



TILLEY AWARDS 2011 APPLICATION FORM

Applications made to this year's Tilley Awards must be submitted electronically to the Tilley Awards mailbox at TilleyAwards2011@homeoffice.gsi.gov.uk

All sections of the application form must be completed.

Please **ensure that you have read the guidance before completing this form**. Guidance is available at www.homeoffice.gov.uk/crime/partnerships/tilley-awards/tilley-awards-11/

By submitting an application to the awards, entrants are agreeing to abide by the conditions set out in the guidance. Failure to adhere to the requirements set out in the 2011 Awards Guidance will result in your entry being rejected from the competition.

All entries for phase one themes must be received by 1:00pm on 13 June 2011. Late entries will not be accepted. Hard copies of the application form are not required.

All entries for phase two themes must be received by 1:00pm on 5 September. Late entries will not be accepted. Hard copies of the application form are not required.

Any queries on the application process should be directed to Darren Kristiansen who can be reached on 0207 035 3228.

Project Name: **Knocking The Nockie**

Location: **Noctorum Estate, Birkenhed, Wirral, Merseyside**

Theme Addressed: **Anti-Social Behaviour**

PART ONE – PROJECT SUMMARY

Information contained within this section is not assessed as part of identifying this year's national finalists and overall top three entries received in the 2011 Tilley Awards. The information contained within this section will, however, be used to identify the most popular national finalist entered into this year's awards.

This section should be used to describe your project in **no more than 400 words**. Advice about how to complete this section is contained within the 2011 Tilley Awards guidance. This section should be used as your social marketing opportunity.

FOUR HUNDRED WORDS SUMMARY

Knocking The Nockie an approach by Wirral Partnership Homes (WPH), Merseyside Police, Merseyside Fire & Rescue (MFR) and Ridgeway High School aimed to address repeat incidents of crime and Anti-Social Behaviour on the Noctorum Estate (The Nockie) a large estate near Birkenhead, Merseyside. A gang culture existed with the Nockie Estate Bad Boys (NEBBS) being the larger of three gangs. The estate could not be described as an example of an area associated with strains and anxieties emanating from harsh social environments or awash with status frustrated delinquents but a typical estate where youth behaviour was more consistent with hedonistic fun. (WPH) the registered provider noticed more applications from people wanting to leave the estate with fewer new applications to move to the 'Nockie'. The idea of knocking the nockie came from a simple door knock exercise, which revealed, bizarrely, people are more worried about losing their homes as a consequence of crime and ASB rather than the traditional criminal justice approach. Prison for example was an occupational hazard, with ASBO's being used as badges. The threat of losing one's home was however a powerful lever with tenants being encouraged to take responsibility. All partners continued the door knock on a weekly basis visiting those responsible for ASB delivering robust warnings to those responsible for crime and ASB. The Nockie was regarded by MFR as a major hotspot and drain on resources over the 6 week period leading to and following bonfire night. Partners worked together on a variety of innovative approaches which sought to build confidence, improve perception about the estate and foster an environment where residents took responsibility. In essence the estate was used as an experiment for new innovative, collaborative initiatives involving everyone. Parents were encouraged to ask the question, "Where's Johnny" with robust family interventions with brokered agreements aimed to maximise on obligations of taking responsibility for their children and their tenancy. Reintegrative shaming' techniques were tried which succeeded in bringing real consequences to vandalism but at the same time built relationships with youths reducing repeat victimisation. Initiatives around Halloween were risky but effective trade offs between partners and local youths were brokered. Eighteen months later the estate is a richer more varied place where people want to live and stay and where partners, residents work together promoting the good neighbour principle and taking responsibility as a real alternative to the ASBO.

PART TWO - EVIDENCE

Information contained within this section of the application form is assessed for the Tilley Awards.

Describe the project in **no more than 4,000 words**. Full details on how to complete this section of the application form is contained within the 2010 Tilley Awards Guidance.

SCANNING



The ecology of the Noctorum, crossways and Northend neighbourhood are split into two areas' of Birkenhead. They are not typified as *Katz*¹ example of areas associated with strains and anxieties emanating from harsh social environments or awash with status frustrated delinquents but, a suburb of the Wirral Peninsula, Merseyside. At the 2001 Census the population of Noctorum was 4,990. Wirral Partnership Homes Limited, a registered provider of social housing. WPH owns approximately 13,000 homes across Wirral. 1200 of these homes are split between the Noctorum, Crossways and Northend estates which fall into the top 20% of the most deprived area's nationally.² In Wirral there are wide variations in life expectancy for example

¹ Seductions of Crime (1988) basic Books

² IMD (Index of Multiple deprivation 2007)

males in Heswall have a life expectancy of 79.9 years whereas males living on the Noctorum have a life expectancy of 68.3 years a range of -11.6 years³. Across Wirral in 2006 there were 3500 live births 25% of which were to lone mothers of which the Noctorum and Northend estates were and continue to be considerably higher.⁴ 69% of WPH, Noctorum tenants in 2008 were lone parents.⁵ A survey of year 8 – 9 pupils in 2008 revealed a third had a drink of alcohol the week preceding the survey and a half had been drunk on at least one day. Antidepressant prescribing across Wirral is 27.6% higher than the national average primarily driven by the area's covered by the project. Young people under the age of 20 make up 35% of the Noctorum population.⁶

Incidents of crime and Anti-Social Behaviour (ASB) in the year before the project⁷ accounted for 29% of the BCS⁸ basket of crime indicators with criminal damage hotspots amounting to 42% were found to be in the Noctorum locality. There was evidence through self reporting and survey that some hate crime was evident though because of confidence in reporting it was difficult to determine the nature and scale of the hate crime. Ethnic families accounted for just 0.3% of the Noctorum population with no evidence suggesting ethnic minorities are dissuaded from living on the estate. The local Ridgeway High School central to the estate draws most of its year 11 plus pupils from the Noctorum estate having approximately 900 students on roll.

Scanning at commencement of Knocking The Nockie (September 2009 to January 2010).

One difficulty with any scanning covering a short period is calculating the individual offending frequency and other parameters such as onset, duration and desistance though the project aspires to be a long term intervention. Scanning hopes to determine the way forward in terms of housing management, situational prevention and crime / ASB reduction by assessing causes, effects and solutions to the drivers of crime, ASB and risk.

WPH with Merseyside Police assigned dedicated staff to work intensively with, fire Service, Ridgeway high school and the Local Authority on the estates establishing Knocking the Nockie. This involved engaging proactively with residents. In September 2009, initiatives with partners aimed to engage, consult and involve residents. The first stage of scanning involved knocking on doors conducting a base line survey, assessing resident's perceptions and experiences of crime and ASB. Assessing reported crime with self reporting hoping this would compliment official reports. At commencement partners surveyed 347 residents 87 said they had been a victim of ASB whereas 215 stated they feared becoming a victim of ASB. A large proportion, 186, said they had little confidence in all the agencies ability to tackle ASB while only 33 said they would report the problem.

The base line survey revealed there was a large gap between experiences and perceptions of ASB with little confidence in agencies to address the problem which reflected on willingness to officially report and support partner led initiatives. One resident said, "Oh we have heard it all before but you don't live here".

³ Office For National Statistics 2006

⁴ Wirral Primary Care Trust 2006

⁵ Wirral Partnership Homes Data.

⁶ 35% male and 31% female: source Office For National Statistics 2008

⁷ March 2008 to March 2009

⁸ British Crime Survey

The Partnership led by WPH, Merseyside Police, Merseyside Fire & Rescue and Ridgeway High School agreed a strategy for better engaging with residents, building confidence, reducing ASB and promoting community responsibility rather than an ethos of, *"its your problem deal with it"*, which was a recurring theme amongst residents reporting incidents to WPH and the police. The strategy involved.

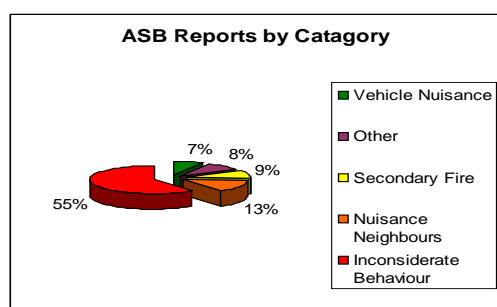
- Innovative collaborative ladders of intervention
- Agreed multi agency action plan involving school, residents group, police, fire service and local authority.
- Silly season action plan leading to bonfire night
- Promote community responsibility / engagement events.
- Regular Door knocks
- Regular Multi agency / residents walkabouts
- Promoting reporting by advertising multi agency reporting of ASB
- Walkabouts with residents and elected representative.
- Series of respect weeks with deployment of respect bus.
- Monthly problem solving group meetings

ANALYSIS

Partners established during the scanning period that whilst incidents of rowdy and inconsiderate behaviour were high there was a significant increase in overall experiences of ASB and crime such as criminal damage for example damage to fences, vandalism of void WPH properties secondary fires, wheelie bin fires and incidents of fireworks during the period early October to Mid November. The Noctorum estate featured as a top priority 'hotspot' for Merseyside Fire service year on year for the periods October to mid November.

Monitoring by WPH Community patrol and results of base line surveys in September to October 2009 showed inconsiderate behaviour as a top priority for the community with an anticipated spike in secondary fire leading to bonfire night, fig 1.

Fig 1



The results of the analysis tended to echo experiences of the weeks leading to bonfire night identifying the period as a driver of resident's perceptions of the estate for the whole year. Scanning suggested a more proactive and intensive approach was needed in order to address a predicted spike in bonfire night related ASB. The partnership identified we needed better information in order to target individuals, examine situational prevention and better deploy resources. The information we needed could be summed up in the following:-

1. Who were the individuals involved in ASB
2. When were the offences committed / likely to be committed
3. Where were the predicted hot spots
4. Why are the offences being committed or more likely to be committed.
5. What was contributing to incidents.
6. Identify those responsible for tagging and other graffiti.

Analysis identified a gang culture existed with three separate gangs, one large gang with upwards of forty members. 'The NEBBS' (Nockie Estate Bad Boys) was the larger gang with membership made of males aged between 15 and 20. There were two smaller gangs aged between 9 and 13 yrs who tended to aspire to and emulate the older gang members. Interestingly there appeared no rivalry between the three gangs with evidence suggesting the older peers would initiate the younger alternative gang members suggesting the smaller groups were an apprenticeship. All gangs were predominantly male while recruitment of 'girl' gang members suggested girls were recruited by gang members as sexual auxiliaries or minor accomplices to mainstream activity. This posed an alternative proposition in terms of how do partners break the cycle or willingness to be initiated into the 'The NEBBS'.

Re-scan (end quarter March 2010).

The re-scan assessed the project from our initial scan which revealed the, problem was heterogeneous. As some studies have suggested it made sense to investigate the characteristics of the 'offenders' who were versatile as opposed to specialised⁹.

The Ridgeway School was key in delivering school activities aimed at engaging with pupils breaking the cycle of offending and addressing sexual promiscuity and high numbers of teen pregnancies, as *Farrington*¹⁰ suggests a consequence of juvenile delinquency. Partners were not convinced work should be done to tackle the gang culture or sub culture as it appeared the smaller two gangs which identified around ten members each which mirrored Puffer's¹¹ early definition of the gang as the play group. The NEBBS' on the other hand were engaging in attacks on fire service vehicles, setting secondary fires and vandalism. The behaviour was more consistent with hedonistic fun associated with gang membership or sub cultural delinquent behaviour consistent with Cohen's¹² early work and more analogous to Mays¹³ study that the behaviour was more a social tradition, part of the youths essential adjustment to the sub cultural context of the under privileged neighbourhood. Partners surveyed youth groups by engaging with them at school, on the streets and by deployment of the WPH funded respect bus. Of the 47 males aged between 14 and 17, 43 felt nobody respected them or listened to their views, 36 felt parents knew nothing of them, their friends or what they got up to outside of the home and at school with most reporting they had sexual intercourse at least once in the past month. All those surveyed responded affirming they distrusted the police. Action plans were agreed which identified a number of area's of concern.

❖ Fear of crime / ASB v Actual Experience

⁹ E,G Klein M.W (1984) 'Offence Specilization and Versatility among Juveniles' British Journal Of Criminology, 24, 185-94 and Farrington et al

¹⁰ 1992 'Juvenile delinquency' in J.C Coleman ed. The School Years, 2nd edn, 123-63 London, Routledge.

¹¹ Puffer J.A (1912) the boy and his gang: Houghton Mifflin.

¹² Cohen A.K Delinquent Boys The Culture of The Gang (1955)

¹³ Mays J.B (1954) Growing In The City: A Study of Juvanile Delinquency in an urban neighbourhood: Liverpool University Press.

- ❖ Lack of trust among young people.
- ❖ Fear of Youths among older people.
- ❖ Youth Boredom.
- ❖ Reducing attacks of Fire Crews.
- ❖ Reducing instances of ASB
- ❖ Discouraging sexual promiscuity with education.
- ❖ Promoting community responsibility / cohesion and confidence in reporting.
- ❖ Lack of parental supervision.

RESPONSE

Partners agreed the responses to surveys, intelligence based information, feedback from youth surveys prompted the thematics of the response. Evidence from a number of studies demonstrates early interventions can yield a dramatic impact in reducing crime and ASB¹⁴. The scanning period suggested the problems especially seasonal drivers, needed longer term solutions rather than an approach where agencies drifted in and out of the community. Police, WPH and the school were considered key partners in building trust and sustaining tenancies while the police and fire service agreed to a more supportive holistic approach while committing to the long term strategy.

The table shows responses and agency task considered with benefit / detriment considerations.

Initiative	Benefit	Detriment
Police deployment of mobile police pod on estate	<ul style="list-style-type: none"> ▪ Provide round clock police presence. ▪ Reduce fear of crime ▪ Increase public confidence. ▪ Reduce costs of offending 	<ul style="list-style-type: none"> ➤ Pod may be exposed to attacks / arson. ➤ Manning costs
WPH / LA to fund regular youth engagement activities	<ul style="list-style-type: none"> ▪ Divert youths away from ASB / Crime. 	<ul style="list-style-type: none"> ➤ Funding arrangements ➤ Venue for youth activities
Merseyside Fire and Police Deploy Trojan Fire Engine	<ul style="list-style-type: none"> ▪ Reduce attacks on fire appliances. ▪ Identify those responsible 	<ul style="list-style-type: none"> ➤ Deceptive could cause resentment ➤ Short term remedy ➤ Could inflame further attacks.
Promote Community Cohesion events	<ul style="list-style-type: none"> ▪ Improve confidence ▪ Sustain tenancies 	<ul style="list-style-type: none"> ➤ Location / venue
Merseyside Fire and Police Deploy Trojan Fire Engine	<ul style="list-style-type: none"> ▪ Reduce attacks on fire appliances. ▪ Identify those 	<ul style="list-style-type: none"> ➤ Deceptive could cause resentment ➤ Short term remedy

¹⁴ Hawkins D et al 2007. Promoting social development and preventing health and behaviour problems during the elementary grades: results from the Seattle social development project. *Victims and offenders* 2(2): 161–181

	<ul style="list-style-type: none"> ▪ responsible Preventative if advertised. 	<ul style="list-style-type: none"> ➤ confrontational not educational. ➤ Could inflame further attacks.
Innovative approaches to offending such as reintergrative shaming' restorative justice	<ul style="list-style-type: none"> ▪ Avoid criminalisation ▪ Criminal Justice costs. ▪ Educate offenders 	<ul style="list-style-type: none"> ➤ Political / community criticism. ➤ Cost
Environmental Cleanups / WPH to secure void properties / remove fencing	<ul style="list-style-type: none"> ▪ Reduce fuel secondary fire ▪ Reduce vandalism ▪ Mitigate damage costs 	<ul style="list-style-type: none"> ➤ Cost securing properties. ➤ Cost removing / reinstalling fencing

Partnership Approach Mechanism

The Partnership adopted various approaches suggested by Rosenbaum,¹⁵ Braga and Winslip¹⁶ which included.

- Ensuring relationships between partners are developed before interventions begin.
- Strong leadership and strategic direction encouraging 'buy in' from partners and community.
- Establishing shared visions and values enhancing the collaborative advantage.
- Agreeing focused interventions
- Flexibility of structures and processes.
- Establish core groups
- Establish regular face to face communication and co-location of agencies.

Police Pod

The 'pod' was jointly funded by police, WPH and the LA. Located centrally on the estate CCTV links were established at a central control room. The local neighbourhood inspector¹⁷ was resolute the pod was there to build trust and confidence with all sections of the community. During the first week youths were suspicious, tried getting 'a chase'¹⁸. Within weeks local youths came closer realising the pod was not about nicking them. A dedicated male PCSO was assigned to the estate long term who



Mobile Police Pod

¹⁵ Rosenbaum, D.P. (2002) 'Evaluating multi-agency anti-crime partnerships: theory, design, and measurement issues', *Crime Prevention Studies*. Vol 14. UK: Willan Publishing.

¹⁶ Braga, A. and Winship, C. (2006) 'Partnership, accountability, and innovation: clarifying Boston's experience with pulling levers' in Weisburd, D. and Braga, A. (2006) *Police Innovation: Contrasting Perspectives*. Cambridge University Press,

¹⁷ Inspector Roy McGregor.

¹⁸ 'Chase' Defined by Nockie NEBBs as, "making the bizzies look like dick's".

in turn established and ran a football team which is in 2011 well attended.

Knocking The Nockie (start September 2009)

This involved a series of out of hours walkabouts with WPH housing staff and police. Known or suspected 'NEBB' members were targeted for home visits. Parents were warned under existing tenancy agreements however, intensive support was offered by partner's agencies and a new family intervention project funded, in part by WPH with families being referred for robust targeted support. The success with home visits reinforced a zero tolerance approach and alerted gang members that partners were monitoring them. We were able to better understand the family and its structure noting some families were disadvantaged with supervision being poor which contributed to a greater risk of offending. The Knocking exercise which was conducted bi weekly for six months reducing to every three months with zero by October 2010. Effectively brought a carrot and stick approach of you scratch our backs, supervise your kids and we won't act on your tenancy. Acceptable behaviour and parenting agreements were used with six families with no breaches being reported in the twelve month duration save for one minor breach.

Restorative Justice (June 2010)

The community and local youth were sceptical about a restorative approach and seen as a soft on crime response. Partners agreed a innovative, collaborative approach between partners and the young people could be tried if only to test Braithwaite's¹⁹ goal of 'reintegrative shaming'. NEBB members were identified as being responsible for tagging WPH property with evidence gathered and put to youths and parents alike. WPH and police negotiated robust trade off's which were brokered with youths and families. Partners agreed that police would not take action in terms of criminal damage and WPH would not take tenancy enforcement action providing youths agreed to make reparation.

The agreement brokered between the gang was successful. The youths attended at a time where schools were leaving for the day and the chances of them being observed cleaning the house could be maximised. An 'A' board was funded by WPH to advertise to the community that the youths were cleaning the house as part of a restorative justice project. Nearby house were leafleted explaining what restorative justice was, its aims and objectives. The event was a success, there have been no further incidents of Tagging or any graffiti since the initiative.



Expanding on the restorative justice

¹⁹ Crime Shame and reintegration, Cambridge University press (1989)

Restorative justice (RJ) continues to be a topic that excites passions among both supporters and detractors. The claims of its advocates have been considerable, while opponents dismiss it as irrelevant to mainstream criminal justice. In terms of the Nocturnum the reintergrative shaming was well received by both victims and perpetrators alike. Following the assessment Partners agreed a community based RJ scheme could work in 'low level instances of ASB and non domestic criminal damage thus avoiding criminalisation of young people. Working with NACRO, WPH and police are working to expand on the notion of reintergrated shaming or restorative justice across WPH communities with tenants and peers determining community based alternatives for offenders who co-operate with RJ opposed to criminalisation.

ANTI-SOCIAL BEHAVIOUR

Tenant courts are aiming for community justice

A Wirral-based social landlord is looking to roll out peer courts where local communities will decide the fate of offenders.

If adopted, it will form part of Wirral Partnership Homes' restorative justice programme.

The radical move – which would be used for low-level crime – would see WPH use community buildings for tenants to try offenders in court-like situations.

David Lingard, anti-social behaviour and enforcement manager at WPH, said: "We want to set up peer courts where tenants, with the agreement of the offender and the police, will decide what happens to them. We're working with crime-reduction charity Nacro on the initiative.

"We want offenders to address their offending and its impact on the community and the victims. The result might be litter picking or painting a house but it will be part of their restorative justice."

Clare Moore, tenancy management assistant

manager at WPH, said: "It's very early days and we are still at the consultation point but we find sometimes, especially with young people where they've been criminalised with ASBOs, it's not really getting to the heart of what the problem is."

Kevin Lockyer, Nacro's director of services, said: "Low level crime and anti-social behaviour increases fear and anxiety in neighbourhoods and we welcome measures and initiatives which focus on reducing the number of victims and repairs the damage caused by these problems.

"To tackle these issues on estates it's crucial to involve ordinary people.

"It's also important that those who cause these problems should be made part of the solution by giving something back to the community."

Clare Moore added that WPH was speaking with police to arrange for a housing officer to spend time at the police station and vice versa to help share knowledge and locate crime hotspots. ■

ANALYSIS

Police have role



Tess Ash
ASB Advisor,
Chartered Institute of
Housing

Salix Homes is doing something similar to Wirral Partnership Homes that involves a community panel which decides the interventions needed to challenge the young offender's anti-social behaviour.

For example, in the case of an offender being given an Acceptable Behaviour Contract, the panel will decide what needs to go into that contract. Early indications suggest that where this is happening, the breach rate is much lower.

The working relationship between police and social landlords has definitely improved over the last 10 years. Each recognises the importance of working together and they know they're not going to tackle the problems by themselves.

I am not saying there's no room for improvement. Some housing organisations still struggle to get a seat at the top table.

Some notable examples of police working with social landlords include:

- » Pennine Housing 2000 has recognised the value of having a team, which includes the local authority, the housing provider, support services as well as police officers, all working from the same location in the same office.
- » Berneslai Homes, a three-star ALMO, has a set-up that includes representatives from itself, local authority and police officers.
- » Wakefield and District Housing funds police officers to work for the housing association. Such initiatives aren't uncommon. ■

Bonfire Bonanza (2009 and 2010)

Analysis showed a spike in ASB and bonfire night related criminal damage between Mid October/ November 2008.

Anticipating similar spikes in activity, partners brokered agreements with residents and young people that partners would not enforce a bonfire ban but, turn a blind eye

to one where young people working with parents arrange and manage the bonfire. Young people agreed to work with and meet partners regularly. WPH funded activities and Ridgeway High School provided another £1000. The school was opened Friday nights leading to Halloween and bonfire night with school disco's and Halloween party which was attended by 400 local residents. The bonfire held on 5th November was attended by over 2000 people.

WPH HOSTS SPECTACULAR BONFIRE BONANZA **10 NOVEMBER 2010**

Wirral Partnership Homes (WPH), working in partnership with Merseyside Police, Merseyside Fire and Rescue Services, Wirral Community Patrol and Ridgeway Secondary School, arranged a fantastic firework and bonfire display for Wirral residents.

The event, which was held at Ridgeway School, attracted over 2,000 spectators and was hailed a huge success.



Picture: (L to R)
John and Ian - WPH Estate Services, Sam Brown - WPH Tenancy Enforcement Officer, Sam Parker - Merseyside Police, Mike Buratti - Merseyside Fire and Rescue Services, Roy McGregor - Merseyside Police, Pauline Roberts - Head Teacher at Ridgeway School and officers from Wirral Community Patrol.

Residents from across Noctorum estate and much further, gathered together to watch the display and were delighted with what they saw.

One Noctorum resident said: "This really is a huge success and it is great to see all the community come together."

Sam Brown, WPH Tenancy Enforcement Officer, said: "It is a testament to our partnership with Merseyside Police, Wirral Community Patrol and Ridgeway School that we can collectively produce such a top quality event. To have over 2,000 people from across the community attend is a fantastic result and to see that crime and Anti-Social Behaviour associated with Bonfire night was minimal across the estate meant we'd achieved our goal.

"I'd like to thank Ridgeway School for all their help and for allowing us to use their facilities to hold the display and Noctorum Community Association for providing the food and a great party. After the feedback we've received from tenants, we're already busy arranging our bonfire spectacular 2011."

WPH and the Local Authority ensured unauthorised bonfires were removed. Parents agreed to patrol possible hot spots with WPH in efforts to enforce agreements made with youths and community.

Partners noted a dramatic decrease in ASB and crime reports, during the period mid October to Mid November 2009 with a further reduction in 2010. During the bonfire night period in 2009 there was one incident of a car being set alight with evidence suggesting perpetrators came from Liverpool. During bonfire night 2010 Merseyside Fire reported no incidents of secondary fire related incidents on bonfire night.

The project went on to win a MFR²⁰ award with WPH being commended for their proactive approach to reducing ASB.

CERTIFICATE OF MERIT FOR WIRRAL PARTNERSHIP HOMES
02 December 2009

Wirral Partnership Homes has been awarded a Merseyside Fire and Rescue Service Certificate of Merit for the work carried out on the Noctorum Estate during bonfire week.

Sam Brown, WPH Enforcement Officer, worked tirelessly with WPH customers on how best to celebrate bonfire night while ensuring everyone stays safe.



Sam was proactive in getting the support of local authorities which included Ridgeway High School and Merseyside Fire and Rescue Services but more importantly, the local residents

who took ultimate responsibility.

Picture: (from left to right) Michael Buratti, Merseyside Fire and Rescue Services, Sam Brown, WPH Tenancy Enforcement Officer, Mike Hagan, Merseyside Fire and Rescue Services).

Sam said: "I was so very proud of each and every one of our customers and proud that our partners really embraced the work we are doing. The event passed without incident which was a huge success and I would like to thank everyone. This shows what we can achieve."

Accepting the certificate on behalf of WPH, Sam Brown added: "Last year during bonfire week, the Noctorum Estate flagged up as a hot spot area. It was classed as the worst area for acts of Anti-social Behaviour and criminal damage across the whole of Merseyside."

Following the work WPH carried out with Merseyside Fire and Rescue Services, Merseyside Police and Wirral Borough Council, there was a significant reduction in all acts of Anti-Social Behaviour and nuisance.

Sam said: "WPH worked very closely with Merseyside Fire and Rescue Services and the results are clear. Because of the work we did, Noctorum was one of the safest places to be on bonfire night. I am very happy with the results and we are now looking forward to next year and how we can improve even further."

Big Lunch (February 2009)

Working with Ridgeway High School, the police, WPH and Fire service joint funded a series of 'big lunch's older people and those from ethnic minorities were invited into school which was then opened up to the community. Recipes representing the diverse community of Noctorum were cooked in a buffet style event. The event was attended by over 170 of the local community and virtually all the school students. The event led to a weekly community luncheon being held each Thursday at Ridgeway High school, these luncheons continued in 2010 and 2011.

Family Fun Days

A series of family fun days using school facilities were funded by WPH. Merseyside police and Fire service helped staff the event with displays and event by respective services.

Not In Our Neighbourhood October (2009).

²⁰ Merseyside Fire & Rescue.

Partners worked proactively on the Home Office initiative led by WPH in 2009 which was linked to a variety of early interventions added as part of ongoing door knocks. Embedding partners into the community out of hours responding early to complaints and providing expert witnesses. We noted increase confidence in reporting as a consequence of the initiative.

Sam Brown, WPH Tenancy Enforcement Officer said: "This has been a great success. We have delivered the message and customers understand that the services we offer to tackle ASB are proactive and ongoing."



Tim Sproston, Merseyside Police added: "Those intent on causing distress in our communities need to understand that we will not tolerate ASB or nuisance."

Picture: (from left) *Inspector Roy McGregor (Merseyside Police), Pauline Roberts (Head Teacher, Ridgeway School), Tim Sproston (Merseyside Police), Sam Brown (WPH), Steve Preston (Wirral Community Patrol), Cllr George Davies, Jan Williams (Deputy Head Teacher, Ridgeway High School), Mike Collins and John Kenny (Wirral Community Patrol).*

The operation was the first time WPH and Merseyside Police had carried out joint visits to WPH properties in the area.

David Lingard, WPH Enforcement Officer said: "A robust message was delivered with ongoing monitoring backed by Challenge and Support initiatives. Already police and WPH have noticed a decrease in reports of ASB, with evidence that parents are taking responsibility."

The week of action sent a clear message that 'Not in my Neighbourhood' would be a rolling initiative.

Clare Moore, WPH Tenancy Enforcement Team Leader, said: "For the first time customers and perpetrators are getting the simple message that we will not tolerate ASB."

David Lingard added: "It is not rocket science. It is about promoting responsibilities and bringing back the 'good neighbour' principle."

To celebrate the start of 'Not in Our Neighbourhood', Sam Brown and the local community organised a Halloween Disco, which was a huge success. The week ended with a special bonfire, which was supported by our partners at Ridgeway High School where head teacher, Pauline Roberts said: "The simple fact is that we, as a school and key partner of WPH and Merseyside Police, actively promote pro-social behaviour."

"The bonfire was a massive success. The school and its students got behind the initiative and worked with the community in taking responsibility for the organisation of the event."

Home office 'Not In My Neighbourhood Initiative 2009

ASSESSMENT

The partnership applied partnership orientated approaches linking theories of Felson's²¹ routine activity, Garofalo²² and Clarke and Cornish²³ to a more proactive focused prevention by examination of individual circumstances of crime.

The benefits of Rosenbaum's²⁴ work helped partners evaluate the approach adopted by partners which both benefited the community and partners alike. Residents feel safer with strong messages that partners work together in resolving multitude of

²¹ Marcus Felson (1986) Linking criminal Choices, Routine Activities' In D.B Cornish and R. V Clarke, eds The Reasoning Criminal Rational Choice Perspective on Offending

²² J. 'Reassessing the Lifestyle Model of Personal Victimization' (1985) found in M.R Gottfredson and T. Hirschi, ed Positive Criminology.

²³ The Reasoning Criminal (1986)

²⁴ Rosenbaum, D.P. (2002) 'Evaluating multi-agency anti-crime partnerships: theory, design, and measurement issues', *Crime Prevention Studies*. Vol 14. UK: Willan Publishing.

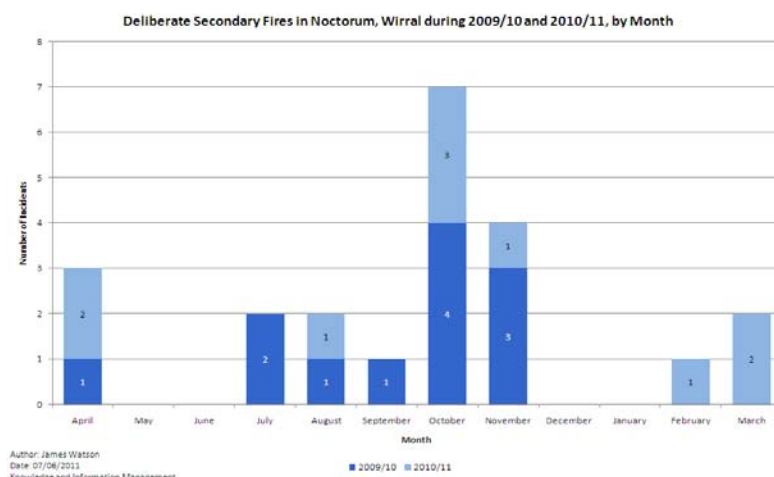
problems still ring true. Police and WPH staff continue to visit the estate working together to resolve issues of domestic violence, housing inspections work with the community on innovative, collaborative initiatives. Partners communicate and share good and bad practice while maximising on the benefits of positive publicity.

We chose to evaluate the partnership approach eighteen months on with an emphasis more from a qualitative perspective, primarily because work by the partners which includes the residents of the Noctorum community have made significant improvements. Monitoring and encouraging community feedback from the partnership have been established and continue. This has contributed significantly in making the estate a richer, more varied place where residents work closely with partners. Evidencing the success empirically underpinned the theoretical framework helping Noctorum residents better understand partners motives which inspired trust as well as encouraged self reporting. Over the past 18 months we have found instances of youth recidivism reducing supporting a more focused and continually improving situation. With a dramatic reduction in fire related crime and ASB reducing to zero in 2010 for the period covering bonfire night.

Police WPH reports Halloween / Bonfire Night period 15th October to 15th November.

	2008	2009	2010	Percentile since 2008
Inappropriate use of Fireworks	109	75 (-31.19%)	44 (-41.33)	-59.63
Bonfire Night	27	16 (-40.74)	11 (-43.75)	(-31.25)
Environmental Damage	57	21 (-63.15)	15 (-66.66)	(-87.71)
Bonfire Night	17	3 (-82.35)	2 (-33.33)	
Rowdy / Inconsiderate behaviour	775	574 (-25.93)	346 (-39.82)	(-55.35)
Bonfire Night	44	17 (-61.36)	16 (-5.82)	(-63.63)

Secondary Fires



It can be seen from Chart 3 that October and November have accounted for more incidents than any other months during the last two fiscal years. October accounted for 4 incidents during 2009/10 and 3 during 2010/11 and November accounted for 3 incidents during 2009/10 and 1 incident during 2010/11. On bonfire night there were no incidents of reported compared with 1 in 2009 and 4 in 2008.

Partnership Focus

Across the Knocking The Noctorum initiative there was a strong emphasis on effective partnerships having focus on the needs of the community in addition to the needs of offenders / perpetrators. The scanning process identified with high degree of clarity the problem, and activities to be targeted. Funding of initiatives such as the bonfire night extravaganza was a major driver of all the initiatives. WPH have been able to offset funding costs, removal of fencing and securing of void properties against additional insurance claims and costs associated with repeat victimisation such as vandalism.

Rosenbaum²⁵ identified additional benefits of partnership activity and how they impact upon crime reduction but one major benefit from a housing perspective is the will of residents that now in 2011 the Noctorum is an estate where people want to live and stay. This further emphasises the key role social landlords play in the strategic plan to reduce crime anti-social behaviour but more importantly the drivers that contribute to community perceptions and estate reputation.

WPH have noted an increase in applications for housing on the estate and staff have been invited and serve as school governors to The Ridgway school.

Rosenbaum's and other leading academic research helped the partnership adopt, implement and deliver a more co-ordinated approach from a theoretical perspective. Operationally the benefits of partnership working put a strain on partners priorities but the benefits have far outweighed all partners expectations which are not always measurable rather empirical. Our best efforts, funding and allocation of staff resources have far outweighed the detriment's which are not tangible such as the

²⁵ Rosenbaum, D.P. (2002) 'Evaluating multi-agency anti-crime partnerships: theory, design, and measurement issues', *Crime Prevention Studies*. Vol 14. UK: Willan Publishing.

savings in crime reduction. WPH have made considerable savings on vandalism. Work by partners has dramatically improved perceptions of the estate in terms of not having properties secured with metal security shutters and void property turnaround (people want to stay on the estate).

Rosenbaum's²⁶ recommendations (see bullet points) have made improvements which have helped the partnership, including residents in working as Rosenbaum 'well oiled machine'.

- increase the accountability of organisations
- reduced duplication and fragmentation of services
- Established and built upon public-private linkages
- increase public awareness of and participation in crime reduction initiatives
- Strengthened local community organisations
- Transformed, permanently altering the way partners do business.
- Better data-driven decision making, emphasis on problem solving and prevention which actively involved the whole of the Noctorum community.

Final Assessment

Despite all partners' best efforts to reduce crime and ASB on the Noctorum and demonstrate qualitative and quantitative statistics the fact remains partners go home to their families at night. In years leading to 'Knocking The Nockie' partners would drift in and out of the estate 'fire fighting' rather than engaging pro-actively with the community.

Final credit must go to the whole Noctorum community including the young people who are now part of 'The Partnership'. In 2011 the estate has a vibrant community group part funded by Wirral Partnership Homes. Inspector Roy McGregor (Merseyside police), Sergeant Sam Parker, Samantha Brown (WPH) and Mike Burratti (Merseyside fire & Rescue) are familiar faces who are embraced as members of the community. Partnership work continues but we no longer Knock The Nockie but nurture it. All partners agree that if ever there was an example of partnership working and the dramatic success it has had then the Noctorum is, its grossest example. Partners continue to embed their respective services into the community with proactive sharing of resources. The shared vision we aspired to

Community spirit

I AM secretary of Noctorum Community Association and also a resident of Noctorum and I would like to let you know about Bonfire Night on our estate.

The Noctorum has had a bad name in the past for anti-social behaviour and usually on bonfire night it is one of the hottest spots as defined by local police . Wirral Partnership Homes and the Community Initiatives Fund gave funding for a firework display and a bonfire party at our community centre where everyone gathered and had food and refreshments. There were little or no problems on the night and a wonderful thing happened – Mrs Roberts the headteacher from Ridgeway High walked around the estate and attended the community centre party with Mrs Williams, the deputy head. They mixed with all the community from the youngest to the oldest.

We would like to commend them on their involvement; how many headteachers do you know who would get so involved and stay out on the estate till late round a bonfire and connecting with pupils on an informal basis?

ANGELA THOMPSON)Wirral News November 2009

²⁶ Ibid.

during scanning and reporting continues as golden thread running throughout the 'Nockie' estate in 2011.

The final word goes to the community.

"That bommy was bloody great Sam you're gorgeous go out with me?"²⁷

²⁷ Liam aged 14 commenting to Samantha Brown of Wirral Partnership Homes 6th November 2009.

PART THREE – PROJECT DETAILS

Project name: Knocking The Noctorum

Project location: Noctorum Estate, Birkenhead, Wirral, merseyside

Contact Details

Application Author's name: David Lingard

Organisation: Wirral Partnership Homes Ltd

Telephone Number: 0151 666 6984 (Mobile: 07885572097)

Email address: davidlingard@wphomes.org.uk

Alternative contact for application: Clare Moore

Organisation: Wirral Partnership Homes

Telephone number: 0151 606 7002

Email address:

Dates and location of project

Start date: September 2009

End date: Ongoing

Please indicate whether the project is:

Ongoing Completed Current

CSP name: Safer Wirral

CSP area or region²⁸ NW England

²⁸ Greater London, East Midlands, West Midlands, NE England, NW England, SE England, SW England, Yorkshire/Humber, Eastern England, Wales, Scotland, Northern Ireland

Partners actively involved in your project

Please list key partners contributing to the project:

- A. Wirral Partnership Homes (Registered Social landlord)
- B. Merseyside Police
- C. Merseyside Fire and rescue
- D. The Ridgeway High School
- E. Residents of the Noctorum Estate
- F.
- G.

Crime type(s) addressed

You have told us about the theme within which your project should be entered. Please use this section to set out which specific crime types your project addressed (Crime types could include²⁹ anti-social behaviour, burglary, domestic violence, gang activity, hate crime, knife crime, night time economy, violent crime and criminal damage).

- Anti-social behaviour
- Criminal Damage
- Secondary Fire
- Hate Crime

Resources required for project

Financial budget (£): 4000

Resource budget: 2000 Estimate

Source of budget: Wirral Partnership Homes / Ridgeway High school

Sharing learning

Other Benefits

Were there any other benefits e.g. community outcome, from the project not directly linked to the problem as it was initially defined?

The project led to setting up of residents group, weekly luncheon club, football team and restorative justice project. The door knocking exercise has been developed further into regular tenancy inspections with services of each agency being embedded into WPH communities across the Wirral peninsular.

Lessons Learned

²⁹ The list of crime types provided is not exhaustive

What were the three most important lessons from the project and three things you would do differently if you were to do the work again?

- 1. We learned very early on that a co-ordinated approach between partners and the community was required ensuring relationships between partners are developed before interventions begin.*
- 2. Partners needed to develop shared visions and values which enhanced our collaborative advantage.*
- 3. Reaching agreement on focused interventions such as restorative justice which had potential to be criticised or be politically sensitive.*

We would do things differently because we did not really go into the project with a detailed strategic direction. The direction came later in a terms of a piecemeal approach before partners grasped working collaboratively on innovative yet risky endeavours could work. What we did learn however that if the project started with a strategic direction partners risked being entrenched in policy and procedures. The Nocturn inspired partners with vision to try innovative ideas bringing a breath of fresh air bringing focus on old and new interventions, to the table while accepting the breath of fresh air had the potential to turn to an ill wind. Agreeing focused interventions

PART FOUR - CONDITIONS OF ENTRY

Information requested within this section of the application form is compulsory. Each question should be answered. This section is not assessed as part of the Tilley Awards but failure to answer all the questions may result in your application being rejected from the competition

Q: Can you confirm that the partners listed carried out the project as stated?

Yes

Q: Can you confirm that the details stated are factually correct?

Yes

Q: Is there any reason why the contents of this application should not be made publicly available? If so please state the reason/s and refer to guidance concerning sharing Tilley application submissions.

No

Please mark the box below with an X to indicate that all organisations involved in the project have been notified of this entry (this is to prevent duplicate entries of the same project):

Please mark the box below with an X to indicate that your CSP/LCJB Chair is content for this project to be entered into the Tilley Awards

Please mark the box below with an X to confirm that this project has only been entered into the 2011 Tilley Awards once.