

**Creating Bubbles of Secure Community
Governance:
An Evaluation of a Social Landlord-Funded
Community Policing Initiative**

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Introduction

- Overview of Key Trends in Governance
- Background to the Reidvale Community Policing Initiative
- Findings from the Evaluation
- Issues and Questions Arising

Key Trends in Contemporary Governance 1

- From Public to Community Governance
- The Importance of Community as the Site and Process of Governance
- The Focus on Neighbourhood Renewal and Neighbourhood Management
- Community Empowerment and Responsibility
- The Realigned Role for Social Landlords (and their Tenants)

Key Trends in Contemporary Governance 2

- The Growth in Plural and Mixed Economy Policing
- The Growth in Contractual Governance (Crawford)
- The Return of 'Reassurance' Policing
- Social Housing and Community Ownership: The Case of Glasgow

Background to the Initiative 1

- Reidvale Housing Association: small community-based housing association in east end of Glasgow, with small, concentrated housing stock
- Long history of community development
- Concerns over poor environment and rising levels of anti-social behaviour (especially in relation to young people)
- History of negotiating or funding additional services for tenants (previous purchase of equipment for Glasgow City Council Environmental Services)

Background to the Initiative 2

- Entered into initial 12-month agreement with Strathclyde Police to provide 16 hours of additional police patrol presence in defined Reidvale area
- 2 police officers patrolling for 4 hours on two designated evenings per week, between 1800 and 2200 hours
- Based on overtime payments to police officers
- Deliberate alternative to neighbourhood wardens

Our Research

- April 2004 and March 2005
- Interviews/focus groups with tenants, young people, police and housing officers
- Survey of 181 residents
- Police and RHA complaints records, patrol report forms and RHA vandalism records

Key Issues in April 2004

- Poor environment, anti-social behaviour and young people, serious criminal activity
- Fears about personal safety, avoiding certain areas and groups of young people
- Relationships between adults and young people
- Lack of confidence in, and co-operation with police



Evaluation Criteria

Direct Short Term Outcomes

- Increasing the Visibility of the Police
- Improving the Response of the Police
- Improving Relations between the Police and RHA
- Reducing Anti-social Behaviour and Neighbourhood Problems

Evaluation Criteria

Indirect Longer Term Outcomes

- Increasing Residents' Confidence in the Police
- Increasing Residents' Confidence in RHA
- Increasing Resident's Willingness to Report Incidents and Make Statements
- Increasing Resident's Feelings of Safety
- Improving Community Relations

The Initiative in Operation 1

- 91 additional patrols: 364 hours of police presence (728 police manpower hours)
- Link between days of patrols and complaints
- Very good communication, transparency and accountability
- RHA able to influence patrols

The Initiative in Operation 2

- Police almost always able to provide patrols- less than 5 percent of time 'lost'
- Difficult to achieve continuity of individual officers: 65 officers involved, but core of officers and benefits of many officers
- High visibility patrols and visits to local facilities
- 115 stop and searches, 18 arrests, groups of young people moved on

Increasing the Visibility of Police 1

- Clear additional presence achieved
- “In some streets ten times a day, would be lucky to be in this street once normally”
- 65 percent of residents aware of additional officers
- Residents seeing a community police officer up from 54 to 82 %

Increasing the Visibility of Police 2

- Residents speaking to a community police officer up from 8 to 29%
- 43% recognise officers, 20% know names of officers
- 34 % of residents believe police presence has increased in local area in last 12 months (compared to 13 % in 2004)

Improving Response of the Police

- Police officers believe it has improved effectiveness: “It is allowing us the capacity to do things”
- Improved both enforcement and prevention
- Still concerns about response times
- Slight increase in satisfaction with police handling of individual incidents

Improving Relations between Police and RHA

- Good existing relations
- Flexibility and trust on both sides
- Turnover of police officers an issue

Reducing Anti-social Behaviour 1

- Levels of complaints about ASB fell by 41 percent compared to previous 12 months
- Complaints to RHA fell during the initiative
- 35 percent reduction in RHA vandalism incidents
- ASB significantly reduced during additional patrol times

Reducing Anti-social Behaviour 2

- Improvements in neighbourhood problems
- Trend of escalating problems has been reversed...
- But ASB is yet to be significantly reduced
- Gap between perceptions and actual incidents
- General decline in ASB figures for surrounding areas

Increasing Residents' Confidence in the Police/RHA

- Police have good understanding of local problems: 40% to 82%
- Confidence in the police: 36 to 87%
- Rate police as good/ very good: 22 to 77%
- Very high levels of confidence in RHA

Increasing Willingness to Report Incidents

- No significant change to 'no grassing' culture
- But maybe encouraging those who lack confidence in police
- Numbers of residents who would report incidents has fallen
- No evidence that increasing numbers of residents willing to give name or make statements to police/RHA

Increasing Residents' Feelings of Safety/Community

- Improvements have been modest
- Initiative has increased feelings of safety
- Big increases in safety in home and during daytime and decrease in avoiding walking alone in dark and groups of young people
- But, increase in avoiding groups of adults and certain areas
- Little change to community relations

Wider Issues

- Importance of multi-agency approach
- Importance of RHA's other activities
- Issue of tolerance and need for 'legitimate' environment for young people

Recommendations

- Publicising the initiative
- Addressing tolerance and inter-generational relationships
- Encouraging/supporting witnesses
- Developing an on-going evaluation framework
- Quantifying the benefits to other agencies

Conclusions

- Continuing the initiative supported by 96 percent of tenants in survey
- Continuing the initiative now regarded by tenants as their top priority in RHA's ASB strategy
- But 80 percent also believe tackling ASB is primarily the responsibility of the police
- Should other agencies be contributing?

Issues Arising and Questions 1

- Defining acceptable behaviour and community relations
- The balance between prevention and reaction
- The limits to police visibility
- How to ensure accountability?
- How sustainable is replication and expansion of such schemes?

Issues Arising and Questions 2

- Bubbles of governance and secessionary spaces:
 - Should tenants pay?
 - A two-tier service and displacement
 - Analogous new forms of governance in social housing and common interest developments
 - Community governance: narrow horizons and insulation from risk
 - The need for public policing and public governance