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Research into Participant Experiences of Town Centre Partnerships

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Research into Participant Experiences of Town Centre
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Glossary

| Acronym | Definition |
|----------------|---------------------------|
| TCP | Town Centre Partnership |
| VVP | Vibrant and Viable Places |
| TCAP | Town Centre Action Plan |

1. Introduction

- 1.1 The Welsh Government launched the Town Centre Partnership (TCP) in 2014. It is a grant scheme implemented to deliver one of the key components of the Welsh Government's commitment to encourage economic development and to support the overarching regeneration framework '*Vibrant and Viable Places*' (VVP)¹.
- 1.2 The TCP is a funding programme that supports regeneration activities in 20 communities across Wales. One of its fundamental principles is the recognition that each town centre requires specific solutions to support individual requirements.
- 1.3 Town Centre Partnerships are made up of a range of stakeholders within a town.
- 1.4 The main aims of the partnership are to:
- increase the vibrancy of town centres by increasing footfall;
 - increase public, private and community investment in town centres;
 - reduce the impact of vacant properties within town centres, supporting town centre businesses and services to establish, grow and prosper;
 - support the diversification of town centres by promoting alternative uses such as residential and leisure; and
 - support new and innovative approaches to address the challenges facing town centres with the intention of disseminating best practice to other locations.
- 1.5 Interested communities were required to apply for the TCP grant. There were certain restrictions, for example areas already featured in the VVP programme were unable to apply for the TCP grant and each local authority was limited to two applications each. The TCP budget was £1million across three financial years (2014-2017) and individual applications were restricted to a maximum of £50,000.
- 1.6 Twenty areas were successful in the application process: Llangefni, Brynmawr & Blaina, Maesteg, Porthcawl, Ammanford, Carmarthen, Prestatyn, Holywell, Bangor, Porthmadog, Treharris, Abergavenny, Neath, Maindee, Fishguard & Goodwick, Aberdare, Porth, Blaenavon, Llantwit Major and Penarth.
- 1.7 The TCP programme has now ended and Welsh Government is seeking to explore the experiences of those who took part in TCPs and their perception of the impact of their partnerships.

¹ <http://gov.wales/topics/housing-and-regeneration/regeneration/vibrant-and-viable-places/?lang=en>

2. Methodology

- 2.1 An online survey was designed and distributed to all partnership members via local authorities². An email which included the survey link was sent to local authorities who forwarded the email on to their partnership members. A copy of the survey questions can be found at Annex A.
- 2.2 The initial deadline for the survey was extended and a reminder email was sent to all members (again via local authorities). The survey was live from 27th September to 31st October 2017.
- 2.3 The survey contained both closed and open-ended questions in order to gather quantitative and qualitative information. Analysis of the data was undertaken on excel, with thematic analysis of the open-ended questions.
- 2.4 The survey was sent to all partnership members. Local authorities advised that this was approximately 130 people in total. The survey received 31 responses, representing a response rate of 24%. This low response rate means that the responses cannot be considered to be representative of all TCP participants. Neither can we be sure that all TCPs are covered across Wales. As a result the findings presented in section 3 should be considered indicative, as opposed to conclusive.
- 2.5 As completion of the survey was not mandatory, there are questions to which fewer than 31 responses have been received. This is indicated in the sample size provided with the findings of each question. Conversely, some questions offer multiple answers and so more than 31 responses may have been received. This is also indicated in the text.

² Emails could not be sent directly to participants as contact details were not held centrally. Local authorities were asked to indicate if they had participants who did not use email and to whom a paper copy of the survey could be sent, but none reported this.

3. Findings

Profile

3.1 The survey gathered some demographic information on participants, which is illustrated in the charts below. Two-thirds of respondents (20 out of 31) were male and the majority (25 out of 30) were over the age of 45 (Charts 1.1 and 1.2).

Chart 1.1 Gender

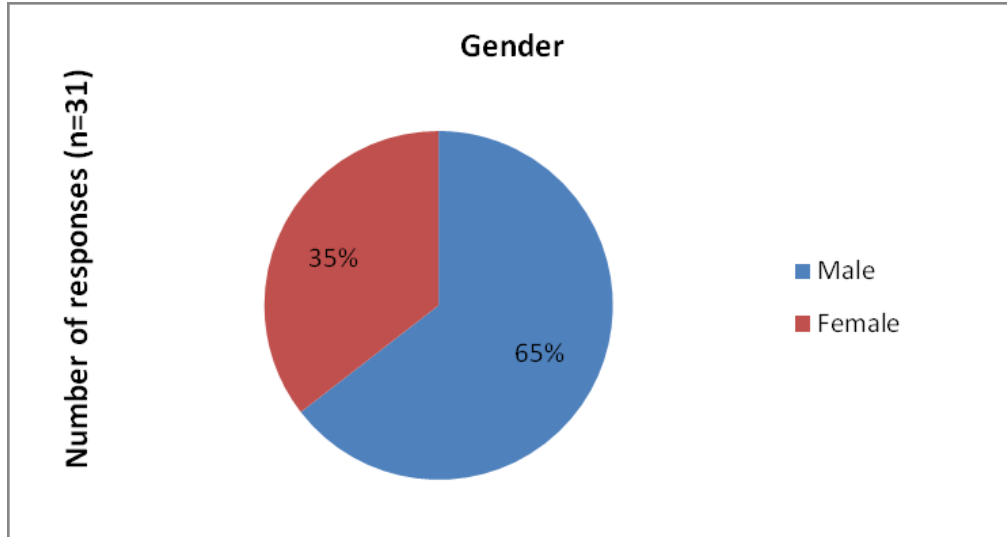
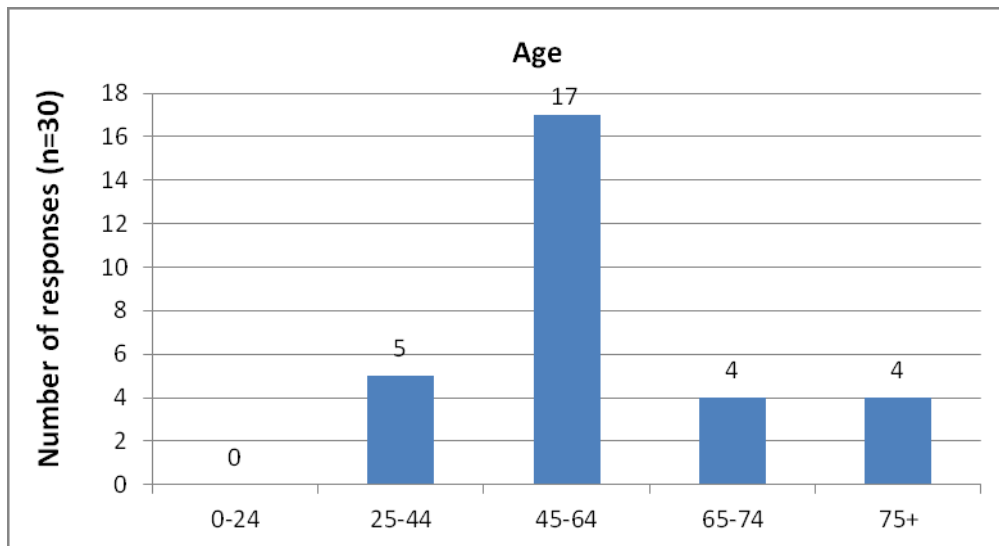
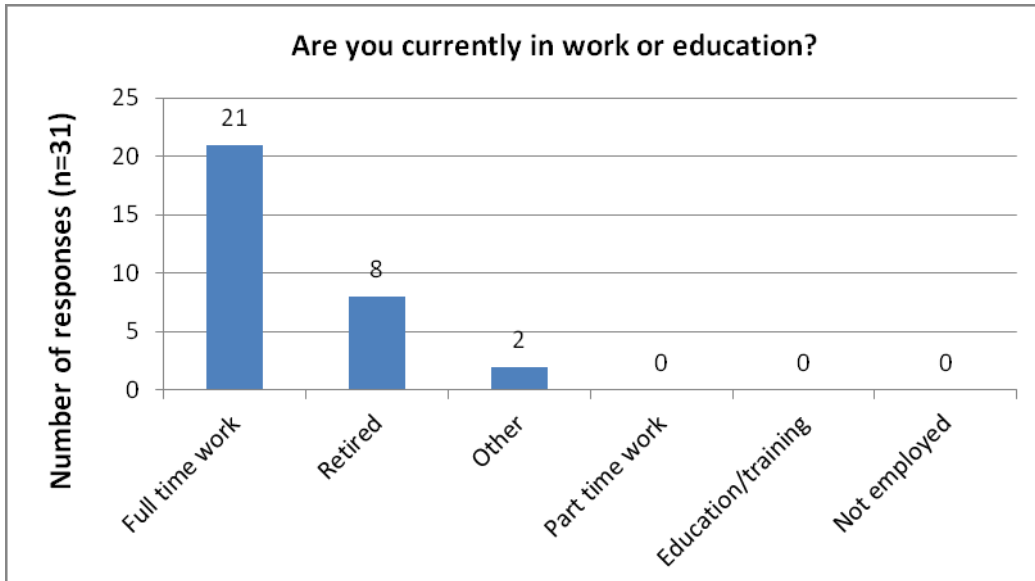


Chart 1.2 Age



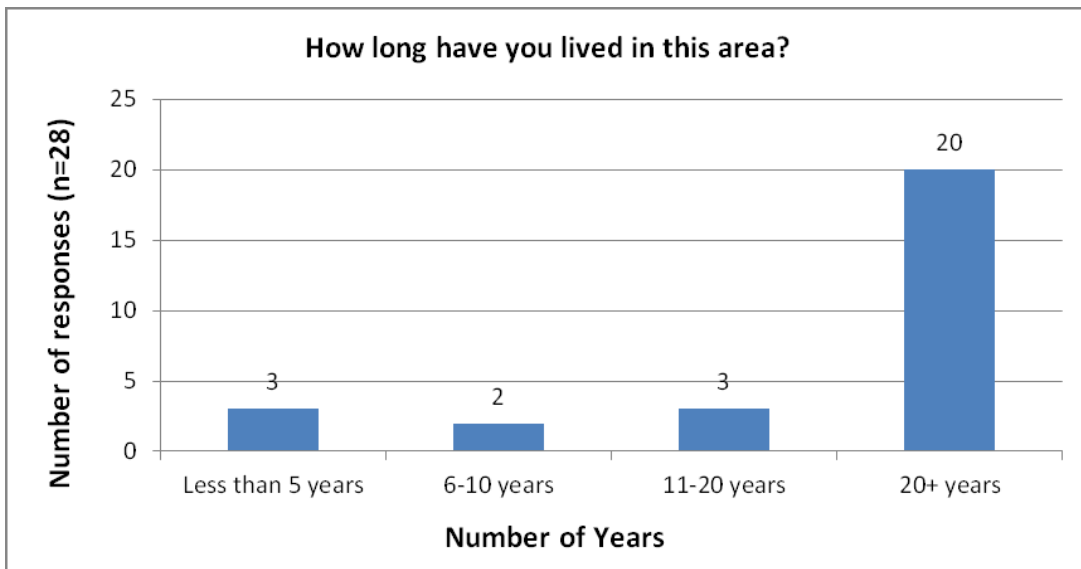
3.2 The majority of respondents (21 out of 31) reported they were in full-time work. Additionally, all respondents reported being from an English/Welsh/Scottish/Northern Irish/British background (Chart 1.3).

Chart 1.3 Are you currently in work or education?



3.3 Chart 1.4 (below) shows that the majority of respondents (20 out of 28) have lived in the area of their TCP for 20 years and over, with only three reporting they have lived in their TCP area for less than five years.

Chart 1.4 How long have you lived in this area?



3.4 When asked why they chose to become involved in the TCP, half of respondents (14 out of 28) reported it was to help develop or improve their town. Six reported that they were already part of community groups that focused on town development. Three respondents reported that they were asked to be part of the programme. Other reasons included:

“I wanted to get Crime Prevention issues addressed at the pre planning stage and to Design out any Crime element.”

“I was elected to the committee by my town council”

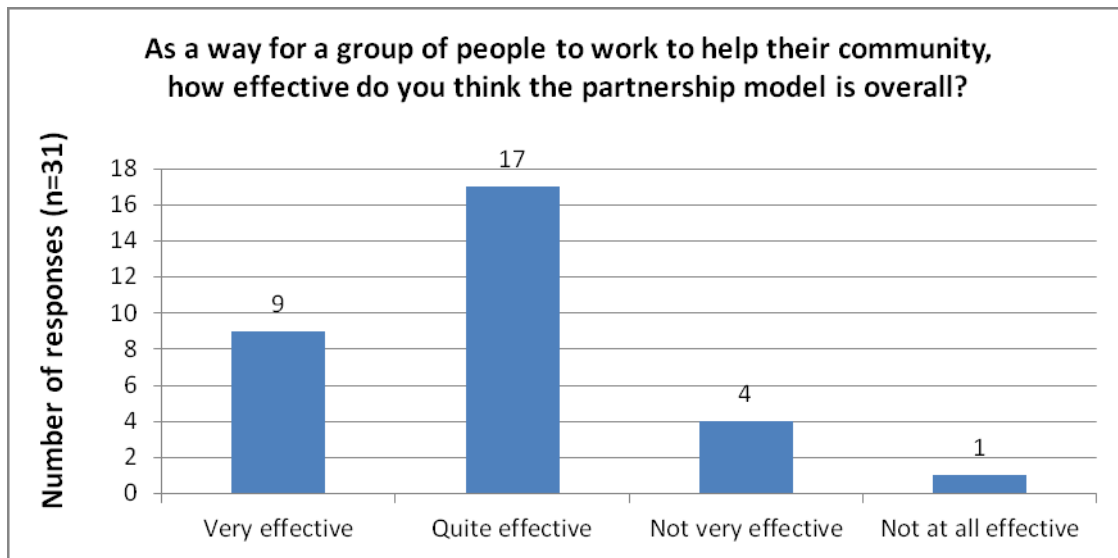
3.5 The survey found that the majority of respondents (19 out of 31) have previously been involved in other community initiatives. Six out of 19 respondents reported that they were members of groups or societies that were related to town development, such as Chambers of Trade. Six other respondents reported to being involved in general community development projects, for example youth engagement initiatives. Five reported that they were involved with regeneration or Communities First initiatives. Two respondents reported that they were involved in holding one-off events, such as festivals and celebrations.

The TCP Model

3.6 The next section of questions in the survey focused on how well respondents believe TCPs work as a model for people working together for the good of their local area.

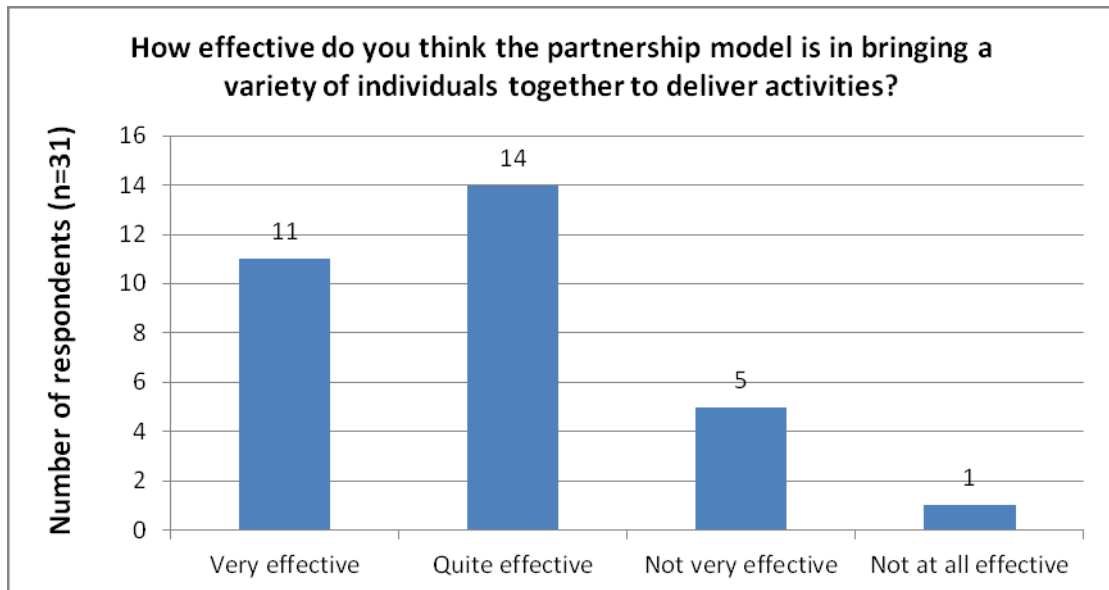
3.7 Chart 1.5 (below) presents how effective respondents believe the partnership model is as a **way for a group of people to work to help their community**. The vast majority (26 out of 31 respondents) reported that the partnership is effective (either very or quite effective) as a way for a group of people to work to help their community. Only five felt that it wasn't effective on this aspect.

Chart 1.5 As a way for a group of people to work to help their community, how effective do you think the partnership model is overall?



3.8 When asked how effective they think the partnership model is in **bringing a variety of individuals together to deliver activities**, the majority of respondents (25 out of 31) reported that the model is either quite or very effective at bringing a variety of people together to deliver activities. Only six respondents reported that the partnership model is not effective in bringing a variety of people together to deliver activities (Chart 1.6).

Chart 1.6 How effective do you think the partnership model is in bringing a variety of individuals together to deliver activities?



3.9 Members were then asked, in an open-ended question, about the strengths of the TCP model. The most frequently stated strength, mentioned by 10 out of 26 respondents, was the range of different people involved in the partnership. It was felt that the partnership enabled different voices to be heard and decisions to be made with consideration of a variety of perspectives.

“The town team has brought together a diverse group of individuals, organisations and agendas to work together. This has brought a much greater awareness of the challenges and potentialities in our community.”

3.10 Seven respondents reported that a strength of the TCP model is it enables specific and common goals to be developed. Four respondents reported that the TCP model helps focus funding. Other perceived strengths include:

“Effective in positively advertising events and publicity”

“Putting faces to names”

- 3.11 Respondents were then asked about the challenges of the TCP model. Interestingly, overall, there were more challenges mentioned than strengths. The most frequently stated challenge, mentioned by 10 out of 28 respondents, was a perceived lack of cooperation of members. It was felt that it could be difficult for different stakeholders to work together effectively. Several respondents reported of stakeholders having different agendas:

“Getting everyone to understand restrictions and deadlines”

“Not always willing to share information”

“The Town Team depends upon a willingness and spirit of cooperation from all members. Individual members who have issues about the equal footing of all participants in the decision making process can, and have, put obstacles in the way of progress, on occasions repeatedly taking up our valuable and limited time.”

- 3.12 Others raised challenges concerning transparency:

“Lack of joint working, lack of transparency and accountability, cliques can dominate with underhand tactics.”

“If the anchor is not strong enough to engage and coordinate activities. Ensure the anchor is not politically allied. To be totally independent it ensures that there is transparency.”

“Decisions skewed towards individual businesses. Community interests sometimes derided with the usual comment “You’ve never ran a business....” Political interest tied in with those paid to manage the project meant that some decisions were not made in a transparent manner. Decision made via ad-hoc sub-committees and emails where some participants were randomly left out...”

Ten respondents reported challenges in getting people involved in the partnership in the first place. These included a shortage of volunteers and a difficulty involving a wide enough range of groups in the programme. Other challenges included timeframes and funding.

“Negative reactions from local, county and national politicians who are more interested in [their] little power struggles than helping the community...”

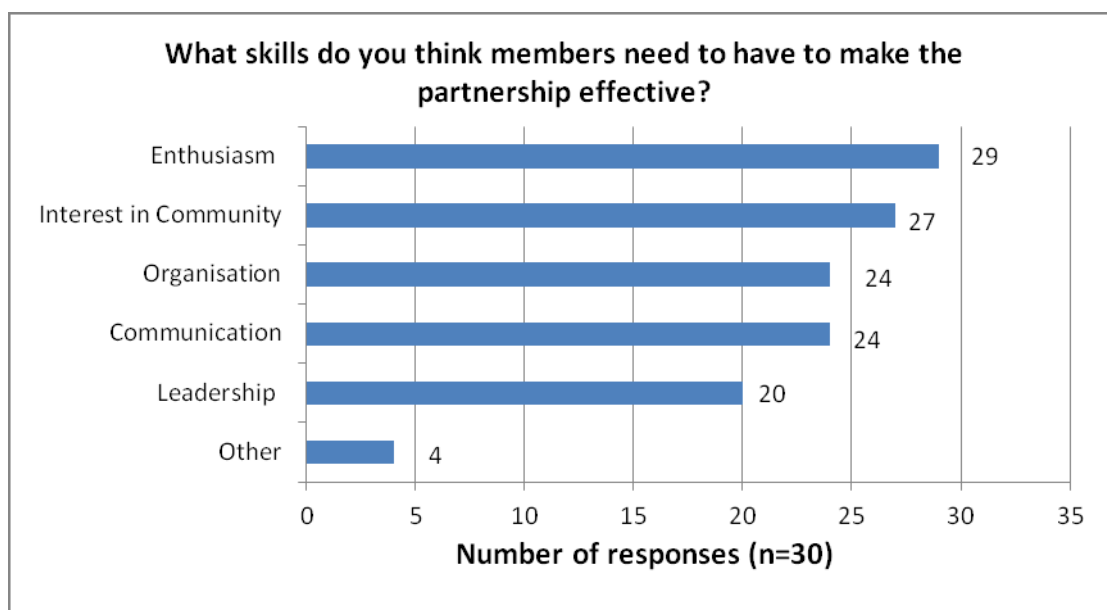
“Lacks local interest especially with local businesses.”

“The time frame - we were unable to deliver as many events as we would have liked and so did not utilise all the funds available.”

3.13 Respondents were asked to outline which skills they felt TCP members would need to have to make the TCP effective. Respondents were given a list of skills and were able to tick all that applied. The chart below shows the number of times each skill was chosen by respondents.

3.14 The most frequently chosen skill was enthusiasm, with nearly all respondents (29 out of 30) choosing this skill. Having an interest in the community was also seen as important with 27 out of 30 respondents choosing this skill. All the skills listed were felt to be important by at least 20 of the 29 respondents to this question as Chart 1.7 (below) illustrates. Only four respondents chose to suggest other skills, and these included the importance of commitment and having knowledge of issues and problems.

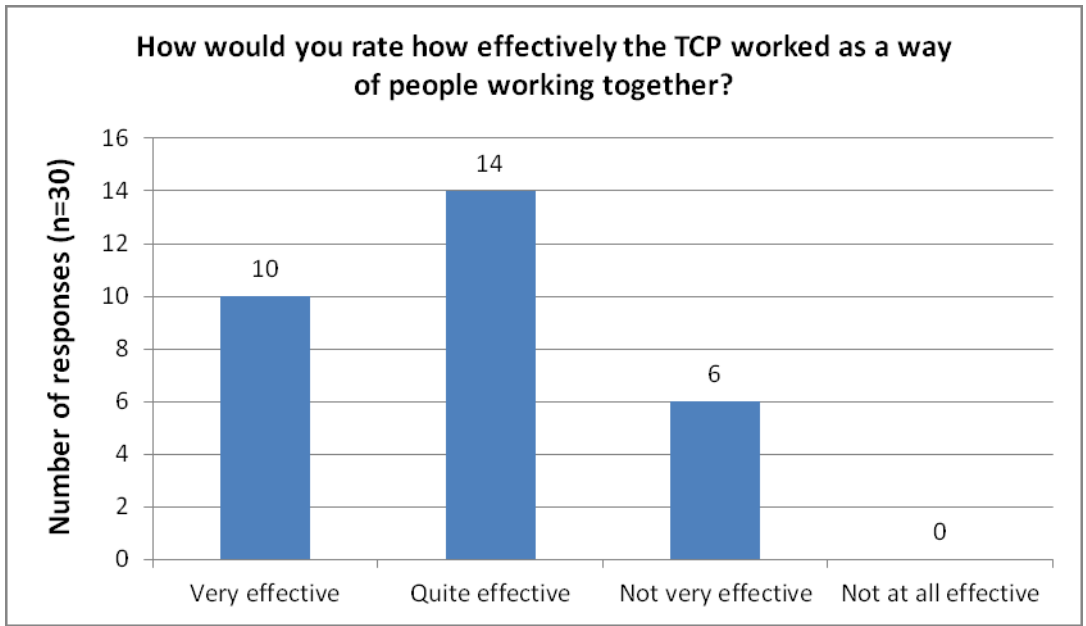
Chart 1.7 What skills do you think members need to have to make the partnership effective?



Perceptions of Individual TCPs

3.15 The next section of the survey asked respondents about their TCP specifically, rather than thinking of the model as a whole. Chart 1.8 (below) shows how effective respondents felt their individual partnership was as **a way of people working together**. The majority (24 of 30) reported it was effective. Only six of 30 respondents reported that the TCP was not very effective as a way of working together. Interestingly, while 24 reported that their specific TCP was effective in this regard, slightly more than this (26 respondents) felt that the model in general was effective as a way of working together.

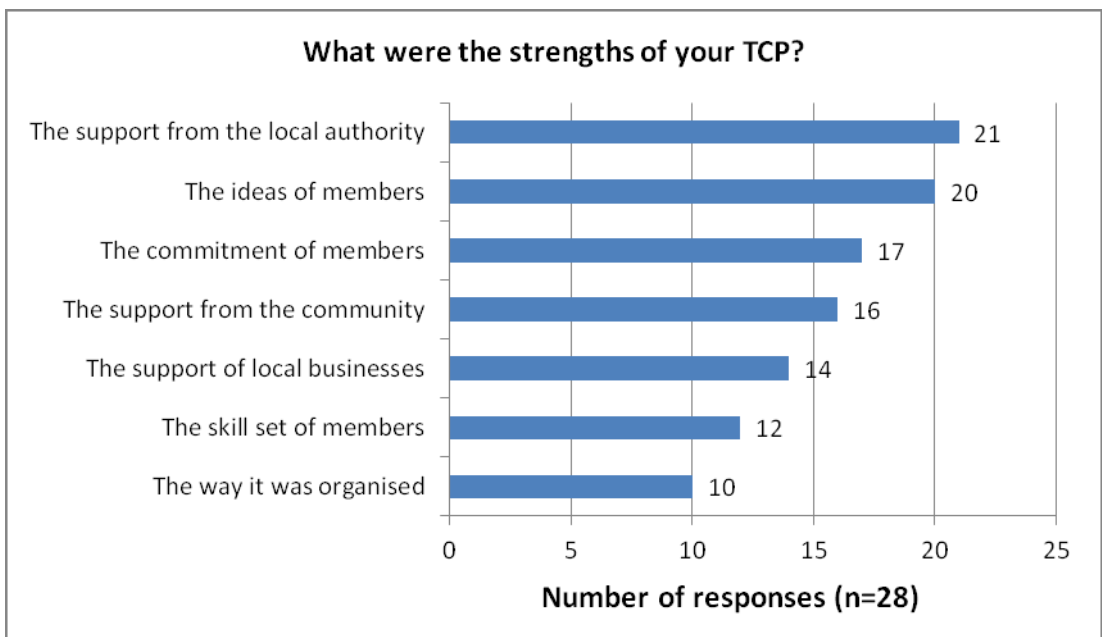
Chart 1.8 How would you rate how effectively the TCP worked as a way of people working together?



3.16 Respondents were then asked about the strengths of their individual partnership. Again, respondents were given a list of strengths and were able to tick all that applied.

3.17 Chart 1.9 (below) illustrates the frequency with which each option was chosen. The most frequently chosen response was the support received from the local authority, followed by the ideas of members and commitment of members and the support of the community.

Chart 1.9 What were the strengths of your TCP?



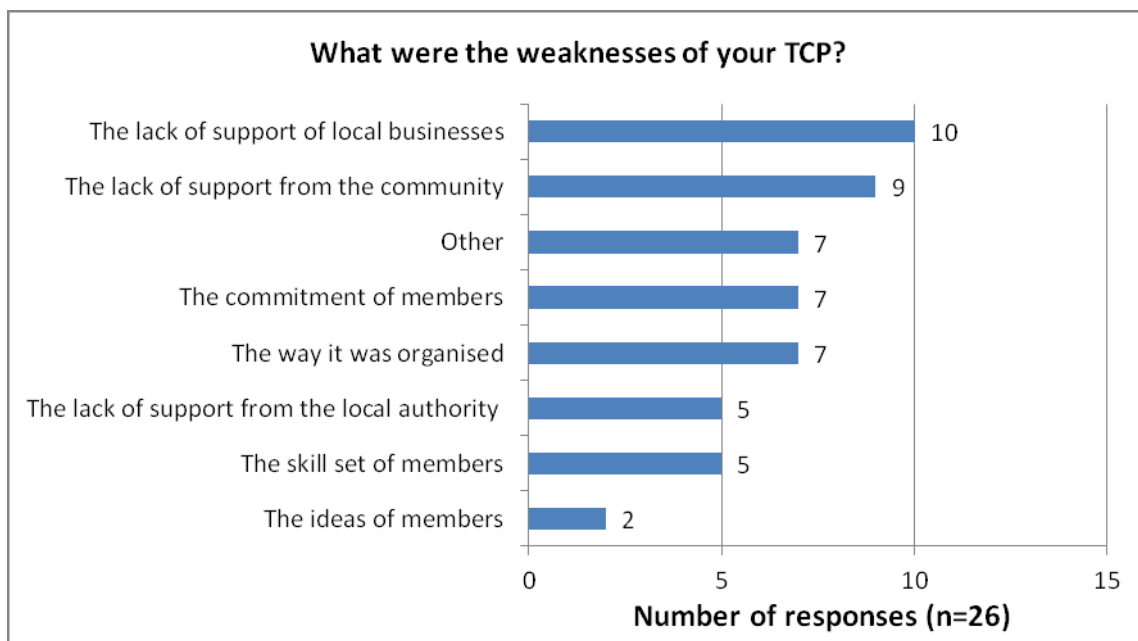
3.18 As with the general TCP model, respondents were also asked to comment on any challenges faced by their partnership. Chart 1.10 illustrates the responses received. Respondents were given a list of challenges and were able to tick all that applied. The most frequently chosen challenge (by 10 of 26 respondents) was a ‘lack of support of businesses. Support from community and the commitment of members were identified as strengths by most respondents in the previous question, but also as a challenge by respondents in this question (nine and seven respectively of 26 respondents). This could illustrate the challenging nature of engaging and maintaining support and commitment from both the members and the wider community. Other perceived challenges included:

“apathy at times”

“the lack of engagement”

“property owners not involved, the funding from Govt may have distracted us from finding our own aims and objectives and we became a grant giver to others.”

Chart 1.10 What were the weaknesses of your TCP?



3.19 When asked whether they thought their partnership had the skills required to make it a success, the vast majority, 28 out of 31 respondents, reported that it did. The three respondents who did not, offered the following reasons for what needed to be improved:

“Better organisation, more training”

“Commitment from more than 4 members”

“The right people”

3.20 When asked how often their partnership met, just under half of respondents (14 out of 29) reported that their TCP met once every three months, while 11 reported they met once a month or more. One respondent reported their TCP met once every six months.

3.21 Nearly half of respondents (14 of 29) reported providing volunteer time. Of these, six respondents reported they provided volunteer time but it was not logged and it is difficult to estimate. Other respondents reported a range of estimates:

“yes approximately 20hrs”

“Volunteer time...hundreds and hundreds of hours...”

“150+”

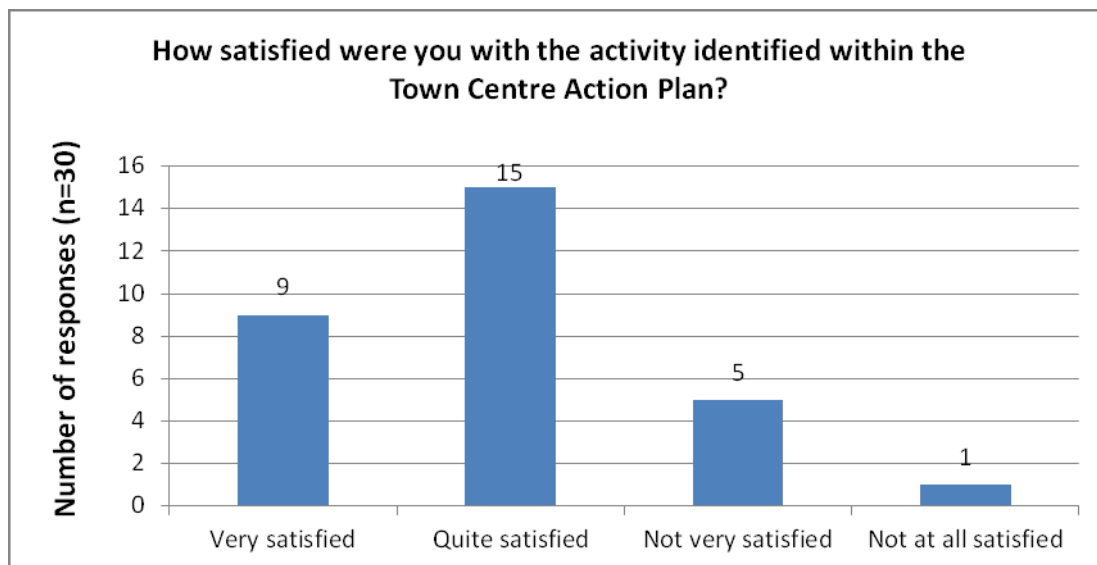
“70 hours”

“6 to 8 hours a week”

3.22 The majority of respondents (22 of 30) reported that the local authority provided enough support and guidance.

3.23 A condition for receiving the TCP grant was the creation of a Town Centre Action Plan (TCAP). The majority of respondents were satisfied with the activity identified within the TCAP, as Chart 1.11 (below) illustrates, with 24 respondents reporting they were satisfied with the activity in the plan.

Chart 1.11 How satisfied were you with the activity identified within the Town Centre Action Plan?



Activity and Impact

3.24 The next section of the survey looked at the activity and impact of the TCP on communities. The majority, 19 out of 28 respondents, reported that their TCP delivered all or most of their TCAP, with only nine reporting that their TCP did not deliver the TCAP. When asked what they couldn't deliver and why, a range of responses were reported:

“Get the business community to collaborate and show commitment.”

“Plenty of ideas but nobody willing to help”

“Lack of leadership...”

“We did not have a Town Centre plan”

“The company put in charge did nothing, in fact they spent all of the TCP’s money and achieved nothing”

3.25 Respondents were asked what they felt their most successful activity had been. The majority (13 respondents) reported that a specific event or local campaign was their most successful activity. For example:

“Real ale and cider Festival”

“Buy local campaign – multi media, on-site and on-line – poster, map, guide and short films”

“All. i.e. market stalls, Christmas illuminations, Victorian Fair day, Queens birthday Children’s party, Summer Fair, Burns night, fashion show etc.”

3.26 Seven other respondents felt their most successful activities were the broader plans and impacts of the TCP. These include:

“Involvement of all parties to bring about change”

“Setting up a group to investigate the development proposals”

“Meetings and grant decisions”

3.27 Four members’ most successful activities were specific town centre changes such as:

“getting the town council to agree to open the high street to traffic...”

“the regeneration and re-design of [X Street]”

“study of shop fronts”

3.28 When asked why these activities were considered successful, a range of responses were received. Ten of the 25 respondents to this question reported that their activity was successful due to different groups collaboratively working together towards a common goal. These groups included volunteers, businesses, local authorities, community groups, residents, and members. Six members reported the dedication, commitment and enthusiasm of members and volunteers involved in the activities made them successful. Two members reported their activities were successful due to the events catering for a variety of people in the community. Nine respondents reported other reasons for successful activities such as:

“Raise profile of the town.”

“It changed the dimension and reduced crime and Anti Social Behaviour”

“It identified what needed doing”

3.29 Respondents were then asked what activities didn’t work so well. Seven of the 22 respondents who answered the question reported there wasn’t anything that hadn’t worked well. Mentions of specific activity that had not worked so well included: specific one-off events (five respondents), training courses (two) and changes to traffic systems (two). Six respondents provided ‘other’ responses including:

“More a case of lack of funding to build on legacy”

“The actions that required individual companies to become involved”

“The Web development – council lead”

- 3.30 When asked why these didn't work as well, 13 responses were reported. Five respondents reported that members did not work together effectively. Two respondents reported that external organisations restricted the ability of members to carry out activities successfully, with a further two citing timescales as the problem. Four respondents reported other responses, including:

“Not enough importance given to the issue plus non-compliance by the public”

“The organising group was not good at publicity”

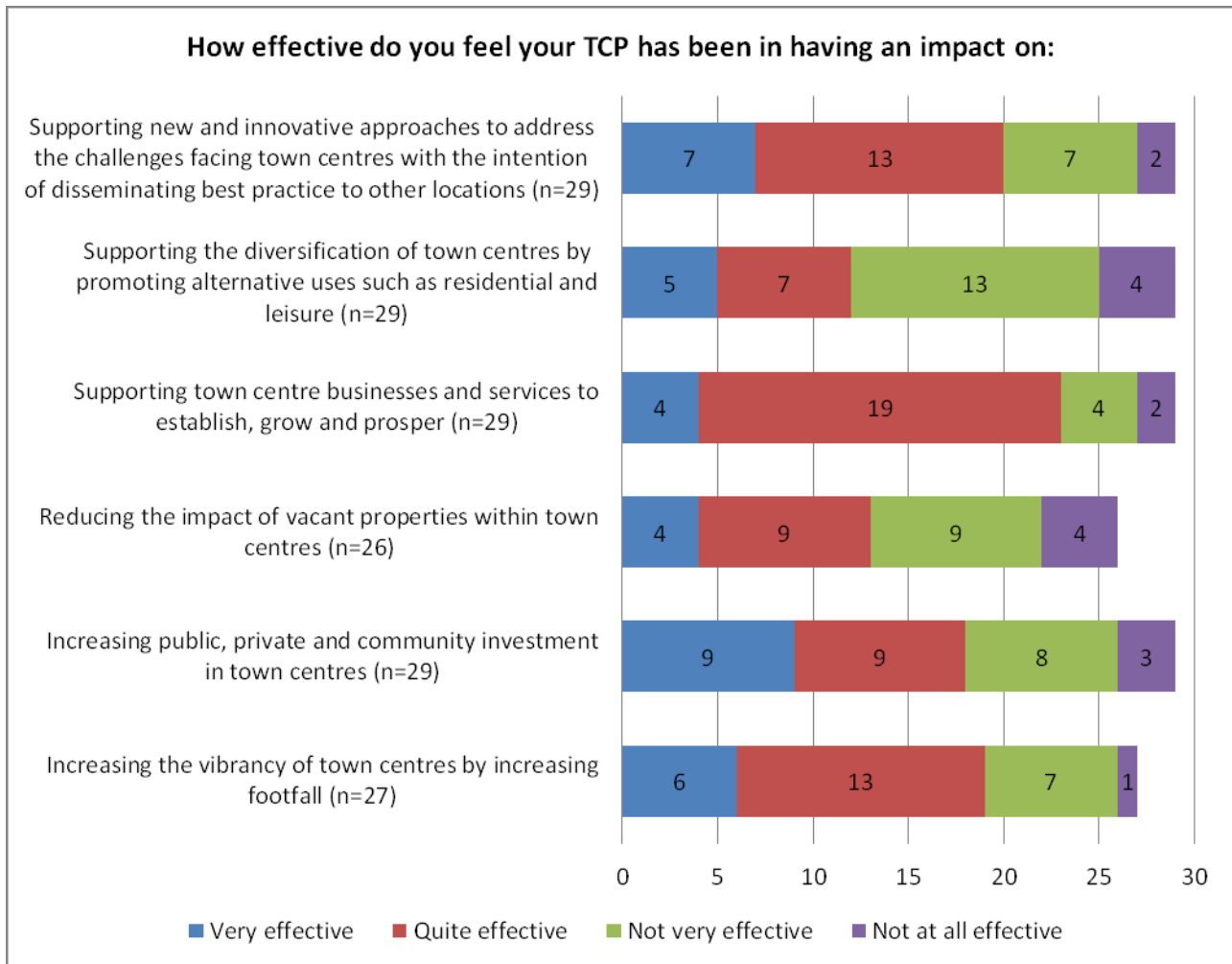
“Not well thought out, little evidence as to outputs, costly to set up”

- 3.31 The next set of questions asked members how effective they felt their TCP was in relation to the original aims of the programme, specifically:

Increasing the vibrancy of town centres by increasing footfall; increasing public, private and community investment in town centres; reducing the impact of vacant properties within town centres, supporting town centre businesses and services to establish, grow and prosper; supporting the diversification of town centres by promoting alternative uses such as residential and leisure; supporting new and innovative approaches to address the challenges facing town centres with the intention of disseminating best practice to other locations.

- 3.32 Chart 1.12 demonstrates how effective respondents felt their TCPs have been in having an impact on the original aims of the programme.

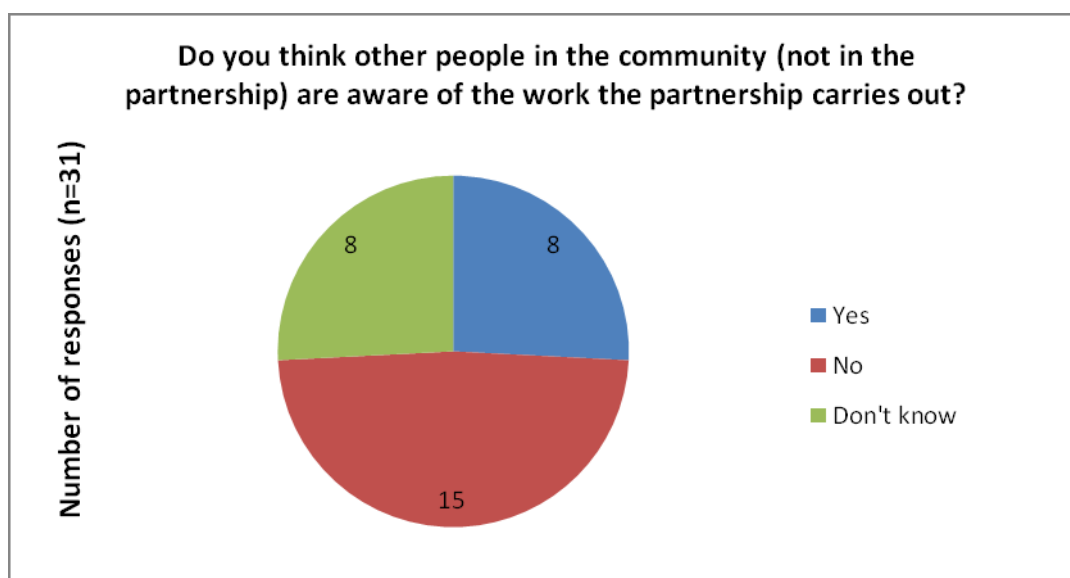
Chart 1.12 How effective do you feel your TCP has been in having an impact on:



- 3.33 The chart shows that the majority (20 of 29 respondents) reported that their TCP had been effective in **supporting new and innovative approaches to address the challenges facing towns.**
- 3.34 Respondents were asked how effective they felt their TCP had been in having an impact on **supporting the diversification of town centres by promoting alternative uses such as residential and leisure.** This question received a mostly negative response, with the majority (17 of 29 respondents) reporting that they felt their TCP had not been effective in having an impact on supporting the diversification of town centres by promoting alternative uses. Only 12 felt that their TCP had been effective in this regard.
- 3.35 The vast majority (23 of 29 respondents) reported that they felt their TCP had been effective in **supporting town centre businesses and services to establish, grow and prosper.**

- 3.36 When asked how effective they thought their TCP had been **in reducing the impact of vacant properties with town centres**; responses were evenly split, with 13 respondents reporting their TCP was effective in this regard, and 13 reporting it was not.
- 3.37 Respondents were asked how effective they thought their TCP had been in **increasing public, private and community investment in town centres**. Although 18 felt that their TCP was effective in this regard, over a third (11) felt that it was not.
- 3.38 The majority of respondents (19 of 27) perceive that their TCP had been effective in **increasing the vibrancy of town centres by increasing footfall**. Eight respondents reported that their TCP was effective in this regard.
- 3.39 Chart 1.13 represents whether members felt that other people in the community are aware of the work the partnership carries out. The chart shows that the majority of respondents (15 out of 31) thought other people were not aware of work the partnership carries out. Eight members thought people were aware and a further eight were unsure.

Chart 1.13 Do you think other people in the community (not in the partnership) are aware of the work the partnership carries out?



Successor to the TCP

- 3.40 The final section of questions concerned the future plans for TCPs. The majority, 21 out of 30 respondents, reported that their TCP still exists. Although nearly one-third of respondents (nine) reported it no longer exists.

- 3.41 Of the 21 respondents whose TCP still exists, 20 reported that activity is still being delivered. Twenty-six out of 30 respondents reported that, to the best of their knowledge, the work begun by the TCP in their area, had continued.
- 3.42 When asked whether they'd want to be involved in a similar programme in the future, nearly all (26 of 29 respondents) reported they would. Only three reported that they would not like to be involved in the future.
- 3.43 When asked to explain their reasons, of the three that reported they wouldn't want to be involved in a similar programme in the future, responses included:
- "Some of the work we were doing should have been the remit of Town and County Council. There seemed to be a bit of an attitude that the TCP was doing things; therefore we don't need to."*
- "If a private company is going to be paid to do projects like this it needs to be tightly monitored so that they cannot just spend the town's money and achieve nothing."*
- "I will be retiring in the year 2018"*
- 3.44 Of those who indicated they would want to be involved in similar programmes in the future, six of these reported this was because they want to help improve their community. Four respondents reported that the activities they were part of previously helped their town considerably, and had a significant positive impact on the community. Two respondents reported that they want to be involved because they feel they have learned a lot from the process and will be able to have a more positive impact as a result of this learning.
- 3.45 Some members who would like to be involved in similar programmes, also identified potential improvements, including the need for: members to work together more effectively rather than focusing on their own interests, as well as additional funding to support partnerships. Other responses include:
- "It is a programme for the community delivered by the community"*
- "It's necessary but building capacity of county and town councils might be more effective."*
- "The TCP provides a focus for different partners and opportunity for cross sector working. There is a real opportunity to explore further health/leisure and community work that benefits business"*

3.46 Nearly all respondents (29 out of 30) reported that they perceive the TCP programme to be useful. Finally, respondents were asked if they had any final comments. Seven comments were reported. Four were positive and emphasised the need for the TCP to continue. Three comments highlighted challenges with the partnership.

“It would be sad to lose the ambition and knowledge generated by working together. Commercial and Public sector working in partnership towards common objectives is the key to successful community health and well being that must also include economic well being.”

“The time frame for the existence of the TCP should be extended.”

“Just keep building this great project and always get it out to local papers what has and is going to happen in their community.”

“I would hope that a new TCP programme will follow to help sustain the original TCP programme.”

“Our TCP suffered due to people leaving jobs etc. - not always easy for new people to pick up the mantle.”

“The delivery of service assistance from the local authority is imperative when the TCP group has concerns/issues in timely delivery of reporting...this can be the straw that breaks the camel’s back when the individuals are over stretched and working full-time themselves”

“Perhaps WG could put greater resources into one place to test out what really works and learn the lessons from that, rather than spreading the jam too thinly to be of really fundamental use over too many places. We need several £m to make a real difference. We spend too much time applying for small pots of money from different places including VW. The sums available are not big enough to make the difference that is possible. Could the various WG departments work together in a whole area programme of improvement. We'd love to test that out.”

4. Conclusions

- 4.1 This small research project found that respondents to the survey view the TCP as a useful tool to improve towns in Wales.
- 4.2 Two-thirds of respondents to the survey (20 out of 31) were male and the majority (25 out of 30) were over the age of 45. 19 out of 31 respondents reported having previously been involved with other community initiatives.
- 4.3 The survey results show that TCPs are viewed by respondents as an effective model for developing specific solutions for towns. The concept of having a group made up of a range of stakeholders within each town centre is felt to be effective in developing resolving specific town problems.
- 4.4 Those responding to the survey felt that TCPs are a good way to bring people together but in practice, several members reported working together was difficult. A perceived lack of cooperation and slow decision making were the main challenges reported by respondents.
- 4.5 There were concerns raised in the survey around the perception that the wider community could be unaware of the partnership's work. Wider community support was felt to be key for TCP effectiveness. Therefore, in the future it may be necessary to increase awareness of the partnership.
- 4.6 Despite the challenges mentioned by respondents, overall the majority feel the TCP model is useful and they would want to be involved in the future. There was consensus among the respondents concerning the positive impact the TCP has had on communities.

Annex A – Survey Questions

Profile

Please can you tell us a little about yourself:

1. Gender :
 - Male
 - Female
2. Age:
 - 16 – 24
 - 25 – 50
 - 51 – 70
 - 70+
3. Are you currently in work or full time education?
 - Full-time
 - Part-time work
 - Full-time education/training
 - Part-time education training
 - Unemployed
 - Retired
4. What is your ethnic group?
 - White*
 - English/Welsh/Scottish/Northern Irish/British
 - Irish
 - Gypsy or Irish Traveller
 - Any other White background
 - Mixed*
 - White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other Mixed/multiple ethnic background
 - Asian or Asian British*
 - Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background
 - Black or Black British*
 - African
 - Caribbean
 - Any other Black/African/Caribbean background
 - Other ethnic group*
 - Arab
 - Any other background
 - Prefer not to say

5. How long have you lived in this area?
 - Less than 5 years
 - 6-10 years
 - 11-20 years
 - 20+ years

6. Why did you choose to become involved in the TCP?

7. Have you previously been involved in other community initiatives?
 - Yes
 - No

 - If Yes, what were/are these?

The Model:

We'd like to ask some questions about how well you think the TCP works as a model for people working together for the good of their local area. So for this section, we'd like you to think about how the TCP has worked, rather than the impact it has had on the local area.

8. As a way for a group of people to work to help their community, how effective do you think the partnership model is overall?
 - Very effective;
 - quite effective;
 - not very effective;
 - not at all effective.

9. How effective do you think the partnership model is in bringing a **variety** of individuals together to deliver activities?
 - Very effective;
 - quite effective;
 - not very effective;
 - not at all effective.

10. What are the strengths of the TCP model?

11. What are the challenges of the TCP model?

12. What skills do you think members need to have to make the partnership effective? (please tick all that apply)
 - Communication skills
 - Organisational skills
 - Leadership skills
 - Enthusiasm
 - Interest in Community
 - Other

Thinking now about your TCP specifically,

13. How would you rate how effective the TCP worked as a way of people working together?

- Very effective;
- quite effective;
- not very effective;
- not at all effective.

14. What were the strengths of your TCP? (please tick all that apply)

- The way it was organised
- The commitment of members
- The skill set of members
- The ideas of members
- The support from the local authority
- The support from the community
- The support of local businesses
- Other (please explain)

15. What were the weaknesses of your TCP? (please tick all that apply)

- The way it was organised
- The commitment of members
- The skill set of members
- The ideas of members
- The lack of support from the local authority
- The lack of support from the community
- The lack of support of local businesses
- Other (please explain)

16. Do you think your TCP had the skills required to make it a success:

- Y/N
- If no, what skills would be required?

17. How often did your TCP meet?

- Once a month
- Once every 2-3 months
- Once every 6 months
- Other

18. Excluding going to meetings, have you provided volunteer time? If so, how many hours approx.?

19. Did the Local Authority provide enough support and guidance?

- Yes
- No

20. How satisfied were you with the activity identified within the Town Centre Action Plan?

- Very satisfied;
- Quite satisfied;
- Not satisfied;
- Not at all satisfied.

Activity and Impact

Now we'd like to ask some questions about the impact you think the TCP has had on the community.

21. Did your TCP deliver all/most of your Town Centre Action Plan?
 - Yes
 - No
 - If no, what couldn't you deliver and why?

22. What was your most successful activity?
 - Why do you think this was successful?

23. What activities didn't work so well?
 - Why do you think this didn't work as well as anticipated?

24. How effective do you feel your TCP has been in having an impact on:
 - a) Increasing the vibrancy of town centres by increasing footfall:
 - Very effective;
 - quite effective;
 - not very effective;
 - not at all effective.

 - b) Increasing public, private and community investment in town centres:
 - Very effective;
 - quite effective;
 - not very effective;
 - not at all effective.

 - c) Reducing the impact of vacant properties within town centres:
 - Very effective;
 - quite effective;
 - not very effective;
 - not at all effective.

 - d) Supporting town centre businesses and services to establish, grow and prosper:
 - Very effective;
 - quite effective;
 - not very effective;
 - not at all effective.

 - e) Supporting the diversification of town centres by promoting alternative uses such as residential and leisure:
 - Very effective;
 - quite effective;
 - not very effective;
 - not at all effective.

- f) Supporting new and innovative approaches to address the challenges facing town centres with the intention of disseminating best practice to other locations:
 - Very effective;
 - quite effective;
 - not very effective;
 - not at all effective.

24. Do you think other people in the community (not in the partnership) are aware of the work the partnership carries out?
- Yes
 - No
 - Don't know

Successor

25. Does your TCP still exist?
- Yes
 - No

26. If so, is activity still being delivered?
- Yes
 - No

27. To your knowledge, has the work begun by the TCP continued in your area?
- Yes
 - No

28. Would you want to be involved in a similar programme in the future?
- Yes
 - No
 - Can you explain your reasons for this?

29. Do you perceive the TCP Programme to be useful?
- Yes
 - No

30. Thank you for taking the time to respond to this survey. Are there any other comments you would like to make?