the
online neighbourhood networks *study*

a study of the social impact of citizen-run online neighbourhood networks and the implications for local authorities

Introduction, background and extended summary

2010

capital
ambition

Networked Neighbourhoods

The Networked Neighbourhoods group works with communities and organisations using technology-based approaches to strengthen neighbourhoods and create opportunities for the more efficient delivery of public services. We develop innovative projects that make a difference on the ground as well as providing leading edge research.

For further information about our group or this series of study papers, please contact:

The Networked Neighbourhoods Group: info@networkedneighbourhoods.com

Online neighbourhood networks study:
Introduction, background and extended summary

Hugh Flouch and Kevin Harris
The Networked Neighbourhoods Group

Acknowledgements

We are indebted to the following for their help at various stages of the project:

Project advisory group

Introduction contents

With the recent uptake of social media and self-publishing, there has been a surge of interest in online networks based on local community interests.

In many areas, citizen run neighbourhood websites have emerged to play a central role in local communication ecologies.

Online neighbourhood networks

Neighbourhood websites have the following characteristics:

- they have been established and are run by local residents
- most of their content relates to local issues or interests
- they are open to discussion and contributions from anyone living in the area or with an interest in the area.

The websites may be established using blog software, or on forum or full-blown social network platforms. Coverage may range from a single street to a neighbourhood, ward, or postcode area.

The more successful have user groups numbering into thousands. Stories of their growing levels of influence, with some notable successes in leading resident campaigns, have attracted attention at the national level. Our study identified nearly 160 such sites in and around London. Local sites can raise levels of awareness of local issues, strengthen local identity, stimulate local democracy and contribute to the co-production of public services. In a time of public sector funding constraints, this potential merits closer attention.

The research

The *Online neighbourhood networks study* has explored the ways in which people communicate online using citizen-run websites, the impact of that communication, and the implications for local service providers. It focused on three particular sites: Brockley Central (BC), East Dulwich Forum (EDF) and Harringay Online (HOL). The research provides insights into how they:

- stimulate social capital and strengthen cohesion
- contribute to citizen empowerment and engagement, and
- build citizens' capacity and willingness to work alongside services.

Material was collected using a variety of methods including focus groups, interviews, content analysis and surveys, to understand the social role of local websites and their relations with their local councils and other agencies. A user survey was carried out online among site participants: 510 responses were collected between April and June 2010. In addition, a survey was carried out nationally, among local council officers and elected members, to assess attitudes towards these sites. This is discussed in detail in section 4.

The research is based on well-established neighbourhood websites and shows that they serve to enhance the sense of belonging, democratic influence, neighbourliness and involvement in their area. Participants claim more positive attitudes towards public agencies where representatives of those agencies are engaging online. In this summary we present the main findings and issues. More detail, particularly relating to the statistical information, is provided in the following sections, into which the study is divided:

1. Social capital and cohesion
2. Supportive and negative online behaviour
3. Empowerment, civic involvement and co-production
4. Relations with councils
5. The future for citizen-run neighbourhood websites.

Methods and material gathered

Material for this study was collected using the following methods:

1. A questionnaire survey made available online. Respondents were recruited through the three sites, Brockley Central (BC), East Dulwich Forum (EDF), and Harringay Online (HOL) and a total of 510 responses were collected as follows:

	BC	EDF	HOL	Total
Responses	135	205	170	510

In addition to qualitative material from this survey, a number of subjective comments were collected and some have been included in the main project report.

2. Focus groups run with website users in Brockley and East Dulwich.

3. Interviews with the founders of each of the three sites.

4. A series of interviews with five elected members and eleven council officers.

5. A workshop attended by approximately 22 invited local government officers.

6. A focused content analysis of the three sites, using 'timeslices' based on six hour periods on three randomly selected dates. A short report on this exercise has been published (Harris and Flouch, 2010b).

7. A national survey of council officers and elected members. This resulted in 210 responses from council officers and 117 from elected members. The survey was completed by representatives from a total of 130 local authorities, 29 of which are London authorities. A short report of this survey has been published (Harris and Flouch 2010c).

8. Five video-recorded interviews with councillors and officers.

This material was preceded by desk research which produced two publications: a typology of local sites (Flouch and Harris, 2010) and a review of the research context (Harris and Flouch, 2010a).

For a full list of the outputs from this project please see the end pages.

The study sites

Since this study was commissioned by Capital Ambition, all study sites were in London. Two of them, Brockley and East Dulwich are in the capital's south east, an area particularly rich in local websites and blogs. The third area, Harringay, is in north London. (See appendix for location and area maps).

All three neighbourhoods are host to mixed city populations with four groupings making up the major part of the population of all three areas. Using categories from Experian's public sector population classification, those categories are:

- Young, well-educated city dwellers
- Lower income workers in urban terraces in often diverse areas
- Young people renting flats in high density social housing
- Middle income families living in moderate suburban semis.
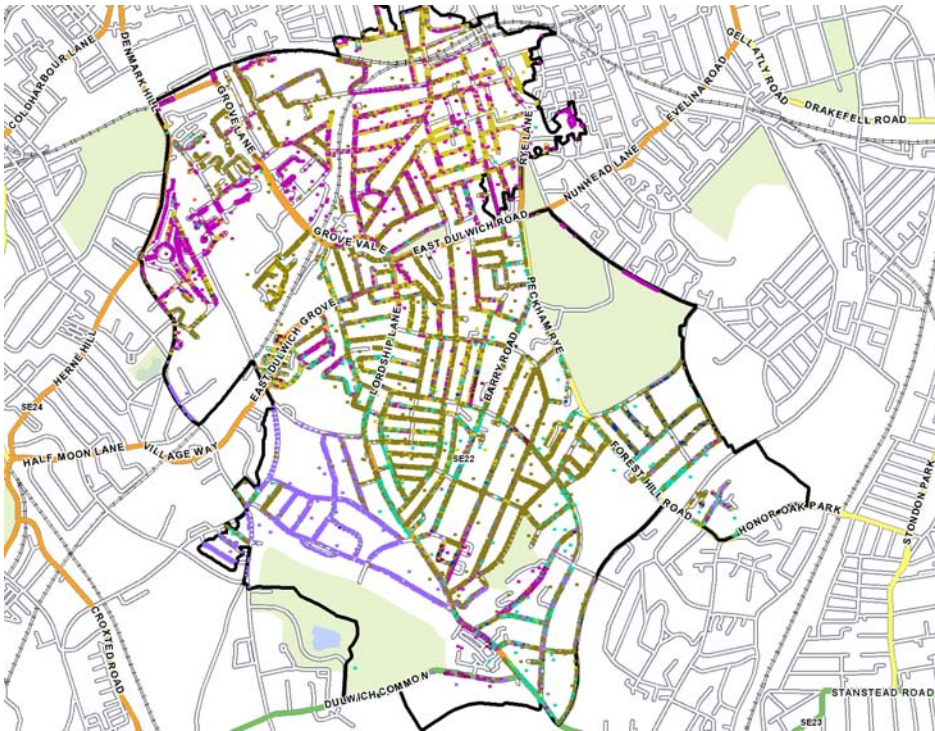
Data from Hitwise Experian suggests that affluent people, with high educational attainment, are over-represented in the population that uses the websites. This appears to be confirmed in the socio-demographic profile of our survey respondents.

The maps below show how these groups are distributed in each neighbourhood.

1. Brockley
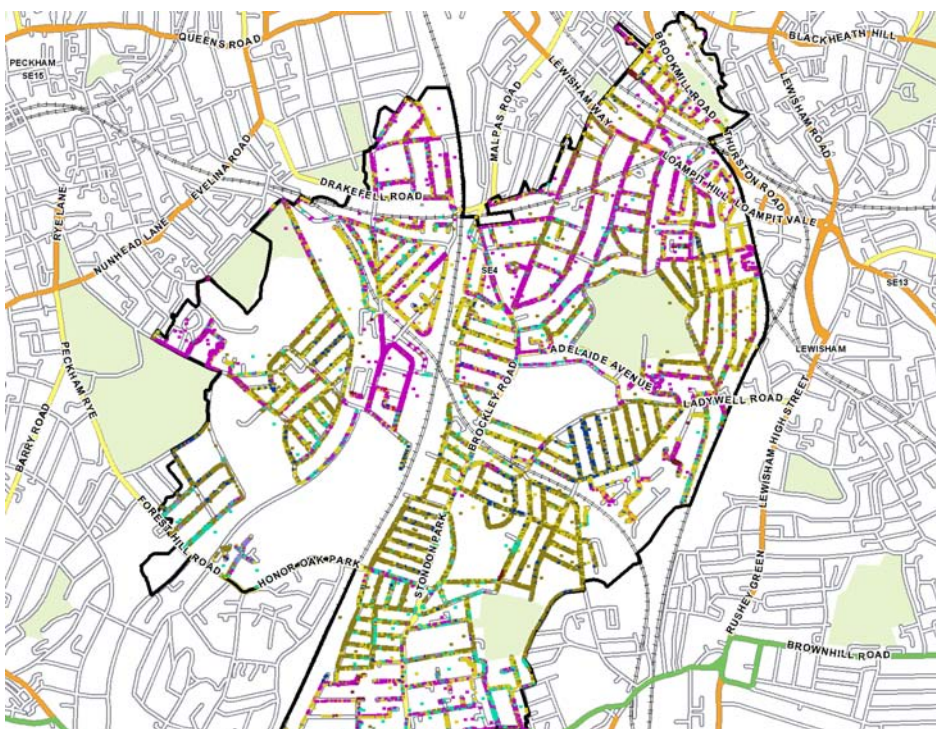
2. East Dulwich

3. Harringay

Group classification descriptions

We have reproduced below extracts from Experian's public sector Mosiac[2] classifications for the groups most commonly found in the study areas.

Young, well-educated city dwellers

This contains a high proportion of the country's workforce in sectors which involve communications such as journalism, politics, entertainment and the arts, fashion and design, university education and the internet.

Most benefit from a university education, more often than not with a degree in the arts or humanities.

Since most of these industries are centred around London, it is not surprising that this group is far more common in London than anywhere in Britain.

A very high proportion of young childless, single people, which is reflected in a high demand for small but smart rented flats, many of which experience a rapid turnover of tenants.

With high incomes, good health and ready access to information, few people in this group experience serious social problems.

Lower income workers in urban terraces in often diverse areas

This group contains people with poor qualifications who work in relatively routine occupations and live close to the centres of towns in streets of small terraced houses built in the years prior to the first world war. The majority of residents are young, some are still single and others live with a partner and often look after children of nursery school or primary age.

This group is most common in London and the inner areas of large provincial cities.

People in this group tend to have few qualifications and below average incomes.

2. See Experian website

Survey respondents: demographic summary

	BC(%)	EDF(%)	HOL(%)	All
Residence 1-5 yrs	46 60/129	31 61/198	32 53/164	35%
Residence 6-10 yrs	16 21/129	28 55/198	23 37/164	23%
Residence 11-20 yrs	15 20/129	18 35/198	24 40/164	19%
Residence 20+ yrs	14 18/129	17 34/198	17 28/164	16%
Tenure - owners	82 106/129	80 157/195	83 136/164	82%
Tenure - renters	17 22/129	19 37/195	16 26/164	17%
Education degree level or higher	92 119/129	78 154/197	81 134/166	83%
F/T employment	66 85/129	54 106/196	47 77/163	55%
White British	71 90/126	78 151/193	74 120/162	75%
White British / white Irish / white other	92 116/126	90 174/193	92 149/162	91%
Female	51 66/129	69 137/198	53 88/165	58%
Male	49 63/129	31 61/198	47 77/165	42%

Young people renting flats in high density social housing

This group includes people on limited incomes mostly renting small flats. Typically these are young single people or young adults sharing flats. They may also be single people of working age or pensioners.

This group is most common in inner London.

Not necessarily living in housing of their own choice, many residents in this group are disadvantaged by living among neighbours who suffer high levels of unemployment and sickness and who experience low incomes.

Middle income families living in moderate suburban semis

A population of mostly married people of middle age, living together with their children in owner-occupied family houses.

Most of these are comfortably off, though few are in either the highest or lowest income brackets.

The websites

We looked at a range of citizen-run neighbourhood sites around London and chose the following case study sites on the basis of three criteria:

- Well-established sites which would give us sufficient material, and an acceptable survey sample, in order to be able to draw some conclusions
- More than one kind of software platform, so that we could raise questions about the possibility of different consequences
- Having a reasonable geographical spread with at least one site from the north of the city and one from the south.

The following three sites were selected for study and meetings were held with the site founders.

Brockley Central

Brockley Central is a placeblog site established in 2006. The founder, Nick Barron was motivated to establish the site to improve the quality of life in the area. Initially this was focussed on publicising the high levels of local activity that he felt had low levels of visibility.

Today Nick makes one or two posts to the site each day. Brockley Central is a busy site where posts can receive over 200 comments and up to 100 is not rare.

'Placeblog sites report on local stories at a very local level. There is often a strong purpose of driving local change through shining the light on issues of local concern.'

(Online neighbourhood networks study Typology)

Nick believes that there are high levels of local passion for Brockley which creates great reserves of goodwill for his online community space and a real willingness to contribute.

The Guardian's Dave Hill is a regular reader and supporter of the site.


East Dulwich Forum

East Dulwich Forum is a very busy local discussion site based on a traditional forum platform.

Mark Collins set up the site in 2006 at a time when he was trying out forum software for clients. Mark says that he had 'no lofty social ambition' for the site. His original objective was to create a fun and useful local resource to keep people informed about comings and goings, openings and closings in East Dulwich.

Mark is assisted by four other administrators.

'Local discussion sites tend to be more focussed on connecting locals to make social connections and to share knowledge about an area. There is less purpose around improving a neighbourhood.'

(Online neighbourhood networks study Typology)
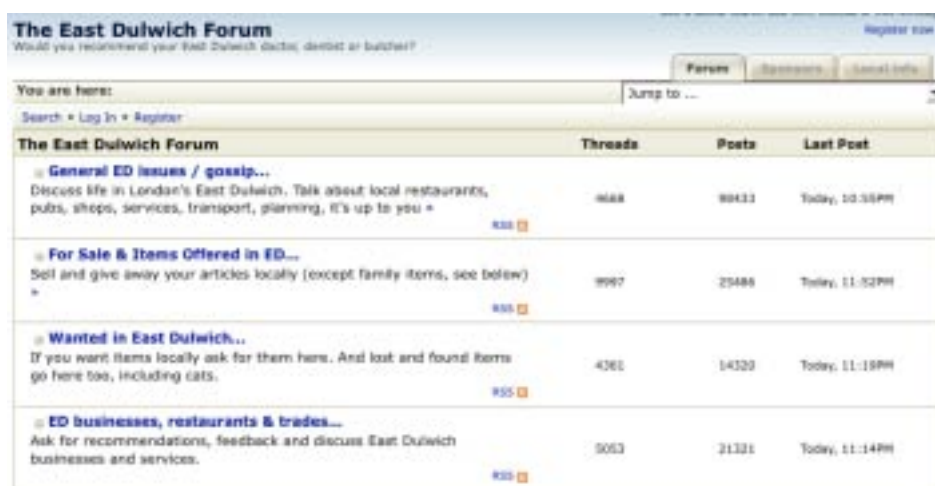
3. Harringay Online

Harringay Online is a civil social network built on a platform by provider Ning. Established by its founder in 2007, the site was set up with the purpose of helping to connect people to empower them to improve their neighbourhood.

In addition to discussions and blogs, the site also hosts videos, photos and a local events calendar.

Recognised with two awards[3], it is used as a model by the Young Foundation for its Local 2.0 project.[4]

'Civil social networks are designed to encourage discussion and interaction between local people with both a civic and social purpose.'

(Online neighbourhood networks study Typology)

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3. Harringay Online was recognised in both the Catalyst Awards of 2008 and the National eWell-Being Awards, 2009.
4. Hothi, Mandeep, *The Hyperlocal Power Gap,* Local 2.0 blog, Young Foundation, August 2010.

# Online neighbourhood networks - Extended summary

Social capital and cohesion

Neighbourly relations

The case study sites stimulate positive connections between residents, both in terms of encounters and exchange. Forty-two per cent of respondents say they have met someone in their neighbourhood as a direct consequence of using the website; and a quarter say they are more likely to see someone they recognise as a result of participating on their site. Some 44 per cent felt that people in their neighbourhood are more likely to lend things or exchange favours with one another as a result of participating on the website. This is an important contribution to a healthy ecology of mutual support and co-production at neighbourhood level.

'I can't walk down the road these days without bumping into 1 or 2 people I've met directly or indirectly through the forum.'

Figure 1: Neighbourly relations change as a direct consequence of using local website
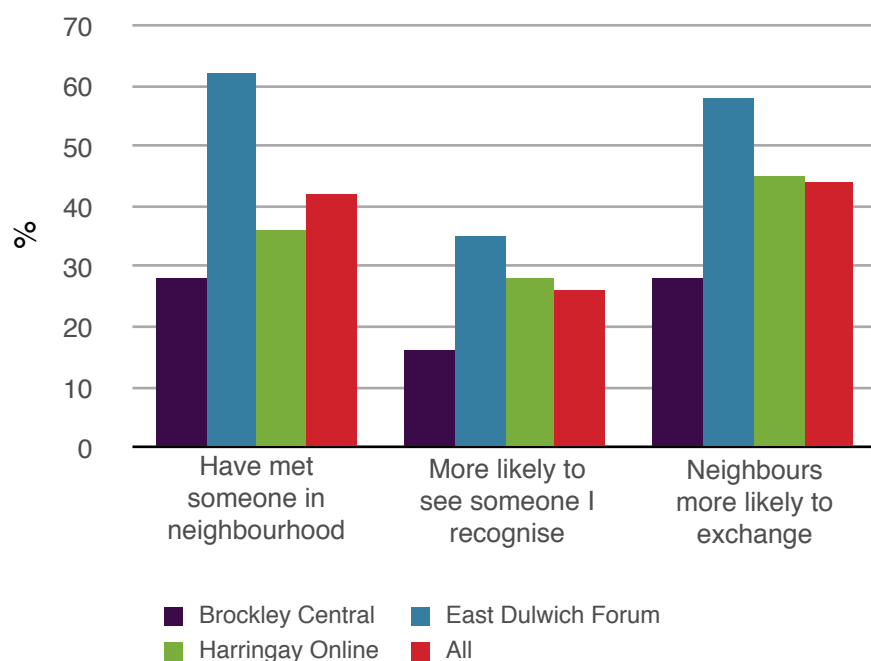
The sites demonstrate the continuity of offline and online life, through alerting people to social events and through events organised by the site administrators. Comments from respondents testify to both the personal value of these connections, and the extent to which people get involved in collective activities such as leisure or campaigns.

Collective efficacy

The term 'collective efficacy' refers to local social cohesion and people's ability collectively to intervene in their area in the common interest. The results show considerable conviction among respondents that collective efficacy is supported by the sites. Three quarters of respondents felt that the local site had had a positive effect on whether or not people pull together to make improvements. A similar proportion, 79 per cent, agreed that people on their site show support for one another. There is a sense that social capital is being pooled, visibly, and can be drawn on for individual or collective need.

Cohesion and diversity

Whilst open to all comers, the sites make no claim to be culturally representative or accountable. When asked if their local site had made a difference to whether or not people from different backgrounds get on well together, a majority of respondents either did not know (47 per cent) or felt that it had made no difference (30 per cent). These are all localities where residents feel that people from different backgrounds already get on well: three quarters of respondents agreed that this was the case.

A number of respondents suggested that the sites could make more effort to be inclusive. Given their potential to have influence and to mobilise people, this perceived lack of representativeness could become an issue.

Belonging and attachment

Some 91 per cent of respondents agreed that through their site, people express pride in their area. Respondents to this survey began from high levels of attachment: overall, 83 per cent agreed strongly or very strongly that they belong to their neighbourhood. Nonetheless, 69 per cent felt that participation on the local site had strengthened their sense of belonging. The sites appear to be playing a consolidating role, building stronger attachment on already-sound foundations.

'I've met several people through the "offline" drinks and have often seen them around the area afterwards. It makes the district feel more local and friendly.'

'don't assume that online forums etc = more democracy. They may simply give more power to those already at an advantage.'

'Harringay Online has made a pretty big difference in my life, I used to get so lonely in London and now I feel like I have neighbours and a community and there are people around me who care.'

Communication and information-sharing

Responses to our survey show clear appreciation for the information sharing function of neighbourhood websites:

- 92 per cent agree that useful information gets shared efficiently;
- 95 per cent say that they feel more informed about their neighbourhood as a consequence of using their site;
- 91 per cent agree that the sites help people to find out about shops and venues;
- 74 per cent say that their site makes it easy to find local tradespeople who can be trusted;
- 92 per cent agree that people are helpful if someone seeks advice on their website.

Council officers and elected members confirmed that they regard neighbourhood websites as important for sharing council news and information on council services and events (62 per cent 'very important, 33 per cent 'somewhat important'); as an open channel of communication with residents (72 per cent 'very important, 22 per cent 'somewhat important'); and for dealing with rumours and incorrect information (57 per cent 'very important, 37 per cent 'somewhat important').

Supportive and negative behaviour in local online spaces

The niceties of both negative and supportive online behaviour emerged strongly as themes in this study. A degree of disquiet about negative online cultures is widespread and understandable: for example, 69 per cent of both council officers and elected members were concerned about getting involved in protracted or discordant conversations. Even sites that attract plaudits, from

local people and observers beyond, can still be vulnerable to online behaviour which is felt to be insufficiently tolerant or civil in style and manner.

The role of anonymity and pseudonymity on the sites emerged as an issue influencing perceived balance between negativity and supportive responses.

Figure 2: Negative comments on local websites are countered
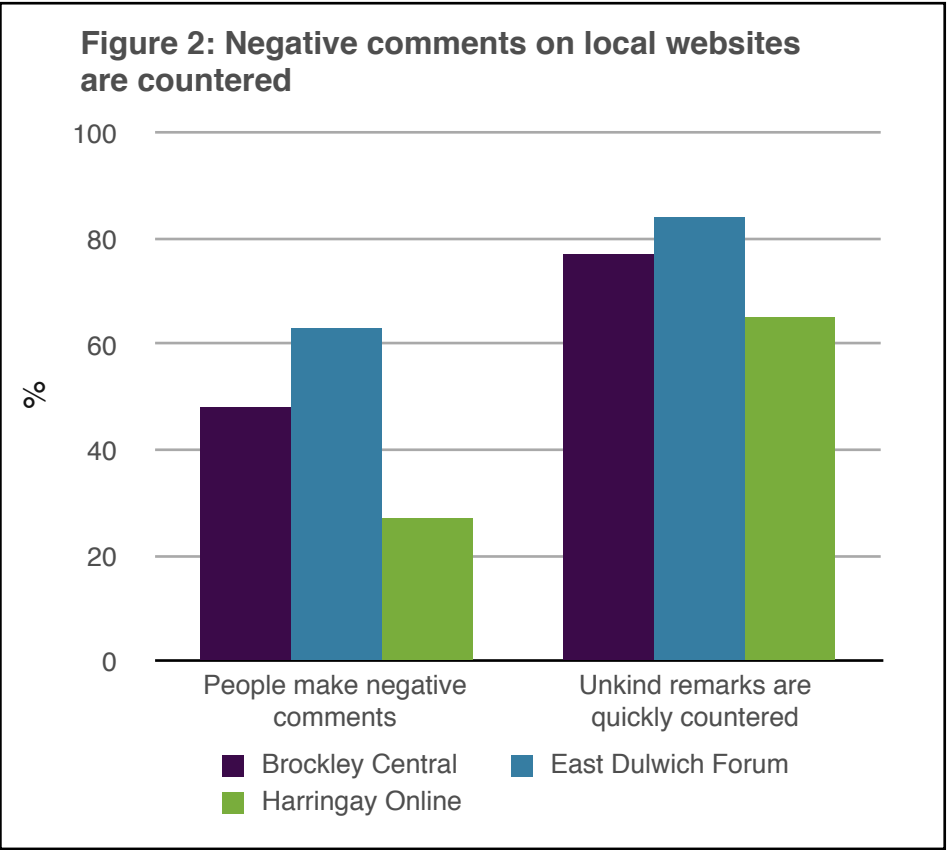
Although respondents tended to agree that 'people make negative comments about others' (proportions range from 27 to 63 per cent), overall 75 per cent agreed that unkind remarks are quickly countered.

This kind of support in the interests of balance is confirmed elsewhere in our survey. We have noted that almost four out of five respondents agreed that 'people show support for one another' on the websites. A slightly higher proportion, 83 per cent, agree that 'the website feels very welcoming'. Even keeping in mind the nature of our sample, which comprised respondents more likely to be active on the websites, these figures are a powerful endorsement and serve to contextualise the opinions about negativity.

'Inevitably some people make unpleasant comments from time to time, but it has definitely strengthened the sense of community'

Strongly agree or tend to agree	Brockley Central	E. Dulwich Forum	Harringay Online	All
People show support for one another	69	86	82	79
The website feels very welcoming	92	75	83	83

Empowerment, civic involvement and co-production

Our study took place during a time of turbulent transition in the public sector, with severe pressures on funded services, and intense efforts to renew the relationship between citizen and state. Neighbourhood websites clearly have a part to play in this unfolding agenda. They help to raise and debate local issues transparently. They offer the promise of increased co-production and hence cost savings. They provide a channel and encouragement for people to get involved in civic and community issues. And they function as a space for the renewal of resident-council relationships.

Empowerment: influencing local decisions

More than half (59 per cent) of respondents already feel able to influence decision-making processes in their area. Our survey question for this measure was based on the Citizenship Survey which reports a national average of 37 per cent for 2009-2010.[5]

The websites in our case study areas appear to afford an increase in the sense of influence from this relatively high base. Overall, two thirds (68 per cent) of respondents felt a little more or much more able to influence decisions locally as a result of participation on their local site. In Harringay, the proportion who claim to feel 'much more able' to influence local decisions is 21 per cent, notably higher than the other two sites. The proportion of respondents who say they feel 'a little more able' to influence

'it certainly helps to mention the website when dealing with the council to get thigs commented on/ an email replied to/workd done..etc invaluable potentially as councils dont like bad publicity and it's a giant round robin!'

5. http://www.communities.gov.uk/documents/statistics/pdf/164191.pdf

decisions was similar (between 51 and 54 per cent) across all three sites.This is influence at the individual level; but it's also the case that the sites as collective resources are coming to exert a general influence. For example, one councillor, active online, noted that if a theme is discussed on the forum it helps him, in his relations with officers, in trying to get things done. At the same time, some focus group participants felt that the influence of the sites is largely indirect (although nonetheless valid for that).

Civic activism and civic participation

Again following the Citizenship Survey we distinguished civic activism and civic participation. The former covers involvement either in direct decision-making about local issues or in the actual provision of these services by taking on a role such as a school governor. The latter was narrowed in our survey to cover contact with people working in an official capacity (such as a council officer): our question asked about contact as a direct consequence of participation on the local website.

Overall, 13 per cent of respondents said they have been involved in formal groups or organisations locally in the past year. This is consistent with recent Citizenship Survey results. However, a review of the content of the sites, augmented with focus group material, shows that there is strong commitment to local involvement.

Our results suggest that this energy is less likely to be contributed through participation in organisations and groups. It seems likely that local websites can both stimulate and reflect a latent demand for informal opportunities for collective involvement, very much on a dip-in dip-out basis.
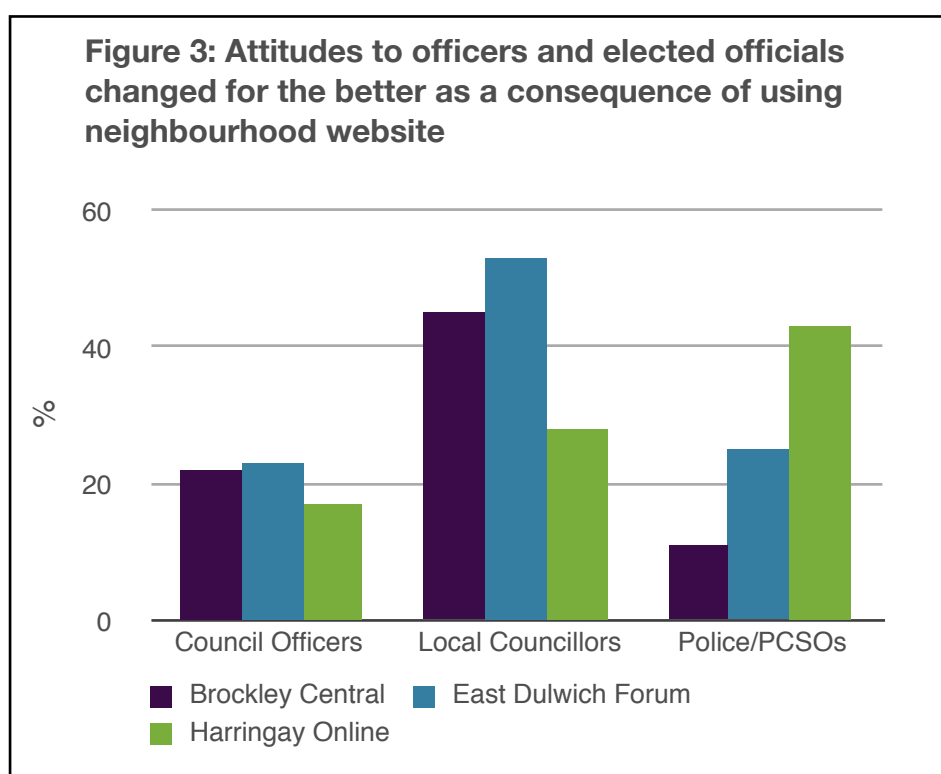
Very little formal involvement in decision-making bodies can be attributed to the local sites. Only 10 per cent of respondents said that their involvement had increased as a consequence of online participation. An overwhelming 80% of respondents felt that the local site had made no difference to their participation in formal decision-making groups.

'Harringay Online has shown our group that the catchment area with people out there who want to work together is there.'

Co-production: attitudes towards official roles

Neighbourhood websites appear to promote improved relations with local agencies and hence offer a stable platform for co-production. Twenty one per cent of respondents said that participation on their site had changed their attitude towards council officers for the better. Almost twice as many (42 per cent) said their attitude towards local councillors had changed for the better.

In those areas where people in an official role had been proactive in making themselves accessible online and providing information, the figures were significantly enhanced, suggesting a correlation between their participation and improved perception of their role. In East Dulwich, where one elected member had been making a highly visible contribution, 53 per cent of respondents said their attitude towards local councillors had changed for the better. In Harringay, where a police officer had been contributing to discussions and providing information and reassurance, 43 per cent said their attitude towards the police had changed for the better.

Figure 3: Attitudes to officers and elected officials changed for the better as a consequence of using neighbourhood website

Fears that neighbourhood websites could unleash an unrelenting fury of council-bashing appear, in these cases at least, to be entirely unfounded. In fact the opposite seems to be happening: through the kind of moderation which creates a respectful context

for discussion and debate, participants come to recognise the challenges for public services and their own potential to co-produce public service outcomes. For two thirds of our respondents, the experience of the local website demonstrates that people are willing to work with the council.

Figure 4: Co-production - agreement with statements about the websites
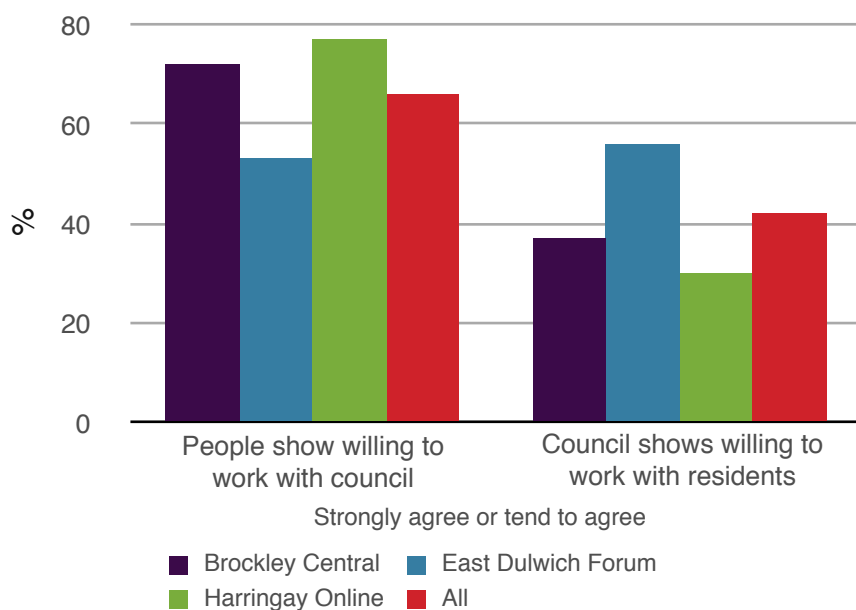
Relations with councils

Barriers to participating in neighbourhood sites

Council officers spoke of a range of barriers, including not being allowed access to local sites from their offices; council reluctance to relinquish control of messages; and lack of internal guidance on how to participate. Some felt that as officers they were not trusted to toe the line; and if they saw a need to contribute online, there were too many barriers to getting approval. The key indicator for a council's decision to engage is a high number of hits on a site.

Following a focus group with local council officers and individual interviews with several officers and members, we identified and sought views on a list of nine barriers which might be constraining engagement with neighbourhood websites. Our national survey of

'There's a real danger of officers effectively making policy on the hoof.'

*'You can quite easily corner an officer and exploit that.'*

'Even if it's negative, a high level of traffic is not something you can ignore.'

officers and members showed the most significant barrier to be 'concern about getting involved in protracted or discordant conversations': some 69 per cent of officers and 69 per cent of members identified this.

Some respondents reported negative experience of local sites. But eight of the nine barriers were identified by at least 40 per cent of either officers or members, or by both. We conclude that there is no single readily-fixed barrier to the engagement of councils in neighbourhood websites. Some of the issues are internal to councils but some relate to the need for sites to be appropriate spaces for democratic engagement if they wish officers and members to participate there.

This is by no means an insurmountable condition. Our survey showed that, among elected members, 42 per cent already find neighbourhood sites to be 'mostly constructive and useful' while a further 41 per cent were ready to describe them as 'somewhat constructive and useful'. Among officers, the figures were similar: 41 per cent and 47 per cent respectively. Respondents' experiences of participating on the sites were also largely supportive. Sixty nine per cent of officers, and 73 per cent of members told us that their experience was 'very positive' or 'mostly positive'.

'The exchanges (conversations) by and large are tedious, trivial and criticism is often written in sarcastic tone. If I saw better practice and respect I would have more confidence in this method of communication.'

Figure 5: How are local sites perceived by members and officers?
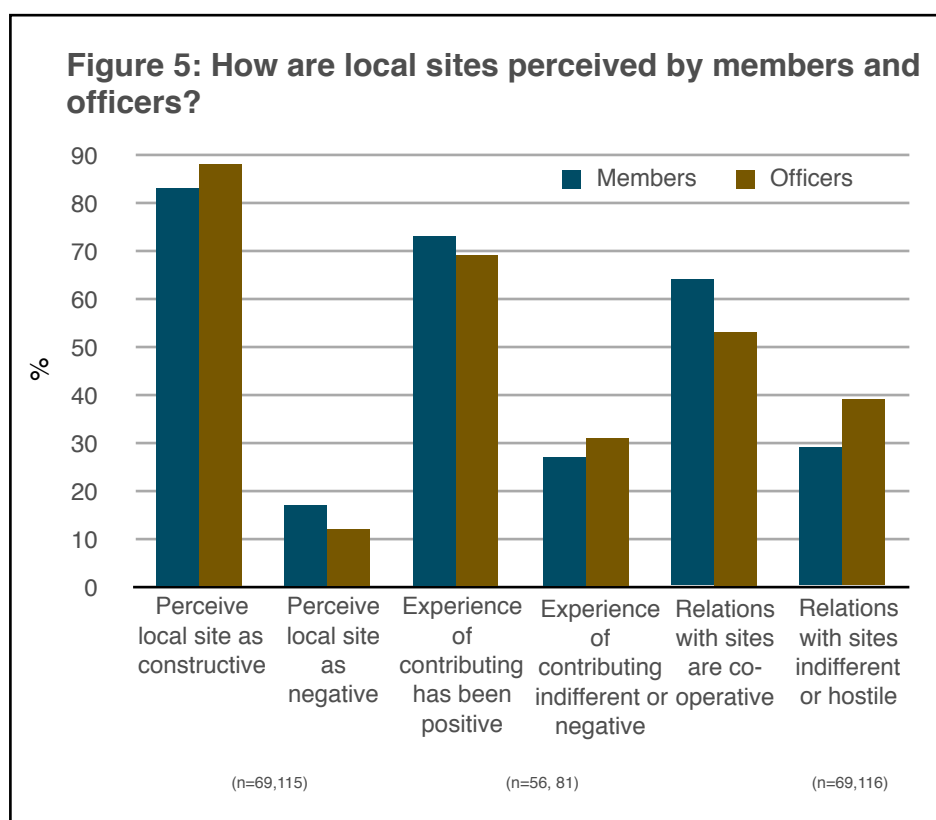
The future for citizen-run neighbourhood websites

It seems unlikley that neighbourhood websites are just a passing fashion which can be ignored – especially not by local elected representatives and officers serving local interests. Their number and influence is expanding rapidly, with momentum building from programmes like Talk About Local and others. In our survey we asked site users to identify what they regarded as their main source of local news. Seven per cent said it was 'television', 11 per cent said 'local newspaper', and an emphatic 63 per cent indicated 'neighbourhood blog / website'.

This grounding in information and news is important: augmented with everyday chit-chat it provides the context for the social benefits we have outlined. What then are the key assets of successful local sites that merit attention?

'My neighbourhood site gives me the ability to ask about what is happening, to be proactive in terms of news rather than relying on the pre-set agenda of news media.'

Content mix

The picture that emerges from examining these sites is one where a broad variety of information gets shared and issues get aired; and within that constantly churning mix, democracy is very much alive. People raise the alarm about concerns, disagree about trivial and significant points, scrutinise public decisions, call their agencies to account, apportion blame, broadcast and correct misinformation, explore solutions and volunteer to take action. They also see that others are being pro-active. Our survey of council officers and members confirms that these sites are valued for the way they help to identify issues that are of concern to residents.

They do this effectively in an environment where other digital conversations are going on the whole time – about litter and recycling, transport, shops, parenthood, irregularities and disturbances, entertainment, local history and the exchange and recycling of goods. Those who have sought the revival of democracy in mechanical processes like voting, petitions and scrutiny might do well to examine the way this fertile mix of content nurtures an agitated, involved democracy of everyday life.

Local identity

The sites we have studied have very different characteristics, but each contributes in its way to the strengthening of local identity. This again is characterised by diversity: through people coming together to clear snow-bound paths; through collections of local history photographs and accounts; through expressed concern for the safety of other residents; through passionate vigilance in the defence of buildings, structures, spaces and businesses with which residents feel some binding association.

Neighbourhood websites remind us constantly and forcefully that they are the online manifestation of a fluid and varied offline world – not the other way round.

Responsible site administration

We have seen that council officers and members are often reluctant to engage in local sites because of concerns about getting involved in protracted or discordant conversations. This highlights the importance of the administrator's role. This role varies significantly across our three study sites, and can involve a small team, or just an individual. Our focus groups and survey revealed great respect for the way administrators act to contain negative posts and comments, insist on fairness, and remove combustible material. Interviews with administrators have revealed the complexity involved and the stress experienced in the role.

There could be a lot at stake. Sites that have allowed a culture of persistent negativity will hold back the ability of this movement to fulfil its social potential. Successful sites which establish balanced argument and avoid the downward spiral of aggressive negativity, and which therefore offer an environment in which councils will wish to engage, depend heavily on the culture established and maintained by founders and administrators. The skills and temperament involved need to be more clearly understood and recognised.

What should councils do?

We have found readiness ('2.0 willingness') within local government to engage with social media generally and citizen-led websites in particular, together with a lot of uncertainty about how to do so. In a few authorities, officers are already in post with a remit to promote online engagement, but in most cases caution prevails, and there is no single problem susceptible to a single solution.

There is widespread understanding that the independence of these sites is essential but it is acknowledged that as the benefits become apparent, councils themselves could have a role to play in facilitating the development of new sites across their areas. It's likely that a mixed model of relationships will emerge: some sites will flourish with a connection to a single officer or member, others will benefit from a connection to an area forum or other accountable body, others may thrive with occasional input from a range of officers.

Various actions and conditions will be needed to fulfil the potential. Some people will expect convincing cost-benefit research evidence; others may require little more than well-argued evangelism; many will want to see guidance on online engagement with residents, or awareness-raising sessions with officers, members and residents together. Twinning of experienced administrators with new sites could be supported with small grants. And it could be that if sites adhered to a published code of practice for administrators, the whole process of council engagement would be accelerated.

So long as the principle of the independence of these sites is maintained, there is no reason why councils should not play a decisive role in their future development, and there is everything to be said for their doing so.

'Brockley Central has made our life so much easier. I wish we had one in every area.'

Council Officer

Concluding remarks

This study comes at a critical moment in the history of citizen-state relations. With the establishment of a new coalition government, unprecedented reductions in public sector spending, and a new culture of localism and co-production, citizens are being expected to assume greater responsibility for what happens in their area and local councils are expected to concede power. It seems clear that neighbourhood websites can play a role in fashioning these new relationships, providing transparent, informative spaces where issues are raised and, whenever possible, local solutions are found.
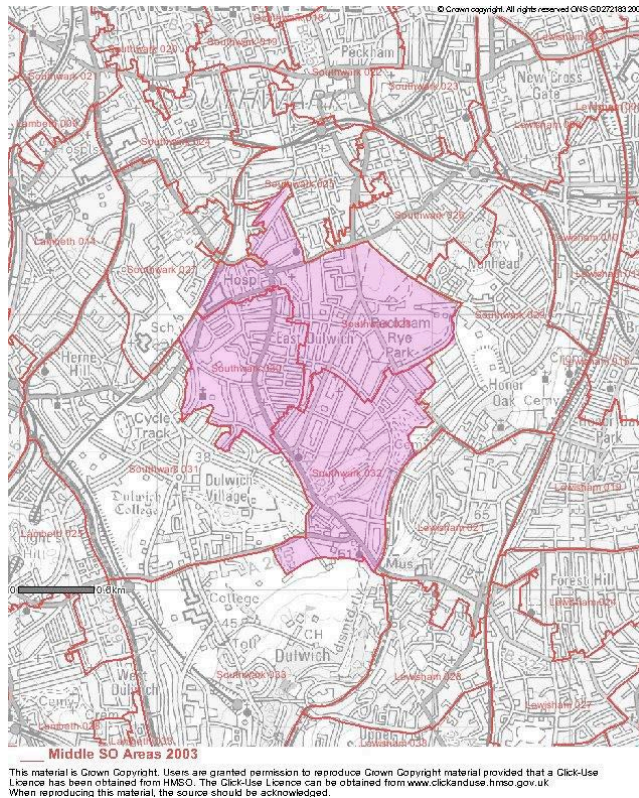
Appendix: The study sites mapped

1. Brockley
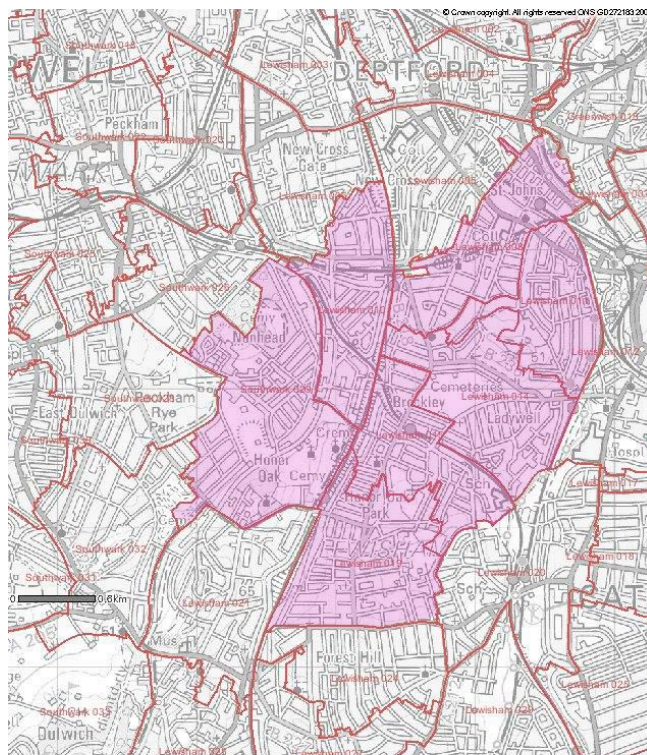
2. East Dulwich

3. Harringay
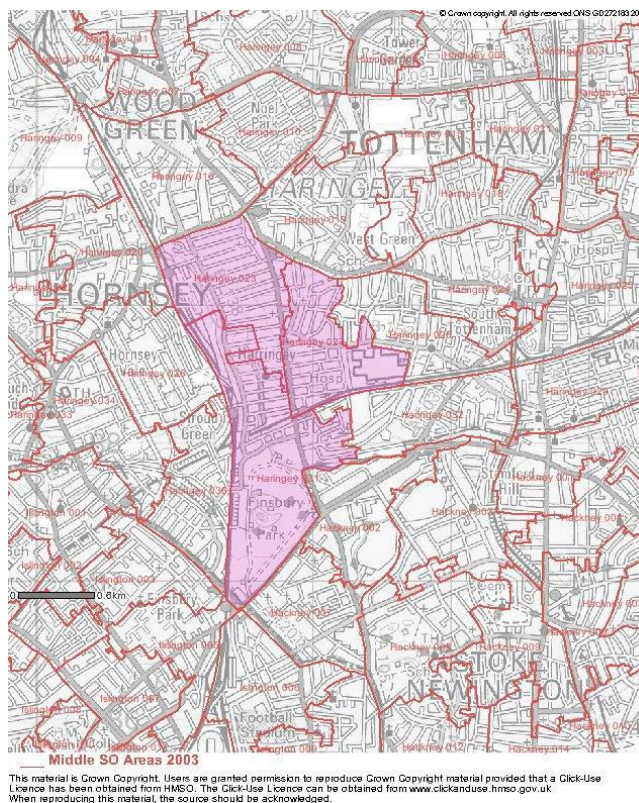
Guide to materials in the online neighbourhood networks study

1   *Online neighbourhood networks study* short summary (4 pages)

2   Introduction, background and extended summary

3   Online neighbourhood networks study (Main paper):

Section 1: Social capital and cohesion
Section 2: Supportive and negative online behaviour
Section 3: Empowerment, civic involvement and co-production
Section 4: Relations with councils
Section 5: The future for citizen-run neighbourhood websites.

4   Council survey report

5   Guide for councils to online neighbourhood networks

6   Videos (Part of the Guide for councils)

7   Network timeslices

8   Research context

9   Online neighbourhood networks typology

10   Neighbourhoods seen through online timeslices

11   Local broadcast media

part of the

online neighbourhood networks *study*

by

the Networked Neighbourhoods group

on behalf of

capital
ambition

With thanks to our partners

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