

February 2012

BUILDING ACTIVE, SAFER COMMUNITIES

Strong foundations by
local people



Third report by Baroness Newlove,
Government Champion for Active, Safer Communities



‘ Brick by brick they
are laying the strong
foundations to a
strong, safe society, ,
in the work they do.’

Front cover photograph kindly provided by
Cornish Guardian newspaper

CONTENTS

FOREWORD	Page 1
INTRODUCTION BY BARONESS NEWLOVE	Page 3
EXECUTIVE SUMMARY	Page 10
PART ONE: BUILDING THE BIG SOCIETY	Page 18
PART TWO: MY PRIORITIES TO APRIL 2012	Page 25
PART THREE: CHALLENGES TO ACTION	Page 42
PART FOUR: THE NEWLOVE NEIGHBOURHOODS AND BEYOND	Page 50
PART FIVE: BRICK BY BRICK - CASE STUDIES: LOCAL PEOPLE WHO ARE THE FOUNDATIONS FOR SAFE, ACTIVE COMMUNITIES	Page 64
Crime and policing	Page 65
Young people	Page 71
Community	Page 82
Victims	Page 87

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FOREWORD

Helen Newlove is a passionate, courageous person, and a continuing inspiration.

Since Helen was appointed as the Government's Champion for Active, Safer Communities in October 2010, she has toured communities across the country, and brought back a message loud and clear to the heart of Whitehall and Westminster about what grassroots activists want and need. Her previous reports have highlighted the Government's work to support strong neighbourhoods, but Helen has also never shirked in pointing out where we and others could do more.

We are delighted to welcome her third report as Government Champion. We are proud of the progress she has made and how her achievements can and will help to address tangible issues in our local communities. The fund, being announced today as part of this report, to tackle problem drinking and crime, is a clear example of how this Government is committed to practical action. Helen has campaigned for years in this area and we are happy to give her the tools to help her get on with the job. We look forward to hearing about how this fund makes a difference to host areas.

This report ranges widely. It covers all of Helen's priorities and lots of action in Government and beyond. It is also full of examples of the outstanding work being done by grassroots activists for whom Helen is such a powerful champion. Like Helen, we strongly believe that by backing citizens and communities across the country, we can continue to grow a bigger, more active, safer society.

We would like to express our immense gratitude to Helen for all her work as Government Champion and we look forward to building on the foundations she has put in place.



A handwritten signature in black ink, reading "David Cameron".

Rt. Hon David Cameron
Prime Minister and
Leader of the Conservative Party

A handwritten signature in black ink, reading "Eric Pickles".

Rt. Hon Eric Pickles
Secretary of State for
Communities and Local Government

‘ This report ranges widely. It covers all of Helen’s priorities and lots of action in Government and beyond. It is also full of examples of the outstanding work being done by grassroots activists for whom Helen is such a powerful champion.’

INTRODUCTION BY BARONESS NEWLOVE

Welcome to my third report as the Government's Champion for Active, Safer Communities. I also co-chair an All Party Parliamentary Group for Victims and Witnesses and I am Chairman of the Board of Community Alcohol Partnerships. You will see how these vital areas of work – improving the life of those affected by crime and encouraging a culture of safer drinking, particularly amongst the young - contribute to my vision of safer, happier communities. I use every platform available to be the voice for community activists everywhere who work tirelessly to improve the quality of life in their neighbourhoods. This report showcases real people: they are out there, but mostly under the radar. It's time they stepped into the limelight so we can learn from them. Brick by brick they are laying the strong foundations to a strong, safe society, in the work they do.

On four terrible days last summer the world was appalled by scenes of group madness, criminality and callous uncaring vandalism. Riots exploded on the streets of towns and cities around England, testing our police and emergency services to the limit. Maurice Reeves stood heartbroken in the ashes of his family's Croydon furniture store that had withstood two World Wars, only to be reduced to a blackened ruin by the mindless action of a few.

But it is not just during the riots that we are threatened by people who feel so disengaged from normal rules of behaviour that they think they can take what they want - and to hell with the consequences. They may be a minority, but they take a lot of our attention and money – it sometimes feels as though the 99% of good kids are ignored while we focus dwindling resources on the 1% who go astray. But we can do something about this. Children and teenagers need rules to live their lives, and opportunities to mix socially in safety so they become good citizens, and maximise their potential. Faith has a major role in society to teach sound morals and social and personal responsibility. In Part One you will read about 'A Year of Service' to encourage even more volunteers from the nine major religions to work in the wider community. They are needed today as never before.

I am sick of the harm caused by a rising tide of people who put themselves and others at risk from illegal and irresponsible drinking. I will make tackling 'Binge Britain' my central aim for



‘ I realise that I am capable, and so are my helpers. We don't have to rely on ‘agencies’ doing it for us all the time. If we are shown how, we can run things the way we want them, not how others think it should be ’

Jan Palmer, Activist

my next year's work. The efforts so far to get to grips with this problem have not been effective enough. I'm personally committed to see through a raft of measures nationally that will tackle the alcohol abuse that drag places down, spreading fear and anxiety in communities in place of satisfaction and pride. And I'll bring everybody to the table – politicians, police, traders, manufacturers and retailers, educationists and health professionals, as well as charities and agencies - to do so.

I want to see a culture of responsible drinking so we can rid our streets of drunken violence and intimidation. I want children and parents to understand the terrible, long-term damage to health from alcohol abuse. We can achieve this through education and I want to see far more joined up and effective working by agencies to tackle this together. I am delighted people in communities around the country, like in Newquay (front cover), and Northern Ireland (case study) have found ways to combat this problem. We need to harness their ideas and their spirit of innovation.

I am hugely grateful to the Government for encouraging me to press on with my work and for showing that it shares my fundamental view that the crime, disorder and violence which problem drinking continues to bring to our high streets and neighbourhoods must be met, head on, with direct, effective action on the ground. And to the Communities Secretary who put the 'wellie' into my words with the launch of a £1 million 'pot' which will transform 10 blighted communities. (see Executive Summary).

We need to resurrect that fighting spirit that we are so good at generating when our backs are against the wall. We've always pulled together in times of great national need and my report sheds light on the work of many people who are doing just that. We need to support and encourage them, not hold them back, spreading their good practice and celebrating their successes. There are projects which have been proven to work. Those behind them want them rolled out nationally. But they often meet with frustration and many blocks and bureaucratic hurdles, and the years pass as they face demands for more reports, evaluations and 'expert' advice before anything can be agreed.

I'm excited that new technology like 'Facewatch' (see chapter five) is there to tackle crime. When I started talking to the Chairman, Simon Gordon, this was charged to businesses. I am delighted that Simon will now be making the crime reporting element of Facewatch free for all businesses no matter how

small or large and the police. This will be funded by corporate sponsorship. So the small corner shop business who takes the hit on minor theft can now tackle low level antisocial behaviour by reporting it themselves online through Facewatch, saving themselves and the police both time and resource. This will give us a true picture of criminality in our neighbourhoods, and release the police to tackle more serious issues. It will support and strengthen faith in the Criminal Justice System. Shoplifters cost us a huge amount which passes down in raised prices. We can pinpoint the culprits, who are often young and so have a chance to change their ways before they graduate to higher impact crime.

We need to channel young people into good activities, influenced by adults who will be strong, upright mentors. The Government has committed £10m to train volunteer leaders to run 400 new youth groups through Youth United, established by His Royal Highness The Prince of Wales. That will be brilliant. I also respectfully draw His Royal Highness' and others' attention to the youth marching band featured in the case studies. For over 20 years, run solely by donations and the passion of one inspirational man, John Wyndham, for £1 a week these young musicians are growing up with strong role models to be patriotic, caring, good citizens and fulfilling their potential. They represent our country abroad to great acclaim. We need more of these 'unsung heroes' to complement the good work of established mainstream organisations in communities across the country. And we should find ways of supporting them, too.



**Siva,
Hackney NewLove
Neighbourhood**

‘ The community support after the riots was a great help. Not just the financial support but moral support from people I knew and from people I didn't know. It showed me that this is a great community, where although some people are bad 90% are good. Many shops were looted and damaged during the riots, but not many others had the help from the community as I have had. ’

‘I never considered
the impact my
behaviour had on
those involved...
now I am
determined to
make a success
of my life’

The 'fight back spirit' is clear from the evidence I have seen in preparing this report. The day after the riots something wonderful began to happen. Quiet, law-abiding citizens everywhere organised themselves through social networking into 'broom armies' and marched as one to reclaim their streets. They cleaned up burnt wrecks, scrubbed away tar in their rubber gloves and shovelled debris into black bags. Many helped weeping shopkeepers clean and restock their shops and donated all manner of items to those who had lost everything. The estimated 13,000 people who caused nearly half a billion pounds of damage to their communities were vastly outnumbered by thousands more who showed the great British backbone I have always said exists out there. And they did it freely and with a collective passion to do what was right, responding instinctively, not because anyone told them to.

Our neighbourhoods generally are bursting with energy and ideas for making the streets we live in safer, happier places. I am delighted to see this Government attach so much importance to local action and local accountability - and follow this through with concrete measures like the new Community Rights in the Localism Act, the creation of Police and Crime Commissioners and crime maps, and ways of tackling 'neighbours from hell'.

Please read the Executive Summary to get new ideas, useful links and news of fresh resources that will be put in your hands. Copy the inspirational projects, and consider all of the new opportunities opening up for everyone to get active.

You may find difficulties and obstacles along the way. But if you put your head down and press onward then, miraculously, these artificial bureaucratic barriers WILL crumble. Be determined in your approach and refuse to be intimidated or patronised and you too can arrive at your destination, carrying others with you.

This report is based on the examples of wonderful, generous people, young and old, volunteers and professionals, all around the country. They are the Big Society in action and we all owe them immense gratitude for being the social glue which holds our communities and country together. I would like to make special mention of those tireless activists, my friends in the seven 'Newlove Neighbourhoods', who came together again in September to share progress and information, and whom I shall continue to help in whatever way I can.

As always, I wish to thank the Prime Minister for always believing in me and offering me the chance to do this work. The Secretary of State for Communities and Local Government has



been my rock this year, and his Ministerial team have welcomed me with friendship, encouragement and sound advice. The Home Secretary also hosted me in my role as Government Champion for Communities. And the Health Secretary has given me warm support for my role as the Chairman of Community Alcohol Partnerships.

This year will see the dual celebration of Her Majesty's Diamond Jubilee and the Olympics. These are true epic national celebrations which, like the young Royal Wedding last year, will unite us in civic pride and joy.

That 'feel-good' factor, like 'Broom Power', should be harnessed so that when the party hats are discarded, and the bunting and flags are taken down, people looking for ways to improve their communities can keep the party going, and know exactly how to get involved. This report intends to offer advice, know-how and a map.

Rest assured that I will continue to speak up for grassroots activists and all the tremendous good you do, and to speak out against the barriers, bureaucracy and jargon that hold you back. And for those who harp on about how this costs money, we can't do it without more and more, read this report and see why your words are hollow, there are people already doing it freely, and others willing to step up. They just need to know how and where.



‘Be determined in your approach and refuse to be intimidated or patronised’

My journey began with the most painful of reasons four and a half years ago. Thanks to the wonderful spirit I see flourishing in our communities, the strong foundations of civic partnerships between people and agencies taking shape and the warm and supportive affection I have from people encouraging me on, I now have a dream to replace the nightmare.

We are building a safer, more caring country, helped by the government cutting the red tape that held us back. We are being empowered by laws to turn 'Big Government' to 'Big Society'. The dozen challenges I laid down in my first report 'Our Vision for Safe, Active Communities' have mostly been met. My seven Newlove Neighbourhoods have forged ahead mostly. And as Jan in Merthyr Tydfil puts it "(I) realise that I am capable, and so are my helpers. We don't have to rely on 'agencies' doing it for us all the time. If we are shown how, we can run things the way we want them, not how others think it should be."

My journey continues.

Helen.

Baroness Newlove of Warrington
Government Champion for Active, Safer Communities



EXECUTIVE SUMMARY

Thank you for reading this report.

I want everyone to sit up and take notice of what it contains - but, first and foremost, I want this report, just like the ones that came before it, to speak to grassroots activists. YOU are the people who devote time and energy, day in, day out, year in, year out, to making your neighbourhoods happier, safer places. No amount of guidance, strategies or legislation will succeed without local people such as YOU who care passionately about your home, your streets and your neighbours - and who go the extra mile as a result. I want you to see that YOU have a champion making your case in Westminster - someone who knows about the tremendous things YOU achieve, but also who knows only too well about the hurdles YOU have to jump. I will continue to speak out where I think government bodies and statutory agencies have got it right when it comes to helping YOU - and where there is more to do.

I also want local people to use all of my reports together as a kind of manual: a source of help, advice, encouragement and practical lessons from others who have not put up with the status quo and blazed a trail towards safe, active, happy communities. And so...

- In my first report, *Our vision for safe and active communities* (March 2010), I set out everything I had learned about getting your community active - including my Top Ten Tips for Activists.
<http://www.homeoffice.gov.uk/publications/crime/baroness-newlove-report>
- In the Government Progress Update on my work (July 2011), I named and explained my top three priorities: three critical things that I believe need to happen to push on with our vision for safe and active communities.
<http://www.communities.gov.uk/publications/communities/safeactivecommunitiesupdate>
- And with this new report, I want YOU to have at your fingertips information and links on new ideas that are proving their worth out there in the real world, and on places YOU can go for further support. I also want YOU to see the progress I have made on my three priorities. And how they can help you in your work locally. I haven't forgotten about the other challenges to action I put to Government in my first report. This report examines progress there too.



Building the Big Society

The Big Society exists and it is thriving - even in the teeth of an economic downturn and inevitable reductions in public spending. People are rolling up their sleeves and getting on with it.

To do a good job, though, people need the right tools, and information. The Government is trying to play its part. This report does not attempt an exhaustive list of all that is happening, but there are some things underway that I believe deserve mention.



People

- 500 trained Community Organisers will be there to enable local people to take action on their own behalf - to have the power and confidence to tackle the issues which are important to them, rather than wait for the local authority or the government to do it for them.
Find out more at <http://www.cocollaborative.org.uk/>
- The National Citizen Service is supporting young people to develop the skills and attitudes they need to get more engaged with their communities. NCS will be piloted for two years. Over 8,000 young people participated in 2011 and there will be 30,000 places offered in 2012. Over time, the ambition is that all young people will be able to take part.
Find out more at <https://nationalcitizenservice.direct.gov.uk>
- Youth United will use the £10m funding provided by Government to recruit and train up to 2,700 new adult volunteers to run 400 new groups of their member organisations in communities across the country.
This website will tell you more www.youthunited.org.uk/
- Community Health Champions are volunteers who use their ability to relate to people, and their own life experience, to transform health and well-being in their communities. Within their families, communities and workplaces, they motivate people to get involved in healthy social activities, create groups to meet local needs, and signpost people to the support and services that can help.
<http://www.altogetherbetter.org.uk/community-health-champions>

Power

- On 15 November 2012, for the first time ever, the public across England and Wales will elect Police and Crime Commissioners who will be accountable for how crime is tackled in their police force area.

Find out more here: <http://www.homeoffice.gov.uk/police/police-crime-commissioners/>. And don't forget <http://www.police.uk/> for information on crime and policing in your neighbourhood.

- Under the Community Right to Bid, meeting rooms, the last village shop or pub, green spaces and other sites that local people value as important to community life can be nominated to become 'assets of community value'. When a listed asset comes up for sale, communities will be able to trigger a 'window of opportunity'. This will provide them with extra time to prepare a bid. This will make it easier to keep these much-loved assets in community use and part of local life.

See: <http://www.communities.gov.uk/localgovernment/decentralisation/localismbill/>

- The Government is introducing a Community Trigger. This will be a new high-level statutory duty on relevant members of a Community Safety Partnership - the police, local authority, health, and registered providers of social housing - to take action to deal with persistent antisocial behaviour suffered by victims or communities. The duty could be activated by members of the public when their complaints meet certain criteria. The Government will be announcing detailed plans on this shortly within the response to the public consultation on a range of reforms to antisocial behaviour tools and powers.

Find out more here: <http://www.homeoffice.gov.uk/publications/consultations/asb-consultation/community-trigger?view=Html>

Funding

I know readers may feel the austerity squeeze means there is no money. Some fantastic things can, of course, be done with little or no funds: in Derry people with just £500 were able to drive down antisocial behaviour by a staggering 50 per cent. But for those of you who are struggling, remember that your local authority does have money which you, as council tax payers, can ask is spent in ways that focus on your neighbourhood's needs. Funding Central is a free website for charities, voluntary organisations and social enterprises. It provides access to thousands of funding and finance opportunities, and tools and resources set aside to help you get active - or to carry on the good work you have been doing.

<http://www.fundingcentral.org.uk/Default.aspx>

As I see it, there are three important challenges ahead as we continue to build the Big Society.

- First, as new initiatives are rolled out, every effort must be made to make sure that action, funding, and communications are joined up. This requires humility, goodwill and common sense among all agencies, from central government down. Simply put: work together or waste precious resources and energy. I've shown that true partnership is indeed the most powerful and effective action through the examples in this report. So don't just take my word for it: read the proof.
- Second, as new initiatives take root, and older ones go from strength to strength, people will continue to find creative, ingenious, inspiring ways of getting things done and of overcoming barriers. We all need to be able to 'pinch' a good idea from one place and plant it somewhere else, with the minimum of fuss. We have to share the very best practice out there.
- Finally, as I have said again and again, language really counts. Long and complex application forms and guidance, written in jargon rather than good, plain English, is a turn-off. Every government department and every statutory agency should listen to the people; it's not rocket science. Consult the public early on, let them help write the forms meant for them, and then see how you achieve more active take-up and successful outcomes. Keep it short, simple and direct, please.

To read more about all of these topics and themes, go to Part Two.

The Big Lottery Fund

The Big Lottery Fund (BIG) is the largest distributor of Lottery money to good causes. Most of BIG's funding is awarded to voluntary and community sector organisations, with funding delivered throughout the UK.

Further details of BIG are available at: www.biglotteryfund.org.uk

Tackling problem drinking

The crime and antisocial behaviour that comes in the wake of underage and binge drinking is a terrible blight on this country. It can make particular areas unbearable to live in and destroy the peace of mind of innocent people. Alcohol-fuelled violence can ruin and even take lives.

In my July progress report, the Government said it would work with me on ways of supporting action in the Department



Taken by BRAG youth project



‘Education is vital also: children and young people need to understand the perils of excessive drinking before it is too late.’

for Communities and Local Government (DCLG), across Government, and beyond, that targets problem drinking and antisocial behaviour through education and partnership working.

There are a couple of things I would like to say now.

Clearly, we need a new drinking culture in this country - but this will not be achieved overnight. I am very pleased therefore that the Government is developing a long-term strategy on alcohol. There are certain things I think the strategy needs to address: the role of parental example; the question of responsibility and whether young people have enough opportunities to understand and practise this vital quality; the part mentoring could play in helping young people who are getting caught up in drink and violence to turn their lives round; starting remedial work as early as possible; the importance of giving young people a say in how problem drinking is tackled in their community; and the need for people who wreak havoc in town centres and elsewhere to pay back by helping with the clean up. Education is vital also: children and young people need to understand the perils of excessive drinking before it is too late. I am keenly looking forward to seeing how these themes are addressed in the strategy. Some answers are here in case studies.

The alcohol strategy will be published shortly here: <http://www.dh.gov.uk/en/index.htm>

But we also need action in the here and now. I am therefore delighted today to announce the launch of a new £1 million Government fund to help local agencies, businesses and, crucially, local people to come together and tackle problem drinking head on and in true partnership, in the streets of our cities, towns and villages. This fund will be led by the DCLG. And I will control it to make sure it does what it says on the tin!

To read more about all of these topics and the new fund, go to Part Two.

A ‘hub’ for community activists - two clicks to success!

I have used my past reports to set out the criteria for a successful, effective online ‘hub’ for grassroots activists - the people I believe hold the key to making communities happier and safer.

I have said that I want to see a service that is clear and simple. Information should be just a couple of clicks away, not buried deep in jargon, small print or fields of data. It should be presented in language that everyone can relate to and understand. A good hub would showcase what works

and enable different areas to explain how they have overcome problems. Content would be provided by activists and practitioners themselves, rather than the Government. There would be links to local hubs, allowing activists to get their hands on information unique to their area. I also said that, if there were promising models already out there, or in the pipeline, time and money should not be wasted on ‘re-inventing the wheel’.

Bearing all of this in mind, one model stood out for me: www.yoursquaremile.co.uk launched in October 2011. Although it is obviously early days, I feel it meets the criteria I set out. I hope it fulfils its obvious potential. And keep searching in the meantime as this area is fast moving.

To read more about all of these topics and themes, go to Part Two.

Getting public servants out into their community

My two previous reports speculated over the vast untapped potential which lies dormant in public servants. I said I believed communities and local organisations would be enriched if we could encourage more civil servants to volunteer their services, time and expertise. I recognise that these are difficult times for public sector workers. Their contribution should be more valued and valuable than ever.

Many charities have placed their volunteering opportunities at <http://www.do-it.org.uk/> where you can also search for details of a volunteer centre or the Council for Voluntary Services in your local area. Other ‘gateways’ are <http://www.volunteering.org.uk/>, <http://helpfromhome.org/>, or use the Do Some Good app <http://dosomegood.orange.co.uk/>.

For this specific priority, I began by addressing the Civil Service Live conference, appealing direct to this large national gathering. Later in this report, you can read about three key principles for civil service volunteering I set out in this speech.

I then enlisted the support of the former Cabinet Secretary Sir Gus O’Donnell and Sir Bob Kerslake, Permanent Secretary at the Department for Communities and Local Government. Finally, I took my ideas to the Minister for the Cabinet Office, Francis Maude, and Minister for Civil Society, Nick Hurd.

Those who know my determination to get things done will not be surprised at my unorthodox approach, to cut through red tape that threatened to block my ideas. I looked at various third sector organisations to help me deliver a pilot project, and also drew on my knowledge as a community activist of many



years. True Volunteer Foundation (TVF) has a national delivery service, works with private sponsors and young people, and is driven by passion, social conscience and doing it all free.

As part of a successful DCLG Social Action Week TVF provided volunteering opportunities for DCLG staff. They are confident that they are able to roll out this programme on a wider scale, using the same model across other government departments, acting as a platform for the 'Civic Service'. Some Departments have expressed an interest and TVF will be working to roll this out.

See <http://www.truevolunteer.org/Default.aspx>

You can read more about TVF and this priority as a whole in Part Two.

Challenges to Action

In March 2011, I identified twelve challenges to action - actions I felt Government and others could be taking in the interests of safe and active communities. You can find about more about progress in these areas, examples and links to action underway, plus my thoughts about what more needs to be done, in Part Three.

Newlove Neighbourhoods

Meeting local people in their communities to learn from their experience is at the heart of what I do and what I stand for. For my first report, I worked particularly closely with activists in seven neighbourhoods, whom I personally chose as they came from a cross section of areas with different levels of problem and at different stages of community development. You can read the stories behind how they came to be activists and what they had achieved in my first report.

I have stayed in touch with this group because I strongly believe in them and in the need for communities to learn from one another. For this report, I have invited activists from the seven neighbourhoods, again in their own words, to let us know what has been going on over the past year: the successes, the barriers and the support they have received and their plans for the future.

You can read the latest from the Newlove Neighbourhoods in Part Four.



‘people will continue to find creative, ingenious, inspiring ways of getting things done and of overcoming barriers.’



Brick by brick: local people who are the foundations for safe, active communities

I want this report to burst at the seams with great practice and great ideas so that anyone reading it can feel inspired and pick up ideas for just what is possible when people decide the time has come to change somewhere for the better. So, as well as the case studies you will see throughout the text and the latest news from the Newlove Neighbourhoods, you will also find a whole section devoted to people setting out - again in their own words - how they have turned their passion for change into concrete action, new organisations and true innovation. Each case study contains links to help you find out more.

To read case studies, go to Part Five.

To read about inspiring action in Northern Ireland, see the centre pages.

And, finally, if you can't find the answer to your questions in this report, there are plenty of other places to look for help. You could try:

<http://www.direct.gov.uk/en/HomeAndCommunity/index.htm>

<http://www.number10.gov.uk/take-part/>

<http://www.takepart.org/fullresourcedirect.aspx>

<http://www.ourwatch.org.uk/>



PART ONE: BUILDING THE BIG SOCIETY

We are living in very tough times economically. Public spending is being squeezed. There is no quick fix.

And yet, despite this, the Big Society exists and it is thriving. People are rolling up their sleeves and getting on with it. They are looking around the streets they live in and asking themselves and their neighbours what they could do to make those streets happier and safer. The reaction of ordinary, law-abiding people to the summer riots showed this in the most dramatic way possible. Elsewhere in this report you will find plenty of other examples of exactly what I mean. Here is one more.



TRUST THAMESMEAD

Thamesmead is in south-east London. It is home to Trust Thamesmead, a community development agency and registered charity working to make the neighbourhood a better place for people in which to live, work and volunteer. When I visited last year, I found a real hive of community activism. For instance, Trust Thamesmead and the residents group Moorings Action Together were campaigning together for a former social club to be used as a community centre. Meanwhile, young people like 16 year old Tahlia Williamson and 14 year old Rosey Griffin are part of Thamesmead Youth Voice, which has secured £5million myplace funding for The Link Thamesmead.

Set to open in 2012 and available to the entire community, The Link, sited in unused arches under the overhead motorways, will offer everything from accredited and non-accredited courses, volunteering and work experience, to singing, acting and indoor climbing.

Trust Thamesmead has had problems in the past, with pockets of antisocial behaviour, litter and graffiti and is viewed by many as a concrete jungle, but things are changing. The community is pulling together and with the Trust's help, they are really making a difference.

IMPACT Charity Trust is just one of around 100 community groups helping to do this. It started with one man sitting on the steps, playing a set of bongo drums in a deserted community centre. A couple of children were attracted by the rhythm, followed by their parents. Group drumming sessions now happen regularly - along with a host of other events that involve the young and the old.

Thamesmead is a real hive of activity. It's rare that something isn't going on, supported by parents and other volunteers. Neighbourhood police are also a big part of the community. They are treated as trusted friends and are on first name terms with many.

To find out more, go to www.trust-thamesmead.co.uk www.thelinkthamesmead.co.uk or www.sportingclubthamesmead.co.uk.

However, I am pleased to see that the Government is also trying to do its bit with the resources available. This report is not the place to provide an exhaustive list of all that is happening but there are some things underway that I have seen or heard about that I believe deserve mention.



People

Community Organisers

This programme will recruit and train 500 senior Community Organisers, along with a further 4,500 part-time voluntary Organisers, over four years.

The role of Community Organisers is to listen to residents, to public service and third sector workers, to small businesses and local institutions, to help them act together for the common good. They are there to enable people to take action on their

‘It's rare that something isn't going on, supported by parents and other volunteers. Neighbourhood police are part of the community, and treated as trusted friends, on first name terms.’



own behalf, to give them power and confidence. Community Organisers will be recruited by local host organisations, often in deprived areas of the country. So far there have been eleven areas that got the programme going and a second group of ten host organisations. Twelve new hosts have been recruited for the third round.

<http://www.cocollaborative.org.uk/>

National Citizen Service

NCS is exciting because it could act as a gateway to the Big Society for many young people, by supporting them to develop the skills and attitudes they need to get more engaged with their communities. For instance, all the young people taking part in pilots last year and this year get the chance to go off together on a residential break to work on their personal development, and to work together designing and carrying out social action in their community.

<https://nationalcitizenservice.direct.gov.uk/>

Youth United

Youth United will use the £10m funding provided by Government to recruit and train up to 2,700 new adult volunteers to run 400 new groups of their member organisations in communities across the country.

Over the next two and a half years Youth United - a coalition of the major youth volunteering organisations - established by HRH The Prince of Wales and supported by The Prince of Wales' Charitable Foundation - will recruit and train up 2,700 new adult volunteers to run 400 new youth groups in communities across the country that will mean over 10,000 more young people will be able to join a pack or troop.

To find out more, please visit www.youthunited.org.uk/

A Year of Service

All over the country and throughout every year, people from different religious groups regularly volunteer for projects that benefit those in need or the wider community. 'A Year of Service' is a new faith-led initiative that will highlight this volunteering, drawing in recruits. This year each of the nine major faith communities, in turn, will host volunteering days in local communities and businesses across the country inviting people of other faiths - or without religious beliefs - to join in. The day could be based on a religious festival like Eid, or an existing volunteering day like the Hindu-led 'Sewa Day' or

the Jewish-led 'Mitzvah Day'. There will be four Christian days, reflecting the size and diversity of the faith in England. A Year of Service also offers faith communities a practical way to mark the Diamond Jubilee - 'service' being the key theme of Her Majesty The Queen's long reign.

<http://ayearofservice.org.uk/> will give you more information

BOLTON LADS AND GIRLS CLUB

Bolton Lads and Girls Club is the country's largest youth club and was home to one of the 12 pilots for the National Citizen Service that took place in summer 2011. I have championed the club for years. On my last visit I was shown around by recent NCS graduates who discussed their ideas for social action. They performed a role play to showcase an anti-bullying project they had designed as part of their summer work. In all, 235 young people from across Bolton took part in teamwork and leadership skills training over a week-long residential programme last summer. Then they headed back to Bolton for a second residential week of team building and problem solving and learning more about their community. They then spent the third week putting everything they had learnt into practice by planning a community project.

I've seen we can really do something about the fact that too many of our young people have become disaffected from each other and from society. It's especially sad because many of these same young people have so much to give back to their communities. Often the feeling is that volunteering and the chance to make a difference is just not for them. In reality what these kids need is just a little bit of encouragement and some basic skills to 'give it a go'. Listening to young people talking passionately about the community projects in Bolton was genuinely inspiring.

Their mentoring programme is a real 'eye-opener' in how we can use volunteers from our communities to give a couple of hours each week to be role models for younger ones. Over 200 are signed up to this project helping vulnerable children grow up with a 'buddy' to listen and advise them.

To find out more on The Bolton Lads and Girls Club, go to <http://www.boltonladsandgirlsclub.co.uk>.



Community Health Champions

Community Health Champions are volunteers who use their ability to relate to people, and their own life experience, to

transform health and well-being in their communities. Within their families, communities and workplaces, they motivate people to get involved in healthy social activities, create groups to meet local needs, and signpost people to the support and services that can help.

<http://www.altogetherbetter.org.uk/community-health-champions>

Power

Police and Crime Commissioners

On the 15 November 2012, for the first time ever, the public across England and Wales will elect Police and Crime Commissioners who will be accountable for how crime is tackled in their police force area. I believe this is a big step forward for the Big Society, which is not just about people doing things for themselves but also about giving them a greater say over the services that, day in, day out, have a huge impact on our quality of life.

<http://www.homeoffice.gov.uk/police/police-crime-commissioners/>

Community Rights

As Government Champion for Active, Safer Communities, I have been based in the DCLG since last April. During this time the Localism Bill became the Localism Act - and I congratulate Eric Pickles and his team of Ministers on what they and the Department have achieved. In particular, the Community Right to Bid and Right to Challenge have the potential to become important new tools for local people to take control of their destiny.

Under the Community Right to Bid important local amenities and buildings - such as meeting rooms, community halls or the last village shop or pub - can be nominated for listing by the local authority as assets of community value. If listed assets come up for sale, communities will have extra time to prepare a bid to take them over, making it easier to keep much-loved assets in public use and part of local life.

Under the Community Right to Challenge voluntary and community groups, parish councils and local authority staff will be able to challenge to take over the running of local authority services. If this is accepted, the authority must run a 'procurement exercise' for the service.

<http://www.communities.gov.uk/localgovernment/decentralisation/localismbill/communityrights/>

I know readers may feel the austerity squeeze means there is no money available. Some fantastic things can, of course, be done with little or no funds: see for instance the centre pages of this report and what was achieved in Derry when people had just £500 to drive down antisocial behaviour by a staggering 50 per cent. If you want other ideas on how to get things moving in your area look at the Newlove Neighbourhoods chapter. But for those of you who are struggling, your local authority does have money which, as council tax payers, you can ask is spent in ways that take into consideration your neighbourhood and its needs. Funding Central is a free website for charities, voluntary organisations and social enterprises. It provides access to thousands of funding and finance opportunities, and to tools and resources set aside to help you get active - or to carry on the good work you have been doing.

<http://www.fundingcentral.org.uk/Default.aspx>



Conclusion

The examples given above are simply that - examples. There is much more going on that should help to build the Big Society. However, as I see it, there are three important challenges ahead. First, as new initiatives are rolled out, every effort must be made to make sure that action, funding, and communications are well co-ordinated. It is a real shame when local people feel baffled and discouraged by initiatives which, however admirable in their own right, spring up from different places and at different times, even though their goals are similar or related. We should be working at 'switching them on' not 'switching them off'!

Local people need to have a clear sense of what is going on, who to speak to and how to get involved. They need to feel that the agencies in their area are pulling in the same direction. This is not a question of imposing control from the centre or the town hall, and I would not wish to prescribe a one-size-fits-all solution.

But it does require humility, goodwill and common sense among all agencies, from central government down. Simply put: join up or good intentions will go to waste. I've shown that joint partnership is indeed the most powerful and effective action by the examples in this report, so don't just take my word for it: read the proof.

'In particular, the Community Right to Bid and Right to Challenge have the potential to become important new tools for local people to take control of their destiny.'

Over the past twelve months, the Royal Borough of Windsor & Maidenhead held two ‘open space’ events in community locations to give residents and local voluntary groups the chance to hear about and have their say on ten projects. All of these projects were part of the Royal Borough’s activity as a Big Society vanguard community. Local people had the chance to question the project leaders directly, express their support for what was being done or challenge it. Local community organisations also ran stands to explain their work. It is estimated that close to 500 people attended the events.

Second, as new initiatives take root, and older ones go from strength to strength, people will find creative ways of getting things done and of overcoming barriers. Other communities could adapt these lessons to their own needs. For example, I have seen with my own eyes how a hard-pressed community in the north of England was able to advise a neighbourhood in the south on how they secured a vacant house to act as a base for their activities.

Simply put, we need to be able to ‘pinch’ a good idea from one place and plant it somewhere else, all with the minimum of fuss. We have to share the very best practice out there. The Your Square Mile website featured elsewhere in this report includes an easy way to help make this happen.

Finally, as I have said again and again in reports, speeches and interviews, language really counts. It is intensely frustrating when application forms and guidance - often already too long and complex - are written in the language of bureaucracy rather than plain English. Many good people are locked out of processes and opportunities designed for them. Similarly, I wince when I see data presented in ways that trained professionals understand, because it is part of their day job, but that leaves ordinary people scratching their heads and thinking ‘this is over my head’. Things are slowly improving, but there is lots more that could be done. I would appeal to every Government Department and every statutory agency to look hard at their practice and take heed of this advice. Also consult the public early on, let them help design the forms meant for them and then reap the rewards of more active take-up and successful outcomes. Keep it short, simple and direct, please.

You are there to serve the public. Please do not put up walls of jargon between you and them. It can be seen as patronising even if that’s the last thing you intended, and will alienate the very people you want to bring on board as partners.





PART TWO: MY PRIORITIES TO APRIL 2012

The Government Progress Report on my work published in July 2011 set out the three priorities I chose to concentrate on as Government Champion for Active, Safer Communities

- Tackling problem drinking
- A 'hub' for community activists - two clicks to success
- Getting public servants out into the community

In this report, I want to say where I have got to with delivering on these priorities.

Tackling Problem Drinking

I have experienced at first hand the tragic impact that this type of drinking can have on people and whole communities across England.

I am deeply frustrated by the crime, disorder and violence that problem drinking continues to bring to our high streets and neighbourhoods. Binge drinking wreaks havoc on communities and town centres. It causes misery for those who feel unsafe in their own homes and on their own streets. It sucks up public funding to repair the damage done to people and places.



There are a couple of things I would like to say now.

Clearly, we need a new drinking culture in this country. This will not be achieved overnight. I am very pleased therefore that the Government is developing a long-term strategy on alcohol. There are certain things I think the strategy needs to address: the role of parental example; the question of responsibility and whether young people have enough opportunities to understand and practise this vital quality; the part mentoring could play in helping young people who get caught up in drink and violence to turn their lives round starting remedial work as early as possible; the importance of giving young people a say in how problem drinking is tackled in their community; and the need for people who wreak havoc in town centres and elsewhere to pay back by helping with the clean up. Education is vital: children and young people need to understand the perils of excessive drinking before it is too late. I am keenly looking forward to seeing how these themes are addressed in the strategy.

The alcohol strategy will be published shortly here: <http://www.dh.gov.uk/en/index.htm>

But we also need action in the here and now. Positive, practical action is needed this week, this month, this year to tackle problem drinking in local communities. I want individuals across the country to know that the Government is listening to the public's clamour for action and that we are committed to tackling problem drinking where it cuts the deepest: in besieged streets and neighbourhoods and in the hearts of those made to feel fearful in their own homes. Nearly a quarter of people consider that drunken or rowdy behaviour in public places by others is a very or fairly big problem in their local area.

I want individuals to feel secure in their homes, in their communities, and to be able to go out to their local shop, park, or community centre without living in fear of this problem. And I want local people to have a major say in how this is done. I am therefore delighted to announce, through this report, the launch of a new Government fund to help local agencies, businesses and local people to come together and tackle problem drinking head on and in true partnership, in the streets of our cities, towns and villages. This fund will be led by me in the DCLG.

The fund will be available to local authorities to spend over a two-year period in approximately ten communities, with each receiving up to £50,000 per year. Partnership working will be at the heart of how this money is used. Applicants will

need to set out how - as a minimum - community groups, local residents, the police and retailers are absolutely integral to the action that will be taken. Some or all of the money should be allocated through a participatory budgeting exercise - in other words, local people must be given a direct say in choosing projects the money is used to support.

Further details about how to apply for the fund will be published in due course on the DCLG website.

I have found concrete evidence that multi-agency working is incredibly effective in tackling the deep-rooted problem of binge and underage drinking that so blights communities and causes such misery. As promised in my Introduction, please read on for outstanding examples of what I mean: the public coming together as one in Newquay in Cornwall, and Maidstone in Kent. Elsewhere in this report, you can also read about communities in different parts of Northern Ireland that also give me such hope for what can be achieved. Their stories will inspire.

NEWQUAY SAFE

Since 2009, Newquay Safe Partnership has successfully tackled underage and binge drinking, and reduced antisocial behaviour. The Cornish seaside town attracts many summer visitors. But it is also a magnet for young people celebrating the end of their exams, often in large groups and without adult supervision, with a few behaving in outrageously antisocial ways. This seriously damaged the quality of life of local people. The fight back began after the tragic deaths of two teenagers who fell to their deaths from the cliffs after drinking. This led to a spontaneous march though the town of locals demanding change.

Newquay Safe brings together councils, police, NHS, the Local Safeguarding Children Board, business, tourism, town planners, and - most importantly - local residents to share information and plan action.

What was their strategy?

- Urging young people to be responsible and to look after each other
- Urging parents to be sensible and not provide their children with alcohol
- Prosecuting proxy buyers and taking action on fake ID
- Alcohol-free entertainment in a different top club every night and discounted entry to activities during the day targeted at young people celebrating the end of exams



Julie Whitmarsh and Rob Andrew

Campaign to 'take back the streets' of Cornwall



Residents vow to take action in battle to make town safer



- Confiscating illegal alcohol and drugs from young people arriving by train
- A strong message to young people that any antisocial behaviour will 'follow them home'. This summer, parents of 66 unaccompanied young people were contacted because their children were found with alcohol, drunk, incapacitated and/or disorderly and asked to take them home. Local authorities were also notified to ensure their behaviour was not only tackled in Newquay
- 'No Nonsense' policing including a 'ring of steel' with alcohol meters to identify alcohol in drinks and on breath, alcohol test strips, and metal detection wands
- Bringing together Police, Ambulance Services and trained volunteers to provide minor medical treatment and support.

What was the result?

An evaluation of Newquay Safe initiative reveals that, compared with a baseline taken in 2008, the following reductions were seen. A 19% reduction in recorded antisocial behaviour in 2009/10 with a further 11% in 2010/11 (total 30%) and a 22% reduction in rowdy behaviour in 2009/10 with a further 6% reduction in 2010/11 (total 28%).

"Last summer we focused on how young people get alcohol. We know that parents provide their children with alcohol, other adults buy alcohol for young people under 18 if asked, and young people use false ID to try to buy alcohol or enter licensed clubs and bars. We have an important message for these adults; your actions are not only irresponsible but also illegal. Newquay Safe wants young people to have fun and stay safe."

Rob Andrew, Cornwall Council Devolution Manager, and Superintendent Julie Whitmarsh, Devon and Cornwall Police - Joint Project Managers Newquay Safe

"Newquay Safe is stunning. Every year the town sees its population surge from 20,000 to 120,000 after GCSE results. This has caused problems for residents but also much danger to the young people. Prohibition would not work. Facing huge adverse media interest, Cornwall has worked effectively to rightly focus attention on parents not taking responsibility for their children rather than it being a problem about Newquay."

Rob Whiteman, Managing Director, Local Government Improvement and Development

More information about Newquay Safe and the partnership's work is available on-line at www.cornwall.gov.uk/newquaysafe

COMMUNITY ALCOHOL PARTNERSHIPS

Community Alcohol Partnerships (CAPs) bring together senior representatives from the police, trading standards, the retail sector, public health, charities, local people and government to agree a local strategy for a lasting solution to the problems of underage drinking and associated antisocial behaviour. They are endorsed by the Department of Health and Home Office and a £1 million trade donation has been promised to roll out CAPs further and faster.

CAP's three principles for dealing with underage drinking are Education, Enforcement and Public Perception.

CAP projects include

- the training of local independent retailers
- introduction of Challenge 25 (are you old enough to buy alcohol?)
- high profile joint police and youth outreach patrols in hotspot areas
- involving the parents of young people found in possession of alcohol and
- highlighting the dangers of proxy purchasing.

There are over 31 CAP projects running across England and they have halved the incidents of crime and antisocial behaviour in some areas.

I am Chair of a distinguished board of directors.

CAPs first pilot scheme in St Neots drove down reported ASB by around 45% in one of the main hotspot areas. Reports of alcohol-related litter fell dramatically, and at the end of the pilot far fewer young people were caught with alcohol. There was a cultural change in the way the partners worked together. The pilot improved relationships, having a positive knock-on effect for other, unrelated, projects. In addition, concerns about vulnerable young people identified through the pilot were fed back into the wider multi-agency team so that, if needed, the root causes of the underage drinking, such as problems at home, could also be addressed.

In Barnsley, young people found with alcohol were 'requested' to attend a unique alcohol workshop, with their parents, run by the youth team supported by the police. Youth diversionary activities were also organised with CAP funding to provide access to local sports facilities. Barnsley CAP achieved significant reductions in street drinking and ASB, reducing alcohol-related crime by over 29%.



Devon County Council Trading Standards Service's pilot project covered three areas and used a modified CAP 'toolkit'. The results included a significant drop in the number of test purchase failures from 34% to 14% in off sales and 48% to 13% in pubs and clubs. Preventing underage drinking reduces ASB.

Maidstone Community Alcohol Partnership

Kent was the first county to sign up for CAP. The Maidstone CAP went live following successful pilot schemes elsewhere. Stakeholders include the Town Centre Management, Primary Care Trust, Police, Borough Council and charities such as St John Ambulance service and Street Pastors. They meet regularly, selecting, reporting and monitoring the key issues, and sharing information to respond better and faster to local challenges. Local traders were fully engaged from the start and larger retailers supported the smaller independent stores by providing training and mentoring.

The CAP tackled proxy purchasing: adults buying alcohol for young people. Suspects were challenged and intelligence passed on to the police and others. Maidstone CAP also said "No ID No Sale" by challenging anyone who appeared to be under 25 and putting up warning posters in pubs and clubs, local shops and off-licences. Police patrols confiscated alcohol from minors, passing on their details and other information to the Youth Service to follow up. Officers spoke regularly to retailers and young people, helping to gather information about local issues, building key relationships. The CAP also engaged families, writing to them after every incident. Every young person received alcohol advice from year 10 and persistent offenders were put on alcohol support programmes.

Maidstone's Urban Blue Bus is staffed entirely by volunteers. It saves the NHS ten times its small annual running costs by reducing ambulance calls and A&E admissions. The bus travels around schools and other organisations teaching a range of subjects including alcohol awareness. At weekends, the bus is parked in the town centre helping to reduce pressure on ambulance and A&E services. It has an onboard medical area to treat minor injuries and is a valuable resource for people socialising in the town. When I presented the ITV flagship Tonight news programme Newlove Investigates last summer, I saw the misery inflicted by binge drinking at night, but also how the Maidstone CAP dealt with their town centre effectively. I was so impressed I used the Blue Bus to announce my appointment as Chair. I shared my excitement with the Prime

'Every young person received alcohol advice from year 10 and persistent offenders were put on alcohol support programmes.'



Minister and Cabinet members leading to pledges from different Whitehall departments to support me.

For more information see Blue Bus Website www.urbanbluebus.co.uk

Go to the CAP website www.communityalcoholpartnerships.com to find out how you can do the same in your neighbourhood, or contact 0207 089 388.

HEINEKEN

Corporate Social Responsibility - putting community needs above profit.

I was recently invited by Heineken's UK Managing Director, Stefan Orlowski, to join a Prince's Seeing is Believing visit, set up by HRH The Prince of Wales and run by Business in the Community, which aims to provide insight for senior business leaders into the issues most relevant to business and communities.

The visit to Addaction's Community Alcohol Service in Brent London was hosted by Heineken. I was keen to meet up again with Simon Antrobus, Addaction's CEO, and a fellow Board member of Community Alcohol Partnerships, which I chair. I wanted to see how his charity (the UK's leading specialist drug and alcohol treatment charity), together with local partners, turns around the lives of people affected by alcohol misuse who have fallen through society's safety net, ending up on the streets. I invited two senior civil servants from the Department for Health and DCLG to come with me. Both have a professional interest in this topic, and I always believe in getting everyone to sit down at the table and work in partnerships to solve any problem.



From left: David Prout, Director General Communities, Stefan Orlowski, UK Managing Director, Heineken, Baroness Newlove, Chair of Community Alcohol Partnerships, and Chris Heffer, Director of Alcohol and Drugs Policy, Department Health meet in Brent.

I intend returning to visit a local 'wet' homeless hostel which I did not have time to do this time. But I was able to join in discussions about the impact of alcohol misuse on society and what we all could do to reduce it, powered by the group's fresh recollections of real people affected, with Stefan's other guests who included Government, NHS, the charity sector and senior business people in the alcohol and retail sector.

Stefan demonstrated when he first led a 'Seeing is Believing' visit in 2010 how powerful viewing alcohol misuse at first hand can be. He told me, "It was a moving, challenging and inspirational experience which directly led to our (Heineken's) decision to stop producing and selling the category of ciders most likely to contribute to this misuse. There is no denying that it was a difficult commercial decision but, simply put, we realised Heineken couldn't aspire to be a sustainable business without addressing the links between certain cheaply sold strong ciders and irresponsible drinking."

I was so impressed by this action from a major alcohol producer. For me, it brought to life 'corporate social responsibility'. It is positive, swift leadership like this that will encourage others to follow. We all have a duty to work towards eradicating social ills, even if it hits us in the pocket. I have great hopes that the recent opportunity to sit down with those who work in the alcohol and retail industry has been a great starting point. I look forward to exploring how we can work together in the future.

24/7 sobriety - an international solution

This new approach to offenders is being piloted in London and I am delighted that offenders committing serious crimes after drinking will be put on the programme. I support the Mayor of London that this should not be optional but a compulsory part of sentencing. Victims of drink related crimes did not have the 'option' to be attacked and we should be doing all we can to prevent more crimes of this type. I shall be watching the results carefully and speak up for its rollout as soon as possible across the country.

"The U.S. State of South Dakota had a terrible problem with drink driving and the usual 'solutions were not working. A frustrated judge, Larry Long, decided to try something new. Repeat drink driving offenders would have their right to drink revoked.

The programme is called 24/7 sobriety, and mandates that offenders appear each morning and each evening at a testing

'I was so impressed by this action from a major alcohol producer. For me, it brought to life 'corporate social responsibility'.'

station. If they pass a breathalyzer test, they are free to go until the next test. But if they have been drinking they spend a night or two in jail as a consequence. Those who drink suffer a mild but certain consequence; those who don't are able to stay out of jail and continue in gainful employment.

When 24/7 sobriety started, many people predicted that compliance with the programme would be poor, but over 99% of the more than 2 million breathalyzer tests conducted so far have been negative. And the effects appear lasting: offenders are less likely to be re-arrested for years after their period of forced sobriety ends.

South Dakota judges have taken notice of the success of 24/7 sobriety and are now using mandatory abstinence sentences in domestic violence cases as well for drink driving. Not only are drink driving and domestic violence going down as a result, but fewer people are being sent to prison on alcohol-related charges. The programme thus not only promotes community safety, it is also good for offenders and for the taxpayers who would otherwise be paying the costs of long-term incarceration.

Keith Humphreys, Ph.D. is a Professor of Psychiatry at Stanford University in Palo Alto, California and a Visiting Professor of Psychiatry at King's College London. From 2009-2010, he served as Senior Policy Advisor at the White House Office of National Drug Control Policy.

‘The programme thus not only promotes community safety, it is also good for offenders and for the taxpayers who would otherwise be paying the costs of long-term incarceration.’



‘ Putting more data into the hands of citizens means they can hold services and decision makers to account. It means they are also in a better position to get involved, by working out exactly what needs doing to improve their neighbourhood.’

A ‘hub’ for community activists - two clicks to success!

I am a firm believer in the power of information.

Technology has, of course, changed everything in terms of the ease and speed at which information can be got out there. I applaud this Government for the importance it attaches to transparency. Putting more data into the hands of citizens means they can hold services and decision makers to account. It means they are also in a better position to get involved, by working out exactly what needs doing to improve their neighbourhood.

However, as I have said elsewhere in this report, I get very frustrated, whenever I see information wrapped up in jargon or presented in very complicated formats. Organisations need not just to surrender the information they hold. They also need to remove all the trappings that suit professionals, or other people well versed in bureaucracy, who have the time and training to handle data. These unnecessary barriers will discourage the people who really count: hard-pressed local residents trying to work out what’s going on, what to do and how best to do it.

My original report in March 2011, and the Government Progress Update that followed in July, set out the criteria for a successful, effective online ‘hub’ for the kind of grassroots activists I believe in.

I have said that I want to see a service that is clear and simple for the end users. The information they need should be just a couple of clicks away. It should be presented in language that

everyone can relate to and understand.

A good hub would showcase what works and explain how different areas have overcome problems. There would be content provided by activists and practitioners, rather than Government. There would be links to local information, allowing activists to get their hands on facts unique to their area.

In July we also said that, if there were promising models already out there, or in the pipeline, time and money should not be wasted on 're-inventing the wheel'.

In September, when I met up with activists from the seven Newlove Neighbourhoods who so generously helped me in compiling my original report, I sought further advice from them on what they liked in online information and advice.

Bearing all of this in mind, one model stands out: *yoursquaremile.co.uk*.

This website was launched in October 2011. It is early days and I really hope it meets its huge potential. It meets the criteria I set out in previous reports, and which I have summarised again above.

- The Be a Savvy Citizen town map is easy on the eye and easy to use. With a couple of clicks, it allows users to find information on whatever aspect of local life is concerning them and signposts them to where they can go for expert advice if needed.
- The Local Info facility means that people can find all kinds of information about their neighbourhood gathered together in one place. They can, for instance, find the crime map for their street without needing to log on to police.uk and re-entering their postcode.

Your Square Mile has great promise to be that online website hub for grassroots community activists. As this technology is so fast moving, I shall also keep a look out for other sites which may be a better fit.

There are other websites out there to help grassroots activists grasp the tools and materials they need.

Many spring up daily across the web and in other English speaking countries.



Others you might like are

<http://www.direct.gov.uk/en/HomeAndCommunity/index.htm>

<http://www.number10.gov.uk/take-part/>

<http://www.takepart.org/fullresourcedirect.aspx>

<http://www.ourwatch.org.uk/>

**Getting public servants out into the community**

My two previous reports speculated over the vast untapped potential which lies dormant in public servants. I said I believed communities and local organisations would be enriched if we could encourage more to volunteer their services, time and expertise. I recognise that these are difficult times for public sector workers. Their contribution should be more valued and valuable than ever.

Many charities have placed their volunteering opportunities at <http://www.do-it.org.uk/> where you can also search for details of a volunteer centre or the Council for Voluntary Services in your local area. Other 'gateways' are <http://www.volunteering.org.uk/>, <http://helpfromhome.org/>, or use the Do Some Good app <http://dosomegood.orange.co.uk/>.

For this specific priority, I began by addressing the Civil Service Live conference, appealing direct to this large national gathering. I identified three key points that ministers and civil servants should bear in mind as they strive to create a 'civic service'.

- **One:** Civil servants should be encouraged to volunteer with small community groups and grassroots activists, as well as more established charities or institutions. I recognise the value that more established organisations provide, but the impact of volunteering directly within enthusiastic but hard-pressed local communities can be enormous.
- **Two:** Grassroots activists would benefit greatly not just from the time but from the expertise of civil servants. This expertise includes things like IT, administration, project management, policy making, their knowledge of funding and business processes, and their understanding of how to deal with complex bureaucracy. Putting these skills at the disposal of communities will release the positive energy of local people. It will provide the key to unlocking the system for them and remove barriers to successful activism.
- **Three:** Volunteering should be sustained whenever possible and appropriate. I know the good that comes from mucking in for the day but sustained engagement - e.g. an hour or more a week looking at the books of a struggling charity, or mentoring a child or teenager - can have a really deep and powerful effect.

Members of the Housing, Building and Land Team in the DCLG Legal Directorate put their legal and drafting skills to use by preparing a pack of standard form letters for a charity called Maternity Action. These letters are for use by midwives acting as advocates on behalf of pregnant women and new mothers in vulnerable situations. The purpose of the letters is to make various requests on behalf of the women concerned: for example to obtain confirmation from the NHS that they are entitled to free treatment, or to request alternative accommodation from housing providers where the current accommodation is not suitable. The team used some of their Departmental volunteering leave in small chunks - an hour or two at a time - to produce a pack of twelve letters with accompanying guidance notes. This involved reading the relevant legislation and guidance; expressing the requests in straightforward terms that could be easily understood by the midwives; and making sure the guidance was properly reflected. The letters have now road-tested with a group of midwives, and feedback from Maternity Action has been very positive.



As part of developing an ethos of volunteering in the Department, DCLG and Westminster Citizens Advice Bureau (CAB) are currently working together to pilot an employer-supported volunteer scheme. Six members of DCLG staff have volunteered and have been trained by CAB advisors so that they are able to take calls from the public on the Citizen's Advice National Adviceline. DCLG staff are rotated in pairs and cover the phones during one lunch time a week. Through the use of stand alone CAB laptops, and by using secure remote access to the Citizen's Advice Bureau server, the project allows DCLG staff to provide CAB advice from within DCLG HQ, Eland House. The project went live on 7th December 2011 and will last for 12 months with a joint review to be carried out at the six month point.

I then enlisted the support of the former Cabinet Secretary Sir Gus O'Donnell and Sir Bob Kerslake, Permanent Secretary at the Department for Communities and Local Government - and also now Head of the Civil Service. Finally, I took my ideas to the Minister for the Cabinet Office, Francis Maude, and Minister for Civil Society, Nick Hurd.

Those who know my determination to get things done will not be surprised at my unorthodox approach, to cut through red tape that threatened to block my ideas. I looked at various third sector organisations to help me deliver a pilot project, and also drew on my knowledge as a community activist of

many years. There are many worthy organisations nationally delivering essential services and lifelines to many people in need. But I finally selected one whose ethos matches mine, promises a national delivery service, works with private sponsors and young people and who does what it does from passion, social conscience and without payment: True Volunteer Foundation.



DCLG's SOCIAL ACTION WEEK

At the DCLG staff can claim up to six days paid volunteering leave. During Social Action Week in November 2011, DCLG staff were able to find out more about volunteering through lunchtime sessions, visit a Volunteering Fair and sign up with an organisation, and to hear direct from volunteer 'books' from the Human Library.

In addition, the Department teamed up with True Volunteer Foundation (TVF) to offer a number of volunteering opportunities to staff during the week. These varied from individual opportunities to team challenges. TVF provided over 100 opportunities for civil servants (and other TVF staff and contacts) to work in six of 50 current projects and grassroots organisations in London alone: ranging from serving meals in a shelter for the homeless (see case study below) to repainting community centres - including one near the centre of the Tottenham riots. Volunteers worked outdoors and inside, and used their professional and personal skills. 48 civil servants signed up, with around 80 more lined up to volunteer for future work.

The Passage

Based in Carlisle Place, Victoria, the Passage offers a wide range of services, year round, to help homeless and vulnerable people. I 'walk the talk' so 7.30 am on Wednesday found me dishing out the beans, bacon and eggs to a line of hungry clients, joining civil servants and others in this rewarding task. The Department has policy responsibility for homelessness policy so this was a popular choice.

"The mission of The Passage is to provide resources which encourage, inspire and challenge homeless people to transform their lives. With a volunteer to staff ratio of over 3:1, volunteers are crucial to The Passage achieving that mission. We are proud to have been part of DCLG's Social Action Week; welcoming volunteers from DCLG and TVF to support our work, and in encouraging many more to get involved and truly

make a difference for some of the most disadvantaged people in our city.” *Mick Clarke, Chief Executive*

“I really enjoyed it - it was very well organised and we felt able to just walk in and have a genuine role with only five minutes training, which was great. I enjoyed feeling I was doing something useful and tangible and I enjoyed the opportunity to work with someone from another part of DCLG. We both found out quite a lot about what each other did at work which was a useful by product of the day - but one which would definitely be beneficial for the Department.” *DCLG employee*

TVF are confident they are able to roll out this programme on a wider scale, implementing the same model across other government departments, acting as a platform for the ‘Civic Service’. Some Departments have expressed an interest and TVF will be working to roll this out.

In addition, in the Giving White Paper (May 2011), the Government reiterated its commitment that each civil servant will be encouraged to do at least one day of volunteering each year using special leave. The Government also announced that the Civil Service will aim to give 30,000 volunteering days per year. The Cabinet Office hopes to measure the number of days the Civil Service has given via a survey in 2012. I believe it is important that we measure the growth in civil service volunteering because it can make such a massive contribution to the good of our communities. I shall watch the outcome of this survey with interest.



TRUE VOLUNTEER FOUNDATION

True Volunteer Foundation (TVF) is a unique, award winning, international charity which last year directly impacted over 110,000 people with projects across the UK and 27 other countries. Within the UK, TVF attracts corporate donors to provide a unique opportunity for civil servants, the corporate sector, universities and local communities to ‘True Volunteer’. TVF has a seven-year track record of partnering with small, local, grassroots organisations to create joint venture projects. Because TVF has a strong core force of university students, it is educating the next generation and leaders in social responsibility, creating a better ethos and ‘Big Society’. Google continues to provide TVF with free, paid-for search terms to enable partner charities to market their events and activities effectively. And regionally, BNI International continues to support TVF by providing skills-based volunteers and high quality mentors.



True Volunteer Foundation

Google™

BNI®

Coventry
University

TVF has secured the University of Coventry's MBA programme pledge to donate the equivalent of five full-time MBA students to manage the HR requirement for recruiting, training and administering the Civil Service Volunteering programme. The University of Newcastle's Law School have signed up to the Baroness's projects, with four 2nd year undergraduates to work on tackling binge drinking in Freshers' Week and after.

TVF has offered expertise, volunteers and more importantly a non ring-fenced donation of £1,000 each to every one of the seven Newlove Neighbourhoods. By removing the burden of red tape and trusting the activists to spend it on ways to build community resilience, this has been a boost to these local people who struggle to raise money to realise their dreams.

To inspire wider Social Action, TVF is seeking to break down volunteering barriers for the wider public, by embarking on an exciting initiative that will take True Volunteering to where they shop on the High Street. Partnering with 3 Space, TVF will operate 'pop up' True Volunteering shops across the UK in prime locations. TVF will provide a free advisory service which will inspire action and present choice, matching local volunteering opportunities to their skills and interests.

Additionally, discussions are currently underway to determine how TVF can support the National Citizen Service. TVF are closely aligned to National Citizen Service, both models seek to encourage younger people to undertake 'Social Careers' for the greater good of society.



‘ The fact no one gets paid or even claims back expenses makes this charity and its True Volunteers a fantastic example of the Big Society. ’

Sir Cliff Richard





PART THREE: CHALLENGES TO ACTION

National government and public agencies should be helping, not hindering grassroots activists.

To help make this a reality, in Our vision for active, safer communities, I put forward 12 ‘challenges to action’ for local and central government. The Progress Update published in July summarized work underway across Government which could help to meet these challenges. You can read the latest on how Departments are responding to these challenges below, and how the various developments can give everyone more power to improve the well being of their community, followed by my thoughts on progress and what more could be done.

Challenge 1

Reward communities who come together to reduce crime by giving them back money to re-invest in crime prevention.

Challenge 2

Give the community cash from assets seized from drug dealers and other criminals.

Who’s responsible: Home Office and Ministry of Justice

Under the Asset Recovery Incentivisation Scheme, 50% of money recovered from drug dealing and other crime, is returned to the front line. Currently, about 3% of just over £75m is used for community projects, but this is increasing. <http://www.hmrc.gov.uk/about/cf-framework-exec-summary.htm>

Challenge 3

Create a national information source, a hub for activists, and support it with an award for the best examples of activism.

An online hub for activists is one of my three top priorities, as announced in the Progress Update. I promised a ‘two clicks to success’ and I have searched diligently for that elusive prize.

Although I can report good progress, it is too soon to say we have achieved this objective. The search continues. See Part Two for more.

Provide the public with a single point of contact for reporting non-emergency crime and antisocial behaviour. Encourage other partners to link up to the roll out of the 101 number.

Challenge 4

Who's responsible: Home Office

The 101 national police non-emergency number has now been rolled out to all police forces across England and Wales. 101 gives the public a single, memorable number for contacting their local police force to report crimes and concerns that do not require an emergency response. With only 25% of 999 calls to the police nationally requiring an emergency response, the introduction of the '101' number is expected to ease pressure on 999 services.

In future, where there is agreement locally, the 101 number could be developed to enable the police to join up with partners to provide communities with easier access to a wider range of local services.

<http://www.police.uk/101>

Let communities set their own speed limits.

Challenge 5

Who's responsible: Department for Transport

Where the national speed limit is not seen to be suitable for local needs and considerations, local traffic authorities can set local speed limits using a Speed Limit Order.

The Department for Transport provides the local traffic authorities with guidance to ensure speed limits are appropriately and consistently set - while also being flexible enough to cope with local needs and requirements. The guidance encourages traffic authorities to consult any local community likely to be affected by the proposals before making a Speed Limit Order.

The Department is reviewing the speed limit guidance. It will develop a new economic tool to help assess the full costs and benefits of any proposed schemes.

Back a community 'Power of Competence' with a helpline to give the public advice to overcome cautious agencies standing in their way.

Challenge 6

Who's responsible: Department for Communities and Local Government

The Department for Communities and Local Government has set up a Barrier Busting service for people who feel frustrated that central government bureaucracy, regulations or a lack of information is stopping them from achieving what they want in their area. People who use the service are put in touch with a team that will look to help. This could mean re-examining policies, getting rid of unnecessary requirements, or changing the way government departments work.

<http://barrierbusting.communities.gov.uk/>

The Community Rights in the Localism Act will put real power and influence in the hands of local people striving to protect and improve their community. See Part Two for more.

Challenge 7

Follow the Neighbourhood Policing example and get the justice system out of the court room and into communities, and put victims' needs and their protection at the heart of any action.

Who's responsible: Ministry of Justice

The Government is committed to testing out Neighbourhood Resolution Panels. These Panels are there to give communities a greater say in the delivery of justice. They bring offenders and victims together, along with people from the community, to agree what action should be taken to deal with certain types of low-level crime and disorder. The Panels make use of what are called 'restorative' and 'reparative' approaches - which means that the offender agrees to do something to make good or compensate for the damage and hurt they have caused.

Three areas - Somerset, Norfolk and Sheffield - are operating Neighbourhood Resolution Panels now. Additional Panels should be up and running across the country in early 2012.

<http://www.justice.gov.uk/publications/policy/moj/neighbourhood-resolution-panels.htm>

Part Five of this report has an example of 'restorative justice' in action from the West Midlands.

The Ministry of Justice has published a new online tool that lets people see the length of time cases take in courts across England and Wales. <http://open.justice.gov.uk>

The Government has recently published "Getting it right for victims and witnesses". The key principles behind the consultation are:

FOCUS ON NORTHERN IRELAND - DERRY AND EAST BELFAST

Derry

The Challenging Underage Drinking initiative was launched in January 2011. The initiative is based on a best practice model taken from Community Alcohol Partnerships Model which has been successful in reducing underage drinking in areas – without, crucially, moving the problem to any other areas. It brings together 19 partners from the statutory, community and business sectors, all committed to working together. The focus is on tackling underage drinking by restricting access to alcohol by those under 18; and by educating young people and their parents or carers, older siblings and friends about the dangers of underage drinking - and about the consequences of attempting to buy alcohol if under 18 or for someone who is under 18.

The initiative will contribute to tackling anti-social behaviour problems suffered by residents. However the project alone cannot solve all the problems being experienced.

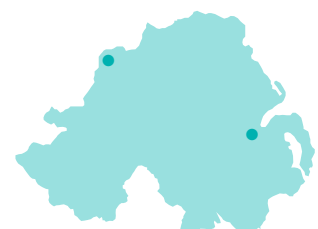
The partnership carries out activities such as high visibility patrols, engagement with young people drinking in the pilot area, and visits to discuss proxy buying with retailers in accordance with the action plan. A key achievement has been to improve the working relationship between all the different stakeholders and encourage more effective partnership working.

The project is also raising the profile of the legal implications of underage drinkers who attempt to buy alcohol illegally. For instance, young people under 18 who are found with alcohol are taken home and their parents informed. The project has also undertaken a high profile proxy-purchasing campaign supported by local retailers through the Foyle Off Sales Forum, which was set up as part of the project.

Education of young people is critical to the success of the project and partners have engaged in informing, advising and, where appropriate, supporting young people and parents, using schools, youth centres and any other means to get messages across. There have been multi-agency visits to schools in the run up to the summer period, backed up by posters advertising diversionary activities for young people during the summer holidays. The Principal of Thornhill College sits on the Education Sub-Group for the project.

Information on the type and amount of alcohol litter found at 13 “hot-spots” within the project area has been collected monthly since October 2010. The statistics show that there has been a general downward trend in the amount of litter found, which is more marked in some areas than others. The findings will be used to assist in targeting resources at the problem areas.

Although formal evaluation has not yet been completed, feedback about the project has been positive to date. Community Police Officers, youth intervention officers and Community Safety Wardens have noticed a significant reduction in alcohol related disorder. Anecdotal feedback from local residents’ shows that they have also noticed a difference.



FOCUS ON NORTHERN IRELAND - DERRY AND EAST BELFAST

Pensioner Lily O'Hagan, said it had changed her life.

"You could not even sit in your living room because the crowds gathered outside (up to 300). The language and behaviour was something desperate, I suffered this for 15 terrible years and came close to murder. They (young people) now speak to you and say hello. They voted me their **Pensioner of the Year**, it is really fantastic."



Baroness Newlove meets th

Karen Phillips, Senior Environmental Health Officer and project manager

"By bringing the public, private and voluntary sectors together we have been able to not only reduce relevant crime by more than 40% but also have improved working relationships, trust in public services and community spirit in the area. We hope that we will be able to continue here and also extend it to other areas."



Darren O'Reilly, Coordinator of the Rosemount Youth Forum says

"The Challenging underage drinking has been instrumental in bringing badly needed resources to a community struggling with antisocial behaviour. Without this initiative we would be unable to continue with this much needed valuable work."



FOCUS ON NORTHERN IRELAND - DERRY AND EAST BELFAST



First Minister at Stormont

Chris McConville (Street by Street volunteer)

"I feel we get a good response from the community - specifically from the young people who don't want to access the community facilities and services that are available to them. We don't judge, there are a number of reasons why they may feel this way - our focus is building relationships with them, letting them know someone is looking out for them and is around to talk to. In that respect, a lot of the older members of the community have approached us and said how it's good to see us doing this - it makes us feel safer."



Lauren Leckey

I didn't know you well before, but I now feel we are good friends. When I grow up I would like to do the same and get involved in Street by Street. You have also told us about a lot of different youth clubs etc to encourage us to get off the streets!



Chief Superintendent Alan McCrum

"We are delighted to be able to support the Street by Street project which complements local policing priorities and reduces low level anti social behaviour while addressing youth safety issues. It frees up police resources, allowing officers to focus on and tackle criminal behaviour which, if unchallenged, could seriously damage community confidence and public safety. Local Neighbourhood Policing Teams remain committed to working in partnership with Street by Street project."



Michele English (Street by Street Coordinator)

"This project empowers local people to help resolve local issues. The commitment and time given by these volunteers is invaluable. They have a real desire to see their community change for the better and through their pro active work these areas have proven to be a lot safer."



John Kennedy McDonalds

"We need the community and the community needs us. We hire staff and local services. We want our business to be a safe family place at night time not plagued with anti-social behaviour. Without Street by Street we would be calling on a stretched police force in the area a lot more, when they can deal with just talking and building bridges with the young youths without going down the line of arrests etc"

FOCUS ON NORTHERN IRELAND - DERRY AND EAST BELFAST

East Belfast

Every Friday and Saturday night and sometimes longer, in all weathers, up to 50 people of all ages and sizes leave the comfort of their armchairs and stride out in small groups, but as one, reclaiming their communities. This wave of volunteers washes away anti-community and anti-social activity in their path in East Belfast - literally Street by Street. It is an amazing partnership between the community, voluntary and statutory agencies, producing almost unbelievable results.

The 'Troubles' left an uneasy legacy in the Bloomfield area of East Belfast. Alarming, anti-social behaviour was on the rise. Gangs of local youth were causing most of the problems roaming the streets. Residents and victims looked in vain for help in the absence of sustained police resources.

Organisations knew the names of 36 young people allegedly responsible. Tired of punitive action, East Belfast Alternatives (EBA) was asked to help develop a strategic community response instead. EBA, with community groups Walkway Community Centre and Crossroads, invited young people, their parents, local residents, community workers and some statutory agencies to a meeting to decide how to move forward, together. About 70 people came. That night young people committed to hand over weapons, remove graffiti, and stop the anti-social behaviour. Parents promised to keep a closer eye on their children and to be more active and positive in their parenting.

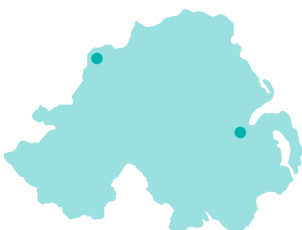
It soon was obvious that working with young people in isolation from their family and community structures would fail. Resolving the issues would need a local, community-based response that empowered local people and youth. Five separate yet intertwined strands of work began to emerge.

- Youth and Community Engagement
- Parent / victim support
- Community Mediation
- Training and Development Collaborative Working with Statutory Agencies
- Collaborative Working with Statutory Agencies

So Street by Street volunteers are seen and heard, keeping their neighbourhoods safe talking to young people, reassuring the elderly, responding to the needs of their community. From November 2010 to June 2011 volunteers engaged with 1771 members of the community, mostly young people. The main problems they deal with are youths causing annoyance, neighbourhood disputes, victim support and supporting local businesses. The focus is ensuring the safety of the young people involved, and the community as a whole. Some of the more serious incidents are followed up by the Street by Street coordinator and staff from the partner agencies, liaising with families, schools, community and other agencies. The coordinator mans an emergency 24/7 phone number.

If ever there are lessons we can learn about bringing peace to our streets, we need look no further than this brave and resolute community.

Watch this video to see Street by Street in action: <http://www.youtube.com/watch?v=iwin0gQiVMo>



- Practical and emotional support should be given to those who need it most
- Victims should receive help as and when they need it
- Services should meet the different needs of communities across the country
- Offenders should make reparation for the impact of their crimes.

The consultation is open until April and I urge everyone with an interest to make their views known by logging on and taking part.

www.justice.gov.uk/consultations/victims-witnesses-cp3-2012.htm

Pool agencies' budgets locally and give the community a choice about how money is spent.

Who's responsible: Department for Communities and Local Government

The Department for Communities and Local Government wants to speed up progress with neighbourhood-level Community Budgets. Under this approach, local residents, voluntary organisations, the council and others design together a way to transform services that is rooted in what the community wants and needs. Right now, DCLG is currently offering direct support to ten places. Community safety and tackling anti social behaviour is a key theme in several of the project plans.

<http://www.communities.gov.uk/news/corporate/2056442>

Participatory Budgeting is an excellent way of giving people a choice in how money is spent. Part Five of this report has a case study showing how this works.

Challenge 8

Ask Police and Crime Commissioners to commit at least 1% of their budget to grassroots community groups to use or have a say on.

Who's responsible: Home Office

Following elections across England, Police and Crime Commissioners will take up their roles from November 2012. They will be free to decide how best to spend their budgets. The Home Office has funded two programmes to encourage effective partnerships between the statutory and the voluntary, community and social enterprise sectors, including through the co-design and co-delivery of initiatives to cut crime:

Challenge 9

- The Safer Future Communities programme, being led by a strategic partnership of voluntary and community sector umbrella organisations, will enable the provision of practical help and advice to local groups in preparation for the arrival of Police and Crime Commissioners
- The Community Action Against Crime: Innovation Fund is providing support until end March 2013 for many grassroots community activists to develop innovative approaches to tackling local crime. Projects developed under the fund will also be able to showcase their approach to incoming PCCs.

Challenge 10

Take crime maps to the next stage - don't just show where crime happens, but what action has been taken against local crooks.

Who's responsible: Home Office

Police.uk allows communities across England and Wales to get street level crime and antisocial behaviour data, and policing information, for their neighbourhood. Since it was launched in January 2011, Police.uk has received over 450 million hits.

The Government is continually reviewing and improving the service offered by Police.uk. Communities can now access details of the following incidents in their local area: violent crime; burglary; robbery; vehicle crime; anti-social behaviour; public disorder and the possession of weapons; shoplifting; criminal damage and arson; other theft; drugs; and other crime - as well as information about levels of all crime in general.

The Government wants to take transparency in the criminal justice system even further. This includes providing an even more detailed picture of crime and anti-social behaviour in local communities and publishing crime information for key locations such as shopping centres, parks and supermarkets. By May 2012, Police.uk will also provide the public with information on what happens after a crime has occurred on their street: what the police have done and what action has been taken by the criminal justice system.

<http://www.police.uk/>

Challenge 11

End the 9-5 culture. Agencies need to be there for their community when they need them.

This challenge is the most stubborn to achieve and it is not owned by any Department. It needs a full social shift in attitudes of employees paid for by the public, to change the

working patterns of several lifetimes. The banking sector may be not be flavour of the month, but they have responded to public needs and have reopened branches for the weekend. Supermarkets and other retail outlets are open all hours, unheard of in my parents' time. Our uniformed services are expected to be there for us day or night. I hope we can end the 'ghost towns' of government offices, town halls and other public offices after 5pm or 4pm and Friday afternoons, so that citizens anxious for service can have a real person to talk to. Most of them work flexible hours - convenient for them but it should be convenient for 'us' the public, too.

I intend to write about budgets to all candidates in the Police and Crime Commissioner elections this year. I will also use this letter to highlight the importance of making sure that the services that people rely on when it comes to tackling antisocial behaviour are available when people really need them - at those very moments they are ready to play a role themselves or are crying out for help. This is still far from the case with many services and in many places. Police and Crime Commissioners should play a major role in changing this culture wherever it exists.

Get public servants out and into communities, and volunteering their time and expertise to support local groups.

Challenge 12

This is another of my three priorities, announced in the Progress Update. See Part Two for more.

I am pleased to see the progress that has been made on a number of fronts, within Government and beyond, some of which I have seen or heard about at first hand.

However, I am convinced there is more that can be done.

- I intend writing to all candidates for the role of Police and Crime Commissioner. I will ask them to commit in their manifestos to making sure community groups can use or have a say on at least 1% of their budget.
- The cash seized from drug dealers and criminals that then goes to communities for them to continue their work on making their neighbourhoods safer is welcome - but it is not enough. I am calling on the Government to go further and

faster. We should be seeing more and more of what has been achieved in North Yorkshire and City of York where fourteen charities and groups were chosen to receive an award from a pot of criminals' cash.

<http://www.bbc.co.uk/news/uk-england-york-north-yorkshire-16237607>

- I am in no doubt that we can and should deal with antisocial behaviour through enforcement. When, for example, people cause fear and havoc because they are drunk, they need to face the consequences of their actions under the law. This can also help to deter further misbehaviour. However, we should never come to rely completely on legislation, enforcement and coercion when we want people to change their behaviour. A better, safer future also means people making better, safer choices freely and for themselves.

The Behavioural Insight Team in the Cabinet Office is finding evidence for all kinds of positive and creative ways, in which people can be helped to make good choices. I am fascinated by the potential of this approach and would like to see more of it.

Social norms

People tend to do what others do. For example we are naturally quiet in libraries. But sometimes our idea of what other people are up to is vague or simply wrong. In one trial nearly 50% more people started using the stairs rather than the lift simply because there was a sign telling people that 90% of people used the stairs. Some studies have shown that this approach can be an effective way of reducing excess drinking, as most people overestimate how much others drink.

Commitments

People are much more likely to do something if they make a public commitment, either verbally or in writing. A recent trial has just reduced the number of people who missed doctors' appointments by over 30% just by asking them to make a commitment to come. Later in this report there is a case study about a programme for tracking offenders now in use in Hertfordshire. One of the interesting facts of this programme is that some ex-offenders have committed voluntarily to go through the programme themselves and to impose restrictions on themselves. You will also read in this report lots of examples

of what happens when young people are given some real control and responsibility.

Incentives

People are naturally averse to losing the things they value and interested in things in gaining more of them. If we focus on what people might lose - whether customers, friends, respect in the neighbourhood, access to shops or pubs - this could be very powerful especially in relation to proxy purchasing, pre-loading or underage sales.

Elsewhere in this report you can read about a project run by Whitefriars in Coventry which demonstrates positive incentives. I saw at first hand how 12 'troubled young people' were offered the prize of obtaining an apprenticeship place at the end of a 5-day packed programme. This made a difference to the lives of those young people, their families and the people who were affected by their actions. It also put them in a position to have a positive influence on other children around them.

Making it easy

If you want someone to do something, then make it as easy as possible for them to do so. In the Newlove Neighbourhoods, for instance, the BRAG shop in Havering and the community house in Cutsyke (both mentioned later in this report) mean that there is a place right at the heart of the neighbourhood where residents can go to get information and get stuck in. They do not have to go to the town hall or the headquarters of an external organisation to get involved in civic life. It is there on their doorstep in a one stop shop.

This is just the tip of the iceberg. There are many other areas - self-control, for example, or people's opinion of themselves - where a better understanding of what drives people's choices and behaviour can help to bring about positive change. You can read the Behavioural Insights Team annual update here: <http://www.cabinetoffice.gov.uk/resource-library/behavioural-insight-team-annual-update>



PART FOUR: THE NEWLOVE NEIGHBOURHOODS AND BEYOND

In preparing my original report, I worked closely with grassroots activists in seven neighbourhoods to learn and understand more from their experience. They represented a cross section of areas with different levels of problems and at different stages of community development. But they were united by a strong determination not to sit around and wait for someone else or some outside agency to come and solve their problems for them. These were people who cared deeply about their neighbourhoods and who weren't prepared to stand by and watch them deteriorate. You can learn more about them, their neighbourhoods and how they got started as activists in the annex to my first report.

This year has been a real eye-opener for me as I have watched my seven neighbourhoods get on with creating safer happier places to live. I have continued to work with these 'unsung heroes' because I strongly believe in the need for communities across the country to learn from one another. Most of us got back together in London in September for a workshop to catch up with one another and with what the Government was offering. I was grateful when True Volunteers Foundation (TVF) used the workshop to launch their Newlove Neighbourhood Programme: a one-stop shop to help local activists to be more effective in their approach to raising funding and promoting local activities within their communities. TVF offered a non ring-fenced donation from a private donor of £1,000 each to every one of the seven Newlove Neighbourhoods. By removing the burden of red tape and trusting the activists to spend it on ways to build community resilience, this has been a boost to these local people struggling to find money to make their plans a reality.

Some neighbourhoods have been able to power ahead with the original small grant they received from the Home Office and the donation from TVF. Others have not had such an easy ride facing barriers and questioning. I intend to call to account the faceless paid bureaucrats who stifle growth and innovation and drain energy from volunteers. If this can happen to people who are being watched over by me, I am sorry for others trying to do their best without this scrutiny.

For this report, I have asked activists from the seven neighbourhoods to report back on the progress they have been making, the successes, the barriers and the support they have received and their plans for the future.

Ian Levy, The Robert Levy Foundation, Hackney

The Robert Levy Foundation was nominated as one of the Newlove Neighbourhood projects working in London. As a result of the help received from Newlove Neighbourhoods, throughout 2011, we have delivered vastly improved projects. We managed to launch our artist development programme working with young people not only in Hackney but London wide. They performed at our annual event held in the Hackney Empire, in September last year.

Our summer fashion and motor vehicle programmes held in conjunction with Hackney College were greatly enhanced. We were able to take more young people on to both programmes. We were also able to purchase a kit car which was built by the young people on the motor vehicle programme.

The fashion students designed and made garments which they showed with pride at the annual event in the Empire as part of the fashion show.

So, 2011 has been a year in which we were able to focus on the programmes and the young people who took part in them giving them the best we have to offer. It has truly made a difference knowing we had the necessary funds to be able to carry out the planned expansions to the work we currently do. It's a breath of fresh air not having the usual red tape to deal with and hoops to jump through that are often a hindrance to small organisations like us.

Thanks to this help we were able to reach even more young people in and around Hackney and hope to continue for many years to come.



Father Rob Wickham, Rector of Hackney, The Parish of St John

Since the riots occurred in Hackney, we have been able to develop a number of schemes in relation to child safety. Firstly, the Clarence Road street party brought 400 people onto the streets, to share stories and build a deepening sense of relationship between people. In addition, children from the Urswick School and Our Lady's School have been working in their communities to build city safe zones. One now exists in Upper Clapton, the first in the London Borough of Hackney. A City Safe Zone is a place displaying a CitySafe sticker and where people have pledged to

- Report all instances of crime and anti-social behaviour to the police





- Spend some time building relationships with their neighbours
- Offer their premises as places of safety for people in immediate danger

We have also implemented the very first Knife Bin in Hackney, for the removal of knives from our streets. So far, with education packages in local schools, this has been very successful.

Following on from this work, we have been part of a wider group which has sought to create jobs for young people, especially in the time of the Olympics. Already over 500 jobs have been created, and just under 300 of these went to Hackney children from a series of interviews and conversations that took place in St John at Hackney church.

All of these developments speak of creating safer streets for young people. This is paying off, and we work together with the Police to make this a reality. I am also visiting Aylesbury Young Offenders Institute in a few weeks to discuss with the Chaplain the issue of young offenders being placed back into the community, and the support they receive. This has been as a result of the Chaplain reminding me that many of the inmates are from Hackney.



Rheta Davison, Cutsyke

Over the last year we have as a group become more together and added three young mothers onto our management committee. This has been successful as they have already taken on the task of working with our 11-16 year olds already. They have taken the youngsters to a theme park and bowling at a nearby centre. There has been talk about a youth club opening up one night at the drop-in-centre.

We have started up a steering group to look at activities for next year. We are putting in for a Lottery grant to finish off our wild life area and make the park look posh, with a bespoke entrance and fencing, and planters so that residents can grow herbs and vegetables. This hopefully will be of interest to the younger parents who might want to get involved in volunteering in their community.

We have worked with Wakefield District Housing (our social housing provider) on environmental improvements to their properties. They are improving the back and front garden of our drop-in-centre. We will part fund this from the money we received from the Home Office, giving us greater influence over what we want our garden to look like.

We now have a camera club for young people and adults. We are talking with mums to open one morning for a mother and toddler session. We are working with our PCT to start a healthy eating campaign and talking to our elderly residents to see if we can help them in any way. Our young people this year have been to Chester Zoo and to a theme park, have gone bowling, and had a tremendous Halloween party followed by a humongous Christmas Party and a selection box each.

We are a small village but we do try to give the youngsters something to look forward to. Many of these kids have nowhere to go, so anything to them is a something. We give them that extra something. We will continue to do this because these kids deserve it. They are our next generation and we need to show them that they can do better than their parents and one day they can be somebody.

As a group we are looking forward to 2012 just to see what we can achieve.

Jan Palmer, Merthyr Tydfil

Since the Baroness came down last year, we have had to overcome a few barriers with the money that she gave us. And although we did not receive all of it, what we did get has been a real asset to the youth of Twynryodyn. The extra £1,000 from the charity TVF was a big bonus as it came without strings for us to decide what we wanted to do with it.

We have finally opened our youth club and it is going really well. We open three days a week and have tried to include all ages. We do two nights for eleven to eighteen year olds and one for the younger children. Also, the mother and toddler group opens two mornings a week for birth to five year olds. The parents help to run that and are showing great community spirit.



I have arranged for all volunteers to be trained. I now have five qualified level two youth workers and one level three. I have got another three going on a level three course on Monday that I organized myself. I have put them through child protection courses and first aid. I did ask all the partnerships for help with getting application forms for funding for rent, but I did that myself also by downloading from the internet.

I am also in the process of applying to have our own youth centre built with another group in the area with Councillor Jones.

Anti social behaviour is very low and the under age drinking seems to have stopped. We get very few problems now, as I have worked very hard with the police to reduce this. Together we seem to be winning but it's early days yet.

The road safety people and the fire service come and speak to the kids on fire and being safe on the roads.

We had a great Christmas party with one of our PCSOs as Santa. The police have been very supportive and help out a lot. They often call in and have a game of pool with the kids and they seem to have a great relationship with them.

We have lots of thing planned for the coming months with a street party in the park for the Queen, carnival and days out for the kids.

The Baroness has made me realise that I am capable, and so are my helpers. We don't have to rely on 'agencies' doing it for us all the time. If we are shown how, we can run things the way we want them, not how others think it should be.

Ann McGovern, Shepway

I am a local resident in Tyson Road, East Folkestone and I have been for 20 years. I work full time at the William Harvey Hospital. I am chair for Tyson Road Residents, a member of Fenwag (which is a local neighbourhood group working in the Folkestone East area) and also on the board of East Folkestone, Together. I also work with the East Folkestone Youth Council and the Baptist Church in Hill Road.

As Newlove Neighbourhoods, Dave Barker from Cheriton and I were given a small pot of money to spend in our area. It was our choice where it should be spent. So what have I been able to do over the last 12 months?

I started by opening a bank account and our neighbourhood watch became Tyson Road Residents Group. We joined Wood



Avenue and got a gardening group going for the kids and residents who help out once a week. In Tyson Road there are 40 houses. We gave each of them two large troughs, compost and vegetables seeds to grow trays of flowers in their front gardens. We got the kids involved by a competition for the biggest sunflower. We gave £300 to Castle Hill School for them to start an after school gardening group for the kids and a resident helps out once a week.

We have helped a community clean up this year. We got a grit bin for the street and will make a big difference this winter. We also got a notice board for the area. This has made a huge difference. We are able to be able to let others know what's going on all over Folkestone.

We helped St Saviour's Church to improve their kitchen as Environmental Health said it had to be renewed. The reason we felt this was needed is because the soup kitchen runs out of there twice a week and plays a big part in our area.

We then got together with Kelly & Shaun from the council, they were our points of contact and we put on a street party for the area. They helped with all the forms and made this easier with the hurdles. We had over 400 people turn up without a cost to any of them. But we did fundraise for Kent Air Ambulance. As a street, we raised £600 for them.

We also have a little money left for a graffiti removal course. Anyone can go on this course and learn how to remove graffiti. This way we can reduce the time spent by the council on this.

We are also helping out with funding the Route 25 project for vulnerable 11 - 20 year olds who sleep on sofas, who are homeless and who need help and advice for housing, drugs, alcohol and support.

We are in the process of planning a community garden on Hill Road/Tyson Road, with the funding from True Volunteers Foundation. There will be 3 raised flower beds. The Church will take one, the local school the second and Tyson Road the third. We will maintain these and show a bit of colour for when people get off the bus.

There are many great volunteers around here that work hard. When I asked why I was put forward I was told that I was acknowledged because I don't blame the council, police or others and that I get my hands dirty and find a solution to the problem. This is because I know there are cuts to budgets - but it's also about getting a community involved and letting them say what's wrong and work together to fix it.



I want to continue working with the council as it's better to know a team and get support. I like the support network I have with the police, PCSOs, Community Support Teams and the neighbours.

For all of this I am very grateful.



Rev Dave Barker, Shepway

Cheriton Baptist Church (CBC): continues to grow in its impact to help, along with others, to transform our community, in becoming a safer place.

We are currently seeing over 590 people of all ages coming to our drop ins for young people, families and our older folks. We are involved again with other churches and Shepway District Council, to run a shelter project for the homeless from Dec - Mar. This project enabled many people that sleep rough to gain help with a bed for these few months in the winter and a number have been helped into permanent accommodation. We ran various Christmas Drop ins where the young help serve the older folks. At present, we are running citizenship day conferences, for the local schools. Currently we are seeing 230 year 10's and year 11's come along each month.

What4, CBC's youth department is reaching 250 children and young people each week. Since September, we have started three academies that run each week after school and they cover dance, music and media.

Street Pastors is an initiative that will involve small trained teams, that work with SDC and local police to work with young people that are out on the streets. We aim to cover between now and Easter, six areas each week, on Wednesdays - Saturdays in the evening. We have just launched a training centre for youth workers and, at present, we have 10 students working towards their JNC Diploma in youth and community.

Seapoint Canoe Centre is another project that CBC set up, to introduce the Shepway community to the world of paddlesport, and this year it has seen over 2,000 children, young people and their families of all abilities use the centre. This year we have had 24, 14 - 19 yr and older gain coaching awards and 96 gaining personal paddlesport awards. This has brought families together, and this year we ran a holiday club for a special needs school and for Causeway, which have some of the most disadvantaged families in Shepway.

So far not many barriers, as we have a good working relationship with our local SDC and police. One of the

successes is the Cheriton Community Forum that meets regularly at CBC, and the Shepway Local Children's Trust Board that I'm a part of as vice chair. The funding that we received from Baroness Newlove was very timely, as it has enabled us to continue our grassroots work here in Cheriton.

Hayley Bell, Offerton

So much has happened this past year and I have to thank Baroness Newlove very much on behalf of the Offerton community for helping us achieve it.

Back in January 2011 when we first met, Offerton was dealing with a low sense of community spirit and high levels of Anti-Social behaviour. We had been introduced to a new government initiative called "Participatory Budgeting" - PB for short. It's all about shifting the power in to the hands of communities and creating more community involvement. This has helped the number of community groups in Offerton grow from 4 to 21 active and growing groups. One of these, as an example, is the Skills and Opportunities Group which provides training for vulnerable women in a variety of things such as, First Aid, Health and Safety, Trip training, cookery. There is always a crèche, a brew and a friendly face so that women can come without any barriers. This has been very popular and the group is growing with a waiting list. Some of those attending have grown in confidence have even gone on to get employment.

The Friends of Offerton group, which I chair, is an umbrella group for all these new groups to connect up. Working together makes us a stronger and resilient community. We have spent time looking at the issues and I think at the time we all had mixed emotions. I'm not for one minute going to pretend this year has been easy because at times it has been far from it. Baroness Newlove coming to Offerton gave our group a massive confidence boost.

We are so fortunate to have a great Neighbourhood Management Board that is made up of key people from the Council, Police, Health and Stockport Homes that share the same hopes and aspirations as we do. The hardest part to begin with was getting the community to believe in us (i.e. the partnership between Neighbourhood Management and Friends of Offerton). We are getting past the response of "been there, done that" to a response of "What if...?"





As part of developing a Neighbourhood Agreement we worked alongside services and promoted the value of reporting local issues and having pride in where you live. This prompted a rise in reports of issues such as fly tipping, graffiti, off road bikes and youth street drinking. Through working with the Police we feel that this work contributed to a reduction in Anti-Social Behaviour by 48% in one year.

Communication has improved. We created an online network that started out on Facebook and has gone on to also have an established web page. The “What’s On Offerton” site has been a positive platform for our community. It has 364 members and has enabled us to connect and share experiences with others from the seven communities championed by you. This site has allowed some very sensitive issues in the community to be aired in a positive way.

We celebrated all of this progress with a community summer fun day. Over 700 local people attended and had a fantastic day. The local radio and newspapers were promoting us and even attended the day, when we held a pledge balloon release. This resulted in over 70 new offers of support from volunteers.

We went on to be asked to speak at the Stockport Safer Partnership Conference and won an award for Excellence. We also won awards from Stockport Homes for community involvement, and with Neighbourhood Management, we were highly commended by Stockport Council for partnership work.

We struggle in Offerton for community facilities but there is now light at the end of the tunnel after approval has been given with the backing of the community for a three part development that will provide a multi-purpose community services building with outdoor space. We also saw the council regain ownership of the former Social Club and a decision was taken to invest in, and open up, a new community centre after the community attended a 3 day consultation. This will give us space more immediately until the larger development opens and the opportunity to develop a community run centre for all.

One of our biggest achievements this year was our fantastic community Christmas market. Six community groups, that in the past would not have worked together planned and delivered the event. The young people had worked for weeks to make crafts and sell them on the day along with photographs of the children with Santa. In total they raised £181. My daughter Georgia was an inpatient in hospital at the time due to her lung disease but she managed to come for a few hours and sell cards

that the children on the ward had made. She raised some funds for our local children's ward. I have smiled with pride every day since.

So what next...

The community hub is due to open mid-April which will allow lots of the groups who are now active in Offerton space to deliver their activities and for more things to be developed. We are looking forward to the new toddler play area with new seating being installed on Half Moon Lane Park in February which we had worked on for the past year.

We are all very much looking forward to the Olympic torch coming to our community in June and will be promoting this as part of a large event promoting health and activity. This will also be the official opening of the community hub.

We are also going to do more work this year on domestic violence involving established agencies in the work and developing ourselves through Health Defender training and Community Coaching.

My biggest barrier this year has been getting funding. This will be my main priority as we want to provide a teenage youth drop in session. This will be structured and will provide a work experience programme, by setting up volunteering opportunities for young people within Stockport. There will also be provisions for a homework club, a junior youth session and a target group for vulnerable young women dealing with issues such as healthy relationships. I would very much value any support with this.

Being part of Baroness Newlove's seven neighbourhoods has been amazing and rewarding. We feel we have made great friends who we can share problems and experiences. Your support has been as always very much valued. I thank you personally for being an inspiration to myself.

Win Gleed, Havering

BRAG Team have come a long way since the beginning of their official Constitution in April 2011.

In September BRAG was given an unused shop so that people could come in for advice and be pointed to the right department that could help sort out their problems. In October, the probation service supplied us with the labour to help refurbish the shop so we were able to operate from it. We had some furniture given to us and we then purchased whatever else we needed from the 'Newlove' fund.



The shop was not ready until the last week in November and the official opening of the shop took place on 1st December by Baroness Helen Newlove, who has been an inspiration to us. We were particularly privileged to have the presence of Councillor Geoff Starns, who with the Baroness, had some very nice words of wisdom to say and encouraged us to follow what we had started. With the visit of the Baroness, there was a photographic exhibition by the young people of the area showing the estate and its people. This was very successful as it engaged the young people and was very enjoyable.

From our monthly public meetings we were able to start up a neighbourhood watch scheme that prompted people on other parts of Harold Hill to start a scheme of their own, after seeing what we had done in our area. One Councillor who visited us is now looking at starting groups like ours in a different part of Havering.

Local police have told us that from statistics recorded, crime has fallen in our area of the estate. This emanated from one of our Public meetings on crime and disorder where advice and door alarms and other forms of alarms were given out. BRAG also visited a number of households and personally gave these to people who were at risk or believed they were at risk because of many burglaries and attempted burglaries that were being committed. In December and over Christmas, burglary showed a downward trend, bucking the trend for the whole of Havering.

We made a neighbourhood agreement with the head of Streetcare about what services they are prepared to do and what we can do to make our estate a cleaner and better place to live. The head of Streetcare went to Oldham to have talks with their heads of department who had previously implemented an agreement.

There had been talks from the head of Streetcare at Public Meetings and draft copies of the agreement were handed out to the public that attended the meeting. Each meeting has a themed approach and this has included housing, crime, Streetcare etc.

To try and get the community to integrate with all ages we helped a group to have a successful party for the Royal Wedding and have also organised a Senior Citizens lunch and a children's party before Christmas. Both events were successful.

We had a raffle and every child received a gift that had been donated by many members and a Cadbury selection box that

we purchased as they left the hall for home. The time in the hall was donated by a Pensioners group on the 6th December and there was no charge for the hall by Homes in Havering for the 10th December.

We had unpaid help from the community safety team and the estate officer from Homes in Havering. Other than that, the Chef provided volunteers and another paid Chef that helped him.

As we are a voluntary community group and have helped on a project the Chef belongs to, he had made a goodwill discount to us as a community group.

There has been some slippage regarding plans on the housing consultation. However, we have been able to communicate to residents this slippage and help them understand why. It is inevitable with so many agencies working together there are bound to be some misunderstandings. However, these are dealt with by some straight talking and ensuring everyone understands what BRAG are trying to achieve.

As a new group, this has been a big learning curve for us, however, I hope we can go from strength to strength.

We have made our own bid for the continuation of the shop to the Community Action Against Crime Fund to keep this going for another year and help to drive down crime and disorder in the area even more.

Now we are in the New Year we are already looking for a successful public meeting to make an agreement for what we feel the public would want from our police departments and what they can and are able to commit to us. In addition, we look forward to seeing an agreement with our youth and health services. Not forgetting that the Briar Estate is having a very big makeover to the area and BRAG have been invited to sit in on consultations with the various sections of the estate and hopefully help all parties to arrive at amicable solutions. The one thing in the regeneration development is that everyone seems to want a new village with Doctors Surgery.

The Youth service has contacted us about young people who wish to have a Junior BRAG committee and join in with the work we are already doing. They are also promoting 16 - 19 year old youngsters in obtaining qualifications, writing CV's and getting work. They are asking for our involvement in promoting their ideas.



*Making Friends and
changing lives*



Alan Kebbell, Flowers Road Estate

We have faced real difficulty with motivating people on the estate, which has before suffered neglect from whichever party was mismanaging the council. However the neglect has turned into a dismantling of the insufficient resources we previously had.

The current administration has removed the Youth Centre just off the edge of the estate to allow the University to build halls of residence there, and has demolished the only community centre on the estate, which is currently a patch of undeveloped land that is up for sale.

The prognosis for Anti Social Behaviour is not good especially as the local police station has partly closed and will close completely soon. The police station was closed before and the levels of ASB and other crime became so bad on the estate that the Residents and Tenants Association was set up to successfully fight for its reopening.

We are having real problems this time, getting residents of a shell shocked community to participate with the RTA and I am worried that it will only be when ASB and crime have again reached an untenable level on the estate due to lack of youth facilities and policing, that the residents will again be forced to take an interest.

We held a two day event in the summer on Daisy Dip, a piece of open land surrounded by the estate, which was designed to attract new members to the RTA. Unfortunately, although it was quite well attended the figures were affected by rain on both days.

Having no base on the estate is proving to have an adverse affect on our efforts, as meetings have to be held in buildings off the estate or in a church hall. The community is ethnically diverse and the church hall is very obviously part of the church building which does present a problem in using it.

We do need to hold more Daisy Dip events this year, which means waiting for the summer and hoping for better weather this time. We also need to be able to devote considerable funds to this to enable extensive advertising on the estate, of popular attractions.

‘ Being part of Baroness Newlove’s seven neighbourhoods has been amazing and rewarding. We feel we have made great friends who we can share problems and experiences. ’

Hayley Bell, Activist





PART FIVE: BRICK BY BRICK CASE STUDIES - LOCAL PEOPLE WHO ARE THE FOUNDATIONS FOR SAFE, ACTIVE COMMUNITIES

In my reports and speeches, I have challenged agencies, the private sector and the public to think of new ways to tackle old problems, and to work together for a common solution. Businesses, police forces and communities have invited me to see what they are doing. So I have travelled across the country, and across the water to Northern Ireland, to see some outstanding, inspiring projects. I am amazed and excited by the thought that I may have only scratched the surface and there must be many other good ideas out there we should share.

But I also believe that there is still a huge amount of untapped passion and energy out there. As I have said elsewhere in this report, people may be holding back, unsure how to take the first step or how to crack the problems they are facing. They may be worried that their good idea will be stymied by barriers and bureaucracy. And as funding is so difficult to access, they can be suspicious of real offers and opportunities.

In this part of my report, I want to shine a light on some of the excellent work I've witnessed for myself in my time as Government Champion - some of it by grassroots activists and charities, some of it from the business sector, some by statutory agencies. As you will see, in some cases, the people directly involved tell you in their own words what they have done and what it has meant for them and their communities.

My wish is that those with a passion for making a difference in their communities will find inspiration here for things they could do or things they could press for from local agencies. And my hope is that those with the power will back them when they do.

You will find the case studies are brought together under four main themes, beginning with Crime and Policing where action is so urgently needed to keep neighbourhoods and law abiding citizens safe. There are also case studies covering Young People, Communities, and Victims - all of which are so important in making our country an active, happier and safer place.

CRIME AND POLICING

FACEWATCH

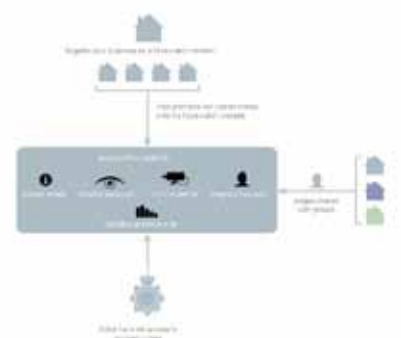
“Facewatch is a web based crime reporting system that is simple, easy to access and allows victims to take part in the criminal justice system.

I was frustrated by the lack of resource from the Police to reduce low level crime in my community. Reporting and gathering evidence usually involves the police visiting businesses where the crime was committed and manually collecting evidence, including CCTV footage, all of which took up valuable police time and resources. Low level crime such as bag theft, pick pocketing and shoplifting, which is seen as the thin end of the crime wedge, were taking weeks to follow up, meaning that criminals were able to move on to other locations and avoid being caught.

So I worked with a senior member of the Met Police Force to come up with a solution using web technology. Facewatch only requires access to the internet to work. Using the system in conjunction with CCTV is most efficient but any crimes may be reported using the website.

Facewatch links retail businesses, Police and the victims of crime through an easy to use, secure website hub, which contains all key information required to take action to deter and convict criminals. Crime is reported quickly, accurately and with a complete evidence package, including moving CCTV and images, directly to the Police online. Facewatch also allows businesses, communities, organisations and the Police to confidentially share information on incidents and suspects, in order to improve safety and reduce crime and antisocial behaviour. We intend to work actively to assist Community Alcohol Partnerships to tackle underage and proxy sales, and antisocial behaviour in the community.

Facewatch has totally removed the wasted time and gets the information to the people who can deal with it instantly. It is the only online crime reporting system to be accredited by the Association of Chief Police Officers Secured by Design initiative. Additional victim support features include, the automatic cancelling and reordering of payment cards via CPP card protection and instant crime references for victims with fully automatic follow up by email at every stage of the progression of the case.



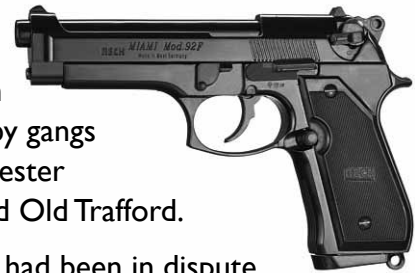
Facewatch is entirely free to all users and the Police. It is funded through a not for profit company which is financed by sponsorship so that communities can be made safer through working together to prevent low level crime occurring.”

Simon Gordon

For more information contact Simon through www.facewatch.co.uk

XCALIBRE TASK FORCE

“Greater Manchester Police launched the Xcalibre Task Force in September 2006 in response to the increasing threat posed by gangs in the southern inner city areas of Manchester including Moss Side, Longsight, Hulme, and Old Trafford.



Since the late 1980's, gangs in these areas had been in dispute with each other and used firearms on a regular basis to target rival gangs. Since the start of this gang feuding, 36 people have been shot dead. Working closely with partner agencies such as Children's Services, Education, Housing and the Probation Service, as well as community groups such as Mothers Against Violence and Carisma, the Xcalibre Task Force has built up an in depth understanding of the gangs in the area and their dynamics and motivations.

There has been unprecedented co-operation with partners. This has led to effective targeting of those exerting most influence within the gangs. It has helped with identifying those most vulnerable to gang influence and devising individual action plans to remove the risk factors.

It is also recognised that gang influence is deeply entrenched in the local community. To completely eradicate the threat will take a long term commitment from all agencies and the local community. An area where the sound of gunshots was the 'norm,' where people lived in genuine fear for their lives, and the lives of their loved ones will take some convincing that a genuine solution can be found.

The Xcalibre Task Force along with their partners have taken the unique approach of recognising that all people involved in this gang culture, are in effect, victims. After all, each gang member is as likely to be the next person shot dead as they are to be the next murderer. In depth interviews with young people involved in this gang culture highlighted the intense peer pressure placed on them, in particularly young black males living in the affected areas, by gang members. Many felt almost forced into joining gangs. Others of course, made the choice, willingly.



By identifying the people most vulnerable to gang influence at an early stage, and putting safeguarding strategies around them, our multi-agency approach has significantly reduced the number of young people actively engaging in gang activity. Since 2008/09 there has been a sustained reduction in gang related shootings in the affected areas. In 2007-08, there were 38 gang related shootings, four of which were fatal. In 2008-09, there were eight gang related shootings, none fatal. In 2009-10, there were 13 gang related shootings, one fatal. In 2010-11, there were three gang related shootings, none fatal. In the year to date from 1 April 2011, there has been one gang related shooting, not fatal.

Whilst the sustained reduction is encouraging, all agencies, both statutory and voluntary, understand there is still a lot of work to be done to completely eradicate the threat caused by gangs. What is clear, is that the work done so far has undoubtedly saved the lives of many young people in the area.”

Detective Inspector Paul Miller, Greater Manchester Police
www.gmp.police.uk

Police Support Volunteers

“I’m in charge of community engagement for ACPO. The general public may not know what a valuable service some of their fellow citizens provide already. Along with the 19,000 Special Constables who patrol our streets, police forces have almost 10,000 Police Support Volunteers who operate within the police service in a range of roles. The volunteers are involved in an enormous range of activity from supporting Neighbourhood Teams to helping with cyber investigations; puppy walking to helping with the deployments of the Mounted Branch; Neighbourhood Watch co-ordination to forensic investigations. We have identified almost 100 distinct volunteering roles carried out across England and Wales.

Police Support Volunteers are recruited, trained and supported within policing teams and some forces have embraced the opportunities wholeheartedly. Thames Valley Police was a pioneer in the mid-90s and they now have over 600 volunteers, and forces such as Avon and Somerset have over 200 volunteers. Many of these volunteers act as a direct link between their communities and the police service in their areas.”

Rob Beckley, Chief Constable for Avon and Somerset

To find out more please contact Terry Wilkins at terrybwilkins@sky.com.





*Alison Roome-Gifford and
David Campbell*

OFFENDER TRACKING IN HERTFORDSHIRE

“Everyone involved in the criminal justice system knows that it fails to rehabilitate many of the people who pass through it. They appear, again and again, as offenders, spending time in jail before returning to the same chaotic lifestyles which got them involved in crime in the first place.

In Hertfordshire, the police force has been working for five years with the probation service and the local judiciary to develop and operate two programmes which offer a radical and innovative new approach to dealing with prolific non-violent offenders. The programmes focus on burglars and those responsible for vehicle crime. This is known as ‘acquisitive’ crime and the offenders frequently ‘acquire’ other people’s property to fund drugs habits. You have to take risks and be visionary and Chris Miller, who was then the Assistant Chief Constable, did just that.

Choices and Consequences (C2) involves a unique agreement with local judges that offenders who fit the criteria and admit all their offences can be offered a deferred custodial sentence. They are placed instead on a four-year community sentence under which they will be supported in their efforts to get away from crime.

The framework for offenders who volunteer to take part is demanding. The progress of the community sentence is closely supervised by probation, with monthly reviews of the case by a judge, who may impose conditions such as exclusions from particular areas. Local multi-agency co-operation means there is concrete assistance for the offenders - drugs or health-related, or help in getting and holding down work, or finding somewhere to live. There are regular, mandatory drugs tests. If they volunteer, they have to be tested.

If they commit further serious crimes, particularly of the kind that got them on the C2 programme in the first place, they face going back to court and being sent to prison. A failed drugs test is not, in itself, a reason to take someone off the C2 programme. Experience has shown that many voluntarily tell police or probation when they have lapsed back into taking drugs. These lapses are treated as ‘warning signs’ that trigger reviews and efforts to prevent further offences

As we see, the C2 programme puts a degree of trust in the offenders who are given a deferred sentence. However, it is not simply a case of taking their word for where they have been and what they have been doing.

The C2 programme is supported by an innovative electronic monitoring system known as 'buddi Tracker.' Those on the programme have to agree to wear a sophisticated and secure GPS tag - monitored by police - 24 hours a day. This gives the public, and the judiciary, confidence that the offenders sentenced in the community are never out of sight and can be shown to be genuinely staying away from crime.

The mix of C2 and buddi has significantly increased the number of offenders who stay on the programme for the full length of the community sentence. The buddi Tracker was first introduced to the C2 programme in July 2010 when it was offered to offenders to wear them voluntarily. The majority volunteered, but not all were provided with one. It has been possible to compare the impact of its use on offender progress within this programme. Some 64% of those wearing a tracker were retained on the programme, compared to just 17% of those who did not wear one. Those who did not stay on the programme were jailed.



So successful has the buddi system been that it is now used more widely to monitor offenders in Hertfordshire. Not only can 'buddi' put a re-offender at the scene of the crime, it can also prove quickly that the person was not involved, preventing the waste of police time in investigating them as suspects.

The two programmes together increase the success of offender rehabilitation and reduce re-offending. The academic evaluation Hertfordshire Constabulary has gathered demonstrates this. The majority of victims in C2 cases - when the approach was explained to them - were supportive.

Choices & Consequences has won a number of awards but so far the only extension of it outside Hertfordshire has been in neighbouring Bedfordshire. However, a large number of police forces have indicated they are keen to try it."

Assistant Chief Constable Alison Roome-Gifford

Detective Inspector Stuart Campfield, Hertfordshire Constabulary

For more information about the project go to
http://www.herts.police.uk/hertfordshire_constabulary/about_us/c2_project.aspx



NEWCASTLE LAW SCHOOL

Newcastle Law School was recently ranked number one in the Sunday Times Good University Guide.

It has an impressive reputation for teaching and research quality. This includes expertise in the areas of Criminal Justice, Human Rights and Environmental Law. It has over 500 students studying law at undergraduate and postgraduate levels. Its students are encouraged throughout their studies to gain a wider understanding of the context in which law operates.

When Baroness Newlove was asked to speak to the students at a conference on antisocial behaviour, it started a ball rolling. Dr Kevin Brown was keen to help the Baroness in a wider context as she also co-chairs the All Party Parliamentary Group (APG) for Victims and Witnesses with Labour Shadow Justice Minister Rob Flello. Students were canvassed to get involved.

An invitation for four students to work with the Baroness was oversubscribed six times over. Ben Ridlington-Moon, Martine Wade, Melissa Rafferty and Grant Hollis went on to spend a week in London, with Victims Support charity, in a court room, and in the House of Lords with the Baroness. They shadowed her in meetings with senior police officers, and industry leaders looking at projects offering solutions to cut crime, and spent time with Angela Herlihy, whose husband Garry was murdered in similar circumstances to Garry Newlove. She accompanied them to a visit to the Victims and Witnesses team in the Ministry of Justice, and spent two days with them.

“This is extremely exciting,” said Ben. “I look forward to helping to bring about real change for real people.”

Martine and Melissa agreed meeting the Baroness and Angela and the APPG, which focused on children in court, gave them a greater depth of knowledge of the human aspect of the law they were studying and they found that ‘intensely moving, informative and powerful.’ Grant’s impression was that the current system could, at times, be almost adversarial in court for victims and witnesses. It could be more sensitive to the human factor. All four will help deliver the ASB conference in Newcastle on 13 April, which prompted this partnership with the Baroness, and will be busy writing an academic paper for publication on their research.

Dr Kevin Brown lectures in Criminal and Evidence Law at Newcastle University. Actively involved in Criminal Justice projects funded by the European Union, the Scottish

‘the current system could, at times, be almost adversarial in court for victims and witnesses. It could be more sensitive to the human factor.’

Government and Newcastle University, he is published in a range of leading academic journals.

Kevin's particular expertise is on the regulation of anti-social behaviour. In 2011, he was elected to the national executive of the Socio-Legal Studies Association, a learned society tasked with promoting the study of the relationship between law and society.

Kevin will offer vital advice in the areas of law and societal change that so concern me. Making it 'real' for the students was one of my priorities to fulfil the government pledge to put victims at the heart of the criminal justice system. I'd like to see the judiciary - and these four represent the future - accept there can be a place for emotion, and to view the victim and their family as human beings, so they have equal rights as the offender. I look forward to a long association with Newcastle University and will take an interest in the work produced by these four young people, and the careers they follow.

Newcastle Law School

<http://www.ncl.ac.uk/nuls/>

YOUNG PEOPLE

THE FOOTBALL LEAGUE TRUST

"The Football League Trust's 'On Target' project is one of our flagship social inclusion initiatives. It is an estates-based programme providing positive activities on Friday and Saturday nights. There is a strong focus on returning young people to full time education or keeping them engaged.

Operating through the community trusts of Grimsby Town, Leeds United, Rochdale, Sheffield Wednesday, Coventry City and both Bristol clubs, local partnerships exist in each area with the police, local authority, schools and colleges. So far with over 1300 young people engaged, we are exceeding the two year target number of 450. 90 young people have engaged as volunteers (our 2 year target was 60). 171 young people have gained qualifications (the 2 year target was 30). 17 young people have gained employment and 15 young people have returned to school to date.

Let me highlight the particular examples of twins Billy and Sam Downes, who were major exponents of anti social behaviour on the Knowle Council estate in Bristol. Tommy Hutchison, former Scottish international footballer, was Head of Bristol



‘The most rewarding thing that’s ever happened to me was that the lady in charge, thanked me for the excellent behaviour of the boys’



City’s Community programme and took the On Target project to the Knowle estate. The first session could not start until 650 needles had been removed from the grass.

The twins attended this first session. Tommy said: ‘Probably I was the only male person in their life. I did not stand for any of their past behaviour, which they tried on. I intended to change their attitude.’

After several weeks, Tommy took the group on an Outward Bound course. The police had told him that this group of youngsters had expected the Bristol City scheme to let them down - as they had been by everyone else. ‘We turned up every week,’ said Tommy Hutchison. ‘On the Outward Bound course in Wales, I was amazed to see that three quarters of the kids couldn’t use a knife and fork. The most rewarding thing that’s ever happened to me was that the lady in charge thanked me for the excellent behaviour of the boys.’

Sam and Billy are now working for the Bristol City community scheme. No longer are they stealing bikes and setting fire to them. ‘I know how hard it’s been for me,’ says Sam. ‘I want to stop other kids doing some of the stuff I did.’ ‘I just think I can really help them by being their football coach,’ adds Billy. The power of football literally does change lives. Just ask Billy and Sam Downes.”

Dave Edmundson, The Football League Trust
<http://www.football-league.co.uk>

SEFTON YOUNG ADVISORS

“Sefton Young Advisors have been tackling the issue of Section 30 Dispersal Orders that can be used to break up groups of more than two people. Leading on this project is Young Advisor, Kim Cooper, who specializes in community safety and crime. Kim found out that 70% of local young people didn’t feel safe in their own communities and 95% felt unsafe going outside their area. 30% didn’t know what a Section 30 order was. Only 40% would tell the police if they had a very big or fairly big problem to do with their safety or that of others.

Kim and the Sefton Young Advisor team held a successful event to debate findings of her research and find solutions. This led to Young Advisors sitting on a number of panels within Sefton influencing the way Section 30s are to be implemented and other solutions to problems with community safety. Young Advisors also reassured young people in Sefton how the research they had taken part in was being used.

Research since has shown that seven Section 30 orders have been lifted or stopped for renewal. There has been a 49% decrease in the number of young people who didn’t feel safe in their own community and a 64% decrease in those who felt unsafe going out of their area. The number who would contact the police if they had a problem has gone up by 45%. And there has been a reduction of 1476 in incidents of anti social behaviour.

And it hasn’t stopped there. Young Advisors “youth proofed” the 2010-11 Merseyside Policing Plan. They gave lectures at Liverpool John Moores University to first year Criminology students. Kim gave presentations and answered questions about her research at seminars across the north west each attended by more than 200 people.

Here is what Young Advisors themselves say:

I enjoyed every minute of being a Young Advisor, but the best thing was being part of multi- agency groups and local, regional and national stakeholder events. It made me feel like a valued member of society and gave me a brilliant chance to speak out for young people and to be heard. (Kim Cooper)

Being a Young Advisor, I developed a vast amount of skills that not only would benefit me as a Young Advisor but also as a person and in life. The training that we delivered not only helped the people we were training but also helped myself as the trainer. (Brian Mok)



Becoming a Young Advisor has changed my life. It has taught me so much about myself and helped me to grow as a person, increasing my confidence and my people skills..... I have been able to consult with both adults and young people; using this information to get the most out of services and funding. (Katy Russell)

Young Advisors has given me a great opportunity to positively influence my community for the better. (Matt Smith)"

Gary Buxton, Chief Executive, Young Advisors Charity
www.youngadvisors.org.uk



PRINCE'S TRUST

Lauren Ashley is 20 years old. Prior to Lauren's involvement with the Prince's Trust she was at a low point in her life. She had no job and had started to use marijuana as a way to pass the time; she felt disappointed with herself and didn't know which way to turn.

She heard about the Team programme through a friend who told her that it really helps with confidence building and finding a job. Lauren thought this sounded great and took it upon herself to make the first move. She was accepted on the course and never looked back.

With the help of her team leader, Lauren has managed to kick her drug habit, build her confidence and increase her skills to a level she didn't even realise was achievable.

As part of the Team programme she was asked to go along to a conference to meet Baroness Newlove and discuss her plans for active, safer communities. It was this experience of representing her team that made Lauren realise she wanted to continue to represent the Trust when her Team experience was over.

Shortly after finishing her course she decided to get voluntary work in her hometown of Winsford to give something back to the community. She started volunteering at The Edge and continues to volunteer there now. The Edge is a community centre for people in the Winsford area. The centre promotes personal development, self-esteem and self-confidence. Lauren, also recently gained full time employment in a local collage as part of the catering team.

Her life is a dramatic contrast to where it was 12 months ago. She is working, volunteering and drug free!

Lauren Ashley, is currently on the Prince's Trust Young Ambassadors programme.

For further information about the Princes Trust go to:
www.princes-trust.org.uk

vInspired

“My journey with vInspired started in 2010. I wanted to give something back to Luton, feel like I was part of my town and meet new people. I heard of vinspired.com through my boyfriend at the time. I spent hours scanning the website. There were so many attractive opportunities. As another volunteer, Irving Anderson, says: ‘The site is brilliant and really easy to use.’ I’ve been telling all my friends to take a look. It’s great to be able to interact with other volunteers and charities. I like the fact you can build your own profile and search for opportunities really easily.

My first chance to volunteer was at a concert British Red Cross held in Luton after the Haiti earthquakes. I was marshalling, ushering and selling tickets. I remember feeling such a sense of accomplishment that we had done such an amazing thing to help so many people. I then did some more one-off activities, like turning a patch of barren wasteland into a community reading garden.

I wanted to be part of a bigger project and heard about Generations Together. This brought younger and older people together through arts and culture. I helped produce an intergenerational play, created a reading garden at a local library, and helped older people to use computers. I feel like my volunteering benefited the community in many ways. The reading garden provided somewhere quiet and clean to sit and read. Generations Together gave the elderly a chance to learn about young people and to interact with them and vice versa. I eventually became second in command to the volunteer co-ordinator and was nominated for Luton’s Best Young Achiever of the Year 2010. I was honoured to be nominated but also just grateful for the chance to get involved.



‘ I wanted to give something back to Luton, feel like I was part of my town and meet new people. ’

At the end of college, I was worried I wouldn't be accepted at university and heard about full-time volunteering programme called vTalent Year. It sounded amazing and would be a great experience if I didn't get into university. When I did miss out on a place at university, I took up an offer of a place on the programme. I was placed in a local college as a volunteer librarian. I enjoyed everything about it and learned how to multitask, build professional relationships and work on my own initiative. Because I enjoyed working in the office environment so much, I decided to reapply to university to study Human Resources Management. Without this opportunity, I may not have had the confidence to reapply after missing out the year before.

At the end of vTalent Year, I heard about the Youth Advisory Board (YAB) at vInspired. I was interested in the chance to shape youth services and I wanted to be an ambassador for the good that volunteering can do. When I was selected I was absolutely astounded and excited at the same time. The main thing I love about YAB is having a say on things that matter to young people. I would encourage young people to volunteer because it allows you to give something back whilst gaining so much for yourself at the same time. It also allows young people to quash the bad perceptions that certain people have of them by simply making a positive difference."

*Teri Manning, Luton
vinspired.com*



The Royal British Legion Youth Band, Brentwood

Twenty years ago local businessman John Wyndham MBE formed a bugle band for his teenaged sons and their friends. Starting small within months they had swelled to over 30 and at their first appearance at the Royal Albert Hall walked away with best newcomers band award. Today, The Royal British Legion Youth Band, Brentwood (adopted by the Legion but deriving no financial support from it, relying instead totally on volunteers and donations) performs as a military marching band at civic and charity events, winning top national and international awards. Its proudest moment was participating in the Festival of Remembrance at The Royal Albert Hall before the Queen and members of the royal family. The band comprises up to 100 members aged 10 to 25 and provides low cost access to music, strong standards of self esteem, discipline, belonging and pride



in community and country. Members are given a uniform, instrument, tuition for £1 a week.

Band members and their families come from vastly different social backgrounds and wealth but are treated as equals. All appreciate the sound values, strong role models and the opportunities the band gives young people in its care. John Seabrook, the company music director, like other volunteers, came for 'just a session or two' and is still there some 10 years later. A newly retired police officer, he represents those members of society who 'step up to the plate' and help nurture tomorrow's generation by giving of their talents and time freely in youth work. John Wyndham's sons, the original motivators are now leaders themselves.

John says, "I have seen how music and the band have made a huge difference in the young people and their families' lives. A lot is talked about youth antisocial behaviour. We provide good sound teaching in 'social behaviour' - giving young people something to aspire to, and using their free time positively and for the good of the community."



The Aasha Project

"Aasha means 'hope' in Bengali. The Aasha Project is part of the charity the Osmani Trust that has been serving the Tower Hamlets (East London) community for the last 10 years. We have been working with some of the most hard to reach young people aged 14 - 21, involved in gangs and conflicts. Our team of dedicated staff along with network of volunteers from the community has helped to mediate, prevent and often resolve many gang conflicts. We try to build resilience in young people, mentoring them and preventing them from falling into criminality. We cannot do it on our own - we enlist the whole community of all ages to engage positively with our young, and go into schools and the hardest to reach estates. One of our projects involves separating five groups and working with them on arts, sports and out reach activities. We plan to bring two at a time from each group to introduce them to other groups - using this cautious approach we hope we can fully integrate them and bring peace and reconciliation to our neighbourhoods."

*Mohammed Rabbani, Manager Aasha Gang Mediation Project,
Osmani Trust www.osmanitrust.org*





Chris Henriette,
senior youth worker

XLP

“XLP stands for “The eXcel Project”; a charity at the cutting edge of urban youth work in inner city London. Patrick Regan started XLP in 1996 in Peckham, South London, after a stabbing in a school playground. The school’s headmaster asked Patrick, a local youth worker, to come into the school and work with their students and teachers to help with difficult behavioural issues. Over the years XLP has grown from working in a single school to serving young people between the ages of 10 and 18 in schools and communities across seven inner-London boroughs. It works in over 60 schools and communities, with over 1000 young people each week, 1-2-1 and in small groups, and engages with over 12,000 young people per year.

While working with young people in inner-London, XLP recognised that a significant number of them struggle. Their home-life is often financially and emotionally challenging; many are academically low achievers particularly if English is their second language. Their attitudes and behaviour often alienate them from their own families and communities and undermine their sense of self-worth. Many are either excluded, or at risk of exclusion from school, and consequently often rediscover their identity through gang related anti-social behaviour.

XLP works to create positive futures for these young people who are disadvantaged by poverty and educational failure. It wants to see them make wise lifestyle choices and to positively contribute to their families, communities and society. XLP operates a range of projects in schools, after-schools clubs, mentoring, community buses, arts and sports projects and runs summer camps.

Patrick is on the advisory board for the Centre of Social Justice and contributed to the “Dying to Belong report”. He was in a group that visited LA and witnessed chilling examples of gang warfare and effects on the community. Some schools are legally charged to provide separate entrances to school playgrounds to segregate different gangs, using the wrong door ends in death, the rules of life and street are that simple. The group was told over and over again that the UK had a rapidly closing window to escape the same future: “You have a fighting chance, we have not”. He subsequently published ‘Fighting Chance: Tackling Britain’s Gang Culture’ that explores the realities of gangs and discusses some of the projects that are helping address the drivers of gang culture. XLP’s XL-Mentoring project is focused on young people at risk of gangs as is their X-Mobile Detached Youth project. XLP is in its fifteenth year. The heart of the

Taking youth work onto estates where post code wars trap young residents.



charity's vision remains the same as Day One: to reach young people and communities where they are at, offer alternatives to what can seem like hopeless situations, and be in it for the long haul."

Chris Henriette, Senior Youth Worker

OASIS

"Oasis is about building safe places to live. We do this by working holistically with young people in their communities. In the UK, Oasis runs 13 Community Hubs which aim to reconnect people to each other and provide integrated and diverse services. We aim to benefit the whole person and the whole community. We have seen this approach really make a difference in those communities, especially those impacted by the riots last year.

Residents at our supported housing project in Croydon received messages about joining the riots. But none of them did. Why? Because through the support and care of Oasis youth workers, they have either found work or they are in full time education or they are learning to live independently. All have found a valued place in their community and have a stake in society - something they don't want to risk losing. In short, they have hope.

That hope inspires individuals and communities to make a positive contribution to society in spite of the challenges. For example, in the midst of last summer's unrest, the Oasis Hub in Enfield (consisting of a Children's Centre, a Church, a Youth Team and an Academy) saw its Youth Team out on the streets until 2am on the night that the Sony depot, which is very close to Oasis Academy Enfield, was set on fire. Over the following days our young people spent time taking food to the emergency services working in the area. We believe that supported, hopeful, young people with a stake in society, are in fact, a potent force for good in our communities."

Abbe Stapleton, Director of Community Services

"I lead the Oasis Youth Work Project set up at the Accident and Emergency Department of St Thomas' Hospital to help teenagers from Southwark and Lambeth caught up in a cycle of violence. Our project targets young people who repeatedly come to A&E following incidents of conflict, by arranging follow-up support, and thereby aiming to reduce the longer term risks of violence.

'..... Levi, who is 17. He ended up at St Thomas' after being repeatedly punched. It was the 33rd time Levi had attended A&E.'

We help young people who desperately need a way out of the destructive patterns they've found themselves in. A while ago I met with Levi, who is 17. He ended up at St Thomas' after being repeatedly punched. It was the 33rd time Levi had attended A&E. He has a history of involvement in a local gang.

Not having his parents involved in his life meant that he looked to his gang as an 'adopted family' from a very young age. Rival gangs regularly come to his area, looking to attack him. Now, he wants to get out of the gang and violence culture. I have helped him to get involved with youth employment provision. Speaking about his involvement in the project, he says: 'My past made it impossible to escape and have a better life. Being able to come here regularly means that I can talk, so that anger doesn't build up. It helps me stay focused on working and being happy instead of getting involved in craziness and fights.'

Tom Isaac, Youth Development Worker
www.oasisuk.org/uk/summer11.



WHITEFRIARS HOUSING GROUP

"At WM Whitefriars Housing Group in Coventry, we believe that prevention and early intervention are key in reducing anti social behaviour.

In August 2011, twelve young people attended a five day packed programme and were taken through a variety of challenges to test their skills both as individuals and as team players.

Boot Camp, a first for Whitefriars, is designed for 16 -18 year olds known to have been involved in causing ASB within the community.

The project gives the young people the chance to develop self-confidence, organisation skills, compete in a healthy environment to support a chosen charity and work on a community project.

For us, the project was a huge success: so much so that we have joined forces with other Housing Providers and partner agencies to extend and repeat the programme. We now have a group of young people who previously, were on the margins of their communities and are now well on their way to becoming community champions in their neighbourhoods.

Boot Camp demands hard work, determination and positive behaviour - challenges that the young people relished.

17 year old Katy O'Beirne, who took part in the Boot Camp, said, 'Whitefriars' project gave me the chance to turn my life around, In the past, I have been in trouble with the police and have caused damage on the estate where I live. The week has changed the way I think. I never considered the impact my behaviour had on those involved and on the wider community before. All of that is well behind me now and I am determined to make a success of my life.'

*Pauline White, Assistant Director,
Whitefriars Housing whitefriarshousing.co.uk*



COMMUNITY

CITY WEST HOUSING TRUST

“At City West Housing Trust, in Salford, we are committed to creating communities that are safe and sustainable, as well as providing high quality, energy efficient homes.

We are structured to support these aspirations. We have a dedicated in-house antisocial behaviour team (ASB). Customers are empowered to influence this service through our ASB Service Excellence Group. This group has been part of the development of our Victim and Witness Support Mentor Programme to enhance support for customers who are experiencing ASB. We now have specially trained customer volunteers who provide practical and friendly support to their peers when they most need it.

Recently we developed our “local offers” in partnership with our customers, the Local Authority and our partners.

One of our offers was to produce a three year plan for each of our 31 neighbourhoods. These plans outline how we will address the main issues which affect each neighbourhood through the delivery of the services that we provide and how we will work with other organisations to tackle the issues of unemployment and crime.

Our Communities Team is heavily involved in these interventions. Recent examples of our work in these areas include supporting schools with Young Enterprise schemes; providing customer training and support in gaining employment; help with obtaining funding for community projects; and the setting up of our Youth Empowerment Panel (YEP).

With over 150 local people moving into employment with City West and numerous community initiatives taking place, we really celebrate the achievements of our customers each year with our “Make A Difference” customer awards.

‘YEP has given me a huge range of new skills and opportunities. It has helped my confidence and public speaking skills but overall has helped young people of Salford have a say, and help to get rid of the tarnish that has been put on the youth of today. I love being in YEP and am still going to be a part of it while I’m in College. The recognition we have been getting is amazing and I can’t wait to see YEP blossom even further in the future.’ (Abby Bridgford, Age 16, member, City West’s Youth Empowerment Panel).”

Sally Battye, Marketing and Communications Manager with David Cummings, Director of Communities and Neighbourhoods
www.citywesthousingtrust.org.uk



PARTICIPATORY BUDGETING IN HIGH WYCOMBE

“Castlefield & Oakridge in High Wycombe was allocated funding of £55,000 for participatory budgeting. The local Residents Action Group (RAG) came up with a process for allocating money to priorities picked out by the community. The process was supported by the Participatory Budgeting Unit.

Our aims were to use information gathered from local community events to pin down the top issues and needs for the area, and to identify the service providers, groups and agencies who would be willing to undertake projects to meet these community needs. We wanted to allow the community to decide which projects they wanted to see undertaken in their community. And we wanted to help build community spirit - and hopefully encourage the local press to give the community some positive publicity.

Local groups and service providers were invited to send in proposals for how the money could be used. This threw up a wide range of projects for residents to choose from.

Voting day was 27 November 2010. RAG set up ‘market stalls’ about their proposals in the local church. Residents visited each stall before voting for their top five projects.

The event proved a great success in the number of projects funded, the level of interaction and networking that took place on the day, and the genuine sense that the community was exercising power.

As a result, the Neighbourhood Action Group has now amalgamated with the RAG and more residents have come on board to support it. The RAG is planning their next voting day to be held in conjunction with another community event. It is hoped that a joint event will encourage more members of the community to participate.”

Here is a sample of things local residents had to say about it all
‘I like the opportunity to ask questions, find out what’s going on in the community. We don’t get that chance otherwise.’

‘I’d no idea it was this important. I’ll go and phone my friends and get them to come.’

‘Great for democracy, great for local people to be really involved.’

‘A lot of hard work but it’s worth it. We’ve worked closely with the Council. Without that it would have been impossible.’ (RAG Chair)



“ Residents visited each stall before voting for their top five projects..... “Great for democracy, great for local people to be really involved.”



‘A great way for people to decide what they want. A great way for people to own it. I think it’s terrific.’

*Ruth Jackson, Information and Research Officer,
Participatory Budgeting Unit*

www.participatorybudgeting.org.uk

<http://www.participatorybudgeting.org.uk/case-studies>

SHEILA MCKECHNIE FOUNDATION

“We were delighted when Baroness Newlove agreed to participate in the Sheila McKechnie Foundation (SMK) Annual Campaigner Awards Ceremony and present Mary Granville-White the winner in the ‘Local Campaigner’ category with her award.

SMK works to connect, inform and support campaigners. Through our annual awards programme we work closely with grassroots and emerging campaigners in the UK and internationally to develop and build their campaigning skills. With eight award categories covering a wide range of campaign areas, individuals can apply for an award and winners receive a programme of specialist campaign training and personalised support over nine months.

Mary’s campaign - Nothing About Us Without Us - aims to reward, support and recognise the contribution of older carers to society. Working with Norfolk Older Peoples Forum, Mary is coordinating a befriending service and is using her personal experience to raise the profile of older carers living in rural Norfolk. Her campaign tackles issues such as social isolation, lack of support and low self-esteem experienced by older carers and is essential at a time when our older population continues to grow.

Committed individual campaigners, like Mary and countless others working locally and nationally, can and do bring about positive social change in our society. SMK works hard to recognise and provide support to such individuals. As Mary said at the Awards Ceremony: ‘It is simply the best to receive this award and will make such a difference to the support we can provide to older carers in north Norfolk.’

Clare Parry, Campaign Support Manager, Sheila McKechnie Foundation

www.smk.org.uk

WESTMINSTER ESTATE TENANTS AND RESIDENTS ASSOCIATION KIRKDALE, LIVERPOOL

“WETRA represents residents on the Westminster Estate, one of the most deprived areas in Liverpool.

But we're a real community and have done lots of projects to deal with anti social behaviour, help people feel safer, and make our estate a better place to live. We work with our landlord (LMH), the Police and the Council. Our joint working is set out in a Neighbourhood Agreement, so we all know what's expected of us. Reps across the estate monitor the agreement.

WETRA run a tenant office with surgeries and a work club that has helped local people to get training and jobs. To make the area better and have something for children to do in the summer, we did a mural project in the communal yards, employing a local girl in the process. We have fun days and estate clean ups; welcome packs for new tenants; newsletters and estate walkabouts.

I'd say the place started to get better when we got Community Payback and partners started to meet with us regularly and actually LISTEN to us. There's so much more pride in the area now and people are reporting things!

We used to check the blocks, to make people feel safer, helped by Rathbone. We don't need to do this now. We get involved in welcoming new people onto the estate and encourage people to apply for housing here so we don't really have empty properties anymore.

Anti social behaviour has gone down. We have a community. People have opportunities here now and feel supported.

Nicola Taggart, a young artist and Westminster resident, who took part in our communal yard Four Seasons mural project put it like this: 'The Four Seasons project was very special to me because I grew up on the Westminster Estate and it helped people come together and make new friends. I've got WETRA to thank for this opportunity!'

Harry Mooney, WETRA Chair
www.liverpoolmutualhomes.org



Photograph from Liverpool Echo



‘There’s so much more pride in the area now and people are reporting things!’

‘Protecting victims, witnesses and communities against the effects of crime and ASB is at the heart of our activity.’

SOCIAL LANDLORDS CRIME AND NUISANCE GROUP

“SLCNG is a national membership body of 300 registered providers of social housing who between them manage over 3 million homes throughout the United Kingdom.

SLCNG speaks for the majority of social landlords at the forefront of tackling antisocial behaviour (ASB). Playing a key role in providing evidence and practical expertise on Government policy on ASB, we contribute directly to driving up standards through, for example, joint ownership of the Respect ASB Charter for Housing.

Tenants were involved in the development of the charter from the outset and landlords consult locally with their tenants about what its implementation means, locally for them and for the ASB services they expect from their landlord.

Very importantly, our members are directly accountable to their customers and other stakeholders. By signing up to the Respect ASB charter for housing, for example, landlords make public their commitment to provide a high quality ASB service, and their accountability to tenants for its delivery.

SLCNG members are enthusiastic, committed, innovative and effective in tackling ASB and are well positioned and equipped to play a central role in delivering key elements of the Government's programme such as turning around the lives of Troubled Families.

Protecting victims, witnesses and communities against the effects of crime and ASB is at the heart of our activity.

Our members are well positioned to tackle ASB and are very good at doing so - benchmarking data shows that early intervention accounts for around 85% of all actions taken by landlords to resolve antisocial behaviour”.

Eamon Lynch, Managing Director

<http://www.slcng.org.uk/>

<http://www.cih.org/RespectCharter>

ST PETER'S PARTNERSHIP

“We operate as a community anchor. We deliver a range of services in the local area including volunteering opportunities and youth & community outreach work, developed through consultation and active participation with residents. We connect people to the place they live in through collaborative leadership striving to pioneer new solutions to old problems.

We aim to create a lasting benefit for our community by continuing to address deep rooted issues of poverty and raise expectations. We promote and encourage active citizenship, give people a sense of community and the ability to address issues important to them. We provide support so that they can recognise the importance of leadership and responsibility at a grass roots level, empowering them to develop sustainable solutions, in a way that enables the community to break the cycle of dependency. All our services deliver specialised work experience opportunities, skills training and workshops through our “grow our own” Community Workforce which provides step-up jobs for local people enabling them to move, with support, from “benefit trapped” to economic well being. The organisation is made up of both charity and trading operations.

Our 3 Community Enterprises are: Greenscape, a landscape & gardening business; Safeguard It a safety & security service and Enterprise Plus, Advice Guidance and Training.”

“Working here has given me a chance to work and do something positive. After spending time in prison I found it hard to get work, be given a chance and so...I reoffended. I started working for St. Peter’s Partnerships with the lads in Greenscape, one of their social enterprises, and they let me get on with it and didn’t judge me. I now work in their sister enterprise, Safeguard It, and have been here a year. I am glad that I can take home a wage, be with my son and make a difference to the area I live in.” *Woman employee, St. Peter’s Partnerships.*

Peter Hawley, PR and Marketing Manager
www.stpeterspartnerships.org

VICTIMS

BIRMINGHAM RESTORATIVE JUSTICE PROJECT

“Over the last 12 months, in partnership with Cambridge University, I have led a project to evaluate which antisocial behaviour interventions work - and which don’t - in two local police units, Birmingham South and Coventry.

The feedback from both victims and offenders taking part in restorative justice conferences has been overwhelming.

The best conferences involved very little direction from the facilitators. The parties involved were allowed to explore the consequences of each other’s actions and then identified their own solutions to address their issues and concerns. They became more likely to keep to their solutions as they had not been imposed by a third party but were their own. This in

‘After spending time in prison I found it hard to get work, be given a chance and so...I reoffended. I started working for St. Peter’s Partnerships with the lads in Greenscape, one of their social enterprises, and they let me get on with it and didn’t judge me.’



Dan Lowe

turn increased satisfaction levels once the issue was addressed and ensured a long term solution to the problem. Victims and offenders left their meetings astonished by the harm and pain they have inflicted upon one another and stopped their actions immediately. On a number of occasions the perceived offender was revealed to be the true victim.

For some of my team, it has been the first time they have been openly thanked by victims who have fully appreciated the work they have put in.

Here's an example from our work. An elderly couple had been the victims of sixteen crimes, all centred on the mopeds the victim collected, exhibited and sold. 31 mopeds had been stolen or damaged. The victim and his wife received extensive crime prevention advice and Police support which unwittingly lead to the couple then becoming victims of more generalised harassment. It was strongly believed that the frustrated bike thieves became the perpetrators of anti social behaviour, throwing eggs and stones at the victim's home and shouting abuse at the couple in their garden. A number of youths were invited to attend a conference. The two ring leaders of the group and their parents met the victim and he explained the hellish life he and his wife were leading. He described the pain and anguish that had been caused and pointed out the number of bikes that had been stolen over the years. He had terminal cancer and needed reassurance that, if the worst happened, his wife would be safe in her own home.

The youths and their parents were extremely upset. They listened intensely to the victim's account of his experiences. They vowed that they would never disrupt the couple's life in anyway again and would ensure their friends would cease also. The youths' parents were unaware of the situation and were extremely grateful to have learnt of their children's actions. No further incidents reported against the couple. Sadly shortly after the conference the husband lost his fight against his illness.

Restorative Justice has proved to be a fantastic tool for dealing with antisocial behaviour. Whether it is a long term neighbour dispute or an incident where vulnerable people are being targeted, the intervention has been seen to make a real difference to the victims, the offenders and the police staff involved. In time the intervention should reduce demand for subsequent police and partnership intervention and reduce costs. It should have a real and positive impact on the

experience of victims of all crime types and reduce the re-offending of prolific offenders.”

Police Sergeant Dan Lowe, West Midlands Police Force
www.west-midlands.police.uk

VICTIM SUPPORT

We should never forget that when we talk about crime reduction, and crime in general, for every offence there is a vulnerable victim. Antisocial behaviour ruins lives and leads to hidden misery and medical ills both physical and mental. As a victim myself, and my post is full of heartbreaking stories even now of families pushed to the edge, it is an outrage and an offence against society itself. Often these victims feel they are alone in their fight against bullies. Victim Support provides a national support net to catch them. This is just one example of its work. It supplies the administration support for me and my co Chair Rob Ffello MP in our All Party Parliamentary Group for Victims and Witnesses, so victims have a voice in both Houses of Parliament, and a chance to influence policy including the reform of the Criminal Justice System to turn it more into a ‘service’.

The Lyall family from the West Midlands suffered four years of anti-social behaviour from a neighbouring family. Victim Support provided them with emotional support to help them deal with the distress caused, advocacy support to help ensure the problem was dealt with by the authorities, and information to help them understand and negotiate the criminal justice process, as Mrs Lyall and her daughter Hannah explained.

“If there was ever something that we didn’t know was going on, Victim Support would be on the phone, ringing the council on our behalf to find out what was going on and get things rolling. It made you feel that it was important and would be dealt with. It made you feel like someone cared, that they understood that you were a person who was getting a load of problems and grief, and that they wanted to sort it out - that it wasn’t just another case.” (Hannah Lyall)

“Victim Support gave me the comfort to know that there is somebody there who knows what’s going on and understands how the system works. They actually genuinely seem to care about you. It was really nice to have someone phoning up and checking you were ok, asking if you’ve had any more problems and whether you needed anything. You got to have a rapport with the workers you were with so I knew they were there for me, and that made it comfortable to go into court, which was a really scary place to go. Victim Support sat with me and



managed to get me in a private room most of the time when we were at court. The fact that there was somebody there made a huge difference.” (Mrs Lyall)

For more information about the charity log on to: www.victimsupport.org.uk

CHICKENSHEDED



“Chickenshed has been proud to initiate and deliver project work for the Hackney Newlove Neighbourhoods Project. Our brief has been to inspire young people with an agenda that is anti-gang violence and pro the positive engagement of young people in communities, through our “Crime of the Century” theatre production and project work. In our memory, always as we have engaged in this work, has been Shaquille Smith, my nephew and cousin to two members of the cast, who was killed by a large gang in 2008 at the age of 14 outside his home in Hackney. Shaquille was an innocent victim of random gang violence, and the production and programme of “Crime of the Century” is dedicated to him and to all victims of gang violence, of whom we have met many so far in our work throughout Hackney, and in Newlove Neighbourhood catchment area particularly.

Our programme is ongoing, but we have been working in four Hackney secondary schools and also, importantly, a Hackney primary school, where we have run an exciting pilot of the Programme specially created for the Newlove Neighbourhoods initiative, called “Voices and Choices” for the transition year (Year 6).

This Primary Programme has enabled Chickenshed to develop a performance and workshop package, aimed at encouraging children in primary schools to look for positive role models in their communities, before they go into secondary school. It is also about speaking out against clique making and bullying, which can sow the seeds of early gang behaviour in primary schools and in the early stages of secondary school. Seventy primary age children have been reached so far with this initiative, including one of Shaquille’s younger cousins, in Hackney.

In terms of the secondary age project work, over 800 young people between Year 7 and Year 10 age have been involved in the performance side of the Project activity whilst 210 have been involved in more intense workshops, where both preventative anti-gang themes and young people’s positive community involvement have been the main issues. The secondary schools targeted so far (due to their intake covering

areas where gangs in Hackney have identified rivalry, including the gang which killed Shaquille) have been, for example, the Bridge and Jack Petchey Academies. Both have specific remits to tackle both the victim issue and the Young People and the issue of young people at risk of being drawn, short and long term, into gangs.

In both schools we have worked with young people who have developed a need to speak out for the anti-gang violence agenda and who have expressed a passionate desire to reclaim their communities which they say “are more known for the name of a gang than the name of a place”. (14 year old, Jack Petchey Academy)

We have worked with victims who have been attacked and also families of Victims who have lost loved ones. We have worked with 10 year olds in Primary School who have expressed their understanding of following positive role models, of speaking out against bullying, and their determination to follow through when the make the transition to secondary school.

We have worked with young people who knew Shaquille and indeed came to his funeral and are supporting the work Chickenshed is doing in the community. We have worked in projects just with girls or boys on their own, so that they can give their own specific take on what the issue means to them and how they can be empowered to tackle negative community perceptions.

Chickenshed committed itself to doubling the brilliant Newlove Neighbourhoods impact by matching the Newlove Project value in Project delivery- so our work is ongoing in Hackney and will be for some time.

Already we are having discussions to extend the educational community legacy in Hackney past the formal end of project delivery.

So, as we have just passed what would have been Shaquille’s 18th Birthday had he lived, we can report confidently that his legacy and that of many other victims, both in Hackney and indeed across the country, continues to inspire, to motivate and to empower community change.”

Paul Morrall, Director of Education and Outreach, Chickenshed Theatre www.chickenshed.org.uk

Baroness Newlove would like to thank the following for their help.

This report was designed by Christine Holdforth, a former civil servant, and volunteer who generously donated her time and talent. And thanks to my most wonderful, dedicated and trustworthy dearest friend who helped co-produce this report, Rani King, MBE, FRSA.

The cost of hard copies has been funded by True Volunteer Foundation (TVF) and one of their corporate donors; Colouration.



ISBN 978-1-4098-3342-0