

Respect Baseline Report

May 2007



# Market Renewal

**Baseline Report for Market Renewal Pathfinders**

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# Contents

<b>Market Renewal Pathfinders' respect baseline reviews</b>	<b>4</b>
<b>Summary</b>	<b>6</b>
<b>Section A - pathfinder responsibilities</b>	<b>8</b>
Smart intelligence on anti-social behaviour to inform actions	8
Simple and effective communications with the community	10
Designing high quality, safe neighbourhoods which support public life and community interaction	11
<b>Section B - local authority and partner responsibilities</b>	<b>13</b>
Robust action to tackle anti-social behaviour and its causes	13
Reassuring the community through a visible uniformed presence and other confidence building initiatives	14
Multi-agency approaches at strategic and neighbourhood levels	15
<b>Appendix 1 - Summary of Individual Pathfinder Activity</b>	<b>16</b>
Bridging NewcastleGateshead (BNG) activity	16
Elevate East Lancashire activity	19
Gateway Hull and East Riding of Yorkshire activity	21
Manchester Salford Partnership (MSP) activity	24
NewHeartlands Merseyside activity	27
Partners in Action Oldham Rochdale activity	29
RENEW North Staffordshire activity	32
Transform South Yorkshire activity	34
Urban Living Birmingham Sandwell activity	37

## Market Renewal Pathfinders' respect baseline reviews

- 1 The Department for Communities and Local Government (DCLG) has agreed a Respect Action Plan Protocol with Housing Market Renewal Pathfinders. The aim is to ensure that the housing market renewal programme helps to deliver the Respect Action Plan.
- 2 While many of the actions are not the direct responsibility of pathfinders, they are expected to help to drive forward measures that support the Respect agenda and evidence of each pathfinder's influence on the delivery and performance of partners needs to be demonstrated, alongside its direct achievements.
- 3 There are six core themes and actions set out for the pathfinder, local authorities or other partners to implement. Pathfinders themselves are required to liaise with partners, especially crime and disorder reduction partnerships, (CDRPs) to ensure that each area is addressed in Section A (below) in accordance with each pathfinder's strategy and objectives. The activities described in Section B (below) are not the direct responsibility of pathfinders, although, as part of their assessment and approval of projects, they should satisfy themselves that mechanisms to deliver them are in place, where relevant.

### Section A

- Smart intelligence<sup>1</sup> on anti-social behaviour to inform actions.
- Simple and effective communications with the community.
- Designing high quality, safe neighbourhoods which support public life and community interaction.

### Section B

- Robust action to tackle anti-social behaviour and its causes.
  - Reassuring the community through a visible uniformed presence and other confidence building initiatives.
  - Multi-agency approaches at strategic and neighbourhood levels.
- 4 The Audit Commission is to undertake regular assessments of pathfinders' performance against the protocol, as part of their monitoring and reporting arrangements. This will evidence delivery and help inform future funding decisions.
  - 5 In the first instance, a baseline assessment has been undertaken to provide a position statement which will be updated in subsequent reviews.

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<sup>1</sup> Smart intelligence is an expression used by DCLG in the Pathfinder Respect protocol. For the purposes of this report it is taken to mean the effective use of information.

- 6 This review is based on a desk top review of a self-assessments completed by the pathfinders, together with supporting documents. This required the collation of data from across all pathfinders including information provided by their local authorities and other partners. The self-assessment pro-forma was developed by the Audit Commission and fine tuned following discussions with DCLG and pathfinders.
- 7 The review summaries the detailed pathfinder activity from the appendix in Section A and summaries more generally in Section B information provided by pathfinder local authorities and partners.
- 8 Pathfinders are required to produce a delivery plan, setting out the steps to be taken to meet the standards included in the protocol. The plans are currently being prepared by pathfinders and will be considered and reviewed as part of the assessment process in subsequent performance reviews.

## Summary

- 9 Pathfinder areas experience some of the highest crime and anti-social behaviour levels in the country. Eight pathfinder authorities are in the worst 10 per cent of authorities for burglaries and seven in the worst 10 per cent for vehicle crime. Recognising that their long term visions and strategic objectives may not be attainable without addressing the respect agenda has led pathfinders to understand the nature of the challenge and to develop solutions which could become sustainable.
- 10 Smart intelligence systems on anti-social behaviour backed by good engagement with the community as well as their involvement in developing actions are a strong feature across pathfinders.
- 11 The recognition that high quality design can lead to safer neighbourhoods has led a number of pathfinders to produce design guides not just for new homes but also the street scene and car parking. The Commission for Architecture and the Built Environment (CABE) has had an input to some of these guides.
- 12 The main mechanism for pathfinders to deliver their Respect obligations is partnership work with the agencies with the statutory obligation to deliver crime and disorder and anti-social behaviour solutions and ensure that robust action is taken to improve people's quality of life.
- 13 In terms of a direct contribution pathfinders have generally introduced or enhanced neighbourhood management arrangements. This has created a difficulty for them. There are clear limitations on how pathfinders can use their resource allocations with eligible expenditure being tightly defined by DCLG. Essentially funding is for capital expenditure with revenue spend limited to 10 per cent of the total annual allocation. For a number of pathfinders supporting neighbourhood management, particularly in areas of clearance, this restriction has encouraged some of them to more clearly prioritise the deployment of resources while others are reviewing their ability to continue their support in the future.
- 14 The effectiveness of approaches taken by pathfinders tends to be predominately dependent on the constituent local authorities. Pathfinders need to promote consistently effective approaches across their area and monitor and evaluate progress better. Where pathfinders are supporting neighbourhood management they need to ensure that there are clear objectives and systems in place for understanding impact.
- 15 Since the desk top review of the pathfinders self-assessment thirteen of the pathfinder constituent authorities have been named as part of the first wave of 40 Respect Areas which have earned the right to be exemplars of the Respect programme by their strong track record in tackling anti-social behaviour, and a willingness and capacity to do more. The announcement was backed by £6 million for parenting classes across the 40 areas. It is significant that over half of pathfinder authorities have been identified as exemplars.

- 16 The Audit Commission will monitor the deliver of the Respect Agenda by pathfinders through its performance review programme and plans an update to this report in March 2008. That report will be based on investigations on the ground rather than pathfinder self-assessments and will carry judgements of performance.

## Section A - pathfinder responsibilities

### Smart intelligence on anti-social behaviour to inform actions

- 17 Pathfinders need to ensure that they effectively obtain residents' perceptions on anti social behaviour, and that this is used, alongside evidence from community safety and crime and disorder partnerships and other sources, to tailor housing market strategies and interventions. It is also important that pathfinders consider and actively address issues likely to arise as a result of their activities in terms of displacing anti-social behaviour to neighbouring areas.
- 18 Pathfinder areas experience some of the highest crime and anti-social behaviour levels in the country with the wards they comprise generally in the worst 10 per cent in the country and considerably worse than the rest of their constituent local authorities. Surveys undertaken by pathfinders highlight that crime and fear of crime and anti-social behaviour are the most significant factors for people in deciding where to live.
- 19 Most pathfinders have undertaken a range of resident engagement processes usually in conjunction with their partners. These have included surveys, focus groups, interviews and road shows. Arising out of this has been some innovative work with details of actions set out in the appendices to this report. In general while pathfinders have detailed evidence of the issues that are important to people living in their areas it is not always clear that their programmes respond to all of the concerns. NewHeartlands Merseyside has developed a community engagement protocol which outlines minimum standards of engagement partners are expected to adhere to.
- 20 In Partners in Action Oldham Rochdale and Gateway Hull and East Riding of Yorkshire local people's perception of crime and anti-social behaviour and the impact this had on their preferences of where to live have been examined through 'conjoint analysis'<sup>1</sup>. This has highlighted the need for the pathfinders to support both directly and indirectly specific actions tailored to particular local requirements.

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<sup>1</sup> The objective of conjoint analysis is to determine what combination of a limited number of attributes is most preferred by respondents.

- 21** A number of other pathfinders have also conducted surveys of local residents. Elevate East Lancashire conducted its first biennial survey in 2004 and RENEW North Staffordshire in 2005 while in Transform South Yorkshire rolling surveys of households in Sheffield began in January 2007. Also in the Transform area of Barnsley resident surveys have been used to inform the work of neighbourhood wardens with a resident steering group overseeing the work. Eighteen months later the percentage of people who thought that the reputation of those Barnsley neighbourhoods was poor or very poor had reduced from 51 per cent to 39 per cent and the number of people feeling safe or very safe had increased.
- 22** Survey work by pathfinders has also been part of the extensive resident engagement used to inform neighbourhood planning and masterplanning. In NewHeartlands Merseyside, this has included drop-in events, questionnaires, residents' training and visits to exemplar projects outside the area. The outcomes of this engagement have influenced the priorities for the development of interventions with concerns for safety and crime reduction high on agendas. In RENEW North Staffordshire a joint pathfinder, Stoke City Council and Staffordshire Police community safety programme has been initiated to improve residential security, through target hardening, in its urban core priority area focused at areas of sustainability but with high crime.
- 23** Also in RENEW North Staffordshire, crime and disorder statistics obtained from the police on a neighbourhood basis are mapped to identify potential hotspots and inform ongoing monitoring of the impact of interventions. Similarly in NewHeartlands a sustainability index delivers area profiles which map a wide range of data including crime and anti-social behaviour information which is used to target neighbourhood management activity. In Bridging NewcastleGateshead their Vitality Indices and Housing Market Intelligence Model provide similar information, as well as ensuring that displacement<sup>1</sup> effects can be identified and actively addressed.
- 24** At the Manchester Salford Partnership a sophisticated model for understanding changing local conditions known as Tracking Neighbourhood Change has been developed which analyses change over time and has the potential to draw out conclusions about the effectiveness of public policy interventions in small areas and identify any cases of problems being moved onto other areas.
- 25** Urban Living Birmingham Sandwell like most of the pathfinders, has had an input into the development targets for Local Area Agreements for their constituent local authorities. A key focus of these targets for pathfinders will be closing the gap between crime levels in their priority neighbourhoods and other areas.

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<sup>1</sup> The potential for problems to be merely moved on to neighbouring areas.

## Simple and effective communications with the community

- 26 Pathfinders need to ensure effective communication with the community, which enables ongoing resident input into developing plans, and regular feedback on action that as a consequence has been taken. It is also important for pathfinders to work with partners to encourage and support appropriate neighbourhood management arrangements.
- 27 All pathfinders have recognised the importance of communicating with the community and are employing a range of methods for consulting, involving and informing residents in relation to the development of plans for their areas. While most pathfinders have developed effective arrangements, communications could still be further improved in some. Local face-to-face contacts are most important with the need for effective co-ordination of communications with partners and other public agencies.
- 28 With the exception of the Manchester Salford Partnership all pathfinders now have dedicated websites which provide information on plans and generally provide links to other partners. The Manchester Salford Partnership is planning to launch its website before the end of May 2007.
- 29 Also most pathfinders produce newsletters, very often on a quarterly basis, which keeps residents informed of plans and activities. These are often supplemented by fact sheets, as well as articles in the local press.
- 30 Pathfinders have used drop in events, questionnaires, interviews, community conferences, regular meetings, training for residents and steering groups to engage local communities, and a number of innovative approaches. In RENEW North Staffordshire the pathfinder has developed a Patch Volunteer initiative and a Residents Friend Service. There are 60 Patch Volunteers whose role is to disseminate information to local people, answer their queries and provide feedback to the pathfinder. The Resident Friend Service is co-ordinated through the Citizens Advice Bureau, has been running for two years in each area of major intervention and provides confidential and impartial information for local people on a range of issues, including those related to tackling anti-social behaviour.
- 31 At Bridging NewcastleGateshead neighbourhood planning has been carried out in Gateshead schools and a junior warden's initiative involving 48 children in Newcastle is developing awareness of issues associated with arson, vandalism, litter, cultural cohesion and anti-social behaviour.
- 32 Pathfinders have benefited from working with other agencies to improve local confidence. At Urban Living Birmingham Sandwell the pathfinder has worked with the New Deal for Communities project at Greets Green in Sandwell to fund anti-burglary measures as well as enhanced security on empty properties as part of the management of clearance.

- 33 The Manchester Salford Partnership is working with the police as the police prepare to move towards dedicated Safer Neighbourhood policing teams that will have a closer relationship with local communities, including performance management by Local Area Partnerships Tasking Groups with resident representatives using detailed local information.
- 34 Most pathfinders have local teams based within intervention areas which helps to provide an easy point of access for local people and encourages better communications.
- 35 Pathfinders have been proactively promoting the development of landlord accreditation schemes to ensure better management practices in the private rented sector. Where these were not pre-existing the pathfinder has helped to develop them. A number of pathfinders and their local authorities are working to develop landlord licensing schemes with some awaiting Government approval.
- 36 Many pathfinder areas are benefiting from neighbourhood management arrangements, where dedicated neighbourhood managers work to improve the provision and co-ordination of public services in local areas. In many cases elements of additional support are provided, such as the employment of neighbourhood wardens. In some areas, pathfinders have introduced neighbourhood management into the area for the first time and directly funded the work as part of their package of area interventions. This support is being reviewed in some pathfinders in response to limitations on pathfinders' revenue funding, and to ensure that neighbourhood management makes an effective contribution to pathfinder objectives.

## **Designing high quality, safe neighbourhoods which support public life and community interaction**

- 37 Pathfinders should seek to engage a wide range of people to ensure local and national insight into how they develop new approaches and use good practice in designing out crime and anti-social behaviour. In particular, they need to show that their plans for transforming the housing market meet the wide range of community needs in the area.
- 38 Most pathfinders have consulted their communities on designs and in particular on how physical change could tackle problems in their priority areas. This has included redevelopment proposals as well as changes to street layout and pedestrian and vehicular circulation in order to maximise surveillance and defensible space.
- 39 Elevate East Lancashire has worked in collaboration with CABI and the local planning authorities to produce a design-led approach for a number of Area Development Frameworks and Masterplans. This included a specific emphasis on engaging young people which helped to raise their design awareness.

- 40 Partners in Action Oldham Rochdale has consulted on designs for individual development sites, face lifting and home zone works<sup>I</sup>. Like most pathfinders Partners In Action requires all developments by its lead developer partners to achieve the Secured by Design standard<sup>II</sup>
- 41 Hull City Council is working to support Gateway Hull and East Riding of Yorkshire as it produces design codes to guide new developments in pathfinder priority areas as well as introducing a more comprehensive design guide for the city. A design panel has been established to review new developments and liaise with the police to ensure compliance with the Secured by Design standard.
- 42 Community capacity building in the Sheffield part of Transform South Yorkshire has ensured a wide appreciation of innovative design and a strong commitment to environmental sustainability. Issues of anti-social behaviour have been prioritised, as have the designing out of crime, while consultation has been used to identify locations for closed circuit television (CCTV) installation and target hardening measures.

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<sup>I</sup> Home zones are an attempt to strike a balance between vehicular traffic and everyone else who uses the street.

<sup>II</sup> Secured by Design standard is a police initiative to encourage the building industry to adopt crime prevention measures in development design.

## Section B - local authority and partner responsibilities

### Robust action to tackle anti-social behaviour and its causes

- 43 Pathfinders should seek to promote and positively influence key interventions to address anti-social behaviour for which their partners maintain primary delivery responsibility. This includes local authority and police enforcement and support activities, promotion of good behaviour and adoption of approved standards and agreed reporting arrangements.
- 44 Pathfinders are working with their partners to address anti-social behaviour issues in their neighbourhoods. The principal partners are the local authorities, housing associations and Arms Length Management Organisations (ALMO's) as well as liaison with Youth Offending Teams and crime reduction partnerships.
- 45 Out of over 170 social landlords operating in pathfinder areas 33 had signed up to the Respect Standard for Housing Management by the start of March 2007 and a number are working with pathfinders as they develop their Respect Action Plans.
- 46 Enforcement tools of anti-social behaviour orders and acceptable behaviour contracts are very often being targeted using a multi agency approach. Diversionary activities for young people at risk of committing anti-social behaviour (ASB) have been developed in a number of areas as has intensive support for families committing ASB.
- 47 Most local authorities and relevant agencies have introduced dedicated telephone numbers for the reporting of ASB backed up by confidential reporting at area offices as well as on line facilities.
- 48 Victim and witness support services have been introduced with a number of community safety partnerships funding victim support workers.
- 49 Pathfinders have sought to and been successful in influencing activities to address ASB through attendance at various ASB, social and private housing forums. In particular a number of pathfinders have funded additional neighbourhood management activities where radical interventions such as wholesale clearance are leading to areas becoming more vulnerable during the transition period. Dealing with Respect is being placed at the core of neighbourhood management agendas with requirements that projects recognise the potential ASB implications of market renewal interventions.

- 50 Most pathfinders have developed a number of targets and milestones for the delivery of the respect agenda. These include the signing of protocols by partners, developing a respect delivery plan and deadlines for introducing enhanced ASB reporting arrangements. A number of pathfinders are well advanced in this work through the work of their partners, while others are commencing activities later, with some targets and milestones still remaining vague.

## **Reassuring the community through a visible uniformed presence and other confidence building initiatives**

- 51 Pathfinders should seek to promote and positively influence the provision of a range of services and facilities provided by partners to build confidence in their areas, encouraging joint initiatives and approaches where appropriate. This includes activities focused around maintaining public spaces, enhancing citizen involvement and supporting communities through transition.
- 52 Pathfinder partners have introduced a range of measures to reassure the community and build confidence. A range of environmental programmes that maintain and enhance the public realm have been carried out, such as work to improve access and street lighting. Security improvements to individual properties and alley gating programmes have also been undertaken. Much of this work has been funded by pathfinders.
- 53 A number of pathfinders have neighbourhood wardens operating in their areas which are popular with residents and often the first point of contact in tackling low level ASB. A number of these schemes are funded by pathfinders.
- 54 In addition to the local authorities a number of other agencies, like the police and Local Strategic Partnerships (LSP), operate across pathfinder areas and co-ordinating and influencing this activity has been a major challenge for pathfinders. Their success will be measured by the extent to which the bending of mainstream resources, joint funding of neighbourhood management, and the number of other joint initiatives are developed to tackle the Respect agenda.
- 55 In many cases milestones are still being developed for inclusion in the pathfinders Respect Delivery Plans, as are the targets they are jointly setting with their partners.
- 56 Throughout the process of developing plans and interventions pathfinders have continued to use the community engagement mechanisms set out elsewhere in this report to try and ensure that the response is appropriate and proportionate.

## Multi-agency approaches at strategic and neighbourhood levels

- 57 Pathfinders should help to promote and facilitate multi-agency working among partners at all levels. They should argue for adequate public sector investment in complementary activities, such as education, health and social services, and maximise private sector input to complement and sustain the housing market investment being made in physical regeneration.
- 58 The respect agenda is a good example of multi-agency partnership working with a number of pathfinders using neighbourhood managers to co-ordinate activity at a neighbourhood level and ensure that residents are able to inform delivery of public services. Drawing in the private sector has also been important with landlord accreditation schemes and the use of selective licensing.
- 59 Working with youth services providers to develop youth activities, and maximising complementary work aimed at ASB prevention, has supplemented more conventional security and target hardening projects.
- 60 While each pathfinder is different they have been able to influence existing partnership groups and help set up community based neighbourhood arrangements to discuss community safety and ASB issues. This has led to interventions which have community support and complement the physical regeneration of the environment.
- 61 Whilst examples of pooled funding across the public and private sectors are limited, pathfinders are setting out the case for joint activity to promote respect linked to new build developments.

## Appendix 1 - Summary of Individual Pathfinder Activity

### Bridging NewcastleGateshead (BNG) activity

#### Smart intelligence on anti-social behaviour to inform actions

- 1 In general the pathfinder plays more of a supporting or secondary role in gaining insights on residents' perception of anti-social behaviour. The main roles are those of the local authorities and Crime and Disorder Reduction Partnerships (CDRP). HMRF has, however been used to support statutory agencies in undertaking a range of consultation, the findings of which have been used to inform and develop pathfinder interventions. An example of this is the neighbourhood planning undertaken by Gateshead involving surveys, interviews and walkabouts with residents, police and neighbourhood management officers.
- 2 Four local plans have been agreed to date, all in the pathfinder area, which were used as the basis for the strategic commissions outlining the pathfinder's planned interventions for 2006 and beyond. In Newcastle, similar levels of consultation have been carried out in pathfinder areas and detailed work on crime figures fed into Area Action Plans, which should be formally adopted in spring 2007.
- 3 In addition to surveys undertaken by the council, the pathfinder has also commissioned various primary research. Anti social behaviour has been identified as a key issue for residents, and a particular influencer on locational choices in new build buyers, BME, students and graduates surveys. Currently crime and ASB is perceived to be higher in the pathfinder area, and BNG will continue to collect perceptions of areas and ASB as part of research on other markets to assess the impact of HMR interventions in both the pathfinder and wider areas.
- 4 The Vitality Indices and Housing Market Intelligence Model used by BNG collates data from a wide range of sources and is available to all partners including CDRPs. Statistical information, updated annually, covers housing, health, education, crime and other factors affecting the market function of local areas. This shows 82 per cent of all neighbourhoods in the top 20 per cent for the crime domain are in the pathfinder area. (14 out of 17) The model has been cited in national evaluation commissioned by the Department of Communities and Local Government (DCLG) as 'one of the best examples of a model...to present various analyses of neighbourhood vitality'. Ongoing analysis will ensure any displacement effect can be identified and actively addressed.

- 5 There are a number of multi agency groups which focus on identified hotspots, analysing problems and developing interventions to address issues of anti social behaviour. This includes the Safe Neighbourhoods Action and Problem Solving group (SNAPS) currently being piloted in five wards across Newcastle, and Area Forums to be established June 2007 in Gateshead, to ensure targeted action is taken by appropriate agencies. Local Area Agreements also have targets around crime and reducing inequalities, including reducing the gap between some communities and others, with progress monitored on a six monthly basis.

### **Simple and effective communications with the community**

- 6 Ongoing engagement with residents in development of local plans and priorities is strongly supported by the pathfinder which part funds many initiatives, provides marketing and communications expertise and facilitates evaluation and sharing of best practice.
- 7 Significant consultation has been carried out with residents who have the opportunity to input ideas and raise any ASB issues via drop in events, one to one interviews, neighbourhood option generation days and day to day contact with officers. Neighbourhood planning has also been carried out in Gateshead schools and a junior warden's initiative involving 48 children in Newcastle is developing their awareness of issues associated with arson, vandalism, litter, cultural cohesion and anti social behaviour. BNG is also one of three pathfinders selected by English Partnerships for a pilot study into delivery of neighbourhood centres, the results of which will influence future delivery.
- 8 An evaluation of community engagement in September 2006 confirmed that a good range of consultation and engagement opportunities were provided at a local and strategic level. The strong collaborative working practises with stakeholder organisations developed by BNG were also recognised, although a demand for more locally based place specific information was identified and dialogue with hard to reach groups needs to continue to be developed. Partners are responding to this and feedback to the community is to be further enhanced in early 2007 by a website for the Newcastle CDRP.
- 9 An evaluation of neighbourhood management commissioned by BNG in February 2006 identified that strong landlord engagement was contributing to the respect agenda through tenant vetting, helping to tackle anti social behaviour and supporting neighbourhoods through joint working. Effective information and intelligence sharing at both strategic and operational levels, and partnership approaches with police and partner agencies has also ensured successful 'clean up' operations such as 'Goldfinch' in Gateshead, and in one area of Newcastle has helped reduced crime by 30 per cent, and empty properties by 60 per cent.

- 10 The pathfinder has funded specific interventions that support HMR and tackle ASB. This includes neighbourhood wardens, environmental teams, private rented sector teams, void management teams and neighbourhood managers. Physical interventions also link directly to ASB activity, with demolition focused on the worst areas and private sector refurbishment which carries a contractual requirement for the private landlord to accredit the property, concentrated in areas with increasing absentee landlords; anti social behaviour; criminal activity and the fear of crime, high vacancy and turnover levels and unfit properties.

**Designing high quality, safe neighbourhoods which support public life and community interaction**

- 11 BNG has been particularly successful in promoting and influencing a focus on quality design. Residents have been effectively involved via place making events, focus groups, community workshops and charrettes. The Byker design competition funded by HMRF is an example of positive practise and innovation where architects lived on site to ensure thorough community interaction, and tackling ASB was part of the invitation to tender for design and development. A resident design group at Byker is also now looking at specific features including designing out crime.
- 12 Designing out crime has also been a key consideration for the pathfinder and its partners. HMRF has helped increase urban design capacity within local planning authorities and draft masterplans are being prepared for key development areas which will underpin new planning policy, and build on neighbourhood plans. Part of the pathfinder was included as a DCLG pilot project on design coding, which included secured by design and tackling environmental issues and liveability. Some neighbourhood improvement areas also use secured by design standards, and development briefs contain specific sections on security. New planning policy at Gateshead will also require new development to contribute to a safe and secure environment.
- 13 BNG and partners are keen to optimise CABI enabling input. An overarching design protocol is currently being developed by BNG and its LA partners, with CABI input, which will promote building for life standard and eco homes 'very good' as minimum. CABI are also assisting the pathfinder in improving the 'context' element of the next scheme update including the key drivers and opportunities for development and design innovation linked to social and economic factors. Gateshead council is working with CABI to establish design forums involving local residents and Newcastle's urban design team have already received an award from CABI, recognising their achievements to date.

## Elevate East Lancashire activity

### Smart intelligence on anti-social behaviour to inform actions

- 1** Elevate has taken a lead role in implementing the methodologies necessary for gaining a better understanding of local communities' perceptions of anti-social behaviour and crime. The pathfinder conducts a biennial survey of local residents. The first survey was completed in 2004 and covered 3,200 residents across all the pathfinder local authority areas. ASB was one of the key sections of the survey.
- 2** Primary data forms a key component in analysing and understanding the nature and extent of crime and ASB and its impact on housing demand in a neighbourhood. The pathfinder, in association with local authority partners, collects and collates such data at ward level as part of its new Local Information System.
- 3** At the local operational level there are monthly Partners and Communities Together (PACT) meetings in most intervention area where residents can meet with Police and local neighbourhood managers.
- 4** Elevate works in partnership with a number of other, mainly public sector agencies. These include the six local authorities, Lancashire Constabulary, the Probation Service, housing associations and the relevant Crime and Disorder Reduction Partnerships.
- 5** The pathfinder has continued to play a proactive role by developing relevant neighbourhood strategies and interventions based on the intelligence gleaned. This approach is being continued through actions such as assessing the contribution of Elevate funded neighbourhood management towards achieving Respect-related Local Area Agreement targets. Early indications suggest neighbourhood management is having a positive impact but a neighbourhood management review due to be completed in spring will help determine this.
- 6** In terms of assessing the impact of Respect policies and practices the existing Local Information System is being further developed in to a Local Intelligence System which will be an analytical tool enabling Elevate to highlight changes in particular indicators over time as part of a traffic light system. The tool ought to be in place by April 2007. In addition a Community Impact Assessment approach has been piloted in Burnley. This mapped vulnerable households, aimed to minimise the impact upon them of the HMR programme and to ensure their housing needs were met.

## **Simple and effective communications with the community**

- 7 Engagement with residents about development plans and local priorities on an ongoing basis has been an integral part of the Elevate approach. As well as through the conventional mediums of engagement strategies and general consultations around Masterplanning there have been examples of more innovative approaches. One example of this was the Enquiry by Design carried out in Nelson, Pendle. Hosted by the Princes Foundation, it was led by CABI and the Borough Council providing opportunities for more collaborative rather than confrontational engagement between professionals and local residents as well as a design-led approach.
- 8 Neighbourhood management has been another central element of the pathfinder approach. Neighbourhood Management Teams, based within the local intervention areas aim to engage local residents in Masterplanning exercises and the identification of suitable solutions to particular localised issues. Teams have been set up in the five local authority areas, four being funded through Elevate.
- 9 Neighbourhood management has been about more than maintaining the public realm and reducing crime and anti-social behaviour. It has included a private sector landlord accreditation scheme called Homesure which has been set up to work with landlords across the pathfinder area. The aim is to encourage property improvements, raise standards of management and deter poor landlords. The pathfinder is the project lead agency.
- 10 There is a variety of methods, embedded in a Communications Strategy, used to keep local residents informed about the key plans and initiatives in their area. Methods include community newsletters, meetings, events, locally accessible neighbourhood management offices and teams.

## **Designing high quality, safe neighbourhoods which support public life and community interaction**

- 11 This is one area where Elevate has worked in collaboration with CABI and local authority Planning and HMR teams to produce a design approach for a number of key Area Development Frameworks and Masterplans. Engaging young people in the process has also been important, one example being a project which ran from March 2005 to June 2006 in association with CABI. The project benefited 25 young people from Hyndburn, Burnley and Rossendale and its aim was to help those people develop design awareness. This has been part of a general emphasis on the use of art and design as mediums for engaging communities.
- 12 The use of specific standards such as Secured by Design and the CABI Building for Life Silver Standard and their enshrinement within Key Performance Indicators has enabled the pathfinder to monitor developer performance to ensure a consistent standard is achieved. The pathfinder has also taken the lead with CABI in developing a design Framework and Masterplanning Guidance. This lays out a broad framework for ensuring a consistent design approach between local authority areas. It includes considerations such as layout, public realm, safety and quality of the built environment.

- 13 CABE has similarly had an input to specific area-based projects through its Design Reviews which in October 2006 commented on five local schemes. It is proposed to build on this approach to create a regional design review panel during 2007.
- 14 Raising local community as well as partner aspirations has been a feature of initiatives in East Lancashire. This has included the use of innovative techniques such as three dimensional modelling as well as resident visits to other areas to highlight opportunities. Raising partner expectations has been equally important facilitated through an initial consultants study entitled Dreaming of Pennine Lancashire, the basic principles of which have been translated in to a long-term series of plans aimed at bringing about the wholesale transformation of the sub-region. This included not only housing market renewal considerations but also addressing issues of worklessness, economic competitiveness, image and skills.
- 15 Another important aspect of raising awareness and aspirations is the development of exemplar projects which highlight what is possible on the ground. Within the Daneshouse neighbourhood of Burnley a pilot project is being put together to secure sustainable regeneration and this will include training for residents in design skills which they can then use to engage and train other residents. The project should be in place in early 2007 with the training being delivered by April this year.

## **Gateway Hull and East Riding of Yorkshire activity**

### **Smart intelligence on anti-social behaviour to inform actions**

- 1 Gateway has developed an understanding of the incidence of crime and anti-social behaviour through its use of neighbourhood profiles, which rate crime levels and environmental quality in each neighbourhood across the city. The pathfinder used surveys and conjoint analysis to show the importance of crime and anti-social behaviour to people's decisions about where they live, and therefore the need for the pathfinder to take action to address these issues.
- 2 Work on initial area development frameworks in 2004, and ongoing neighbourhood planning in priority areas has involved local people in determining priorities for action. The need to tackle crime and anti-social behaviour has been a key feature of planning in each area. Area Partnership Boards have been set up in each of the pathfinder's priority areas, providing a forum for oversight and scrutiny of regeneration, with local representatives commenting on the priorities for action. Office bases are being set up within priority areas to enable easy contact for local people to the pathfinder's delivery teams.

- 3 Intelligence on crime and anti-social behaviour has been used to inform the choice of priority areas for action. For example, the Newington and St Andrews (NaSA) neighbourhood renewal assessment considered detailed information on crime statistics in choosing where to focus initial work in the area. The pathfinder has responded to concerns about crime and anti-social behaviour by funding neighbourhood management pilots in each of its priority areas, and by funding half the costs of a 'Community Action Box' - youth and drugs workers based in a mobile unit that moves around hot spots in NaSA.
- 4 Hull City Council has recently undertaken Best Value surveys which are being used as a baseline in a draft Local Area Agreement. The LAA includes a performance framework and targets for crime reduction and dealing with a range of anti-social behaviours. This has been informed by Gateway's neighbourhood profiles. Hull CC will understand performance in tackling anti-social behaviour through annual monitoring. Gateway will undertake its own annual monitoring of change, and is developing its evaluation framework.

### **Simple and effective communications with the community**

- 5 Hull CC's Area Committees provide an ongoing forum for public comment on public services within each part of the city, and Area Partnership Boards focus on Gateway's plans. There are also more specific mechanisms for engaging local people in developing neighbourhood plans in priority areas. These vary according to local circumstances, including such bodies as the steering group for the neighbourhood renewal assessment in the NaSA area.
- 6 Neighbourhood management pilots have been established in each of the pathfinder's priority areas. These include Tasking Groups that provide a means of regular liaison between agencies and local residents on neighbourhood issues. They co-ordinate responses in areas such as crime and anti-social behaviour, and environmental management. Humberside Police are planning to introduce a national intelligence model by April 2007 that works more closely with local people. Hull CC is also establishing local community safety forums that are scheduled to be in place by March 2007, to be held three times a year in each of the seven areas of the city, linked to the work of the Tasking Groups.
- 7 The NaSA Community Action Box is part funded by Gateway. This is a base that provides local access to police, fire, Council and community warden staff. It has been in operation for several months and is currently recruiting more staff to establish a full complement of services, including Gateway funded youth and drugs workers, and a community participation officer. Additional Police officers work from this base, and are paid for by the Neighbourhood Renewal Fund.
- 8 A youth project has been funded by Gateway in the Ings area of East Hull to help counter-act anti-social behaviour and give young people opportunities for more constructive activity and interaction with the authorities.

- 9 Hull CC has introduced a landlord accreditation scheme and the licensing of homes in multiple occupation to help improve standards of management in the private rented sector. Initial consultation has take place with the landlords' forum on selective licensing of all privately rented homes in three parts of the city, two of which are in Gateway's priority areas.
- 10 Gateway publishes quarterly newsletters that go to all households in each of its priority areas to keep people informed of progress with plans for regeneration. It has also established a website that provides information on its plans to the public of the city.

### **Designing high quality, safe neighbourhoods which support public life and community interaction**

- 11 Gateway has consulted local people on plans for physical change to tackle problems in its priority areas at a number of levels to date. Perhaps the most significant opportunity for people to contribute to design will be through the extensive master planning processes that Gateway is about to initiate in West and East Hull. These will be led by lead developer partners, involving public agencies, and resulting in Area Action Plans to guide long term physical change. Hull CC has recently produced its draft Statement of Community Involvement to guide formal consultation on all new planning policies.
- 12 It is intended that residents will also have the opportunity to comment on the details of plans for all new developments as they come forward, and that developments will include homes that meet the needs of existing residents. The pathfinder's first new homes, at Ings in East Hull, have involved detailed discussions with residents on design, and some homes have been designed to meet the needs of specific residents who are re-locating.
- 13 Twelve residents living in Gateway's priority areas have been involved in 'Learning Curve' sessions that train people in how neighbourhood renewal works, and included a trip to see design approaches in Manchester. Residents have also had an opportunity to comment on the production of pathfinder design guidance. This is being developed by Arc, the Humber centre for excellence in the built environment.
- 14 Hull CC is working to support Gateway through the planned production of design codes to guide new developments in pathfinder priority areas, as well as introducing more comprehensive design guidance for the city as a whole through the Local Development Framework. A green space strategy for the city is also under development.
- 15 The pathfinder has established a design panel through Arc to review the designs for new developments arising from the pathfinder programme, and track progress as scheme designs develop. Liaison with the Police on compliance with the Secured by Design standard is an expectation of all pathfinder funded developments.
- 16 Gateway considered the quality of approaches to design as a significant element in the choice of lead developer partners, informed by advice from CABI.

- 17 Alley gating programmes have been undertaken in many parts of the city by Hull CC. In the NaSA area, alley gating is seen by local residents to have been successful in reducing crime and improving the upkeep of the local environment. The alley gating programme is likely to be further developed by the pathfinder.

## **Manchester Salford Partnership (MSP) activity**

### **Smart intelligence on anti-social behaviour to inform actions**

- 1 The pathfinder understands the incidence of anti-social behaviour within its area both through its own research and consultation with local people on regeneration plans, and from work undertaken by partner organisations. The pathfinder's own contribution to understanding the issues includes the use of a household survey and focus groups that are representative of residents in a number of neighbourhoods across the pathfinder area. The pathfinder has also led on neighbourhood planning with local people to establish programmes for action in small areas, including discussion of problems with crime and anti-social behaviour and consideration of how they should be addressed.
- 2 There have been extensive postal surveys of local people's perceptions of quality of life across both cities, carried out every two years by the Local Strategic Partnerships (LSPs) and Crime and Disorder Reduction Partnerships (CDRPs). Manchester's Local Area Agreement (LAA) already includes regular monitoring and specific targets on crime and ASB, with similar measures planned for Salford.
- 3 Information on anti-social behaviour also comes from the ongoing work of specialist teams to address the problem within each city. In Manchester, the Housing Department's Anti-Social Behaviour Action Team produces quarterly statistics on the incidences of anti-social behaviour and its performance in tackling problems through the use of measures like Anti-Social Behaviour Orders (ASBOs). In Salford, specialist services are provided by the Council's Anti-Social Behaviour Team and similar statistical information is produced by them.
- 4 The pathfinder uses all of this information in the development of its action plans for each of its priority areas, including the formulation of biennial investment strategies and the refinement of its ongoing work within each area. There is close liaison between area delivery teams responsible for the HMR funded programme within each area and other service providers through Local Area Partnerships and their Tasking Groups in Manchester, and Community Committees in Salford. Partners involved in this cross-agency working include the Police, Youth Services, Street Management Services, education providers, health agencies, and community wardens. An example of a specific application of information on crime and anti-social behaviour to an HMR funded intervention is the prioritisation of the alley gating programme within pathfinder neighbourhoods based on crime information from the CDRP.

- 5 The pathfinder has developed a sophisticated model for understanding changing local conditions known as Tracking Neighbourhood Change. This maps a range of data on neighbourhood conditions, including incidences of crime and anti-social behaviour, as well as mapping public sector investment. By analysing change over time, the model has the potential to draw conclusions about the effectiveness of public policy interventions in small areas, and to consider whether there are any negative displacement effects on neighbouring areas. The model is yet to be fully used in this way, although it is planned that more analysis will take place in 2007, together with the commissioning of an evaluation of the impact of the pathfinder's whole programme.

### **Simple and effective communications with the community**

- 6 Engagement with people living in the pathfinder area has been developed through the preparation of strategic regeneration frameworks for sectors of the city by the two city councils, and more detailed neighbourhood planning and consultation on individual projects by the pathfinder. Each of the two local authorities has produced principles for community engagement to guide all of its work. The range of opportunities for local people to contribute to the development of area plans and projects includes drop in events, questionnaires and interviews, regular meetings, involvement in steering groups, training for residents, visits to other projects, and the use of computer generated proposals.
- 7 The pathfinder has typically developed its neighbourhood plans over a number of years. Neighbourhood Renewal Assessments, involving intensive consultation processes, have been used wherever clearance has been proposed. Residents have been involved in defining the actions required and shaping detailed proposals and designs for new developments.
- 8 The Police are planning to move to a new structure from April 2007, with dedicated Safer Neighbourhood policing teams that have closer relationships with local communities, including performance management by Local Area Partnerships Tasking Groups with resident representatives using detailed local information. The use of Community Support Officers will be increased. This provides an opportunity to further improve co-ordination between HMR funded actions and mainstream policing.
- 9 Action to tackle anti-social behaviour has been extended in response to the pathfinder's work, with the Manchester Anti-Social Behaviour and Mediation Service teams' remits expanded to include areas of private housing within the pathfinder. In Salford, work to tackle anti-social behaviour in private sector housing areas and Council-owned estates is being integrated into a single cross tenure unit.
- 10 Manchester CC Private Sector Housing has started using intensive neighbourhood management measures to tackle entrenched problems in small areas for a limited time in North and East Manchester. More generally, Tasking Groups identify problems as they arise, following up reports from local people and workers, to target co-ordinated action from local service providers to particular streets and families. In Salford, dedicated Neighbourhood Management Teams work in close co-ordination with the teams delivering the pathfinder programme.

- 11 The pathfinder has contributed to the development of landlord accreditation schemes in Manchester and Salford to encourage better management practices in the private rented sector. An information service for landlords has been established, and a proposal for the selective licensing of landlords has been submitted to DCLG.
- 12 Local people are kept informed on progress in tackling anti-social behaviour through resident representatives on area committees in both Manchester and Salford. Information is disseminated more widely through regular Council newsletters for all residents of each area, including specific information on pathfinder funded activities, and the regular use of local newspaper features in North and East Manchester. The pathfinder will shortly be setting up a website with further information and links to partner organisations. A Respect Working Group for voluntary and community groups is to be set up early in 2007 by the Manchester Community Safety Network.

**Designing high quality, safe neighbourhoods which support public life and community interaction**

- 13 As part of the development of neighbourhood plans, residents have been involved in shaping physical master plans for re-development and the designs of individual development proposals, assisted by visits to other areas, and the use of three dimensional computer visualisations. They have also been involved in selecting developer partners. Funding has been secured to establish four arts projects that will enable local people to contribute to new developments.
- 14 Secured by Design principles are enshrined within Manchester's Design Guide, with Salford CC working to develop a guide with similar principles. CABE is involved on the steering group that is overseeing Salford's new guide. Both cities' design guides will set requirements for all new developments. Salford's new policy on Design and Crime sets out detailed requirements for security in new developments and its Green Space Strategy requires developers to plan for the maintenance of green space from the outset. Planners in Manchester require developers to meet Secured by Design standards through planning conditions.
- 15 The pathfinder has helped to fund a major programme of alley gating that has contributed to local reductions in crime and improvements to local environments and community life.
- 16 New developments have been planned to provide the sorts of new homes that will meet the needs and aspirations of existing residents, as well as being attractive to people moving into the area. Residents affected by clearance have been helped to afford new homes in the same area.

## **NewHeartlands Merseyside activity**

### **Smart intelligence on anti-social behaviour to inform actions**

- 1** In general the pathfinder plays more of a supporting or secondary role in gaining insights on residents' perception of anti-social behaviour. The main roles are those of the Crime and Disorder Reduction Partnerships (CDRP) through the community safety teams of the three local authorities. The results of annual surveys by the CDRPs will be provided to the pathfinder and the individual local authority delivery teams with the aim of informing future strategy development.
- 2** New Heartlands works in partnership with a wider range of other, mainly public sector agencies. These include Merseyside Police, the Safer and Stronger Communities Partnerships and the local authority neighbourhood management teams. Anti-social behaviour Joint Action Groups (JAGs) involving these agencies meet regularly and identify problem hotspots.
- 3** There are limited but key areas of activity, however, where the pathfinder does play more of a lead role in respect of resident engagement. The neighbourhood planning processes for target localities within the pathfinder area include a range of methods for gathering information. These include drop-in events, questionnaires, residents' training and visits to exemplar projects outside the area. Neighbourhood Plans are currently being developed for three neighbourhoods in both Sefton and Wirral as well as across all Liverpool's Zones of Opportunity.
- 4** Crime and anti-social behaviour targets are being established within Local Area Agreements. In terms of future engagement activity the period of April to June 2007 will be an important one. During that time LAA targets and outcomes will be agreed with Government Office North West and reported on a six-monthly cycle. During the same period a system will be set up to ensure more systematic information sharing between NewHeartlands and the JAGs.
- 5** The pathfinder also takes the lead in terms of developing strategy and interventions through the Sefton Neighbourhood Planning unit and NewHeartlands Market Intelligence Service. A sustainability index will deliver area profiles which include a wide range of data such as baseline crime and anti-social behaviour information and this is used to target Living Through Change and other neighbourhood management activity.
- 6** Much of the work to assess the impact of housing market interventions is also done through the JAGs. The pathfinder does not appear to regard this as a main role for itself. Instead other stakeholders such as the Police, local authorities and RSL delivery teams are regarded as the lead agencies with the pathfinder being informed of the outcomes of work such as tracking of information through the Neighbourhood Planning Units.

### **Simple and effective communications with the community**

- 7 Engagement with residents about development plans and local priorities on an ongoing basis is one of the main roles of NewHeartlands with regard to the Respect agenda. Residents are kept aware of positive action in tackling anti-social behaviour through public meetings, targeted media and leafleting campaigns. Consultation and engagement on individual projects funded through the Living Through Change programme is facilitated through local authority neighbourhood management and RSL teams. A wider range of agencies is involved including Merseyside Police, RSLs, Job Centre Plus and Sefton Community Empowerment Network.
- 8 Masterplanning and Neighbourhood Renewal Assessment processes have acted as key mechanisms for engaging local people in decision-making processes.
- 9 Examples of localised focuses for engagement include neighbourhood offices in the five target neighbourhoods in Wirral and Sefton and a range of specific local community initiatives. These include the 'Play Like Brazil' community football team in Wirral and the Sefton-funded environmental hit squads. In Liverpool the main contact has been through Liverpool Direct Ltd which is a 24 hours a day, 365 days a year helpline.
- 10 Neighbourhood management has been one of the other main mechanisms for implementing the Respect agenda. This has been represented in the work of environmental wardens, neighbourhood wardens and community wardens.
- 11 Formal processes are in place to pass information between communities and the pathfinder and other partners. These include local area forums, area committees and neighbourhood panels. They involve representatives from various agencies including relevant local authority departments, fire, health and police. Regular monthly meetings are held in Wirral with residents affected by the Fiveways and Church Road redevelopment schemes whilst regular updates are provided as part of community newsletters and through the local press.
- 12 In terms of future proposals it is intended to develop a specific Together Respect Action Plan for Tranmere and Rock Ferry by autumn 2007. Through the Liverpool and Wirral landlord accreditation schemes it is intended to pilot a Good Neighbour Scheme, landlords' awards programme and training for private landlords.

### **Designing high quality, safe neighbourhoods which support public life and community interaction**

- 13 This is another key area where NewHeartlands regards itself as a lead rather than a support agency. Neighbourhood planning processes have included development of Masterplans for the main priority areas. The design-led nature of masterplanning has necessitated engaging local residents affected by redevelopment proposals in debate about considerations such as street layout and pedestrian and vehicular circulation in order to maximise natural surveillance and defensible space. The pathfinder has laid out a set of principles for partner local authorities to adhere to in involving local residents in the decisions which affect them and these are set out in the draft Community Engagement Protocol.

- 14 Designing out crime has been a key consideration for the pathfinder and its partners. CABE has been involved in this in a number of ways. It has delivered training to officers across the pathfinder and the pathfinder board through workshops. It is proposed to have further liaison as schemes progress to detailed design stage. CABE is also working with the local authority in Wirral to develop design codes on individual schemes and has considered each Masterplan through its Design Review Panels. Design Guides are initially aimed at influencing the quality of new build developments where HMR funding will be involved. In the future it is intended to assess each new build proposal in the pathfinder area against the guides which will necessitate close liaison between the pathfinder and the relevant local authority planning departments. This ought to include designing out crime alongside more aesthetic factors.
- 15 There has been consultation on individual schemes with the local authorities' community safety teams and the Police Architectural Liaison Officer with the aim of achieving Secure by Design standards. Development agreements also include design considerations within them.
- 16 Regular interaction with local residents has been facilitated through monthly surgeries held in the community whilst study trips for those residents to Homezones in Manchester have raised their awareness of the various options available for reducing crime and anti-social behaviour.

## **Partners in Action Oldham Rochdale activity**

### **Smart intelligence on anti-social behaviour to inform actions**

- 1 Partners in Action has understood local people's perceptions of crime and anti-social behaviour (ASB), and the impact on their preferences of where they wish to live, through a 'conjoint analysis' survey carried out in 2005. This gave people different choices in order to assess the relative importance of various factors in their decisions about their homes. The areas of the two boroughs with the highest perceived crime rates were all in the pathfinder area. Crime and ASB were shown to be the most significant issues for local people in deciding where to live.
- 2 Residents' forums and multi agency partnerships have been established in each of the priority areas, giving an opportunity for residents to report issues and for public agencies to co-ordinate responses.
- 3 Oldham and Rochdale Local Strategic Partnerships also undertake regular quality of life surveys to assess ongoing perceptions of crime and anti-social behaviour. Targets for improved performance in tackling crime and anti-social behaviour are set in the two boroughs' Local Area Agreements.
- 4 Ongoing information from crime pattern analysis, regular community walkabouts and front line staff is used to help define interventions. Examples include investing in more secure doors and windows as part of home refurbishments, and alley gating. Intelligence on the incidence of crime and anti-social behaviour has also influenced the prioritisation of security within the pathfinder's design guide.

- 5 The pathfinder intends to assess the impact of its interventions, including the impact on crime and anti-social behaviour, by using its evaluation framework.

### **Simple and effective communications with the community**

- 6 Partners in Action engages with people on its plans at the level of the whole pathfinder through the use of a Residents Sounding Panel. This currently has 24 members who have been selected as representative of the population of the area, although further members are to be recruited to address the under-representation of men, young people and Asian women. The Panel meets to comment on all aspects of the pathfinder's work.
- 7 At the neighbourhood level, plans are developed for the pathfinder's priority areas for investment through public meetings, surveys, visits, and meetings with individuals. Where necessary, meetings have been established to involve particular groups within local communities and address specific issues. Area Delivery Plans for the initial four priority neighbourhoods are currently being reviewed, with new plans under public consultation in a number of further neighbourhoods.
- 8 Lead developer partners will be required to liaise with local people on their development plans as a contractual element of their work. Key Performance Indicators are to be monitored by Partners in Action, including specific indicators on the number and types of public consultation meetings that developers have attended.
- 9 The pathfinder keeps local people informed about its development plans through the production of quarterly newsletters for people living in its priority neighbourhoods and newspaper articles in the local press. The pathfinder also maintains a dedicated website that is kept up to date with the latest developments.
- 10 Each priority neighbourhood has a dedicated team responsible for delivering HMR funded projects, based within the area. These teams report crime and ASB, and signpost residents to other services. Housing market renewal has influenced the establishment of forums of public agencies operating within each area to co-ordinate investment and opportunities for funding minor environmental works to address local priorities although it has generally not been used to fund extra management services.
- 11 However, in Rochdale, there are dedicated Neighbourhood Programme Managers responsible for co-ordinating public service provision at the area level, with appropriate input from local people. Two environmental enforcement officers have been funded in Oldham to combat fly tipping and improve environmental maintenance through the use of enforcement powers. Both Oldham and Rochdale MBCs have enforcement teams that take action where private landlords fail to meet their statutory obligations.

**Designing high quality, safe neighbourhoods which support public life and community interaction**

- 12 The pathfinder has engaged with local people on the future for their neighbourhoods through the production of a master plan for each of the four priority areas, with further master planning underway in other intervention areas. These have involved workshops with local people exploring key principles of design.
- 13 Residents have also been consulted on designs for individual development sites. In East Central Rochdale, there has been extensive consultation on the designs at Dale Mill, with the final design reflecting a number of preferences that have come from local people. The Devon Street face lifting and home zone works in Werneth, Oldham, included an 'open house' exhibition, a series of design workshops, and a trip to see a completed home zone in a neighbouring local authority.
- 14 The pathfinder requires that all developments by its lead developer partners achieve the Secured by Design standard. Partners in Action led the production of a comprehensive design guide, in collaboration with CABI, which clearly sets out principles of good design. It also provides locally relevant examples of how those principles can be achieved, including the need to minimise opportunities for crime and ASB through design. This guide will be adopted into statutory planning frameworks in Oldham and Rochdale in early 2007 to influence all developments across the two boroughs.
- 15 One of the first new developments facilitated by the pathfinder, at Selwyn Close, Coppice, Oldham, has been one of only two schemes in the country to win a Building for Life gold standard award. The pathfinder monitors the performance of new developments by its lead developer partners against Building for Life standards. It expects that all developments will achieve at least the Building for Life silver standard. The pathfinder has also made use of CABI's Design Review Panel to get an independent critique of three new development proposals, receiving favourable comments on all schemes submitted to date.
- 16 The pathfinder has established a clear policy on the level of affordable housing to be provided within new developments, helping to ensure that all new developments provide opportunities for people to live in mixed communities that can be accessed by those with modest incomes, as well as meeting aspirations for higher quality and larger new homes. The pathfinder's design guide emphasises the need for new developments to meet the diverse needs of everyone in society.

## **RENEW North Staffordshire activity**

### **Smart intelligence on anti-social behaviour to inform actions**

- 1** In general the pathfinder plays an active role in gaining insights into residents' perception of anti-social behaviour at both a strategic and an operational level. At the strategic level this is most often as part of wider initiatives either where RENEW takes the lead but Respect is one of a number of linked agendas or where Respect is the main focus but RENEW is one of a number partner agencies playing a secondary or supporting role. One example of the approach at a strategic level was the RENEW Baseline Survey in June 2005 which covered 2,800 interviews and which included a small number of key Respect-related questions.
- 2** At the operational level the pathfinder has a similar enabling role with HMR-funded staff convening the relevant local neighbourhood meetings. One example of this is through the Knutton and Cross Heath Neighbourhood Management Pathfinder Community Area Forum which meets every two months.
- 3** RENEW works in partnership with a small number of other, mainly public sector agencies. These include Stoke on Trent City Council, the LSP, Newcastle under Lyme Borough Council, Staffordshire Police and the Crime and Disorder Reduction Partnerships.
- 4** The pathfinder has played an active role in developing relevant strategies and interventions. It has initiated and directly funded a community safety programme to improve residential security in its urban core priority areas. This was a joint initiative which also involved the City Council and Staffordshire Police and was targeted at areas which were essentially sustainable in market renewal terms but which exhibited high levels of crime and/or anti-social behaviour.
- 5** A Respect Action Plan has also been prepared and agreed with the RENEW Board based on the issues raised in the Respect protocol.
- 6** In terms of assessing the impact of Respect policies and practices there are a couple of areas of activity. Crime and disorder statistics are obtained monthly from the police on a neighbourhood basis. This data is then mapped to identify potential hotspots and inform ongoing neighbourhood profiles. In addition the pathfinder engages with the Government Office through the LSP on the relevant Local Area Agreement targets for Safer and Stronger Communities.

### **Simple and effective communications with the community**

- 7** Engagement with residents about plans, programmes and local priorities on an ongoing basis has been one of the pathfinder's continuing initiatives. RENEW regards this as essential in improving two-way communication and promoting a healthy dialogue about the housing market renewal and Respect agendas.

- 8 Two key examples of this are the Patch Volunteers initiative and the Residents' Friend Service. In total there are 60 Patch Volunteers and four co-ordinators operating in the area whose role is to disseminate information to local people, answer their queries and provide feedback to the pathfinder. Monthly meetings of the volunteers are held and it is intended to assess their impact through independent research of resident and stakeholder awareness. The Residents' Friend Service is co-ordinated through the Citizens Advice Bureau. The service has been running for two years and each area of major intervention has one. The service aims to provide confidential and impartial information and advice for local people on a range of issues including those related to ASB.
- 9 Neighbourhood management has been one of the other main mechanisms for implementing the Respect agenda in the pathfinder area. Stoke on Trent City Council has devolved neighbourhood management arrangements across the city with five neighbourhood managers whose responsibilities include community safety. Newcastle-under-Lyme Borough Council employs neighbourhood wardens whose role is to support the delivery of RENEW interventions, ensure anti-social behaviour and crime are minimised and tackle issues as they occur. One practical example of how this has worked at ground level was a trip for children in the school holidays to coincide with the demolition of four houses as previously they had engaged in anti-social behaviour during similar demolition activity thereby delaying the process.
- 10 A range of formal and informal processes are in place to keep local communities informed of progressed. These include regular newsletters delivered at an intervention level and open days and events with residents to inform and facilitate community engagement.

### **Designing high quality, safe neighbourhoods which support public life and community interaction**

- 11 This is a key area where the pathfinder regards itself as a lead rather than a support agency. Central to this process has been development of Masterplans for the key intervention areas. The community-driven nature of masterplanning in the RENEW area has necessitated engaging local residents affected by redevelopment proposals in debate about crime reduction design measures. Masterplans have now been completed for 10 areas with those for the remaining two areas due to commence in early 2007. The process to date has included 14 events attended by a total of 318 people. Masterplans have been supplemented by design briefs for key sites in the City Waterside area.
- 12 Training for local residents has provided the possibility for them to develop their own capacity through a structured programme which has three core modules of which one is entitled 'safer places'. The course encourages residents to be outward-looking and challenges some of the most persistent myths. It also aims to improve mutual understanding with professionals and to divert communities' engagement away from the conventional 'object or support' style of engagement towards a more collaborative one. To date 30 people have attended the course of whom 12 have achieved the full qualification.

- 13 Designing out crime has also been a consideration during the process for selection of lead developers in Newcastle under Lyme which was managed through a Lead Developers Selection Panel. The process included an opportunity for residents to question potential developers on a range of issues including those related to community safety. Developers were challenged about proposals to ensure criminality and nuisance were controlled throughout the development process. Assessment of developers' responses formed part of the formal selection criteria.
- 14 The pathfinder has also played a more secondary role in adopting good practice on the ground. This has included providing an input to Alleygating policies and schemes through its own community safety meetings. To date this has resulted in gates to restrict pedestrian access being installed in 20 alleys across the city of Stoke and to similar projects in Newcastle-under-Lyme. The Stoke project has been supported through a broad partnership which has included the local authority, Probation Service, prison and Police Authority.

## Transform South Yorkshire activity

### Smart intelligence on anti-social behaviour to inform actions

- 1 Across South Yorkshire a range of resident engagement processes have been supported by HMRF, including surveys, focus groups, interviews and steering groups. In Barnsley, resident surveys have been used to inform the work of neighbourhood wardens, with a resident steering group set up to oversee their work. Eighteen months later, the percentage of people who thought the reputation of the neighbourhood was poor or very poor reduced from 51 per cent to 39 per cent, and the number of people feeling safe or very safe increased. A junior warden scheme has also been established to encourage young people to take an interest and responsibility for the area where they live.
- 2 Steering groups are operating effectively across most HMR areas, some at ADF level, contributing to decision making at various strategic and operational levels. Multi agency groups, including neighbourhood agency groups (NAG) in Sheffield and Rotherham, meet regularly and use intelligence from the crime and disorder reduction partnership CDRP to identify core priorities and develop joint strategies and operations to tackle crime and ASB. Neighbourhood strategies, funded by the pathfinder, influence the target areas and link into NAGs. Partnership initiatives in Sheffield have included tackling illegal off road motorcycles, the development of a sub group to develop a youth strategy across the area, and public realm improvements to a shopping area.

- 3 Neighbourhood planning processes and masterplanning funded by HMRF have involved extensive resident engagement, including specific research with young people on safety concerns, perceptions of crime and ASB. The outcomes have influenced priorities for integrated working in HMR areas, informed pathfinder programmes and contributed to the development of NDFs. Rolling surveys of households within HMR areas in Sheffield are to begin in January 2007. These will seek residents' views and perceptions of their area, including fear of crime and ASB, and will help inform future decisions.
- 4 Behaviour concordats are being developed by Barnsley council with legal agreements linking grants for property improvements to acceptable behaviour. Area Assemblies in Rotherham will be used to push forward priorities in specific areas, and Doncaster already has targets on crime and ASB within its LAA, with data collected at neighbourhood level and council wide and monitored monthly.
- 5 Each of the constituent councils tends to map and analyse a range of data, including crime and ASB. Barnsley council use GIS based system to develop a series of neighbourhood reports to provide intelligence at a local level. TSY have no stated co-ordinating role regards analysis pathfinder wide. However, pathfinder programmes are informed by the councils' findings, and as part of a comprehensive evaluation framework to be implemented in 2007, TSY has developed a set of indicators to describe and evaluate the main characteristics of HMR areas, including the number of anti social incidents. This should help the pathfinder to better consider and actively addresses issues likely to arise as a result of its activities.

### **Simple and effective communications with the community**

- 6 HMRF has been used to fund resident surveys, liveability managers, neighbourhood managers, neighbourhood wardens, masterplanning and development of a management service for private sector landlords. All help to ensure effective community communication, input into the development of plans and ongoing feedback. Feedback is also provided via a range of newsletters, some available in other formats and community languages, and covering a variety of topics, including community safety.
- 7 Community conferences have helped to recruit resident activists and regular project meetings or area forums in most HMR neighbourhoods provide a useful mechanism for effective, ongoing two way communication. Focus groups, surveys, planning for real workshops and open days have also been used to involve individual residents, landlords and businesses, with some specific initiatives targeted at hard to reach groups, including a mixed media project.
- 8 Partnership working is proving successful at tackling the wider social, economic and physical needs in many parts of the pathfinder. Complementary initiatives in some areas, such as the RDA led Renaissance Market Towns in Barnsley Dearne, being introduced as a direct consequence of HMR status. In Sheffield, the University is working with the council to accredit private landlords and a thematic liveability pilot is engaging different service providers around the cleaner, greener, safer agenda. Development briefs also require developers to consult and inform the community regards plans and progress.

- 9 Additional management measures have been introduced in a number of areas, focused on reducing crime and ASB, including extra security measures on cleared sites, new perma-screening on empty homes and neighbourhood wardens. HMR projects link into existing arrangements where appropriate and expand or extend initiatives at agreed priorities, for example in Sheffield, targeting hard to reach groups and developing innovative input into public realm issues.

**Designing high quality, safe neighbourhoods which support public life and community interaction**

- 10 Across all pathfinder neighbourhoods, HMR investment is ensuring an enhanced focus on design quality and sustainability. TSY Delivering Design Quality (DDQ) project aims to achieve a step change in the quality of new housing development by providing a range of practical support to developers and councils. It is managed collectively by the house builders' federation, CABI and the four South Yorkshire authorities. TSY is also launching a training programme for staff and key partners in all four council areas, ensuring an integrated approach to good housing design is maintained at a strategic level. Developer panels in Sheffield and Doncaster are also ensuring secure by design principles in new build.
- 11 Community capacity building in Sheffield has already ensured a fairly wide appreciation of innovative design and a strong commitment to environmental sustainability. In Rotherham homes have been developed to 'Eco homes excellent' standard and a project management group of residents and stakeholders, including police liaison officers and CABI are informing the redevelopment of areas; prioritising issues of ASB and designing out crime. Consultation has been used to identify locations for CCTV installation and various target hardening measures including fencing, off street parking and lighting.
- 12 In Barnsley, CABI enablers are supporting the comprehensive remodelling of a private estate with design and sustainability requirements specified at the outset. Residents are being trained to play a full part in the design and assessment process. An innovative approach to street layout highway arrangements is already agreed, which aims to share spaces safely between people and vehicles. Specific projects and plans in Doncaster have not yet been recorded in sufficient detail to report on. This omission will need to be addressed in future submissions.
- 13 Masterplanning is being undertaken in most HMR areas, and has been successful in engaging residents at a number of levels, and in ensuring that plans meet the wide range of community needs in the area. For example, Sheffield's award winning neighbourhood strategies combine economic, social and physical aspects, identifying clear aims and priorities for action which balance community led priorities and strategic vision. On one estate an environmental project supported by HMR is involving local people in the design of public spaces to increase quality and sense of ownership. Educational packs have been provided for schools and a community website has been setup. In another area, a safe and secure project has emerged from the NDF which is looking to incorporate secured by design principles and designing out problems across a network of open space.

## Urban Living Birmingham Sandwell activity

### Smart intelligence on anti-social behaviour to inform actions

- 1 A range of resident engagement processes have been supported by HMRF, including surveys, focus groups, interviews and road shows. Original research is also informing development of UL strategy and actions, with a study into the housing needs and aspirations of BME communities in 2006 particularly useful. Birmingham has a history of tensions between ethnic groups and a report into the 2005 disturbances in Lozells, one of the pathfinder neighbourhoods is awaited. Birmingham council produced a community cohesion strategy in September 2006, and Sandwell's is currently being adapted following a baseline study. UL actions are recognised as crucial, and specific targets are being developed.
- 2 Generally, crime and ASB is the biggest issue in neighbourhood dissatisfaction. Almost two fifths of out-migrants see this as a 'very important' issue, and further research is to be undertaken in 2007/08 to explore specific resident perceptions. West Midlands police tasking groups are mapping crime statistics which can be compared at neighbourhood level in order to identify displacement issues. In Sandwell, Town Teams use this to inform active neighbourhood projects, targeted at improving the local environment and reducing the fear of crime. UL is currently developing a sustainability index and a formal evaluation framework; and has joined the Sandwell community safety group and intend to make better use of data to inform future strategy, as opposed to reacting to incidents of ASB.
- 3 HMRF has already helped fund property and environmental safety schemes across the area, including gating areas in Smethwick used for illegal dumping of rubbish, creating a safe play area and a communal garden on disused housing land in Sandwell; and supported effective engagement with young people, including radio DJ courses and hard-hitting video documentaries on ASB.
- 4 Activity for the Pathfinder area is coordinated by a council led Collaborative Board with high level commitment from a number of key partners coordinating activity on crime and community safety, housing, health, training/skills and employment, and education. UL had input into the production of both councils' LAA. Co-ordinated by the LSP, targets set in December 2006 will be monitored and reported annually. These include closing the gap between crime in priority neighbourhoods and other areas by between 3 per cent and 12 per cent, and a 1 per cent increase each year in those feeling information is given on what is done to tackle ASB.

### Simple and effective communications with the community

- 5 HMRF has been used to fund resident surveys, and the councils' ongoing options appraisal, NRA and masterplanning processes are also ensuring community input into the development of plans. Crime reduction is to be a specific theme within masterplanning briefs in 2007. Each project intervention is currently subject to an engagement checklist provided by UL to ensure that residents' views are collated and considered. Ongoing engagement is maintained via council meetings of Ward, District, Town and Neighbourhood Communities, and agendas regularly include pathfinder updates.

- 6 At a local level in Sandwell, residents and community groups are on neighbourhood boards which meet monthly to review and monitor active neighbourhood projects. Fact sheets are also produced at a neighbourhood level which report on achievements, and outline future plans, including home safety and neighbourhood management issues. Sandwell also has a community safety newsletter for employees. UL also produce a range of newsletters and is leading local and regional media activity seeking to promote positive stories.
- 7 A sub group of the UL Board has recently led the production of a community cohesion engagement strategy and action plan, which includes activities addressing citizenship and ASB. Officers attend both this sub-board and the project implementation group to ensure that adequate consideration of Respect, engagement and cohesion issues has been taken account of when deciding to fund activities. An equalities implementation and engagement checklist has also been developed, and a sounding panel of 800 residents has recently been created, divided by sectors and geography, which is to consider pathfinder policies and interventions in 2007.
- 8 UL is working with partners to support neighbourhood management. HMRF has funded anti-burglary measures in Greets Green and enhanced security on empty properties as part of management of clearance. It also funds neighbourhood management town teams focusing on active neighbourhood projects. Both councils are considering the possibility of landlord accreditation schemes, which Sandwell aim to introduce in 2007/08. Landlords Forum are currently utilised to engage landlords to improve properties and management, although the detail of this is not clear from the information provided.
- 9 In the information provided, UL has outlined a wide range of interventions delivered to date, although many of these have helped individuals, some of whom are vulnerable, improve their housing situation, it is not always clear how they are particularly relevant to Respect. For example, establishing a property shop to deliver choice based lettings, funding energy advisers and providing gap funding relocation assistance.

### **Designing high quality, safe neighbourhoods which support public life and community interaction**

- 10 Both councils have a strong focus on crime and ASB. Sandwell is in the top 25 per cent of councils for dealing with ASB, and Birmingham is one of 40 first wave Respect Areas identified by Government as exemplars of the Respect programme by their strong track record in tackling ASB, and a willingness and capacity to do more. Multi agency approaches at neighbourhood level are helping to reduce levels of crime. Birmingham Environmental Partnership is tackling visible crime such as graffiti and vandalism, and Sandwell Tasking Group is resolving community problems and targeting agreed hotspots. In most cases, UL is not a major partner although HMRF is supporting a number of projects delivering community led outcomes, including a mediation scheme in Sandwell focusing on people affected by CPO's, and school projects focusing on locality, design and ASB producing models, DVD's and podcast.

- 11** Of particular note is the work undertaken by Birmingham's Housing Education Initiative, which has worked across a number of pathfinder neighbourhoods in both councils, developing pupils' ideas for area regeneration within the context of the National Curriculum, giving young people the chance to put their ideas forward and have a say on key issues affecting their neighbourhood. Work includes a website and video news project called TNT news, which attracted BBC Blue Peter coverage of a story on an Eco house, which is part of an ongoing eco neighbourhood's project supported by HMRF in the Summerfield area.
- 12** Across all pathfinder neighbourhoods, HMR investment is seeking to ensure an enhanced focus on design quality and sustainability. UL and council staff attend CABA design review panel meetings and work with CABA enablers on individual projects, with improvements to design and layout made on Cape Hill Brewery redevelopment proposals. Generally, secure by design principles are adhered to and Ecohomes standards for new developments and refurbishment projects are incorporated as a requirement of funding. A number of deconversions to create larger family homes to meet the needs of BME households have also been supported.
- 13** UL is currently in discussion regards creating procurement panels for developers, housing associations, consultants and professional services. A design panel to analyse proposed developments and supplement LA guidance is also proposed and resident representation on this is under consideration. Residents input into design issues is currently encouraged in developing individual projects, with improvements to the appearance and safety of two large traffic islands in Carlton Avenue specified following individual consultation on options.