a range of ethnicities and ages have participated in the 45 meetings. There have been 281 attendances, an average of 6.2 people per 'Thinking Space'.
- At least 155 local people have experienced a 'Thinking Space' meeting and of these participants, at least 20 have attended several times and there is a core group of 13 regular attendees.
- The core group is ethnically diverse, drawn from across the age range and increasing over time. Members of this group have gained the confidence to take on organising roles to support the smooth running of TTS. Through this voluntary work they are gaining skills and further confidence.

Implementation

We have found clear indications that a robust and professional implementation strategy has been put in place. Thus,

- There is a strong core delivery team with regular team meetings and a consultant funded by the Tavistock and Portman NHS Trust who joins the core team to encourage them to reflect on how well they are working together and to assess the extent to which they are meeting their aims and objectives.
- Delivery team members are willing to learn from what works well and what does not work well; for example, they openly discuss the challenges of facilitating open meetings.
- As a consequence of this management and delivery structure the core delivery team routinely reflect on the therapeutic model that underpins the initiative and refine and adapt their understandings of how to improve practice to achieve outcomes.
- Participants are warmly welcomed to meetings. Drinks and biscuits are provided, and everyone is treated with dignity. Newcomers and returners are put at ease. These actions enable participants to relax, speak conversationally to each other and raise personal issues.
- Meetings are exceptionally well-facilitated and facilitators encourage all members of the group to speak freely on any theme relating to challenges or opportunities they experience.

We have found clear evidence that the principles upon which TTS is founded are working in practice, suggesting that this community therapy approach is informed by a strong theory of change. Thus,

Voicing concerns

Participants feel able to raise and discuss a plethora of personal and community concerns. These include loneliness, absent fathers, lack of social gathering spaces, post natal depression, domestic violence, healthy eating, and asking who will be benefit from developments in Tottenham.

- Of those who completed an evaluation sheet (31), 87% said that they felt able to voice their concerns.

Feeling listened to

Listening, hearing what others say, and understanding the perspective of others is challenging for participants. Nevertheless, the professional facilitation has enabled participants to develop these skills.

- Of those who completed an evaluation sheet (31), 81% said that they felt listened to.

Action plans

We found evidence of:

- Participants developing community-based solutions to the problems discussed.
- Members of the group are 'owning' plans for action.
- Plans emerging from group discussion are being implemented and participants are key to their implementation.
- Participants are developing supportive relationships within the group that are beginning to extend outside it.

Examples include:

- In response to experiences of loneliness and isolation, feelings of vulnerability, and wishing to have friends, all issues raised at open 'Talking Space' meetings, TTS staff have worked with participants to set up more specialist groups for example, a Fathers, Sons and Men's group, a Mums' Tea and Coffee mornings and a Women's Health and Well-being group.
- Participants act as volunteers and take responsibility for leafleting and publicising meetings, bringing food and taking notes.
- A grant application submitted in partnership with Holy Trinity Church to continue the Mums' Tea and Coffee mornings.
- Regular attendees having the confidence to take courses; for example, a herbal medicine and counselling course.

Challenges

Many implementation challenges will remain and require the delivery team to continue working with a high level of commitment and energy and to be responsive to new difficulties as they arise.

We suggest, on the basis of our findings, that the following issues may require additional attention:

- Completion of monitoring and evaluation forms by a higher proportion of TTS participants.
- How to work with the community development worker and participants to embed the initiative into the fabric of Tottenham communities.
- The Directorate of Public Health play a key role in facilitating joined up working between health projects and consider encouraging the introduction of TTS principles and practices into mainstream practice.

1. Introduction

1.1 Summary

The purpose of this report is to make an independent assessment of the initial implementation and development of Tottenham Thinking Space (TTS) by the Tavistock & Portman NHS Foundation Trust and to assess its longer term viability.

TTS pilots a community therapy model in the Tottenham area of the London Borough of Haringey with the intention of improving mental health and enabling and empowering communities. The background to the project and its objectives are summarised in appendix A.

The project is funded by the London Borough of Haringey Directorate of Public Health and was launched in the autumn of 2013. The first community meeting was held on 1st October at Tottenham Green Leisure Centre, N15.

1.2 The research for this report

The University of East London (UEL) was appointed jointly by Haringey Directorate of Public Health and the Tavistock & Portman NHS Trust to independently evaluate the Tottenham Thinking Space Project. To assist with the evaluation, the Tavistock & Portman NHS Trust funded UEL to assess the level of community stress in Tottenham.

This interim report was requested to provide an indication of progress made by the Project 6 months after it was launched. The research for this study took place between March and May 2014. Before the study commenced, ethical approval was gained from UEL Ethics Committee which adheres to professional standards and an equal opportunities policy. Data collected and collated includes:

- Evaluators' participant observation field notes from nine Thinking Space meetings (open meetings, mothers' tea and coffee mornings, fathers, sons and men's meeting, and women's health and well-being groups)
- Collation of project monitoring data
- Interviews with the core project team and volunteers (4)
- An analysis of project documentation
- The compilation of a stressed communities typology

1.3 Evidence of need

Data collated on social and economic indicators of stress suggest that TTS is working in an area with levels of stress and anxiety above the average for London (see Appendix B for method and maps of Tottenham Green ward). Further, the typology of stressed communities and social isolation suggests that TTS is being implemented in an area where tensions are likely to be high.

Ethnic, language and religious profiles show that there is no one dominant ethnic group, that many languages are spoken as a first language and Christians are the most common faith group but declining and Muslims are increasing, with enclaves of Muslim communities becoming apparent. In addition, many other faith groups exist in the area (see Appendix B). These data suggest that the Tottenham Green area is diverse and our findings from interviews and conversations observed during meetings have found that this diversity is described by residents as 'living in a fragmented community'.

The mapped indicators and typologies show areas and pockets of stress/tensions that may contribute to these experiences of fragmentation. Some groups are considered to be vulnerable due to their social isolation and marginalisation, for example, young mothers, new migrants, and travellers. Cuts in benefits, unstable employment with zero hour contracts contribute to increasing poverty and are problems that cause anxieties. Violence and the fear of violence are also thought to contribute to mental health problems within families and in public places. A higher than expected level of violence is identified in the mapping research (see Appendix B).

2. Evidence of TTS reaching out to and engaging with diverse communities

2.1 Embedding TTS into local networks

The TTS team has received consistent and positive support from meetings with project leads in the:

- Alcohol and Drugs Service (HAGA)
- Families First unit
- Healthy Schools Networks
- Park Lane Children's Centre

The community development worker's monitoring reports record over sixty face to face meetings and she has established firm links with the Selby Centre's Community Development Outreach Team, Marcus Garvey Library, the Wellside's Community Development Worker at Holy Trinity Church on Tottenham Green, Park Lane Children's Centre, Haringey Irish Centre, Coombes Croft Library and St Paul's Church, Tottenham.

These networking activities have enabled TTS to overcome some of the hostilities towards the project. After years of experiencing new initiative after new initiative and 'hit and run' projects which promise a lot, do not deliver and then disappear, local people and community organisations have an understandable hostility and cynicism toward any new initiative.

As TTS becomes established more and more participants are disclosing complex personal and family problems, and personal contacts within agencies enables TTS staff to link some participants to services where appropriate, despite a climate in which many organisations have virtually no capacity to respond to new clients. Furthermore, members of relevant

agencies and voluntary sector groups have participated in TTS meetings and are able to recommend the project to existing clients.

The outreach work has made a promising start and it will take time to extend the networks further and engage with informal grassroots community groups as well as with health services.

2.2 Engaging local people

The community development worker has made considerable efforts to reach out to local people through a process of systematically 'walking the streets' and engaging those she meets in conversations. She is now supported by a volunteer and to date they have concentrated on N17 which is probably the most difficult area in which to engage people. Nevertheless, attendance data between October 2013 and March 2014 shows that, of those who gave a postcode (149 people) 48% were from N17 compared to 36% living in N15.

The importance of engaging people through word-of-mouth has also been emphasised and we have observed previous attendees bringing friends to meetings. We have also found that faith groups talk about TTS to its members.

Leaflets are routinely distributed at meetings, are distributed by participants and left at venues such as libraries and leisure centres. Press releases and advertisements have also been used. There is now a webpage and Tottenham Thinking Space appears on a variety of social media.

Venues for meetings have been selected for their accessibility, high profile and high levels of usage by local people. Tottenham Green Leisure Centre is the most frequently used venue and The Wellside and Coombes Croft Library are also used. Due to high turnover of senior staff at Tottenham Green Leisure Centre as well as renovations it has been difficult to hold meetings in the same room, without interruptions and to find a warm and more intimate space. To encourage attendance the delivery team have also 'experimented' with different times for 'Talking Space' meetings. Meetings with women are now held during the day.

These methods of engagement have attracted mostly women; between October 2013 and March 2014 almost two-thirds of attendees (65%) were women.¹ It seems reasonable to expect that fewer men than women might attend and the introduction of a fathers and sons group at the beginning of March may increase the participation of men.

¹ Note that this percentage has been calculated using available data that has post codes and gender recorded. This is different from data used below which is attendance data and will include counting repeat attendees each time they attend a meeting. The significantly higher percentage of women may in part reflect the willingness of women to complete forms, compared to men.

In a fragmented community where there are tensions and indications of social isolation engaging local people in new initiatives is likely to take a lot of time, effort and patience. The data suggest that TTS core delivery staff have made significant progress and importantly, as shown below, are engaging with diverse ethnic and cultural groups.

2.3 Demographic output 01/10/13 - 29/04/14²

In six months of running thinking space 45 meetings have been held with an average of 6.2 attendees a meeting. Many different ethnic groups have participated including African, Asians, Black Caribbean and White UK, as well as white Europeans. Most attendees are adults, and typically between 26 and 39 years old but inter-generational attendees form a notable group and we have observed that these conversations can be rich and engaging for attendees.

Total numbers of meetings held	Total number of attendances	Gender		Ethnicity		Age range of participants	
		F	M				
45	281	168	102	African	49	26-39	115
				Asian	20	40-49	51
				Blk.Carib	50	50-59	27
				White UK	45	60-69	28
				White Other	77	Unknown	41
				Unknown	25		

2.4 Rates of attendance of individuals 01/10/13 – 29/04/14

Using only the completed postcode data supplied on participant monitoring sheets, it is possible to track individual attendees and their pattern of attendance. We have observed that it takes prompting and effort to get people to ‘sign in’, although the sheet is at the door and presented personally in a reassuring way; additionally, individuals do not always record their postcode, making it harder to track them. The figure below can therefore be assumed to under-represent the number of people who have attended. A total of 155 people have been identified.

Attended one meeting	Attended two meetings	Attended three or more meetings (intermittently)	Attending regularly
121	12	9	13

² All participants complete the registration form for each meeting.

By tracking individual attendees by postcode it is possible to conclude that people who come back to Thinking Space have an intermittent pattern of attendance. This pattern of behaviour is consistent with expectations; residents may find it difficult to attend regularly, they may experience 'crises' in confidence and be unsure about talking in a group setting, and they may feel that Thinking Space does not 'fit' with their needs.

Whilst some individuals may find one visit to a 'Thinking Space' meeting rewarding and inspiring in terms of impact (and there is some evidence from qualitative responses on evaluation sheets that this is so – see below), others may need to come regularly for the experience to have an empowering effect. Securing more regular attendees is likely to take time and at the moment, it is too early to make a sound assessment as to how quickly numbers will build. Nevertheless, there is some evidence that a small 'core group' of attendees is becoming established and that they are likely to increase.

2.5 The core group – attending regularly

Over the life time of the initiative a 'core group' of regular attendees has developed at the heart of the project. At the time of the research the 'core group' had grown to include 8 women and five men. Ethnically, four of the participants are Black Caribbean, two are African, two are Asian, five are White Other (Turkish, French, Irish and Irish traveller) and one is White UK. Six of the participants are aged 26 – 39 years, six are aged 50 - 59 years and two are aged 60 – 69 years. Four of the core group are resident in N17, four are resident in N15, one in N22 and one in EN3. The other three live out of the borough but formerly lived in the Tottenham area and / or work there. Two of the group have formally become volunteers for the project and one other is an informal volunteer.

3.Evidence of robust implementation of the community therapy model, and indications of positive outcomes

“There is a need to develop recognisable, regular forums or spaces where people can have their say and communicate between themselves, and to use a range of means to speak to people and *reach out*”

Tottenham Community Panel 2012 Report, 'After the Riots' (our italics)

TTS differs from ordinary community meetings in its use of a community therapy model.³ The intention is to both empower at the community level, and improve mental health and a sense of well-being at the individual level. The model therefore aims to 'reach out' but also to encourage individuals to 'reach inside' themselves and experience a process of change.

³ We have observed the project team clarifying that TTS is not a therapy group but a space where residents can listen to each other sharing their thoughts about their experiences of living in Tottenham.

“...people who are struggling with the problems they face in everyday life, and whose personal resilience and well-being may be at risk need to feel that they have been listened to and empowered to effect change *from the inside out*”

Borg, 2004, ‘Avalon Gardens’ post-1992 riots Therapeutic Community Project

For these reasons the meetings themselves, how they are run and facilitated and subsequent actions are fundamental for understanding how TTS works and how effectively it is being implemented. These key implementation processes are described in this section.

3.1 The creation of a relaxing, open, and democratic space

Participants are warmly welcomed, drinks and biscuits provided, and everyone is treated with dignity. Newcomers and returners are put at ease. These actions enable participants to relax, speak conversationally to each other and raise personal issues. We have witnessed individuals expressing feelings of anger, rejection and humiliation in a safe environment.

The facilitation is non-judgemental. Individuals are gently challenged where the speaker repeatedly blames others for their situation and seems reluctant to take responsibility for their own actions. Facilitators respond fairly where there is disagreement amongst participants and make every effort to include all attendees.

This professional facilitation can be explained by how the core delivery team work together. Regular team meetings are held, and once a month a consultant funded by the Tavistock and Portman NHS Trust joins the core team to encourage them to reflect on how well they are working together and to assess the extent to which they are meeting their aims and objectives.

Team members are willing to learn from what works well and what does not work so well; for example, they openly discuss the challenges of facilitating open meetings. They also reflect on the therapeutic model that underpins the initiative and refine their understandings of how to improve practice to achieve outcomes. For example, challenges associated with implementing a community therapy model in an area with fragmented communities that contrasts with places with much greater homogeneity and cohesion, where the model is successful; in Brazil, for example.

The team have drawn on additional resources available to them; for example, finding well-matched trainee staff and student social workers at the Tavistock to support meetings and run crèches.

3.2 Typical issues of concern

As a consequence of this professional facilitation many issues are raised and discussed at meetings and the main themes discussed reveal many different concerns and anxieties. The table below illustrates the main themes discussed in 'Thinking Space' meetings starting with those which are most frequently discussed:

<i>Loneliness and social isolation</i>
<i>The importance of intergenerational communication</i>
<i>Health and welfare of young people</i>
<i>Fathers , absent fathers and being a father (in fathers and sons' group)</i>
<i>Mums: A lack of social gathering spaces, affordable spaces, affordable child friendly spaces, postnatal depression</i>
<i>Need to make green spaces more attractive and 'owned' by the local community</i>
<i>Cross cultural communication and the acceptance of difference</i>
<i>Domestic violence (in women's groups)</i>
<i>Healthy eating</i>
<i>Who do you turn to when the system fails you?</i>
<i>Who will benefit from developments in Tottenham?</i>
<i>Making mistakes, making judgement and being judgemental</i>

3.3 Vignettes to illustrate concerns⁴

As participant observers, our field notes record a number of exchanges where conversation deepened over the course of the meeting, even though it was largely between 'strangers'. They provide further evidence of the professional facilitation of meetings we have observed.

⁴ Each vignette is based on fieldwork notes taken at one meeting. The type of meeting and dates have been omitted to maintain confidentiality.

Vignette 1: Finding common ground for discussion across many differences

The meeting was well-attended and included men and women and was ethnically diverse, with Black Caribbean, African, Asian, White UK and White Other men and women (Irish, Turkish, Jewish, French) present, from every age group, including under 26 yrs.

A film was shown featuring two women of different classes who were both victims of domestic violence – a GP and her pregnant patient. The film was in a minority ethnic language and the English voiceover failed to work – so a female member of that community who was present at the meeting translated aloud as we watched.

During the discussion afterwards, a man remarked, ‘Can I ask how you ladies feel about us men being present? Would you rather have your own space?’ Women commented that it was important for men to be present as DV involved the male and female relationship and having men there created a balance of views. Also DV could affect them too, particularly as boy children.

Later the same man wondered how far equality could be achieved between men and women and suggested that in all honesty many men did not want to give up their privileges and the desire to be in charge and have a sense of ownership of women. The discussion that followed centred on why women did not leave – how powerless were they? The many practical and psychological and cultural factors preventing different groups of women leaving were discussed, as well as the times when women were most vulnerable. Women’s responsibility for children came up repeatedly.

One woman suggested that men might use force to cover up a dependency on their partner. Another felt that when one woman left, another soon replaced her.

Vignette 2: What is ‘Thinking Space’ for? Is it ‘just talk’?

Thinking Space meeting

A woman came in half way through. ‘I’ve just come to tell you I’m not coming any more. I can’t see the point. We just talk...I am not sure what it is for so...I’m just on my way upstairs anyway.’ The woman was encouraged by a couple of group members to sit down just for a minute. She reiterated that she couldn’t see the point, and anyway, the time was not convenient, she couldn’t come every week, and couldn’t come at half past six.

Frank commented that he was sorry to hear that she did not want to come any more.

People would always be pleased to see her whatever time she came and whenever she felt like coming. He asked her to say a bit more about not being able to see the point of talking.

The woman said she did not realise she could come when she wanted and asked half jokingly if Frank would not be angry at her not coming every week?

There was laughter and she spoke a little more about just talking and there being no action.

Another man present said, ‘Sister, can I just invite you to stay with the process a little?

Please, stay with it. I know exactly what you mean when you say it’s all talk. I felt very impatient the first few meetings, thinking, ‘what *is* this?’ But you know, we speak very freely here, and this is unusual. There is a process at work here. I am very curious about it. So please, just give it a chance. ”

The woman did stay and has been returning to subsequent meetings.

***Vignette 3: 'Therapy' is not for us – talking about mental health issues without labelling
Thinking Space meeting***

A young woman spoke about wanting to find a way to let go of her anger with her family. It was time. 'We grew up watching our parents fight. The way my family relate to each other is horrible, you would be shocked. I don't trust my mother, and she's a different generation from me. The next generation doesn't have to follow suit. I feel very angry with my mother and my sister...but people in some ethnic minority communities would never consider therapy! You know, 'it's not for us'. A year ago I would not have admitted anything was wrong, but I think counselling might help me.'

Someone said that the speaker was always helping others, but the helper needs help also. A young man commented that he grew up in a particular environment and he 'went to the bad side'. But now he stays straight and focussed, going to college, youth clubs, staying with people who are helping to build each other up. 'Sometimes in some families they hardly ever sit and talk – that hardly ever happens. But it is an opportunity to learn. I was so judgemental before coming here, you know, this is not the way Tottenham works! I know what my types of people are and what they are about. But bring the community together, and learn.'

Vignette 4: Different sides to motherhood

This meeting was attended by sixteen people, in addition to the project team and childcare volunteers. Re-designed posters were outside and in the library, advertising the Tea and Coffee morning meeting. They had an attractive pink mosaic flower border. One of the participants had designed some cards and people asked her how she had done this. She explained and went on to show a range of cards she had designed. These had conventional pretty pictures of flowers and chocolates and stylish women but shocking captions with some of the darker facts about mothering – rates of postnatal depression, unfair dismissal, and domestic violence. Women looked at the cards and gradually spoke about some of the struggles associated with motherhood. One woman spoke about postnatal depression, how one could be hardly able to get out of bed and face the day and how quickly one could become socially isolated with a small child. Another spoke about not wanting to say if they had a problem – this is the borough in which Victoria Climbié and Baby P happened – people were afraid of having their baby taken away. Another spoke about how angry she was and how judgemental other women could be about 'complaining'. They projected their own anger onto you if you spoke up.

Half way through the meeting another woman suggested that she had an activity for the group – to write down some of the best things about being a mother on post-it 'thought bubbles'. Everyone could stick these onto a big poster – if they wanted to.

Women did complete bubbles and these expressed many positive feelings.

3.4 Feeling listened to

In addition to feeling able to raise their concerns the purpose of the thinking space meetings is to encourage participants to listen to each other and for them to talk directly with each other without relying on the facilitator to start and continue conversations.

We have observed that ‘having a conversation’ can be difficult for some participants who interrupt and who follow the previous speaker with a seemingly unrelated comment or story, suggesting that they are not engaging in a conversation. We have also observed, however, that the facilitators calmly and in a non-patronising way guide participants towards a conversation between themselves. The following comment from a participant captures the challenges and recognises the significance of listening:

“It took me a while to figure out what was different. The social dimension is there, but...It’s that, and more than that. It’s developing the capacity to really listen and actually speak and developing some self-knowledge...you are widening each other’s perspectives, learning about the importance of really listening. Loneliness and isolation is a big issue in this community.” (female)

An analysis of the evaluation sheets distributed at the end of each session shows that although only a small number have been completed, there are high rates of satisfaction; 87% felt able to voice their concerns and 81% felt listened to.

It is, of course, difficult to know how representative these experiences are given that only 40 people completed an evaluation sheet and 31 responded to the core questions. Some typical comments have been summarised to indicate what participants value from the meetings and are summarised in the table below.

Able to voice my concerns ⁵	Felt listened to	Any other comments?
27	25	<ul style="list-style-type: none"> • <i>The beginning of something really important for this community</i> • <i>Really good idea. Later start would be useful. Mr Davis an excellent speaker (motivational!) A brilliant space for fathers</i> • <i>Caring environment</i> • <i>I love it</i> • <i>It gives enough life experience concerning relationships</i> • <i>It’s helpful – let there be expansion</i> • <i>I am not sure about the life length of this group?</i> • <i>Encourage more women to come and more women to talk</i> • <i>Interesting and informative</i> • <i>I’m just happy I came along</i> • <i>I hope it goes further because it’s a very good meeting. Its good to talk</i> • <i>It will take time and many different approaches to be effective</i>

⁵ Only 31 sheets contained questions about voicing opinions and being listened to.

	<ul style="list-style-type: none"> • <i>Thank you for an interesting evening, I hope to come again. It feels like a challenging prospect, but exciting too!</i> • <i>Need more people, very good input from those who came. Having a topic or two to hook people would be good. The 'empty' space might intimidate people, encouraging only curious and confident people to come</i> • <i>An interesting combination of people!</i> • <i>Really interesting discussion and gave me inspiration to start my own project!</i> • <i>Good insightful meeting</i> • <i>Well, I did enjoy it and look forward to next week, and talk about ideas to make our community unite and be safe</i> • <i>Tie-in with local resources and current programmes would be ideal – to see as many ideas realised</i>
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3.5 Actions arising

We have found clear evidence that ideas for community action frequently arise from the group meetings and are taken seriously and recorded and followed up on. We have observed that members of groups are beginning to take ownership of the plans for action that are recorded and re-presented verbally to meetings and in hand-outs and mail shots to group members. One-to-one and small group dialogues are continuously being facilitated for individuals and clusters of individuals who are beginning to form supportive friendships and presenting and acting on ideas they want to take forward.

The following table gives some examples of action plans that have been implemented.

Emerging action plan reflecting the group's belief in their capacity to act and change their community	Participation in the implementation
<p><i>Eg.1 – Mums' Tea and Coffee mornings</i> In response to the discussions about fractured communities and members of vulnerable groups becoming lonely and needing friendship</p>	<p><i>Meetings held fortnightly from mid-December; 69 attendances</i> <i>Volunteer mums initially supported crèche</i> <i>Volunteer recruited to oversee</i> <i>Food and drink brought and shared</i> <i>Buddying beyond group</i> <i>Volunteer mum opens up and prepares</i> <i>Participants bring activities and themes to share (eg. Mother's Day activities)</i> <i>Petition to request more than one T and C morning a week</i> <i>Active development of partnership bid with Holy Trinity Church</i></p>

<p>Eg.2 – ‘Themed meetings’ in different locations; Fathers and Sons group</p> <p>In response to the discussions about many isolated men using the Marcus Garvey library as a free gathering space; in response to lack of spaces to meet and talk for fathers</p> <p>Eg.3 – Meetings in locations other than the Leisure Centre, day meetings</p>	<p><i>Link to library initiated by participant and meeting arranged there in January; ‘Fathers and Sons’ themed meeting in February; Fathers and Sons group running monthly, 23 attendances</i></p> <p><i>In addition to the Wellside Mums’ Group:</i></p> <ul style="list-style-type: none"> - <i>Themed meeting on ‘Women’s Mental Health’, Marcus Garvey Library, March, 11 attendees</i> - <i>Themed meeting on ‘Women’s Health and Well-being’, Coombes Croft Library, April, 10 attendees</i>
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In addition we have been informed of examples where individuals have been prompted to act as a result of ‘Thinking Space’ – contacting their MP about betting shops; contacting Newlon Housing Association on behalf of another participant; regularly visiting a mother who is afraid to leave the house; contacting the council about housing problems; requesting to volunteer.

Appendix A

Background, Community Therapy model, objectives, and expected outputs

Background

In 2012 the Communities and Victims Panel established after the August 2011 riots published a report presenting findings drawn from repeat visits to the worst-affected Haringey neighbourhoods. They reviewed data from face to face interviews, radio and TV interviews, public meetings, a Neighbourhood Survey of 1200 people in the local area and 340 written responses from local individuals.

The Panel concluded that neighbourhoods who had suffered during the riots were more pessimistic about their local areas. The Panel spoke about these neighbourhoods as 'challenged' communities and noted that the local people they spoke to did not feel '...engaged, informed or involved by public services in finding and delivering the solutions' (p.3). The report noted a 'disconnect' between individuals and their community, with 61% of the Panel's Neighbourhood Survey disagreeing with the idea that theirs was a close, tight knit community and 59% agreeing that members of the community did not treat each other with respect.

The Panel recommended that the various governmental and public sector bodies responsible for quality of life in such communities should focus more on community involvement and engagement, and opportunities for local people to meet face to face and find common ground at neighbourhood level. In particular, they stressed the value of volunteering: 'In addition to community cohesion benefits, community ownership empowers residents and ensures that there are more hands available to tackle shared concerns. The volunteers themselves enjoy making a difference and in some cases, the opportunity to study towards qualifications.' (p. 112)

The Tottenham Community Panel also consulted widely in the local area before publishing its findings in February 2012. It too recommended increasing civic responsibility and community leadership in building on Tottenham's strengths and overcoming its challenges. Specifically, it drew attention to the need to develop recognisable, regular forums or spaces where people could have their say and communicate between themselves, and the need to '...use a range of means to speak to people and reach out, including social media as well as paper-based and face to face communication' (p. 14).

Community Therapy model

The model chosen by the TTS project to 'reach out' to the community to increase more local participation and voluntary initiation of solutions is one based in community therapy (Barreto, 2011; Borg et al, 2001), underpinned by critical pedagogical, systemic and psychodynamic principles. This is significant because there are consequences attendant upon the model one chooses, conceptually and practically. The underpinnings of the model affect how the project is facilitated, what are thought to be key elements of its success and also, the difficulties anticipated and strategies put in place to overcome them.

Borg (2004) reports on the results of a community therapy project conducted in Avalon Gardens in South Central Los Angeles, following the 1992 riots there. The problems in the

community had much in common with the problems in Tottenham after the 2011 riots, although the community was less diverse on a range of measures (ethnicity, languages spoken, housing provision). Borg notes that workshops held in the first six months had helped Avalon Gardens residents to create small focus groups following through on particular self-defined community goals.

Borg identified 'increased interpersonal functioning' (p. 151) as key for residents and stressed the importance of people experiencing a sense of personal change rather than an imposed demand to change: "...people who are struggling with the problems they face in everyday life, and whose personal resilience and well-being may be at risk..." need to feel that they have been listened to and empowered to effect change "...from the inside out" (p. 149). This fits very well with the TTS project's intention to support participants in improving their ability to manage their own lives and to advocate for themselves and others; and in assisting with the development of self-understanding, relationships and skills that will help them to reduce self-defeating behaviours.

Borg also notes some problems that can be encountered by facilitators and members of community groups using a therapeutic orientation. These are problems that are brought into relief, rather than caused, by this approach. They include the tendency to keep to defensive internalised laws that limit interaction with other, different social groups, so as to decrease anxiety; competition and rivalry between different community groups; and hostility, futility and mistrust in chronically disadvantaged neighbourhoods. Borg notes of Avalon gardens: "They felt that they were being perpetually tantalized with the possibility of help, and then perpetually disappointed by the powerlessness of the agencies to actually *do* anything to change their circumstances" (p. 164).

Borg concludes that such projects need to be long term to succeed. Avalon Gardens "...was a four year process...supported by untold hours of human service..." (p. 171).

Objectives

TTS has the following nine objectives:

- 1.1.1 To provide a space where Tottenham residents can share and reflect on their difficulties and challenges and think together about what options they may wish to consider addressing problems.
- 1.1.2 The community begins to develop the capacity to collaborate and create their own self-defined solutions to their problems.
- 1.1.3 The community begins to develop solutions that will also be responsive to the varying needs of different individuals, families and communities within Tottenham.
- 1.1.4 The community develops improved capacity for dialogue and to work with tension and conflicting points of view.
- 1.1.5 The participants improve their capacities to manage their own lives and to advocate for themselves.
- 1.1.6 The participants develop self-understanding, relationships and skills that will help them to reduce self-defeating and destructive behaviours.
- 1.1.7 To develop a robust evidence base and evaluation method for the project.
- 1.1.8 To demonstrate the sustainability of the project, in terms of the longevity of the group.
- 1.1.9 The Community Development Worker develops the capacity to lead and facilitate with minimal supervision from practitioners.

Expected outputs for the first year

The following table summarises the programme logic and how the outputs reflect the activities of the project.

Table 1 Outputs

Project structure	Indicators	Verification
Outputs 1. Community or participants discuss challenges and opportunities relating to living in the community	Themes in the discussions reflect challenges Themes discussed in the group reflect pride and opportunities	Record keeping during the meeting
2. Participants develop community-based solution to the problems discussed	Ideas for community action arise from group meetings Members of the group own the design of the plan of action	An action plan for the implementation of an idea is drawn up by the group members and submitted as a proposal
3. Participants develop supportive relationships within the group	Group use others' experience to develop skills and capacities for self reliance Group members develop the capacity to reflect on each other's issues with respect	Transcripts of the sessions Focus groups with the participants
4. Participants use / develop the capacity to advocate for themselves	Action plans reflecting the group's belief in their capacity to act and change their community	Plan emerging from group discussion implemented Group participants participate in the implementation

Appendix B

Stressed neighbourhoods

The purpose of identifying stressed neighbourhoods is to assess if a community-led mental health initiative is working in a community where stress and tensions issues are likely to be present. Our initial analysis suggests that Tottenham Green ward meets these criteria.

Tottenham Green Ward as a 'stressed neighbourhood'

It is possible to combine a range of social indicators to identify 'stressed' localities. As part of the enhanced funding provided in March 2014 for a baseline study of the TTS evaluation, we gathered data on social, crime, health, and economic indicators to identify the levels of stress in relevant neighbourhoods in Haringey. The data we use are open source data mainly from Census, Office of National Statistics, Department of Community and Local Government, Metropolitan Police and Ordnance Survey.

Studies have identified different complex social realities in similar types of neighbourhoods, so that simply equating high levels of disadvantage with misery is too simplistic. Economic and socially disadvantaged areas can have high levels of fear and violence *and* be supportive and vibrant (see, for example, Sampson et al, 1997). Neighbourhoods can affect residents' everyday experiences of living in an area as well as their well-being, and the effects of locality can vary from 'feel good' feelings, to having a neutral or indifferent association with a neighbourhood, to neighbourhoods that create feelings of uncertainty and anxiety.

Figure 1 shows the ward boundaries of Haringey and the location of Tottenham Green ward.

Five indicators have been developed by UEL researchers to assess the level of stress in local communities. They are derived from possible cause / consequence perspectives of community stress using findings from previous research studies (see references below).

These five indicators are listed as follows:

- (1) Violent crimes
- (2) Mood and Anxiety
- (3) Over-crowded Households
- (4) Under-employment and Higher-qualification
- (5) Traditional families (where a woman is at home looking after three or more dependent children)

The above indicators are computed from available variables in multiple data sources. Techniques of data integrating, signed χ^2 statistic and normalisation are applied to enhance the reflectance and robustness of these indicators. The key consideration for each indicator is the extent to which it is above, equal to, or below national (or London) expectations. The greater the gap between expectations and observation, the greater the stress local communities may be experiencing.

Research on typology indicates that typology should reflect three key components: the degree of concentration (or dominance), the degree of assimilation (or mixture), and the degree of encapsulation (or isolation) (Peach, 1999; Poulsen et al 2001; Johnston et al, 2002). The computational typology used in this study was developed by UEL, which effectively integrates multiple variables and presents a realistic demographic landscape (Brimicombe, 2007; Vienna, Austrian Academy of Sciences). Eight categories of the minority community typology are listed as follows:

- (1) host: dominant
- (2) host: mild inclusion
- (3) host: strong inclusion
- (4) enclave: pluralist
- (5) enclave: focused
- (6) enclave: rainbow
- (7) enclave: polarised
- (8) enclave: concentrated

In this project, three principle typologies are developed which are ethnic typology, religion typology and language typology. With these typologies, enclaves of minority communities can be identified while changes of minority dominance / mixture can be mapped. As the small study area is only the Ward of Tottenham Green, it is not likely that all eight typological categories would be seen at the same time.

2. Indicators of Stressed Community

In general, the level of community stress is high at Tottenham Green, because the normalised indicators of stressed community are ranked high. Indicator of Over-crowded Households is above the national expectation across the whole Ward while it is well above the national expectation in most areas of the Ward. Therefore, Over-crowded Household is regarded as the major cause of community stress in the Ward. Indicator of Violent Crimes is above the London expectation in most areas of the Ward with pockets well above the London expectation. Violent Crime reflects the high community stress of Ward. Indicator of Under-employment is above the national expectation across the Ward whilst there are also a few pockets below the national expectation. Under-employment is another possible cause of community stress in the Ward. Indicator of Mood and Anxiety is higher than the national medium in large areas of Ward. It is possibly a sign of high community stress. Indicator of Traditional Families has a mix pattern and thus might be the cause of community stress at some parts of Tottenham Green.

❖ Violent Crimes

Geographic scale: LSOA (Lower Layer Super Output Area)

Time period: 2013

Statistical computing: signed χ^2 is calculated to represent the difference between local figure and London expectation. Values of χ^2 are then further normalised for Haringey.

Mapping: All LSOAs in Haringey are classified into three groups. LSOAs with **red** colour are 'well above London expectation'; LSOAs with **orange** colour are 'above London expectation'; LSOAs with **green** colour are 'below London expectation'.

Analysis: In Figure 2, violent crime is above London expectation in most areas of Tottenham Green (coloured by **red** or **orange**), except the east of Ward (coloured by **green**). In the north-west and south-west of Ward, violent crime is particularly serious (coloured by **red**). It might reflect the high level of local community stress in these neighbourhoods.

❖ Mood and Anxiety

Geographic scale: LSOA (Lower Layer Super Output Area)

Time period: 2010

Statistical computing: Nationally normalised. Covering issues of mood (affective), neurotic, stress-related and somatoform disorders.

Mapping: All LSOAs are ranked by quantile classification (5 classes, each class covers 20% LSOAs) for Haringey. LSOAs with **darker orange** colour are worse in Mood & Anxiety whilst LSOAs with **lighter orange** colour are better in Mood & Anxiety.

Analysis: Figure 3 shows that large areas of Tottenham Green have bad mood and anxiety which is higher than the national medium. Particularly, the south and east of the Ward has an even higher level of bad mood or anxiety (coloured by **darker orange**). This could be a sign of high local community stress.

❖ Over-crowded Households

Geographic scale: OA (Output Area)

Time: 2011

Statistical computing: signed χ^2 is calculated to represent the difference between local figure and national expectation. Values of χ^2 are then further normalised for Haringey.

Mapping: All OAs in Haringey are classified into three groups. OAs with **red** colour are 'well above national expectation'; OAs with **orange** colour are 'above national expectation'; OAs with **green** colour are 'below national expectation'.

Analysis: As illustrated in Figure 4, most areas of Tottenham Green are well above the national expectation of over-crowded household (coloured by **red**), except some pockets which are also above the national expectation (coloured by **orange**). No area of Tottenham Green is below the national expectation. It is clear that over-crowded household is a serious problem in Tottenham Green and could be the major cause of high local community stress.

❖ Under-employment and Higher-qualification

Geographic scale: OA (Output Area)

Time: 2011

Statistical computing: signed χ^2 is calculated to represent the difference between local figure and national expectation. Values of χ^2 are then further normalised for Haringey.

Under-employment covers people who are unemployed or have unskilled / low-income jobs while have qualifications for skilled jobs.

Mapping: All OAs in Haringey are classified into three groups. OAs with **red** colour are 'well above national expectation'; OAs with **orange** colour are 'above national expectation'; OAs with **green** colour are 'below national expectation'.

Analysis: In Figure 5, most areas of Tottenham Green are above the national expectation of under-employment (coloured by **orange**) whilst a few pockets are below the national

expectation (coloured by **green**). Under-employment widely spreads across the Ward of Tottenham Green and thus could be another cause of local community stress.

❖ Traditional Families

Geographic scale: OA (Output Area)

Time: 2011

Statistical computing: signed χ^2 is calculated to represent the difference between local figure and national expectation. Values of χ^2 are then further normalised for Haringey. This indicator covers Families in households with three or more Dependent Children, in which Females aged 16 to 74 are economically inactive and looking after home / family.

Mapping: All OAs in Haringey are classified into three groups. OAs with **red** colour are 'well above national expectation'; OAs with **orange** colour are 'above national expectation'; OAs with **green** colour are 'below national expectation'.

Analysis: It can be seen in Figure 6 that there is a mixed pattern in Tottenham Green where the indicator of traditional family is well above the national expectation at the north-west and north-east of Ward (coloured by **red**), above the national expectation at the east of Ward (coloured by **orange**) and below the national expectation at the middle of Ward (coloured by **green**). It is likely where there are traditional families their presence will contribute to a sense of stress in the community. It is also likely that some mothers will feel isolated.

3. Computational Typologies

Although Haringey Local Authority has developed the ward profile for Tottenham Green, some basic statistics has been presented here based on 2011 Census as a backdrop to our typological study.

Table 1. Ethnic profile of Tottenham Green, 2011

	White British	White Irish	White Other	Black Ca.	Black Af.	Asian Ind.	Asian Pak.	Asian Ban.	Chinese	Arab	Other
England	79.75%	0.98%	4.69%	1.11%	1.84%	2.63%	2.10%	0.82%	0.72%	0.42%	4.94%
Tottenham Green	19.31%	1.93%	25.97%	10.86%	13.81%	1.76%	0.66%	2.51%	1.60%	0.73%	20.86%

"Other" including mixed/multiple ethnic groups and any other ethnic group

Table 2. Religious profile of Tottenham Green, 2011

	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Else
England	59.38%	0.45%	1.52%	0.49%	5.02%	0.79%	2.10%
Tottenham Green	50.93%	1.43%	1.60%	0.58%	17.71%	0.12%	27.63%

"Else" including any other religion, no religion and religion not stated

Table 3. Language profile of Tottenham Green, 2011

	English	EU	Non-EU	Turk	Arab	WC-Asian	S-Asian	E-Asian	African	Other
England	92.05%	3.04%	0.27%	0.19%	0.30%	0.36%	2.51%	0.73%	0.47%	0.08%
Tottenham Green	60.76%	19.29%	1.34%	7.20%	0.71%	1.36%	2.32%	2.47%	4.53%	0.34%

"EU" including languages of EU countries; "Non-EU" including languages of Non-EU European countries

❖ Ethnic Typology

Geographic scale: OA (Output Area)

Time: 2001, 2011

Statistical computing: signed χ^2 is calculated to represent the difference between local figure and national expectation. Values of χ^2 are then further normalised for London. Eight typological categories are calculated and assigned to each OAs in London. Computational ethnic typology is then extracted for the Ward of Tottenham Green.

Analysis: According to the Ward profile, from 2001 to 2011, White British was further shrunken (decreased to 19.31%) while there was influx of White Other (increased to 25.97%). However, in our 2011 ethnical typology, there is no dominant ethnic minority community identified. In another words, the degree of residential segregation by the relevant minority groups is low. In 2011, there was a fairly even mix amongst the ethnical groups in the Ward of Tottenham Green, which was no different from 2001. Given such an ethnic typology where ethnic groups have a history of living in the same area, social tensions between different ethnic groups may expected to be low.

❖ Religious Typology

Geographic scale: OA (Output Area)

Time: 2001, 2011

Statistical computing: signed χ^2 is calculated to represent the difference between local figure and national expectation. Values of χ^2 are then further normalised for London. Eight typological categories are calculated and assigned to each OAs in London. Computational religious ethnical typology is then extracted for the Ward of Tottenham Green.

Analysis: According to the Ward profile, in 2011, Christian was the weak majority (50.93%) while Muslin was the largest minority (17.71%). In Figure 7 (2011 religious typology), Muslin minority communities are found across the Ward and are dominant (though not very strong) over the other religious minorities. It is also found that Christians are still the weak majority though below the national expectation for all OAs across the Ward. In Figure 8, there have been pockets of Muslin influx and pockets of Christian / no region influx from 2001 to 2011. Given such religious typology, Tottenham Green is possibly vulnerable to social tension between different religious groups. It is interesting to note that in the neighbouring ward of Seven Sisters there is a strongly concentrated Jewish Community (low-right of the map).

❖ Language Typology

Geographic scale: OA (Output Area)

Time: 2001, 2011

Statistical computing: signed χ^2 is calculated to represent the difference between local figure and national expectation. Values of χ^2 are then further normalised for London. Eight typological categories are calculated and assigned to each OAs in London. Computational language typology is then extracted for the Ward of Tottenham Green.

Analysis: According to the Ward profile, in 2011, English speakers were the majority (60.76%) while EU Languages speakers were the largest minority (19.29%). Figure 9 (2011 language typology) illustrates some scattered pockets in which EU Languages speakers are dominant (though not very strong) over other minority language speakers. It is also found that English speakers were still the weak majority though below the national expectation for most OAs across the Ward. In the rest of the OA few different languages speakers were fairly even mixed. Given such language typology, there are likely to be some people who feel isolated because of their language, and some may feel threatened by the scattered pockets of East European languages spoken on the streets.

4. Additional maps

Figure 10 shows the Ordnance Survey Master map of Tottenham Green, in which building can be recognized, however domestic building cannot be identified. There is only one small park can be seen in the Ward while a relative bigger park at north-west of Tottenham Green beyond the Ward boundary.

Figure 11 shows the area (square meter, thousand) of domestic building by OA in Tottenham Green. Spatial pattern of domestic building can thus be seen.

Figure 12 shows the count of claimants of Incapacity Benefit / Severe Disablement Allowance by LSOA, whose medical reason for eligibility to the claim is due to mental or behavioural disorder.

5. References

- Brimicombe, A. 2007 "Ethnicity, religion, and residential segregation in London: evidence from a computational typology of minority communities" *Environment and Planning B* 34: 884-904
- Johnston, R.; Forrest, J. and Poulsen, M. 2002 "Are there ethnic enclaves/ghettos in English cities?" *Urban Studies* 39: 591-618
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- Poulsen, M.; Johnston, R. and Forrest, J. 2001 "Intraurban ethnical enclaves: introducing a knowledge-based classification method" *Environment and Planning A* 33: 2071-2082
- Springer, M and Ramon Bauerthe, B. in press "Residential Patterns by Religion and Ethnicity in Vienna" in *The First Yearbook of International Religious Demography*

5. Maps

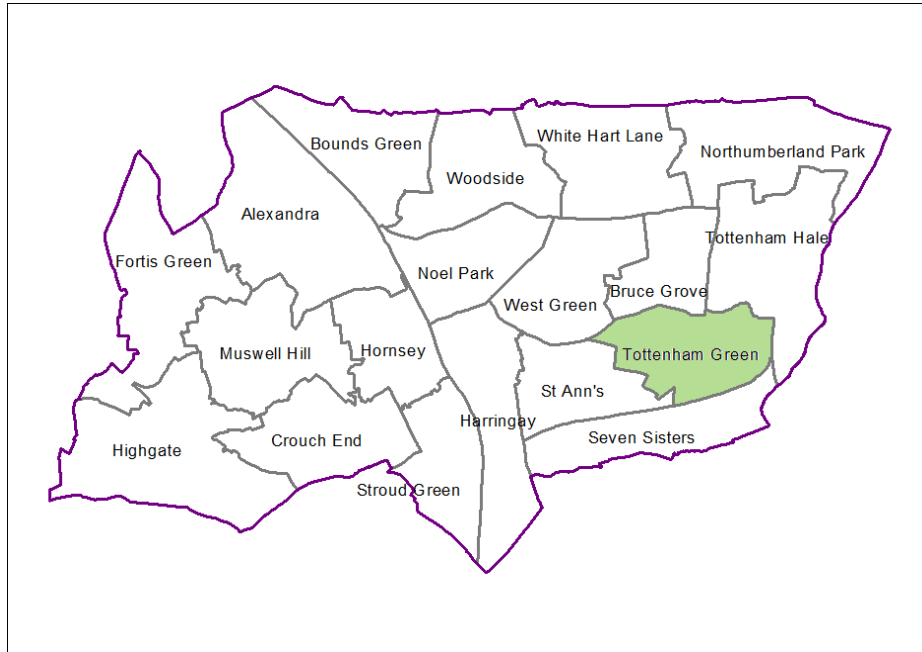


Figure 1 Ward boundaries for London Borough Haringey

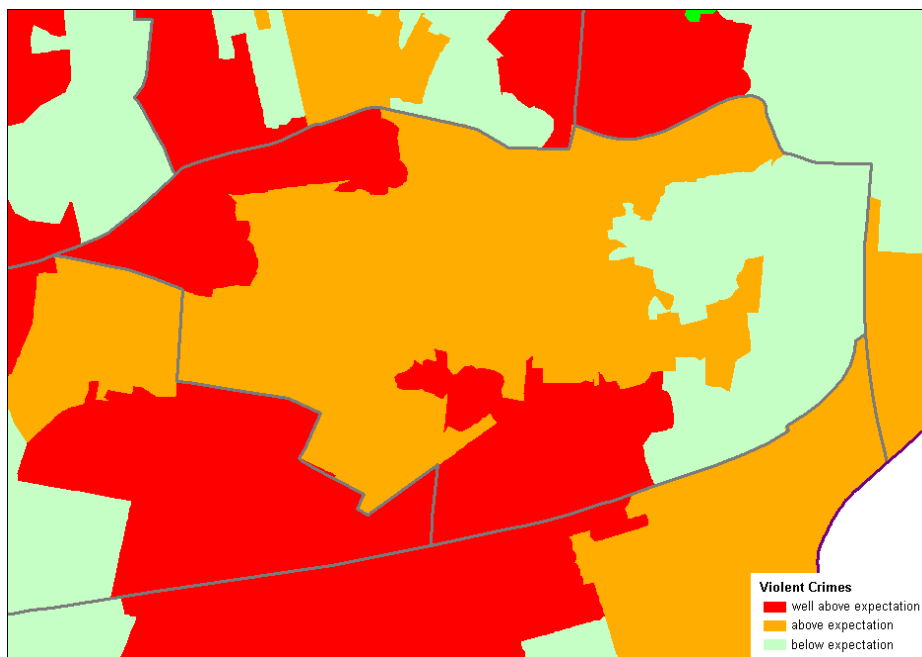


Figure 2 Violent crimes in Tottenham Green by LSOA, 2013

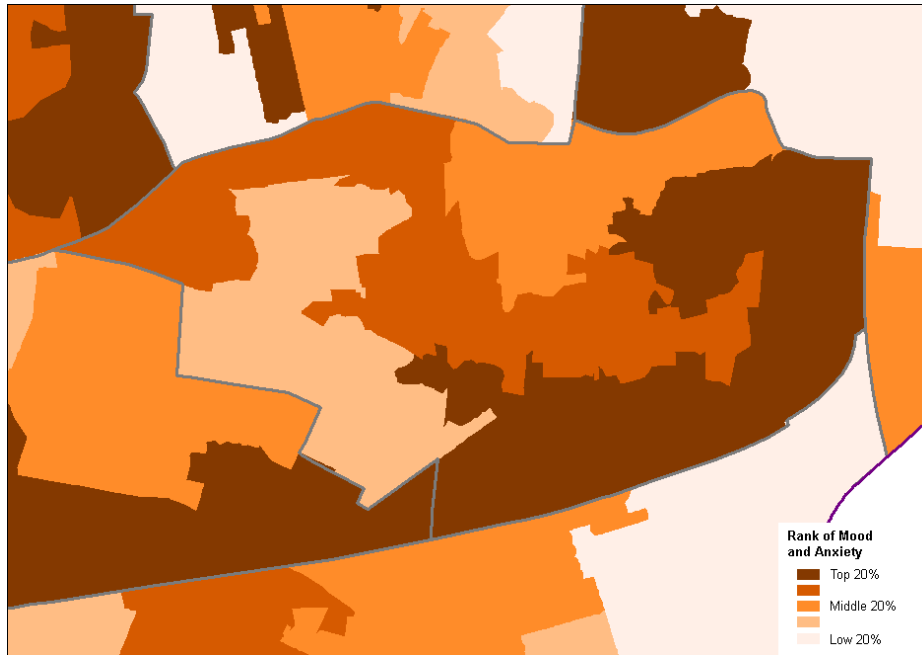


Figure 3 Rank of mood and anxiety in Tottenham Green by LSOA, 2010

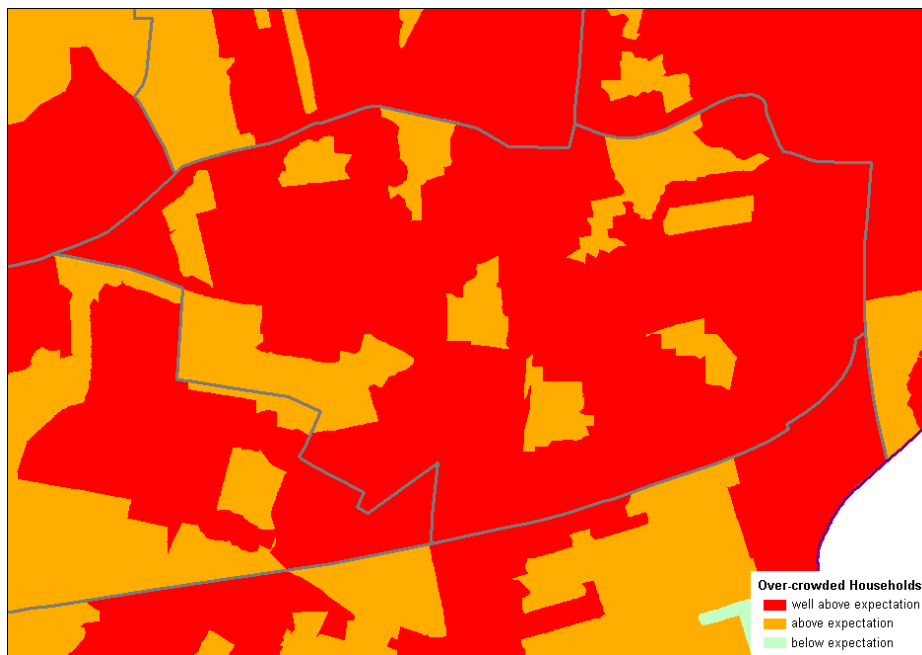


Figure 4 Over-crowded households in Tottenham Green by OA, 2011

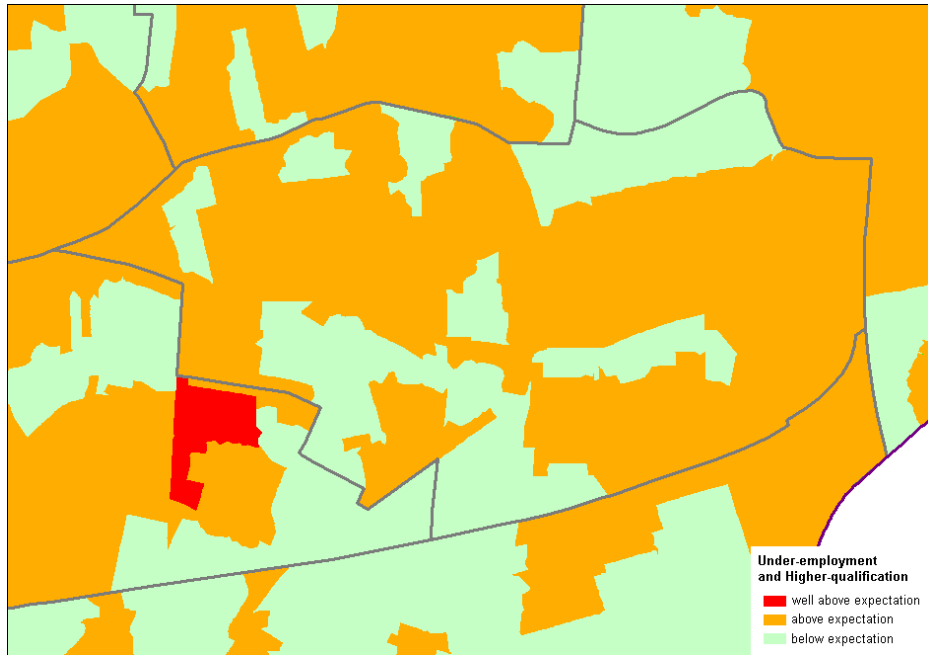


Figure 5 Under-employment and Higher-qualification in Tottenham Green by OA, 2011

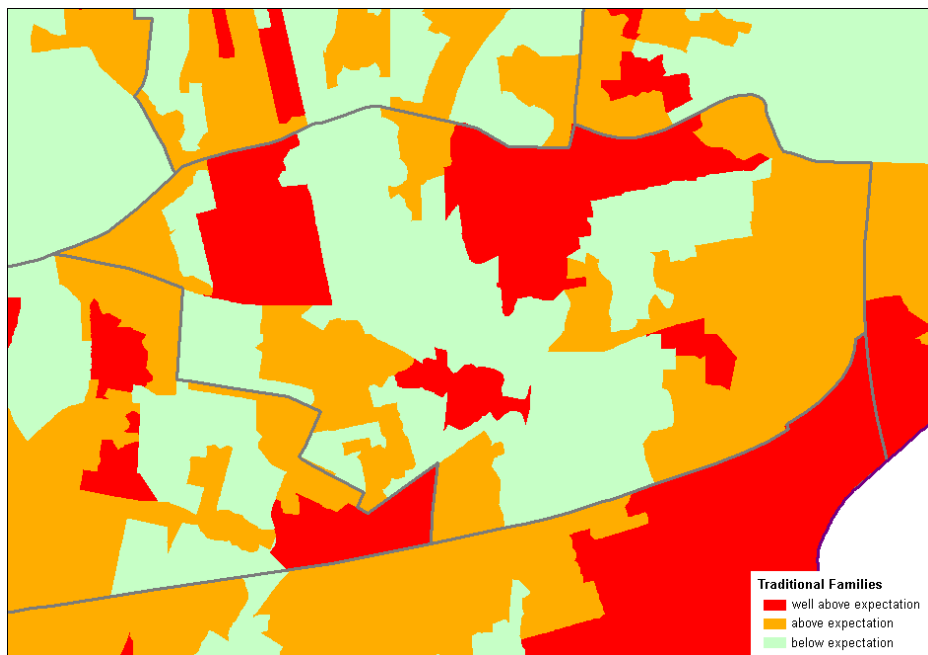


Figure 6 Traditional families in Tottenham Green by OA, 2011

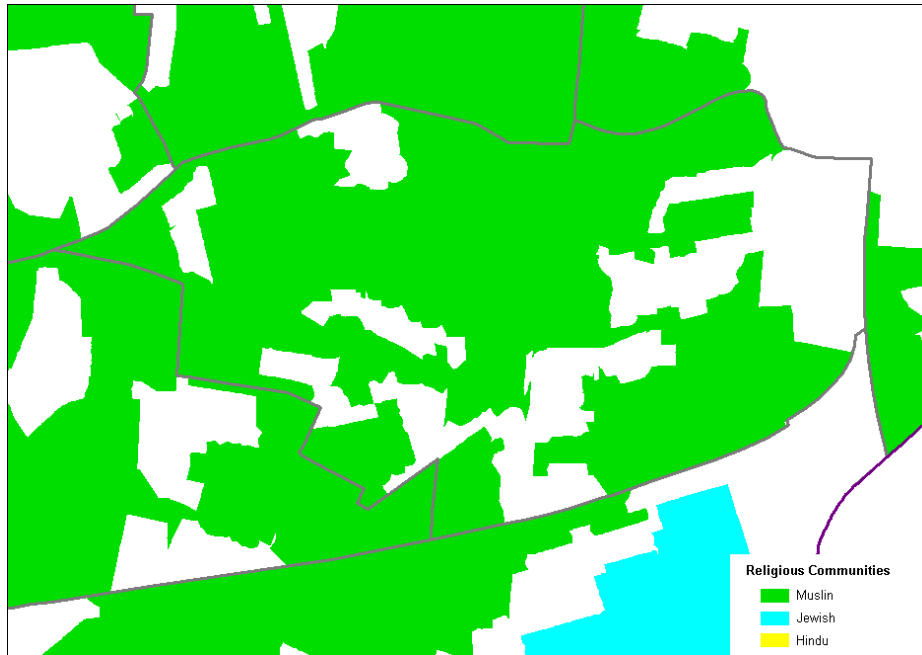


Figure 7 Religious minority communities in Tottenham Green by OA, 2011



Figure 8 Changes of religion typology in Tottenham Green by OA, 2011

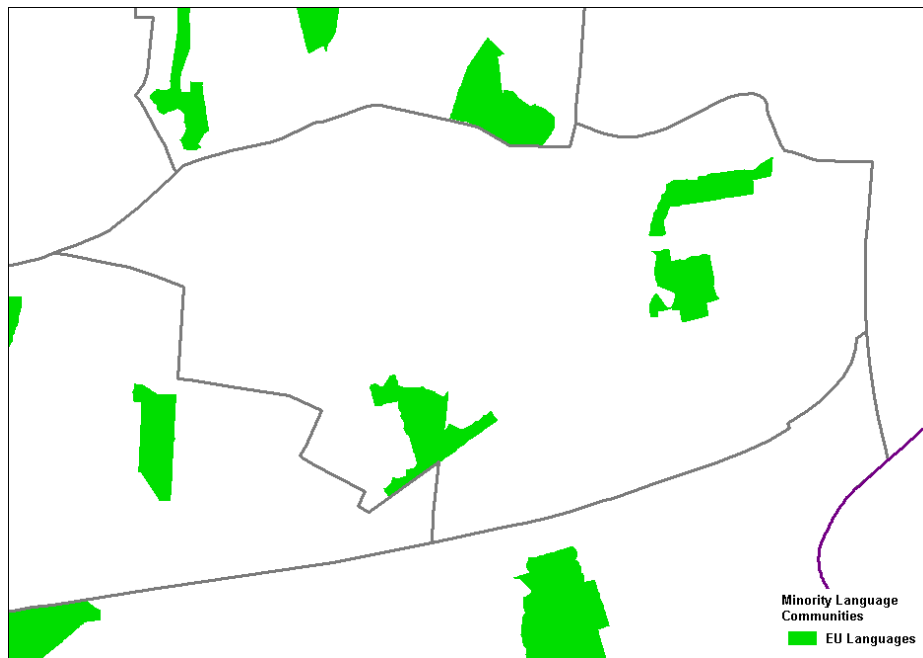


Figure 9 Language minority communities (EU-countries) in Tottenham Green by OA, 2011



Figure 10 Ordnance Survey Master Map, Tottenham Green, 2014

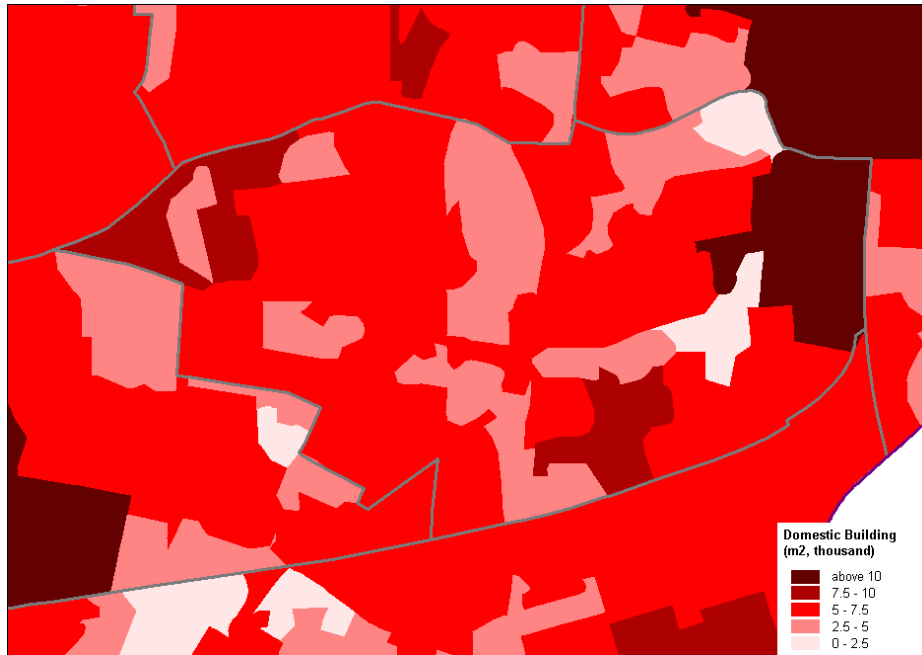


Figure 11 Area of domestic building in Tottenham Green by OA, 2005 (square meter, thousand)

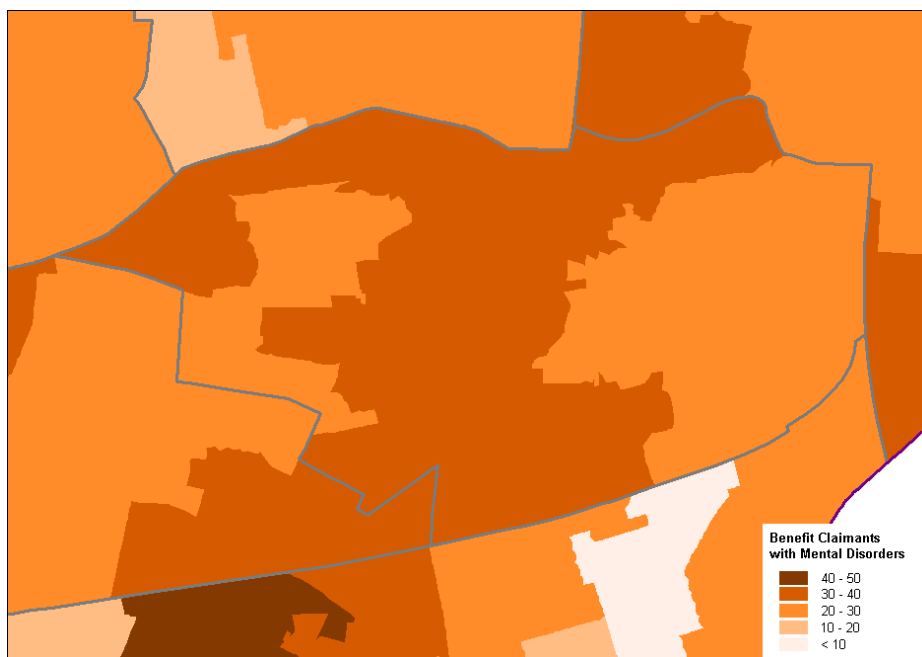


Figure 12 Benefit claimants with mental or behavioural disorder in Tottenham Green by LSOA, May 2012