

Evaluation of a Community-based outreach programme based in Nottingham

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Foreword

Born into a home where domestic violence was prevalent, visiting the local youth club was everything to me. As a latchkey kid, those very few hours playing table tennis and running the tuck shop was my biggest escape. When leaving school my careers officer asked me what I wanted to be and when I expressed my interest in youth and social work, I was abruptly informed that Black girls from Radford could not do this job. Instead, I was advised to work at John Players cigarette factory just like my mother.

My dream was to work with young people and the community, and I was determined to make this dream come true. For many years I volunteered at various community centres and eventually succeeded in obtaining a part time role in the early 80's. At that time my boss saw something in me and convinced me to go to polytechnic to study Youth and Community. I was awarded my first Diploma and years later I studied at Derby University, receiving my BA Honours Degree. I worked hard for these qualifications and for those who said I couldn't do it were proved wrong.

Youth work has always been in my DNA. I have devoted all my life to help bring change. It is an honour to work within my community having people entrust me with their lives. I have worked in Nottingham for over 40 years and have been recognised for my services to the community.

It has been so hard to find the right team. You need to have a great understanding of young people and have empathy. Key qualities are to show strength when needed, to diffuse conflict with diplomacy but to always lead with compassion and to protect young people and the community. This is not a job, a career or a pay cheque. It is a calling. Your heart has to be entirely committed to young people and the community. As youth workers we are there to help young people through life transitions, offering them a helping hand.

The detached team consist of young men who have grown up in the city and who are all respected and have great credibility. They have undergone countless hours of intensive training and to ensure that they are constantly growing, Breaking Barriers Building Bridges seek out further training and development for them so that we are delivering the best service to our community.

The team are all from different upbringings and backgrounds which offers a unique perspective of the wider community.

Some have colourful pasts and I believe this gives the team an advantage when dealing with individuals. Only those who have been through it, know it. We are able to equip the young people with real, raw knowledge and experiences and this connection is invaluable.

We give young people a voice and a platform to be heard. Each day we are dealing with some of the most "hard to reach" young people. This label is often used to describe the younger generation, but we believe that all young people can be reached. Too often services use this term and do not look at improving their delivery. Services have to be tailored to communities and cultures to be effective and become more adaptable and more young people friendly.

Every day my team go out in the community not knowing what they may encounter. We face each day with positivity using love, respect and communication as our guiding force as we believe love conquers all.



Breaking Barriers Building Bridges was born out of the need to address the absence of local youth workers in the Radford and Hyson Green areas, but the work carried out by myself, and the organisation is citywide. We offer support to those who are marginalised because of their differences and who are often viewed as challenging or difficult to engage with. We work with all people regardless of race, gender, sexuality, disability, culture, faith, status, title and postcode.

Using a holistic approach with the notion that the door is always open, our aim is to support all people in their journey to find their own positive solutions as many are coming from chaotic and challenging lifestyles. Our hope is to steer them onto a path to become positive role models in their own communities; helping them to give back and support others who are also challenging negative stereotypes and community pressures.

We support people to reach their full potential as well as helping young people to sustain healthy and appropriate relationships with family, partners and friends. Our work includes providing diversionary activities, advocacy, one-to-one support, mentoring, mediation and leadership development.

Communities and organisations must join forces and collaborate to create better services for young people to achieve positive outcomes. Those young people need to have a seat at the table so that their voices can be heard when decisions are being made that affect their lives. Some communities are divided and are working in isolation and partnership work can help bring communities together. As a community we should aim for young people to carry their legacy forward in becoming the leaders of tomorrow. Every day is a new beginning.

Maxine Cockett
CEO - Breaking Barriers Building Bridges

We wish to thank Maxine and the BBBBs team for their passion and dedication in supporting the young people of Nottingham. Their skill, credibility and the trust that they have built with the community and partners has enabled the outreach intervention to impact both on trends in serious violence and positive outcomes for those who may have otherwise followed a more negative path.

Furthermore, we would like to thank Professor Lucy Betts and the team at Nottingham Trent University for undertaking this evaluation and particularly for their perseverance when Covid-19 restrictions made engaging with participants a complex task.

This report demonstrates the significant value and crime reduction impact of what can be achieved when we work together to invest in community led outreach interventions

Dave Wakelin
Director, Violence Reduction Unit, NOPCC
Graham Moran, BEM
CEO, Nottingham Forest Community Trust



Executive summary

The project evaluated the effectiveness of a community outreach programme, funded by the Nottingham City and Nottinghamshire County's Violence Reduction Unit (VRU), that operates in Nottingham City Centre in Clumber Street. Clumber Street has been described as the "*North-South retail corridor*" in Nottingham (Metro Dynamics, 2019 p20) and the "*busiest shopping street in Europe*" (Wilson, 2019) with figures from 2015 suggesting that the footfall in that part of Nottingham at the time was 19.8 million (Intu, 2015).

There were three parts to this evaluation:

- 1) Examining trends in crime data
- 2) Understanding the experiences of those involved with the intervention
- 3) Identifying case studies

Examining trends in crime data

A comparative analysis of police crime data from 2017 to 2019, focusing on four categories of crime¹, rendered a complex pattern of results. The analysis of the police data suggests that the outreach team may have had a positive impact on the reported levels of crime during the hours they operate across the lower supporter output area (LSOA) containing Clumber Street and the adjacent LSOAs. This was evidenced by a reduction in reported crimes in 2019 compared to 2018. There was also some indication that this positive impact extends in to the two hours before and after the outreach team operated.

Understanding the experiences of those involved with the intervention

A mixed methods approach was used to understand the experiences of those involved with the intervention. A series of interviews were conducted with key stakeholders and outreach team members and surveys were conducted with a sample of the clients the outreach team work with.

Thematic analysis of five interviews with outreach team members and other VRU stakeholders identified four themes:

- 1) Perceptions of Clumber Street
- 2) The role of the outreach team
- 3) Knowledge of the outreach team
- 4) Working together

¹ Possession of weapons (possession of articles with blade or point); Robbery (knife enabled); Sexual offences (Rape and sexual assault reported within 12 months); Violence against the person (Violence with injury or knife enabled offences)



Clumber Street was seen as a unique part of Nottingham City Centre that reflected the geographical location, architecture, and business profile of the street.

Perceptions of safety varied across participants in the interviews, with some participants acknowledging that some people may feel less safe in the Clumber Street area because of the young people that congregate in the area. However, other participants reported that they and others perceived Clumber Street to be safe and, for some, these perceptions were informed by professional knowledge.

The outreach team were perceived to have many roles that operated across different audiences including young people, users of Clumber Street, and other agencies. A common role was their physical presence to create a safer space on Clumber Street. However, the outreach team's role extends beyond this physical presence to include advocating for young people, acting as role models, and providing support. Key to all of the outreach team's activities was the credibility and trust that they had established. There was variation in the awareness of the outreach team's work. However, where knowledge of the outreach team was limited, the outreach team's established reputation mitigated this.

Examples of multi-agency working with the outreach team were given and these could be developed further through a greater awareness of the impact of the outreach team, promotion of the outreach team's activities, and greater information sharing with other partner organisations.

Surveys undertaken with 18 clients, with whom the outreach team work with, found that they most frequently visited Clumber Street during the afternoons and the evening on Friday and Saturday to shop and meet friends. Perceptions of the safety of Clumber Street and other parts of Nottingham City seemed to correspond with elements of the police data from 2019 during the hours the outreach team operated.

All of the clients were aware of the work of the outreach team and thought that the outreach team were highly visible, approachable, possessed local knowledge, and were supportive. Interactions with the outreach team were regarded as a positive experience where clients felt they were spoken to as equals, were given practical guidance, and supported. There was recognition that the outreach team's presence and availability gave reassurance and helped local youth, especially members of the black community. Some of the clients highlighted cases where the outreach team had intervened to deescalate violence, others were confident that should a challenging experience arise, the outreach team would be able to manage the situation effectively.

There was also a clear desire for the scheme to continue and suggestions to extend it included a larger team and a space for the team and their clients in the city centre.



Identifying case studies

Six case studies were identified from discussions during the interviews. These case studies highlighted the range of activities the outreach team engaged in including:

- 1) Responding to disclosure of abuse through multi-agency working
- 2) Multi-agency working to create a safety plan
- 3) Deescalating a reprisal following a stabbing
- 4) Responding to county lines involvement
- 5) Supporting young people to stop carrying knives
- 6) Encouraging young people to be role models

Recommendations and summary

In summary, the outreach team appear to be having a positive impact as evidenced across a range of indicators. Raising awareness of the activities of the outreach team and promoting multi-agency working could further enhance the existing programme.

Ten recommendations are made based on the findings of this evaluation and the VRU are creating a steering group to oversee the implementation of these recommendations.



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Introduction

Aims and objectives

The aim of this project was to evaluate the effectiveness of a community outreach programme funded by the Nottingham City and Nottinghamshire County's VRU that operates in Nottingham City Centre. The Nottingham City and Nottinghamshire County VRU wanted to understand more about the impact of the community outreach programme across a range of stakeholders. The evaluation was designed in three parts:

- Part 1: Examining trends in crime data
- Part 2: Understanding the experiences of those involved with the intervention
- Part 3: Identifying case studies

Background and context

Recent literature has demonstrated that there has been a shift toward youths becoming the victims and perpetrators of violence (Densley, Deuchar, & Harding, 2020). Many models have been created to assist in tackling this issue with multiple cities across the globe implementing interventions designed to reduce youth violence (Butts, Roman, Bostwick, & Porter, 2015). To date, it has been noted that no single approach has resulted in systematically reduced levels of community level violence (Slutkin, Ransford, Decker, & Volker, 2014). However, violence intervention programmes have been shown to have a positive influence on levels of violence (Webster, Whitehill, Vernick, & Curriero, 2013; Cirone, Bendix, & An, 2020), warranting further exploration of these methods.

Violence intervention programmes aim to prevent violence through mediation in community settings (Cure Violence International, 2019). Although in some cases the effectiveness of these programmes has not been explored, it has been suggested that stopping such violence reduction models could disrupt violence prevention attempts (Papachristos, 2011). However, there is some suggestion that early intervention is more useful in prevention, especially as Papachristos also alluded to victims of violence being more at-risk of involvement in violence in the future. This implies that if these risks are reduced then the likelihood of victims of violence being involved in future violence reduces.

Information from previous research, such as evaluations of existing programmes, should assist in informing the decision-making process regarding prevention strategies and how to implement them in order to achieve the common goal of interrupting violence (McDaniel, Logan, & Schneiderman, 2014). Evaluations of existing programmes are useful to learn from and successful aspects can be continued. For example, an evaluation by Frattaroli et al. (2010) indicated how the use of multi-agency working (where agencies across multidisciplinary areas work together to help prevent crime; Pearson, Blagg, Smith, Sampson & Stubbs, 1992) assisted in facilitating access and help for youths who were at risk of violence. While different approaches have been alluded to in previous research and evaluations, one that is most prominent in literature complements the processes involved in how public health issues are addressed. This approach will be considered further during the course of this report.



Literature review

Ransford and Slutkin (2017) argue that violence should be framed as a health issue and that a health perspective should be adopted to understand why individuals engage in violent behaviour. Understanding violence in this way has been suggested to be useful in attempting to prevent violence (McDaniel et al., 2014). The public health approach has already established positive outcomes in areas of epidemics, preventing poisonings, and reducing motor related injuries (Abaya, 2019; Slutkin et al., 2014). Utilising the health perspective, Ransford and Slutkin propose four strategies that can be used in combination to reduce violence:

1. Stopping the transmission of violence through identifying and preventing situations where violence in the community is likely,
2. Identifying and treating those at highest risk for violent behaviour,
3. Reducing the community's susceptibility to violence or increasing the community's resistance to violence contagion, and
4. Affecting an individual's susceptibility or resistance to violence contagion.

According to Cure Violence International (2019), The Cure Violence² programme involves three strategies that align to the health approach to reduce violence:

1. Interrupt transmission by stopping violence before they happen
2. Identifying and changing thinking of individuals to reduce the number of violent individuals
3. Changing community norms to create societal pressure to stop violence

Through these three strategies, violence interrupters work to prevent violence through mediating and following-up conflicts in the community to reduce violence (Cure Violence International, 2019). Outreach workers work with those identified to be at highest risk of engaging in violent behaviour. According to Butts et al. (2015) individuals must meet at least four of seven criteria to receive support³. Finally, outreach workers also engage with community organisations to change the norms of the community relating to violence.

Underpinning all of these activities are credible workers (Cure Violence International, 2019). Credible workers are trusted community members who may have experiences of crime, violence, or the justice system, which mirror the background and experiences of the at-risk individuals (Skogan, Hartnett, Bump, & Dubois, 2008), and who can influence and change the behaviour of others (Butts et al., 2015; Cure Violence International, 2019). Ransford and Slutkin (2017) argue that because of trust, the credible workers can persuade high-risk individuals from engaging in violent behaviour. Additionally, Ransford and Slutkin argue that, because of the specific nature of the Cure Violence programme, guidance and training is needed to ensure that the principles of the programme are adhered to and for the programme to be used effectively to reduce violence.

² The programme was previously called Chicago CeaseFire.

³ (a) gang-involved, (b) major player in a drug or street organisation, (c) violent criminal history, (d) recent incarceration, (e) reputation of carrying a gun, (f) recent victim of a shooting, and (g) aged between 16 and 25.



Several evaluations of community outreach programmes implementing Cure Violence and similar schemes to reduce violence have been undertaken⁴. Together, according to Butts et al. (2015) these evaluations show some intervention effects in some neighbourhoods but not in others, while other evaluations show some intervention effects for one type of violence but not others. Butts et al. argue that data quality and availability has limited some of the evaluations whereas other evaluations did not assess all aspects of the theoretical background of the Cure Violence model. Therefore, Butts et al. proposed an evaluation framework that includes two pathways of change. The first pathway of change relates to change at the individual level for those who are directly involved in the scheme. The second pathway of change relates to change at the community level which is achieved by changing the norms of the community.

Evaluating the Cure Violence Model as a method of violence reduction in Nottingham

Nottingham City and Nottingham County's VRU have adopted a public health approach to reducing violence (Nottingham City and Nottinghamshire County Violence Reduction Unit, undated). As highlighted in Nottingham City and Nottinghamshire County's vision for violence reduction (no date), the Cure Violence Model draws on community assets to identify and interrupt violence by changing cultural norms. The model comprises core components and implementing components as shown in Figure 1.



Figure 1

The Cure Violence core and implementing components taken from Nottingham City and Nottinghamshire County's vision for violence reduction (undated).

Since March 2019, an outreach team has operated in Clumber Street with the aim of reducing violence in this area through adopting a Cure Violence approach. The outreach team are “*individuals with community credibility who are deemed capable of relating to young people at risk of committing knife crime who would deescalate conflicts and provide non-violent alternative ways of dealing with confrontation including referrals to positive activities*” (Fifth, 2019). This report will provide an evaluation of this approach.

⁴ Previous evaluations and reports on the impact of the programmes are available at <https://cvg.org/impact/>



Clumber Street

Located in an area of Nottingham City, Clumber Street has been described as the “*North-South retail corridor*” (p20) and the ambition for this part of Nottingham City is to increase footfall to 1.5 million a month (Metro Dynamics, 2019). Clumber Street has been described as the “*busiest shopping street in Europe*” (Wilson, 2019) and figures from 2015 suggest that the footfall in that part of Nottingham at the time was 19.8 million (Intu, 2015). Figure 4 highlights the LSOA that Clumber Street is part of.

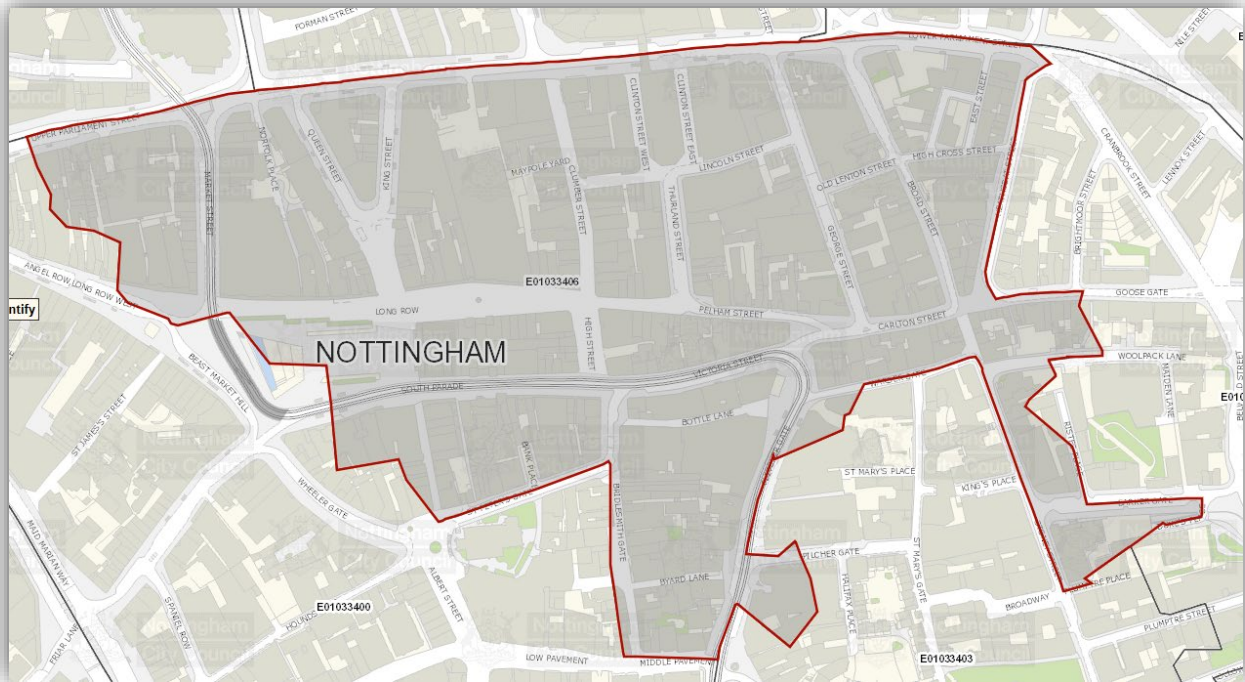


Figure 2
The LSOA containing Clumber Street

For March-September 2017, for the LSOA that contains Clumber Street, 205 crimes were reported which represented 5.59% of reported crimes⁵ for LSOAs across Nottingham City Centre⁶. The reported crime rates for the LSOA including Clumber Street was 12.68% higher than the LSOA with the next highest reported crime rate⁷.

⁵ Note we are using the term reported crime to represent the four types of crime that were considered in the analysis (Possession of weapons (possession of articles with blade or point); Robbery (knife enabled); Sexual offences (Rape and sexual assault reported within 12 months); Violence against the person (Violence with injury or knife enabled offences).

⁶ 182 identified LSOAs and 11 cases where unmatched LSOA was recorded

⁷ E01033400



Ethical considerations

Ethical approval for Part 1 (BETTS 2020/20) and Part 2 (BETTS 2020/67)⁸ of the evaluation was received from the College of Business, Law, and Social Sciences Research Ethics Committee at Nottingham Trent University and followed the University's and the British Psychological Society's ethical frameworks. Prior to data collection, participants were informed about the nature of the project and asked to give their informed consent. For the data collection with the young people who engaged with the outreach team, for those who were under 16s, parents/guardians were informed about the research and asked to give consent for their child/children to participate through an online link. The nature of the project was also explained to the under 16s and they were asked to give their consent before completing the survey. Young people aged 16 and over were informed about the nature of the project and asked to give their informed consent before completing the survey. Data were anonymised to protect the identity of the participants.

⁸ The ethics applications were revised to accommodate online data collection and the age of participants BETTS 2020/345, BETTS 2020/237, BETTS 2020/153, BETTS 2020/146



Part 1: Examining trends in crime data

Aim of Part 1

The aim of Part 1 was to examine the impact of the outreach intervention on violent crime. In particular, Part 1 focused on analysing police data to answer the following research question:

1. Has the team's presence, based on historical crime reporting and trends, impacted on there being less violent crime in the targeted area when they are deployed?

Background

Drawing on the proposed Cure Violence theory of change and evaluation framework (Butts et al., 2015), exploration of police data provides insight into how behaviour may have changed following the intervention using objective measures. Previous research has suggested that interventions similar to those delivered by the community outreach team has been associated with a reduction in reported crime rates (Butts et al., 2015). For the purpose of the analyses in Part 1, data was examined at the LSOA level. Further, as the aim of the intervention was to reduce violence, the crime rates for related crime were examined⁹:

- Possession of weapons (possession of articles with blade or point)
- Robbery (knife enabled)
- Sexual offences (Rape and sexual assault reported within 12 months)
- Violence against the person (Violence with injury or knife enabled offences)

To enable a comprehensive comparison of the reported crime¹⁰ rates, the recorded crime data for the six months from March 2019 to September 2019, the period which the intervention first started, was examined in the context of: (1) historical data and (2) location.

Although Butts et al. (2015) recommend exploring police data for at least 60 months before an intervention and 30 months after an intervention when evaluating the cure violence theory, in agreement with Nottingham City and Nottingham County's VRU, police data from March 2018 to September 2018 and March 2017 and September 2017 was

⁹ This list was suggested by the Nottingham City and Nottinghamshire County VRU.

¹⁰ Note we are using the term reported crime to represent the four types of crime that were considered in the analysis (Possession of weapons (possession of articles with blade or point); Robbery (knife enabled); Sexual offences (Rape and sexual assault reported within 12 months); Violence against the person (Violence with injury or knife enabled offences)).



included in the analysis to act as comparator data for the same area when the intervention was not operating.

Location based comparisons were made with: (1) adjacent LSOAs and (2) non-adjacent comparator LSOAs. The rationale for including adjacent LSOAs as a comparator group was because previous research has identified positive (Webster, Whitehill, Vernick, & Parker, 2012a) and negative (Webster, Whitehill, Vernick, & Parker, 2012b) spill over effects for similar outreach programmes. Further, Wilson and Chemak (2011) argue that considering spill over effects is “*necessary to gauge the true benefits, or possible draws*” (p1004) of such programmes. Therefore, the six adjacent LSOAs shown in Figure 5 were included as one comparator group.

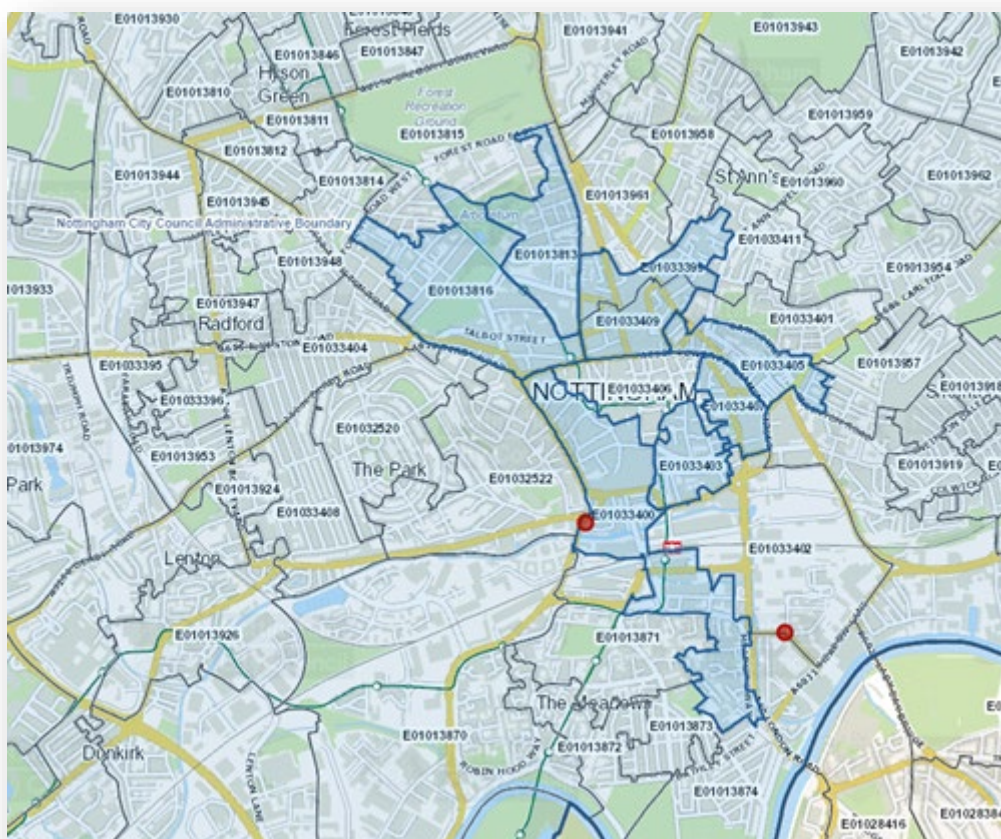


Figure 3
The six adjacent LSOAs shaded in light blue

A second non-adjacent comparator group was established. This group of five LSOAs were identified as having the highest levels of reported crime in 2017 during the hours that the intervention team operated in 2019¹¹. For the purpose of creating this group, adjacent LSOAs were excluded. Table 1 contains the frequency of reported crime for the non-adjacent comparator groups.

¹¹ The outreach team operated from March 2019 onwards between 3pm and 7pm Monday to Friday during term time, 12-4 on Saturdays, and 12-4 Monday to Saturday during school holidays.



Table 1
Frequency of reported crime during the hours the outreach team would have worked for March to September 2017 for Clumber Street and the top 5 non-adjacent comparator LSOAs

Crime Type					
LSOA	Possession of Weapons	Robbery	Sexual Offences	Violence Against the Person	Total
E01033406 ¹²	2	1	1	14	18
E01013967	0	0	1	22	23
E01013812	3	1	2	9	15
E01013885	0	0	3	12	15
E01013841	0	0	1	13	14
E01013815	2	3	2	6	13

Chi-square tests were used to compare the reported crime rates for each of the five LSOAs identified in Table 1 with the LSOA containing Clumber Street. For the analysis, due to low rates of reported crime¹³, possession of weapons, robbery, and sexual offences were combined in to one group. There were no significant differences between reported crime rates for the LSOA that contained Clumber Street and each of the identified LSOAs for March to September 2017¹⁴. Therefore, these five LSOAs shown in Figure 6 served as the non-adjacent comparator group for the remainder of the analysis.

¹² The LSOA containing Clumber Street

¹³ The rates of reported crime were below the minimum number of counts needed to meet the assumptions of the chi-square test (Pallant, 2010)

¹⁴ E01033406 and E01013967 $X^2(1) = 3.01, p = .083$; E01033406 and E01013812 $X^2(1) = 1.22, p = .269$; E01033406 and E01013885 $X^2(1) = .024, p = .876$; E01033406 and E01013841 $X^2(1) = 1.36, p = .244$; E01033406 and E01013815 $X^2(1) = 3.298, p = .069$.



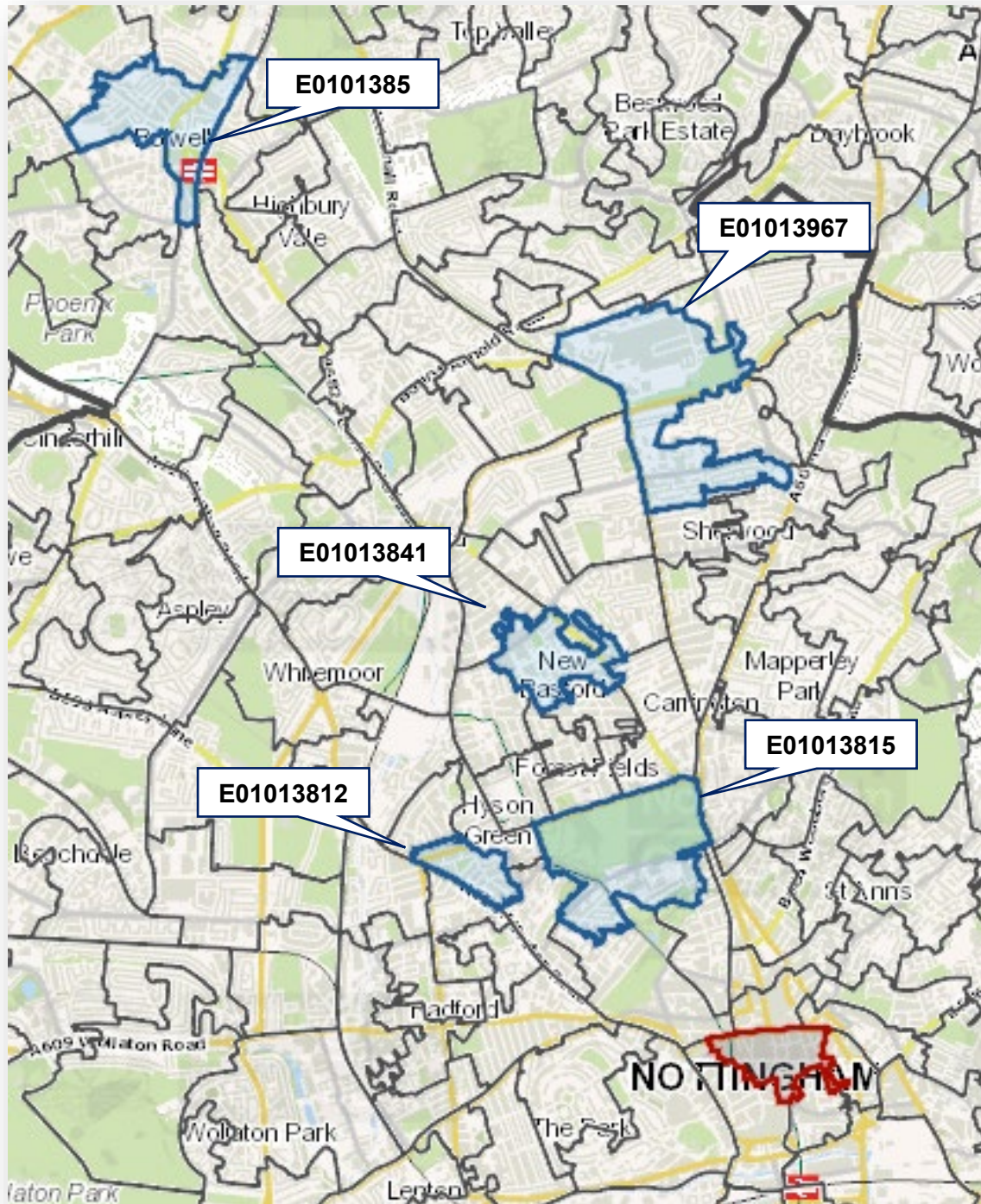


Figure 4

The location of the five non-adjacent comparator LSOAs identified in blue with the LSOA containing Clumber Street identified by a red outline.



Once the non-adjacent comparator LSOAs had been identified, further analysis was undertaken to profile the crime rates during the hours that the outreach team operate in 2019 and the same hours in 2017 and 2018. What follows is three sections exploring:

1. Comparisons of reported crime during the hours the outreach team operate
2. Comparisons of reported crime during adjacent hours of the outreach team's presence
3. Comparisons of reported crime across 24 hours

Comparisons of reported crime during the hours the outreach team operate

To explore the potential impact of the outreach team during the hours they operate, the crime data was examined with regards: (1) the profile of the crime reports for the LSOA containing Clumber Street, (2) comparisons of crime reports between the LSOA containing Clumber Street, the adjacent LSOAs, and the non-adjacent LSOAs, and (3) a statistical analysis of comparing the crime reports for 2017, 2018, and 2019. It is important to acknowledge that across all these comparisons the size of the LSOAs is different.

Profile of the crime reports for the LSOA containing Clumber Street

Initially, the reported crime rates for the LSOA containing Clumber Street were examined for the hours that the outreach team operated in 2019 and the same hours in 2017 and 2018 to allow comparisons to be made (Figure 5).

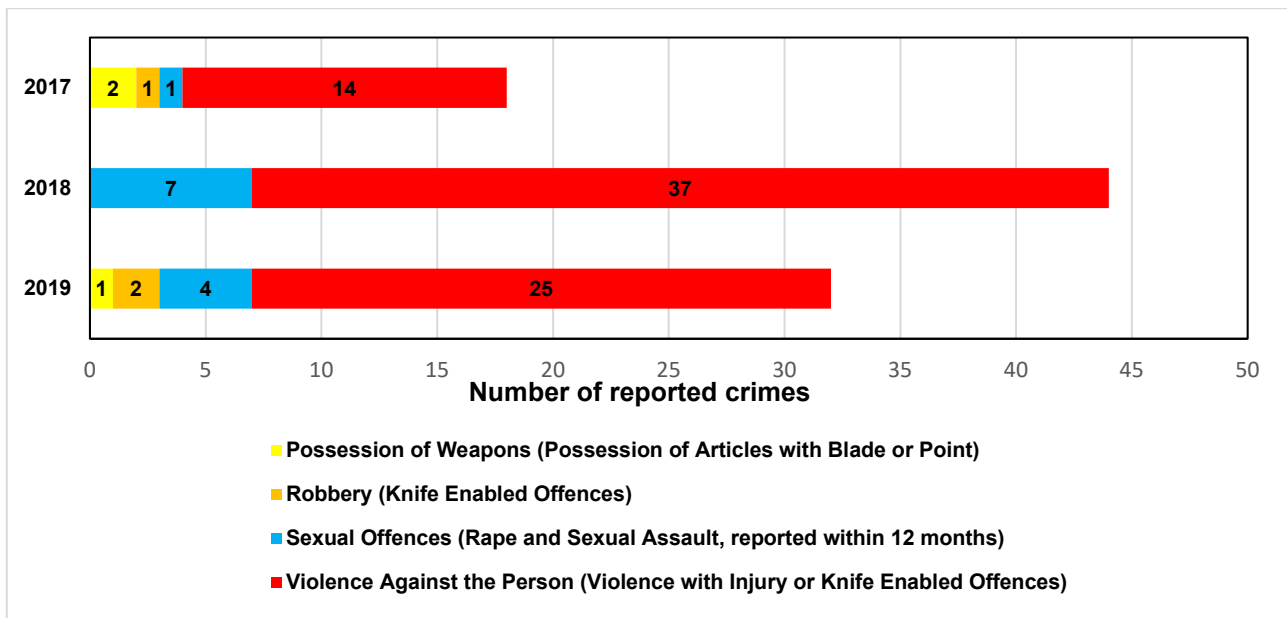


Figure 5

The number of reported crimes in the LSOA containing Clumber Street in 2017, 2018, and 2019 for the equivalent hours that the outreach team were present in 2019



As shown in Figure 5 across all three years, for the equivalent hours of operation of the outreach team in 2019, violence against the person was the most frequently reported crime. Reports of crime was highest for 2018 with an increase in reported crime rates during the hours of operation between 2017 and 2018 and a decrease between 2018 and 2019. To further explore this trend over years, the percentage change in reported crime was calculated (Table 2).¹⁵

Table 2
Percent changes of the type of crime reported in the LSOA containing Clumber Street from 2017 to 2018, 2018 to 2019, and 2017 to 2019 during the hours the outreach team operate

Crime Type	17 vs 18	18 vs 19	17 vs 19
Possession of Weapons	-11.11 %	3.13 %	-7.99 %
Robbery	-5.56 %	6.25 %	0.69 %
Sexual Offences	10.35 %	-3.41 %	6.94 %
Violence Against the Person	6.31 %	-5.97 %	0.35 %

Out of all of the crimes reported, reports of violence against the person increased 6.31% from 2017 to 2018 and decreased 5.97% from 2018 to 2019. Both robbery and possession of weapons were not reported at all in 2018. Despite this, there was a decrease in possession of weapons and a very small increase in robbery reports from 2017 to 2019. Out of all crimes reported, sexual offence crimes increased the most from 2017 to 2018 and from 2017 to 2019.

To further explore the profile of reported crime, and to get a sense of how these reports were influenced by the outreach team, within the LSOA containing Clumber Street, the location of where the crimes were reported as occurring was explored (Figure 6).

¹⁵ Figures were calculated by determining the percentage each type of crime per year contributed to the year's crime rates. This value was then used to determine the percentage change across years



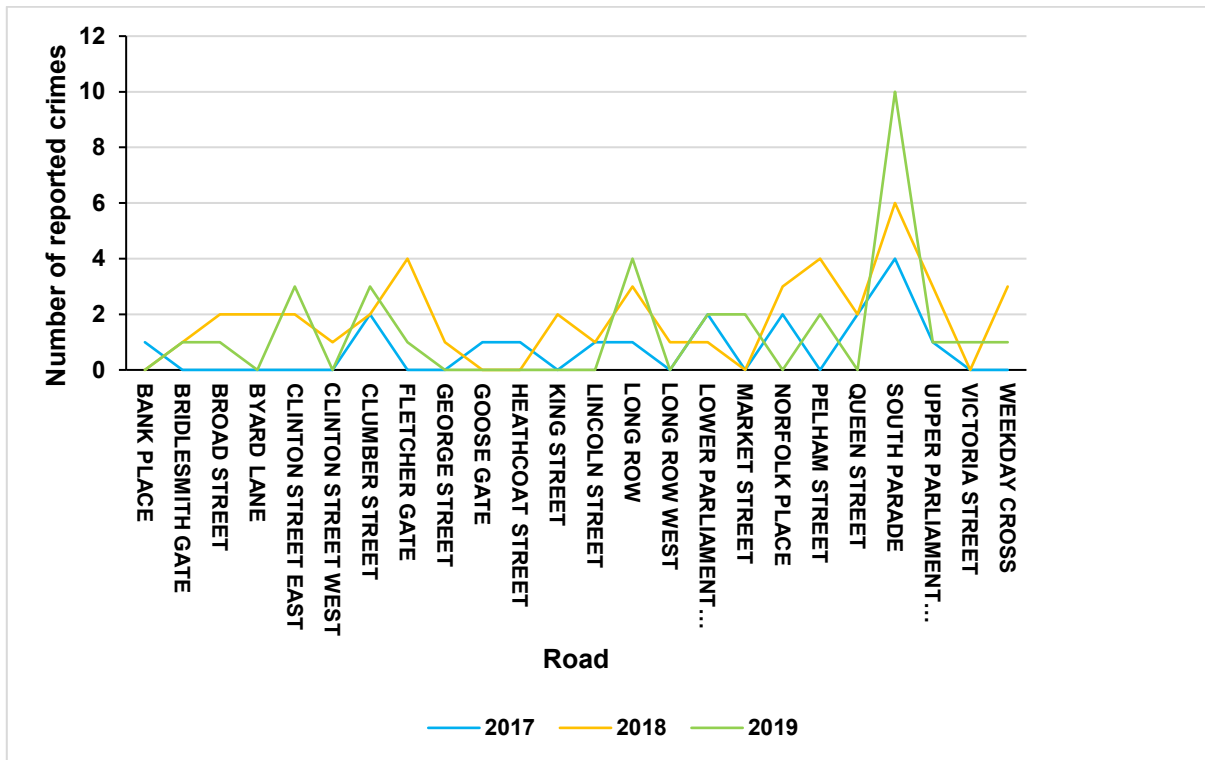


Figure 6
The location of reported crimes in the LSOA containing Clumber Street across three years

As shown in Figure 6, there was variation in the location of the reported crimes during the hours the outreach team would operate. Clumber Street had a similar level of crimes reported for that area over the three years. Other roads within the LSOA such as South Parade and Long Row (in 2018 and 2019) had a higher frequency of reported crime compared to Clumber Street. To further explore the pattern of results the proportion of crimes reported as occurring on Clumber Street were compared to four other locations within the same LSOA (Table 3).



Table 3
The proportion contribution of Clumber Street and other locations within the LSOA containing Clumber Street during the hours the outreach team operate and the percept change over time

Road	2017	2018	2019	17 vs 18	18 vs 19	17 vs 19
Clumber Street	11.11	4.55	9.38	-6.57 %	4.83 %	-1.74 %
Long Row	5.56	6.82	12.50	1.26 %	5.68 %	6.94 %
South Parade	22.22	13.64	31.25	-8.59 %	17.61 %	9.03 %
Fletcher Gate	0	9.09	3.13	9.09 %	-5.97 %	3.13 %
Pelham Street	0	9.09	6.25	9.09 %	-2.84 %	6.25 %

Across all three years, South Parade contributed to the largest proportion of the total reported crime during the times the outreach team operated. In 2019, the contribution of South Parade to the reported crime rates for the LSOA containing Clumber Street was the greatest across all years. In comparison, Clumber Street in 2019 was the location of 9.39% crimes representing a reduction from 2017 but an increase from 2018. Also, what can be noted from Table 3, and as shown in Figure 9, South Parade which is the location with the highest proportion of crimes was reported for the LSOA containing Clumber Street was not adjoining to Clumber Street. Therefore, for 2019 this suggests that the presence of the outreach team did not prompt crime to move to an adjacent location within the same LSOA.



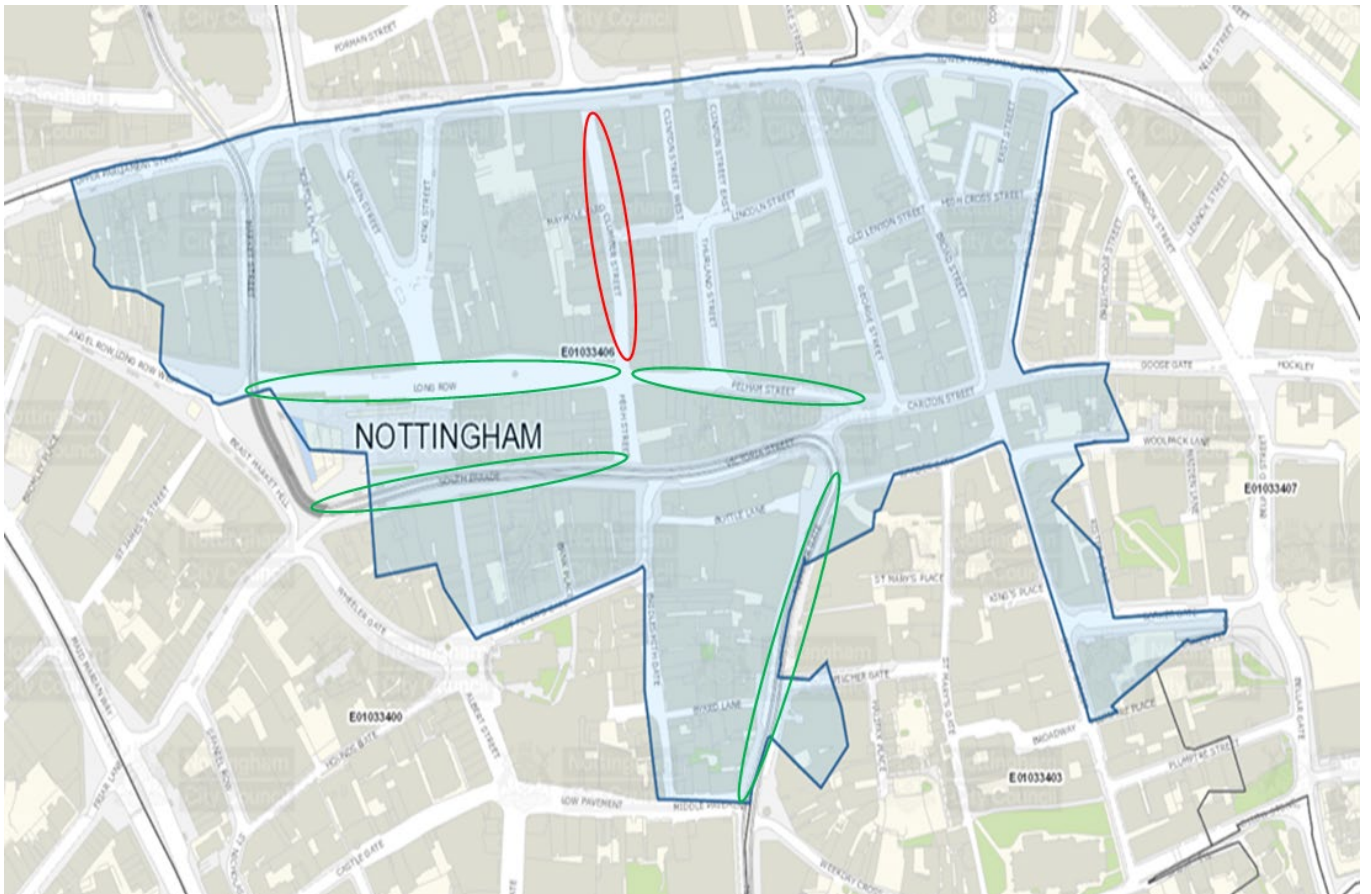


Figure 7

The location of the areas with the largest proportion of reported crimes in the LSOA containing Clumber Street in relation to Clumber Street

Comparison of crime reports between the LSOA containing Clumber Street, the adjacent LSOAs, and the non-adjacent LSOAs

To explore the impact of the outreach team on reported crime rates during their hours of operation in 2019, the number of reported crimes according to crime type for all of the LSOAs adjacent to the LSOA containing Clumber Street and for all of the five non-adjacent LSOAs for 2017, 2018, and 2019 were explored (Figure 8).



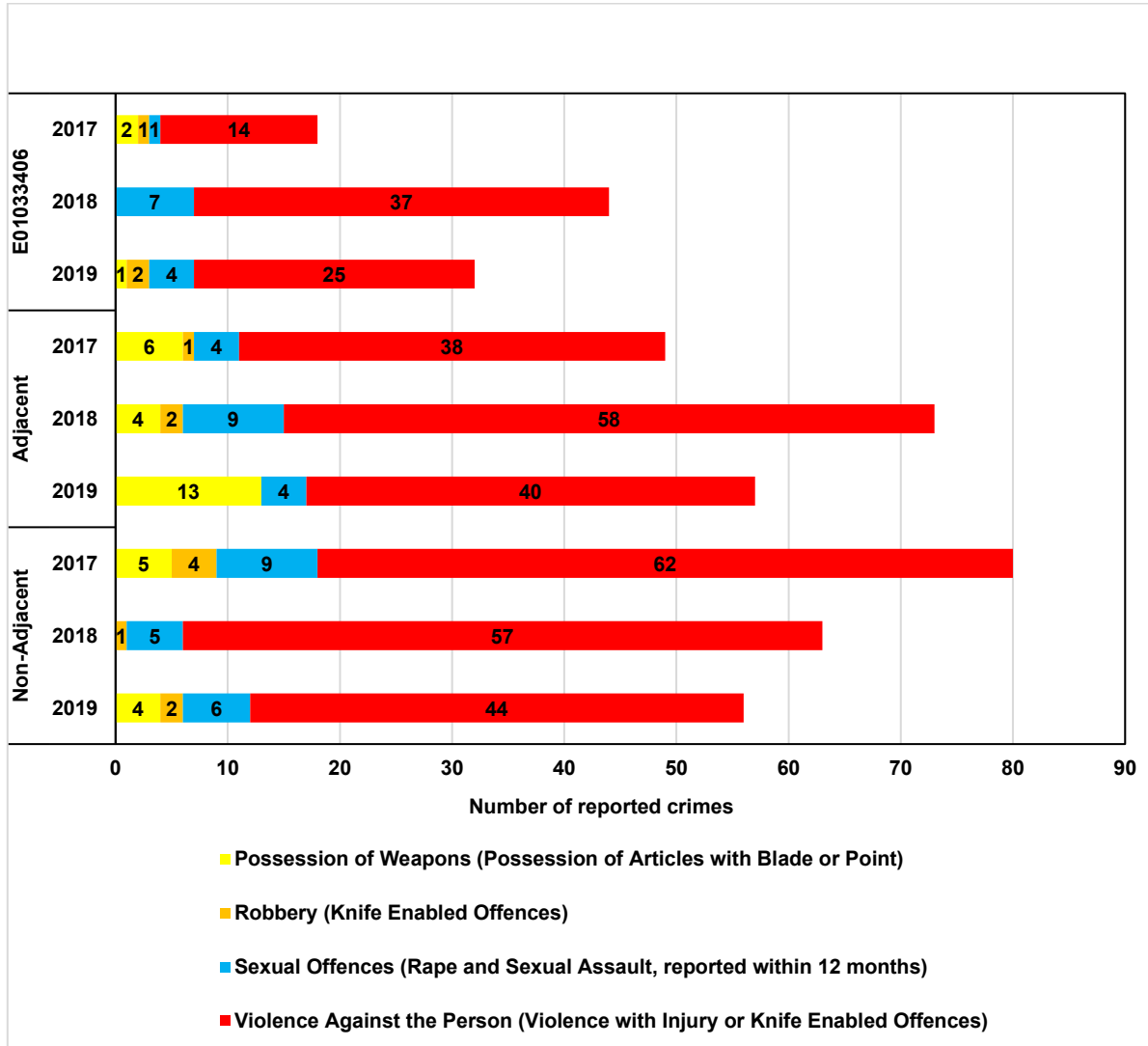


Figure 8

The number of reported crimes for the LSOA containing Clumber Street, the adjacent LSOAs, and the non-adjacent LSOAs, by crime type, for the hours the outreach team operate across all three years

Across all three areas, violence against the person was by far the most frequently reported crime type. For both the LSOA containing Clumber Street and the adjacent LSOAs, the highest reported violence against the person figures were in 2018 whereas the highest reported violence against the person figures for the non-adjacent LSOAs were in 2017.

Similarly, the LSOA containing Clumber Street and the adjacent LSOAs had the highest prevalence of reported sexual offences in 2018 whereas the non-adjacent LSOAs had the highest number of reports in 2017. There are no robbery incidents reported in the LSOA containing Clumber Street in 2018 and in the years when there were reports of robbery in this LSOA they were low. Also, robbery reports were low across the adjacent LSOAs and the non-adjacent LSOAs.



There were no possession of weapons crimes reported in the LSOA containing Clumber Street or the non-adjacent LSOAs in 2018. Across all three years, the LSOA containing Clumber Street had the lowest reports of possession of weapons across all three years in comparison to the adjacent and the non-adjacent LSOAs. In recognition that the areas under consideration in these comparisons varied, the analysis was repeated at the individual LSOA level for the different locations¹⁶ (Figure 9).

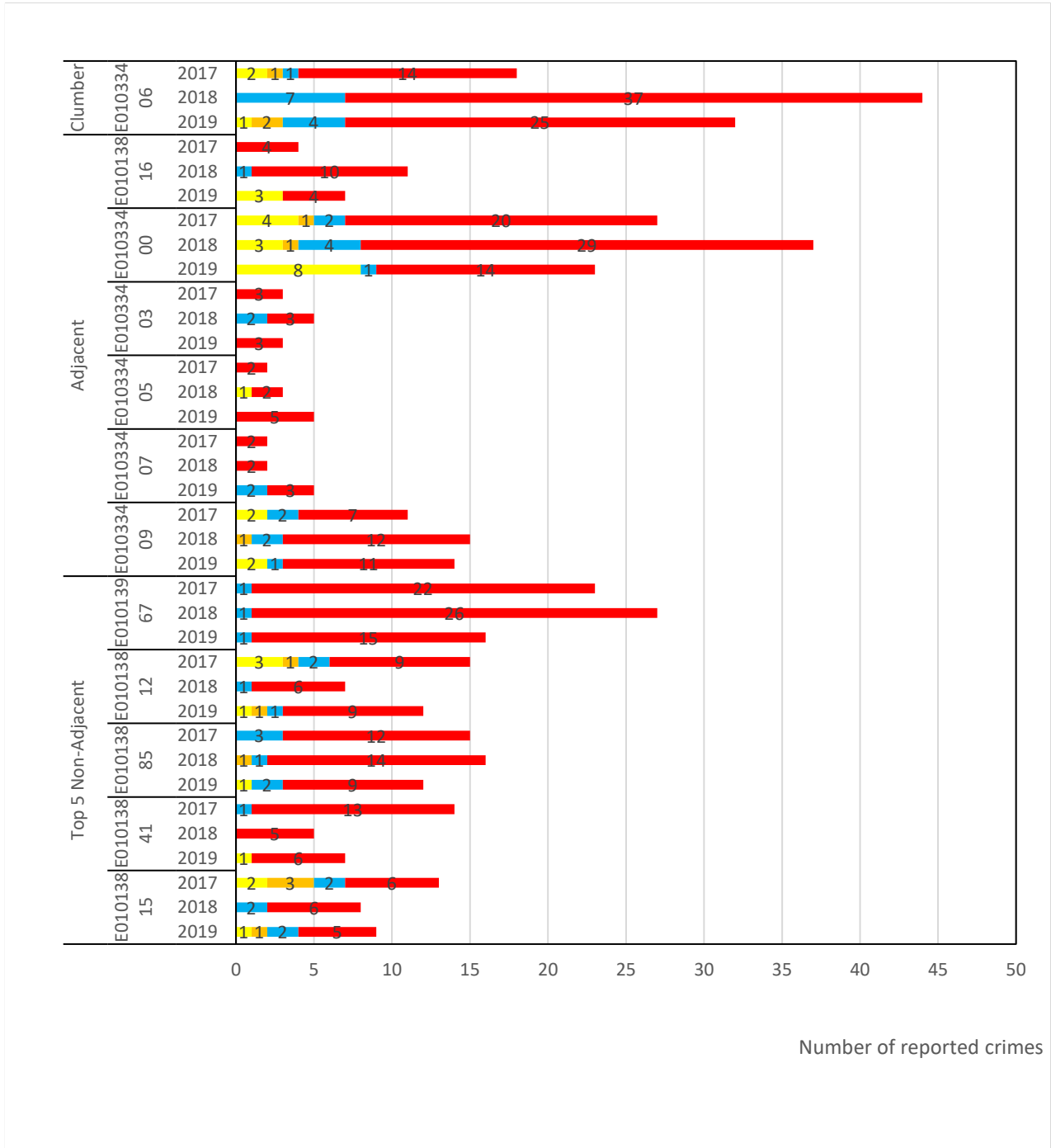


Figure 9
The frequency of reported crime type at LSOA level for the adjacent and non-adjacent LSOAs, by crime type, for the hours the outreach operate across all three years

¹⁶ It is important to acknowledge that the size of the LSOAs varied



As previously noted, the reports of violence against the person were the most frequently reported crime across all three years and this pattern was replicated when the reports were considered at the individual LSOA level. Out of the 12 LSOAs in Figure 11, 6 LSOAs (the LSOA containing Clumber Street, E01013816, E01033400, E01033409, E01013967, E01013885) had the highest reported frequency of violence against the person in 2018.

Out of these six, in three LSOAs (E01033400, E01013967, E01013885) the reported frequency of violence against the person decreased from 2018 to 2019 and the reported rates of violence against the person were lower than those reported in 2017. In 2017, the LSOA containing Clumber Street was the third highest LSOA in terms of reports of violence against the person. In 2018 and 2019, however, the LSOA containing Clumber Street was the highest LSOA for reports of violence against the person with the reports nearly trebling from 2017 to 2018. The LSOA containing Clumber Street also had the highest number of reported violence against the person crimes in 2019.

Overall, the frequency of reported sexual offences were low in each LSOA across each year. There were only three occasions where the number of sexual offences reported were above three in any one year per LSOA; two of which were for the LSOA containing Clumber Street (in 2018 and 2019) and for E01033400 in 2018. Further, the LSOA containing Clumber Street was one of six LSOAs to have at least one or more sexual offence reported across all three years.

The reported rates of robbery were also low for all LSOAs across the three years. As depicted by Figure 11, only half of the LSOAs had one or more reports of robbery with the greatest number in any one year being three. Similarly, the frequency of reports of possession of weapons was also low overall; there were only two occasions when there were more than three reports of possession of weapons in one year. Focusing on the LSOA containing Clumber Street, this was the only crime to have reduced from 2017 to 2019¹⁷.

To further explore the trends in the reported crime rates for the LSOA containing Clumber Street, the adjacent LSOAs, and the non-adjacent LSOAs across the years, the percentage change in reported crime was calculated (Table 4).¹⁸

¹⁷ However, the reported rate in 2017 was low

¹⁸ Figures were calculated by determining the percentage each type of crime per year contributed to the year's crime rates. This value was then used to determine the percentage change across years



Table 4

Percent changes of type of crime reported for the LSOA (E01033406) containing Clumber Street, the adjacent LSOAs, and the non-adjacent LSOA comparators 2017 to 2018, 2018 to 2019, and 2017 to 2019 during the hours the outreach team operate

Crime Type	17 vs 18			18 vs 19			17 vs 19		
	E01033406	Adjacent	Non adjacent	E01033406	Adjacent	Non adjacent	E01033406	Adjacent	Non adjacent
Possession of Weapons	-11.11 %	-6.77 %	-6.25 %	3.13 %	17.33 %	7.14 %	-7.99 %	10.56 %	0.89 %
Robbery	-5.56 %	0.70 %	-3.41 %	6.25 %	-2.74 %	-1.43 %	0.69 %	-2.04 %	-1.43 %
Sexual Offences	10.35 %	4.17 %	-3.31 %	-3.41 %	-5.31 %	2.39 %	6.94 %	-1.15 %	2.39 %
Violence Against the Person	6.31 %	1.90 %	12.98 %	-5.97 %	-9.28 %	1.07 %	0.35 %	-7.38 %	1.07 %



From comparing the percentage change in reported crime over the years (as shown in Table 4) a mixed pattern of results emerges. Across all LSOAs there was a reduction in the proportion of crimes that involved possession of weapons between 2017 and 2018, with the LSOA containing Clumber Street having the greatest reduction. Also, across all areas, there was an increase in the reports of violence against the person between 2017 and 2018 with the greatest increase evident for the non-adjacent LSOA comparator group. Focusing on the proportion of offences that were recorded as robbery the LSOA containing Clumber Street had the greatest reduction between 2017 and 2018, with rates also decreasing but to a lesser extent for the non-adjacent comparators and showing a marginal increase for the adjacent comparators during the same time. Finally, while reports of sexual offences increased the greatest in the LSOA containing Clumber Street and the adjacent LSOAs between 2017 and 2018, the proportion of reports decreased for the non-adjacent LSOA comparators for the same time.

Considering the percent change between 2017 and 2019 for the reports of possession of weapons, there was a reduction in the proportion of reports during this time for the LSOA containing Clumber Street and a noticeable increase for the adjacent LSOAs and a marginal increase for the non-adjacent LSOAs. For the LSOA containing Clumber Street there was an increase in the proportion of reported crimes that were sexual offences between 2017 and 2019, while a smaller increase was seen in the non-adjacent LSOAs and a reduction in the adjacent LSOAs. There was a small increase in the proportion of crimes where robbery was reported for the LSOA containing Clumber Street between 2017 and 2019 and a reduction in the proportion of reports for both comparator groups during the same time. There was also a small increase in the proportion of crimes that were recorded as violence against the person between 2017 and 2019 for the LSOA containing Clumber Street, compared to the non-adjacent LSOA which showed a greater increase and the adjacent LSOAs which showed a reduction during this time.

Comparing the LSOA containing Clumber Street with the adjacent and non-adjacent LSOAs, there was a small percentage increase in the reports of possession of weapons compared to the two comparator groups between 2018 and 2019. The reported rates of robbery increased between 2018 and 2019 for the LSOA containing Clumber Street while reducing for the comparator groups. The reduction in the proportion of sexual offences and violence against the person between 2018 and 2019 was lowest for the adjacent LSOA compared to LSOA containing Clumber Street. However, there was an increase in the proportion of sexual offences and violence against the person crimes reported in the non-adjacent comparator areas between 2018 and 2019. These findings may suggest that any impact that the outreach team has had in 2019 when compared to 2018 may extend to the adjacent LSOAs for reports of sexual offences and violence against the person but not for possession of weapons.



Statistical analysis comparing the crime reports of 2017, 2018, and 2019

There were 472 crimes reported from March to September during 2017 – 2019 across the LSOA containing Clumber Street, the adjacent LSOAs, and the top 5 non-adjacent LSOAs during the hours that outreach workers (2019 only) would have typically operated. To explore the impact of the outreach team on reported crime rates, a multinomial logistic regression was used. The outcome variable was year¹⁹ with 2019 set as the outcome reference category to provide a clear comparison of the role that the outreach team had on reported crime rates. Each of the other two categories (2017 and 2018) were compared to this reference group. Type of crime, LSOA (adjacent, non-adjacent, and the LSOA containing Clumber Street), premise type (other, open spaces), day, and month were used as predictor variables.

Preliminary analysis of the data indicated that premises type, day, and month did not add significantly to the multinomial model and were therefore, excluded from the final analysis. Therefore, the main interest of current analysis was focused on the relationship between the year in which crimes occurred, the type of crime (possession of weapons, robbery, sexual offences, and violence against the person) and the LSOA (LSOA containing Clumber Street, Adjacent, and Non-Adjacent) in which the crime occurred.

The final model was a good fit to the data²⁰ and revealed that crime type²¹ and LSOA²² were significant predictors. The results of the analysis are shown in Table 10.

¹⁹ 2017, 2018, and 2019

²⁰ Model Fit (Likelihood Ratio Tests): $X^2(10, 472) = 33.15, p < .001$; Goodness of Fit (Pearson): $X^2(12, 472) = 11.59, p = .479$; Pseudo R-Squared (Nagelkerke) = .076 (7.6% variance); Classification of the model indicated a 44.1% accuracy.

²¹ $X^2(6, 472) = 17.25, p = .008$

²² $X^2(2, 472) = 16.53, p = .002$



Table 5
Odds ratios of crime data by year reported²³.

Variable	2017 (n = 147)			2018 (n = 180)		
	B	OR (95% CI)	SE	B	OR (95% CI)	SE
Crime Type						
Possession of weapons	-.32	.73 (.33 / 1.59)	.40	-1.89	.15 (.05 / .46)**	.57
Robbery	.35	1.42 (.38 / 5.25)	.67	-.60	.55 (.12 / 2.51)	.78
Sexual offences	-.02	.98 (.44 / 2.17)	.41	.70	1.07 (.52 / 2.21)	.37
Violence against the person		1			1	
LSOA						
Adjacent	.475	1.61 (.80 / 3.25)	.36	.07	1.08 (.60 / 1.93)	.30
Non-Adjacent	.937	2.55 (1.30 / 5.00)**	.34	-.19	.83 (.46 / 1.49)	.30
E01033406		1			1	

The first column in Table 5 has the outcome of 2017 compared to 2019 (reference category). The results suggest that there was no significant effect of the likelihood of specific crime types occurring in 2017 when compared to the reference category (violence against the person). However, in relation to the location of crimes that occurred, in 2017 there was a greater likelihood of crimes occurring in non-adjacent LSOAs than in 2019, when compared to the reference category – the LSOA containing Clumber Street (OR = 2.55).

The second column in Table 5 has the outcome of 2018 compared to 2019 (reference category). The results suggest that weapons related crimes were less likely to be reported in 2018 (OR = .15) than the reference category (violence against the person), than in 2019. There was no significant effect in the likelihood of LSOA when comparing 2018 with 2019.

²³ Reference group: 2019 (n = 145). OR = Odds Ratio. SE = Standard Error. 95% CI = Confidence Interval. *p < .05; **p < .01; ***p < .001



Comparisons of reported crime during adjacent hours of the outreach team’s presence

To explore whether the outreach team’s presence impacted on the crime reports either side of their hours of operation, the number of reported crimes during the two hours before and the two hours after the outreach team’s presence were explored.

Profile of the LSOA containing Clumber Street for the adjacent hours

Figure 10 shows the frequency of reported crime for the LSOA containing Clumber Street for the two hours before the outreach team’s presence in 2019 and the same hours in 2017 and 2018 for comparison.

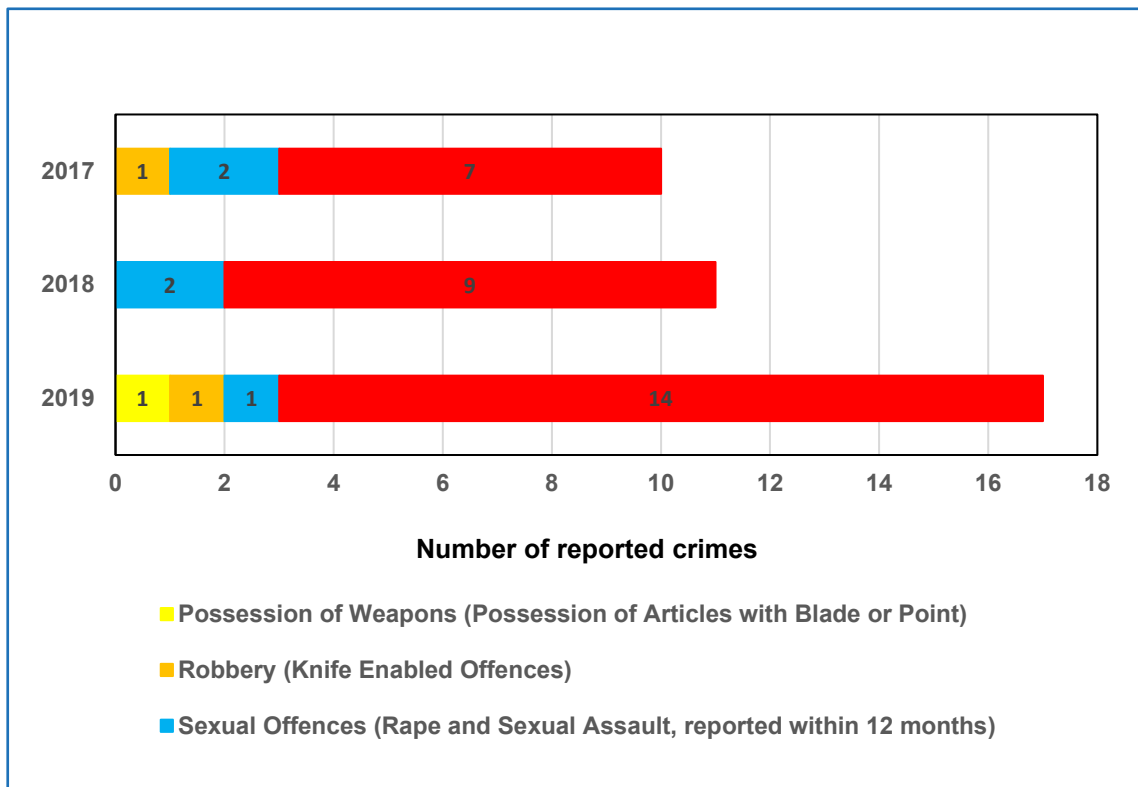


Figure 10

The number of reported crimes in the two hours before the outreach team were present for LSOA containing Clumber Street in 2017, 2018, and 2019 for the equivalent hours that the outreach team were present in 2019

As shown in Figure 10 the most frequently reported crime for the LSOA containing Clumber Street for the two hours before the outreach team would be present was violence against the person. There was also a clear increase in the reports of crime across the three years, with the highest reported rate in 2019. To further explore this trend over years, the percentage change in reported crime was calculated (Table 6).²⁴

²⁴ Figures were calculated by determining the percentage each type of crime per year contributed to the year’s crime rates. This value was then used to determine the percentage change across years



Table 6
Percent changes of the type of crime reported in the LSOA containing Clumber Street
from 2017 to 2018, 2018 to 2019, and 2017 to 2019 for the two hours before
the outreach team operate

Crime Type	17 vs 18	18 vs 19	17 vs 19
Possession of Weapons	0.00 %	5.88 %	5.88 %
Robbery	-10.00 %	5.88 %	-4.12 %
Sexual Offences	-1.82 %	-12.30 %	-14.12 %
Violence Against the Person	11.82 %	0.53 %	12.35 %

Out of all of the crimes reported, reports of possession of weapons and violence against the person increased while reports of sexual offences decreased across all three years of comparison for the two hours before the outreach team operate. Reports of robbery decreased between 2017 and 2018 and then increased between 2018 and 2019 but it should be noted that there was still a reduction of the proportion of reported crimes that were robbery between 2017 and 2019. The data for two hours after the outreach team's operated were also explored (Figure 11).



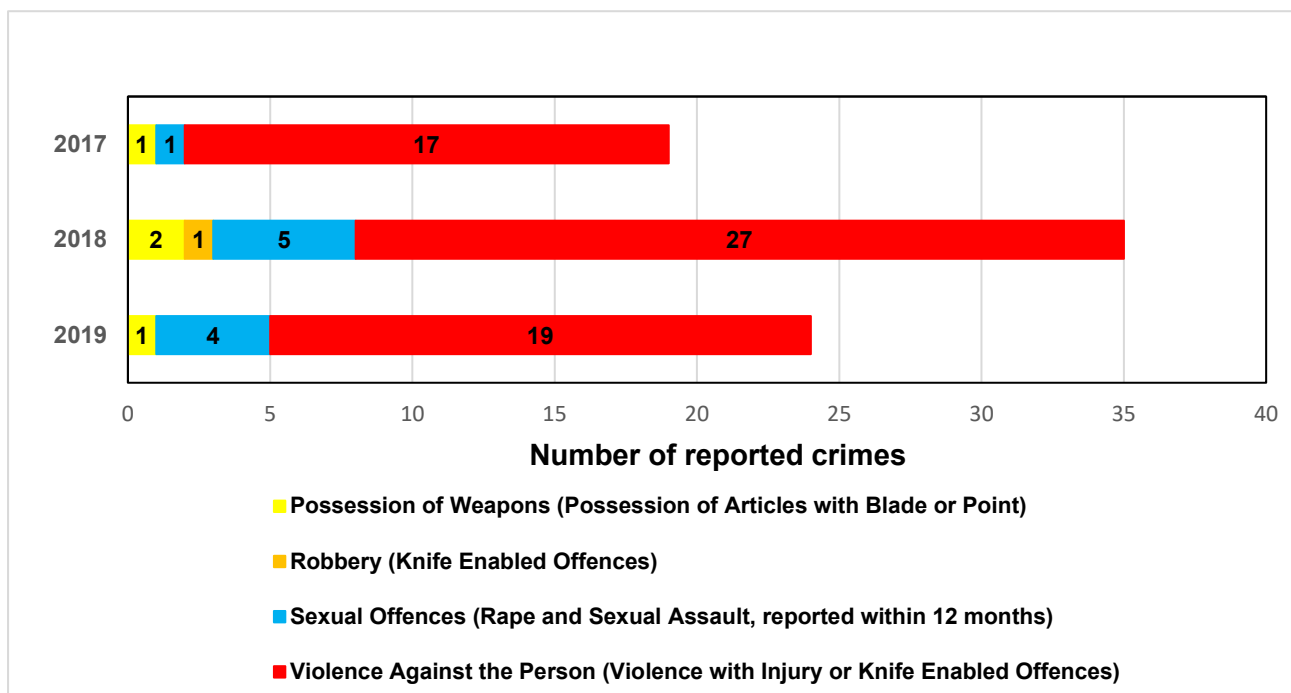


Figure 11

The number of reported crimes in the two hours after the outreach team were present for LSOA containing Clumber Street in 2017, 2018, and 2019 for the equivalent hours that the outreach team were present in 2019

As shown in Figure 6 the most frequently reported crime across all years for the LSOA containing Clumber Street for the two hours after the outreach team operated was violence against the person. There was also an increase in the number of reported crimes from 2017 to 2018 and a reduction in the number of reported crimes from 2018 to 2019. However, it should be noted that the 2019 number of reported crimes is still higher than it was in 2017. To further explore this trend over years, the percentage change in reported crime was calculated (Table 7).²⁵

²⁵ Figures were calculated by determining the percentage each type of crime per year contributed to the year's crime rates. This value was then used to determine the percentage change across years



Table 7
Percent changes of the type of crime reported in the LSOA containing Clumber Street from 2017 to 2018, 2018 to 2019, and 2017 to 2019 for the two hours after the outreach team operate

Crime Type	17 vs 18	18 vs 19	17 vs 19
Possession of Weapons	0.45 %	-1.55 %	-1.10 %
Robbery	2.86 %	-2.86 %	0.00 %
Sexual Offences	9.02 %	2.38 %	11.40 %
Violence Against the Person	-12.33 %	2.02 %	-10.31 %

Between 2018 and 2019, there was an increase in the proportion of reported crimes that were sexual offences and violence against the person for the two hours after the outreach team operate. However, during this same time there was a reduction in the proportion of crimes that were possession of weapons and robbery. Comparing 2017 to 2019, there was a reduction in the proportion of crimes that were violence against the person and possession of weapons (although this reduction was smaller). There was no change in the proportion of crimes that were robbery and an increase in the proportion of sexual offences reported.

Comparison of crime reports between the LSOA containing Clumber Street, the adjacent LSOAs, and the non-adjacent LSOAs

To further explore whether the impact of the outreach team potentially spilled over in to the reported crime rates during the two hours before and the two hours after their hours of operation in 2019, the frequency of reported crime according to crime type for the adjacent LSOAs and the non-adjacent LSOAs for 2017, 2018, and 2019 were explored during these hours (Figure 12).



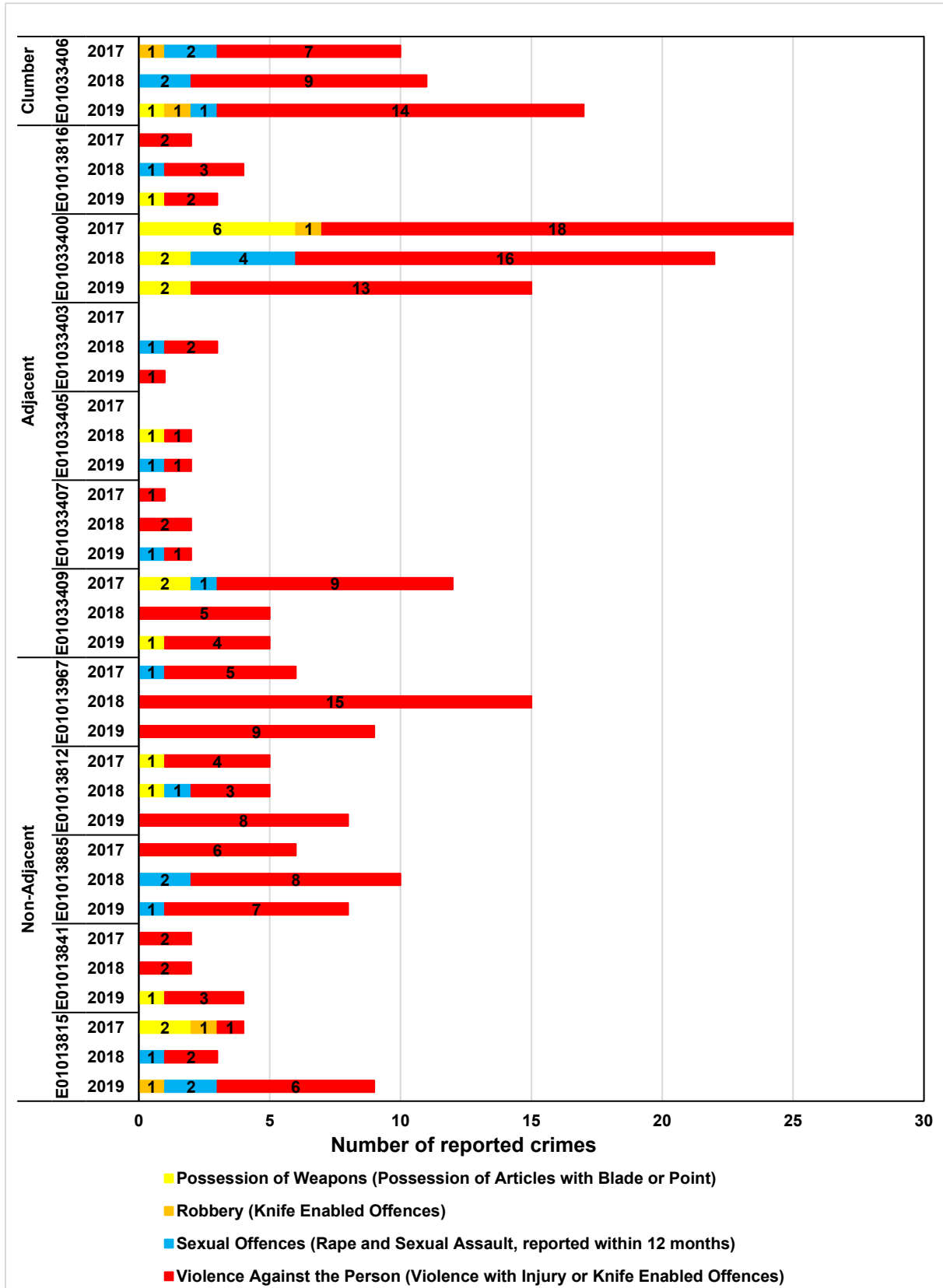


Figure 12
The frequency of reported crime type at LSOA level for the adjacent and non-adjacent LSOAs, by crime type, for the two hours before the outreach team operate.



Across all LSOAs and all years, reports of violence against the person were the most frequent type of crime reported during the two hours before the outreach team would operate. The LSOA containing Clumber Street showed an increase in the number of reported crimes across the three years which was a pattern that was replicated in three of the non-adjacent LSOAs. From comparing the number of reported crimes for the adjacent LSOAs, three LSOAs had a reduction in reported crimes from the levels in 2018 in 2019 and the other three LSOAs had the same number of reported crimes in 2019 as they did in 2018 suggesting that there was not a noticeable increase in reported crimes in those adjacent LSOAs for the two hours before the outreach team were present. The frequency of crime reports for the two hours after the outreach team would operate were also explored (Figure 13).



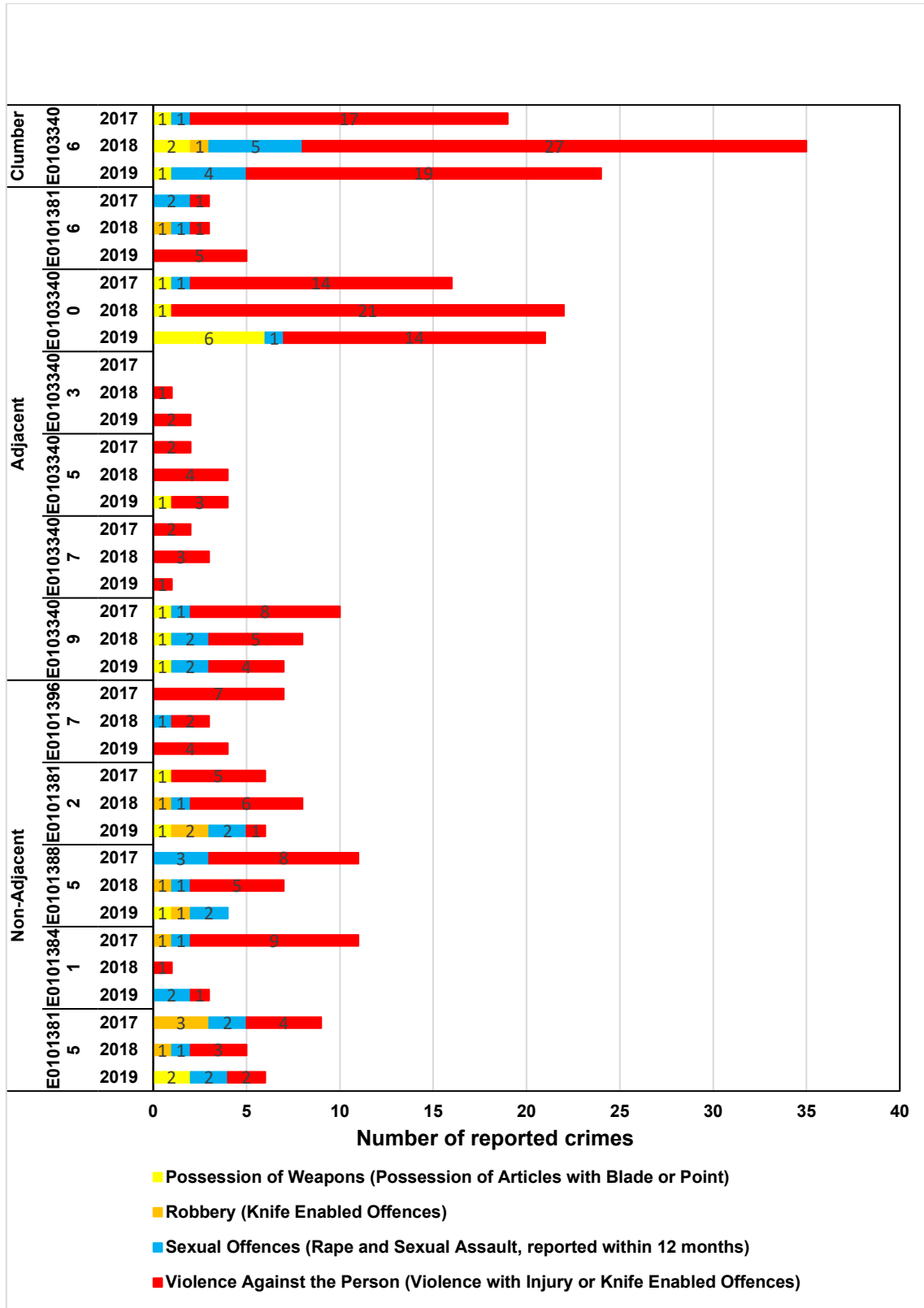


Figure 13

The frequency of reported crime type at LSOA level for the adjacent and non-adjacent LSOAs, by crime type, for the two hours after the outreach team operate



Across all LSOAs and all years, reports of violence against the person were the most frequent type of crime reported during the two hours after the outreach team operated. The LSOA containing Clumber Street showed an increase in the number of reported crimes from 2017 to 2018 and a reduction from 2018 to 2019. Two of the adjacent LSOAs had a slight increase in the number of reported crimes between 2018 and 2019 while the other four areas remained the same or reduced. Three of the non-adjacent LSOAs showed an increase in reported crimes between 2018 and 2019 whereas two of the non-adjacent LSOAs had a reduction.

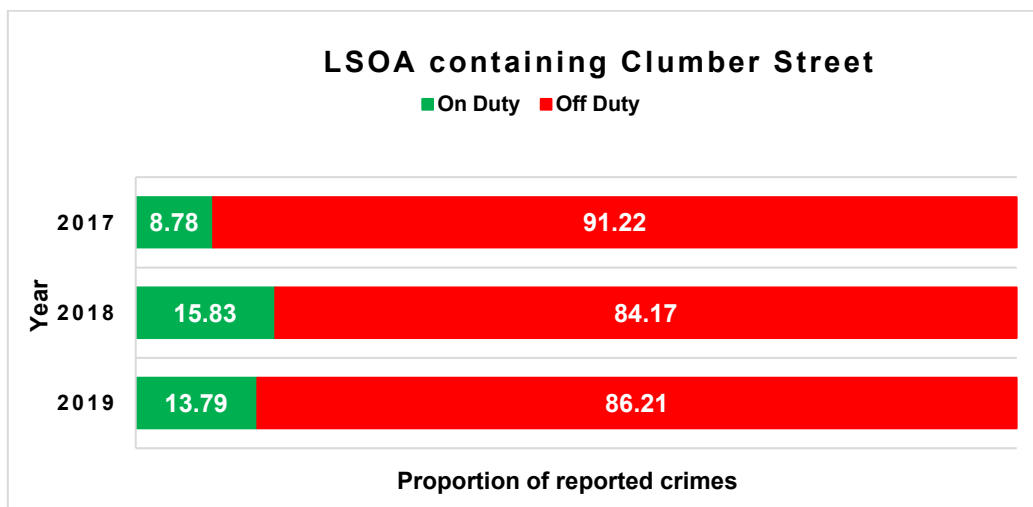
Together, by comparing the reported crime rates for the two hours before and after the outreach team were present in 2019, the data suggests that the impact of the outreach team may spill over into the adjacent hours because of a reduction in crime rates for the two hours after. There was also little evidence to suggest that crime rates increased during the hours before and after the intervention in the adjacent LSOAs. Further, where reductions were seen this may be a positive spill over effect from the outreach team.

Comparisons of reported crime across 24 hours

To build on the previous analyses, which considered only the hours the outreach team operated, two analyses were undertaken to compare the reported crime rates across 24 hours: (1) the proportions of crime reported across 24 hours according to the presence of the outreach team across the LSOA containing Clumber Street, the adjacent LSOAs, and non-adjacent LSOAs, and (2) a statistical analysis of reported crime across 24 hours for 2019.

The proportions of crime reported across 24 hours according to the presence of the outreach team across the LSOA containing Clumber Street, the adjacent LSOAs, and non-adjacent LSOAs

To understand the profile of the reported crime rates across the LSOA containing Clumber Street, the adjacent LSOAs, and the non-adjacent LSOAs, the proportion of crimes committed during across 24 hours (split according to the presence of the outreach team in 2019) was considered (Figure 14).²⁶



²⁶ Reports of crime were considered as a proportion in recognition that the geographical size of the areas under consideration varied.



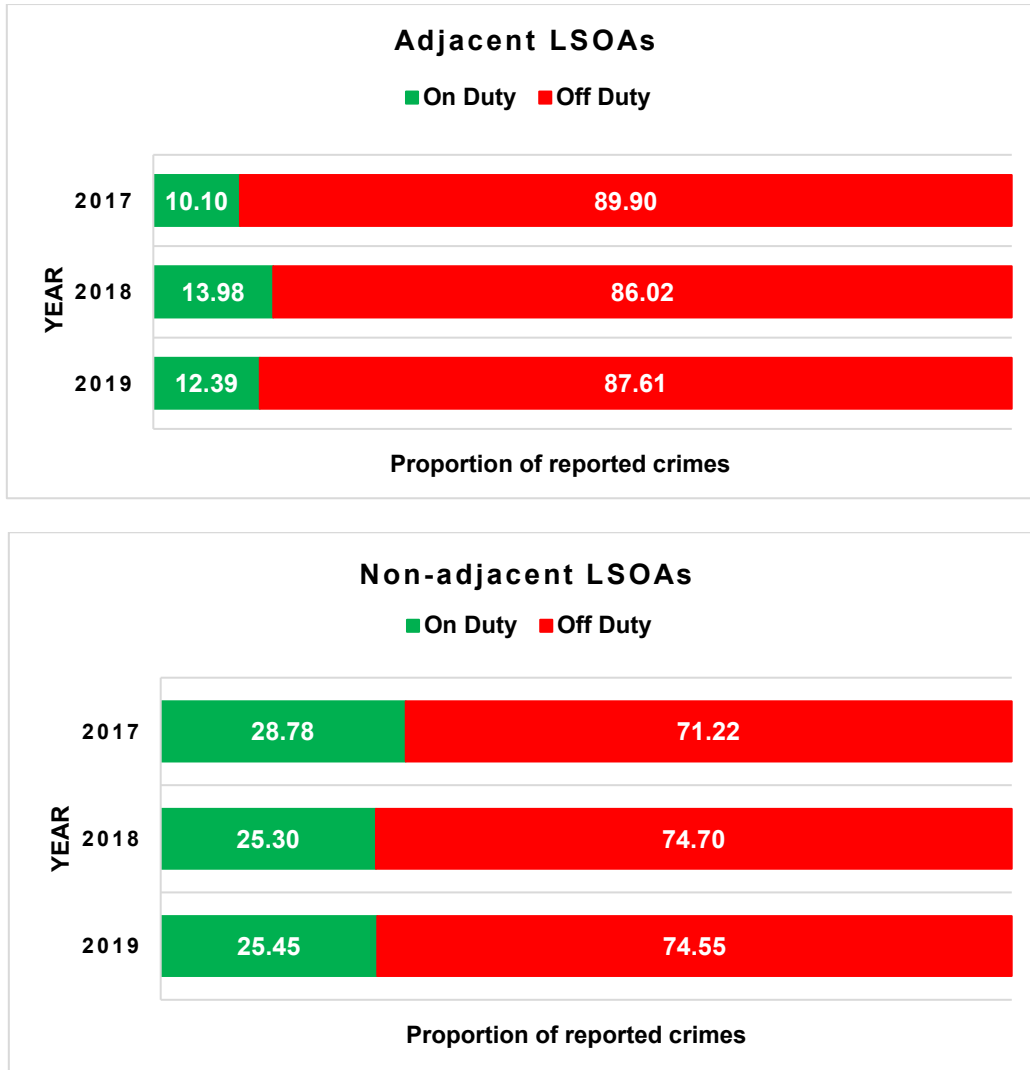


Figure 14
The proportion of crimes committed during across 24 hours across the LSOA containing Clumber Street, the adjacent LOSAs, and the non-adjacent LSOAs.²⁷

As shown in Figure 14, the proportion of crimes that were committed in the LSOA containing Clumber Street was lower for the hours that the outreach team would be present in 2017 than subsequent years and there was a reduction from the rates in 2018 for 2019. This pattern was also mirrored in the adjacent LSOAs. However, when considering the non-adjacent LSOAs, the proportion of crimes that were reported during the hours that the outreach team would be working on Clumber Street was much higher across all years.

A statistical analysis of reported crime across 24 hours for 2019

To further explore the profile of crime reported during a 24-hour period, and whether the outreach team had a significant impact, statistical analysis was undertaken. There were 912 crimes reported from March to September 2019 across the LSOA containing Clumber Street, adjacent LSOAs, and the non-adjacent LSOAs. Crimes

²⁷ Note for 2017 and 2018 data the outreach team did not operate but rather the 'on duty' hours represent the hours that the outreach team operated in 2019.



reported during the hours the outreach team operated were compared with those reported when outreach workers were not present using binomial logistic regression. Crimes reported during periods of outreach totalled 145. For time periods when outreach workers were not present the number of crimes reported were 767. The outcome variable was whether or not the outreach team were present, with the reference category set to yes. Type of crime, LSOA (adjacent, non-adjacent, and LSOA containing Clumber Street), premise type (other, open spaces), month, and school holiday status were used as predictor variables.

The final model was a good fit to the data²⁸ and revealed that crime type¹¹ and LSOA¹² were significant predictors. The results of the analysis are shown in Table 8.

Table 8
Odds ratios of reported crime in 2019 (N = 912)²⁹

		Outreach (0 = No, 1 = Yes)	
Variable	B	OR (95% CI)	SE
Crime Type*			
Possession of weapons	.88	2.40 (1.32/4.35)**	.30
Robbery	.18	1.20 (.37/3.86)	.60
Sexual offence	-.12	.89 (.47/1.68)	.32
Violence against the person		1	
LSOA ***			
Adjacent	-.19	.82 (.51/1.33)	.25
Non-adjacent	.82	2.26 (1.37/3.72)**	.25
E01033406		1	
Month			
March		1	
April	-.40	.67 (.31/1.48)	.40
May	.29	1.34 (.70/2.55)	.33
June	.65	1.92 (1.00/3.69)*	.33
July	.21	1.23 (.63/2.41)	.34
August	.19	1.21 (.51/2.90)	.44
September	-.26	.77 (.36/1.65)	.39

²⁸ Model Fit (Omnibus Test): $X^2(13, 912) = 38.37, p < .001$; Hosmer and Lemeshow Test: $X^2(8, 472) = 4.88, p = .770$; Pseudo R-Squared (Nagelkerke) = .071 (7.1% variance); Classification of the model indicated a 84.1% accuracy

¹¹ $X^2(3, 912) = 8.74, p = .033$

¹² $X^2(2, 912) = 22.39, p < .001$

²⁹ Note. OR = Odds Ratio. SE = Standard Error. 95% CI = Confidence Interval. * $p < .05$; ** $p < .01$; *** $p < .001$



School Holidays			
Yes	-0.21	1.24 (.71/2.16)	.28
No		1	
Premises Type			
Open Spaces	-0.08	1.09 (.75/1.58)	.19
All Other Types		1	

Table 8 suggests that during the time period when outreach workers would normally operate, there were greater odds of weapons-based crimes being reported than violence based crimes (OR = 2.40); indicating that the possession of weapons was 2.4 times more likely to be reported as a crime. There were greater odds of crimes being reported in non-adjacent LSOAs than the LSOA containing Clumber Street during outreach times (OR = 2.26); indicating that crimes were 2.2 times more likely to be reported in other non-adjacent LSOA comparators than the LSOA containing Clumber Street. Compared to the reference month of March (the first month of the outreach intervention), June was found to have statistically greater odds of crimes being reported (OR = 1.92); indicating that the odds of crime being reported in June across all LSOAs was 1.9 times higher.

Summary of Part 1

A complex pattern of results emerged from the police data. For the hours that the outreach team operated in 2019, there was a reduction in the reported crime rates for the LSOA containing Clumber Street when the figures for 2019 were compared to the crime reports for the same time and area in 2018.

However, the reported crime rates for the LSOA containing Clumber Street did not reduce to the levels that were reported in 2017; although it is important to recognise that this profile was mirrored in the adjacent LSOAs. Specifically, there was more crime reported in 2018 than in 2019 during the hours the outreach team operated but levels did not return to the level of 2017 in adjacent LSOAs. Further, across all areas and all years, violence against the person was the most frequent type of crime reported. There was a reduction in these reports for the LSOA containing Clumber Street during the hours of operation between 2018 and 2019. Together, these findings suggest that there was a reduction of reported crime in 2019 for the LSOA containing Clumber Street and this pattern was seen in the adjacent LSOAs but not in the non-adjacent comparators. Therefore, this could indicate that the outreach team are having an impact on crime reports during the hours they operate and that reports of crime is not simply spilling over to an adjacent area during these hours.



Additional evidence of the impact of the outreach team comes from considering the location of the crime reports within the LSOA containing Clumber Street.

Considering those crimes that were recorded as occurring on Clumber Street, it appears that there was a small reduction in reported crimes between 2017 and 2019 but not between 2018 and 2019. However, for other roads (Long Row and South Parade) with higher rates of reported crime the increase between 2018 and 2019 was greater than that seen for Clumber Street. It was also evident that there had not been a displacement of crime reports to the streets next to Clumber Street during 2019 when the outreach team were operating.

Echoing the earlier observation that reports of crime were not moving to adjacent areas during the hours the outreach team operated in 2019, a similar pattern was observed when considering the proportion of crimes reported in the LSOA containing Clumber Street during the hours the outreach team are present across 24 hours. In particular, compared to 2018, the proportion of crime reported was reduced for the LSOA containing Clumber Street suggesting that the outreach team are having an impact. This pattern was mirrored in the adjacent LSOAs possibly indicating a positive spill over effect. However, the pattern was different in the non-adjacent LSOAs where the proportion of crimes that were reported during the hours that the outreach team operated were much higher across all years. Similarly, from comparing the reported crime rates for the two hours before and after the outreach team were present in 2019, the data suggests that the impact of the outreach team may positively spill over into the adjacent hours because of a reduction in crime rates for the two hours after. There was also little evidence to suggest that crime rates increased during the hours before and after the intervention in the adjacent LSOAs. Further, where reductions were seen this may be a positive spill over effect from the outreach team.

Statistical analysis of the 2019 data suggested that during the times that the outreach team operated there were greater odds of possession of a weapon being reported compared to violence against the person. There were also greater odds of crime being reported in non-adjacent LSOAs compared to the LSOA containing Clumber Street during the hours the outreach team operated. Finally, compared to March which was the first month the intervention ran, there were significantly greater odds of crime being reported in June. Therefore, together, the findings from this analysis suggest that the outreach team may have had an impact of reducing the reported crime rates in 2019 when comparing the LSOA containing Clumber Street with the non-adjacent LSOAs in 2019. Further, the lack of a significant difference between the LSOA containing Clumber Street and the adjacent LSOAs also supports the conclusion that there was no negative spill over effect of the outreach team's presence on Clumber Street. The results also suggest that recorded crimes involving the possession of weapons was high during the hours that the outreach team were present across all locations.

Together, the analysis of the police data suggests that the outreach team may have had a positive impact on the reported levels of crime during the hours they operate across for the LSOA containing Clumber Street and the adjacent LSOAs. There was also some indication that this positive spill overextended into the two hours before and after the outreach team operated.



Part 2: Understanding the experiences of those involved with the intervention

Aim of Part 2

The aim of Part 2 was to examine the experiences of key stakeholders involved with the intervention. Interviews/focus groups were conducted with the community outreach workers and the partner organisations and a survey was used to assess clients' experiences, Part 2 addressed the following research questions:

1. What impact do community outreach workers perceive the scheme to have?
2. How do the partner organisations perceive the scheme and its' effectiveness?
3. What are the clients' experiences of engaging with the community outreach workers?

Background

As previously noted, in their proposed Cure Violence Theory of change and evaluation, Butts et al. (2015) highlight two levels of change: behavioural change and norm change. The norm change aspect of the model relates to change at the community level which is achieved through changing the norms of the community in terms of violence. Therefore, to explore perceptions of the outreach programme at the community level, interviews and focus groups were used to explore the impact of the outreach programme. The aim of the interviews/focus groups was to explore the overall impact of the scheme rather than to focus specifically on violence to avoid potentially biasing the participants responses by the questions asked.

Part 2a: Exploring experiences of the community outreach workers and partner organisations

Method

To explore stakeholder perceptions of the outreach programme five interviews/focus groups were held. Participants for the interviews/focus groups were recruited with the support of the Nottingham City and Nottingham County VRU.

Four interviews/focus groups were conducted with representatives of partner organisations and one focus group was conducted with the outreach workers. The interviews/focus groups were conducted via Microsoft Teams/telephone according to the participants' preference. Table 9 details the composition of the interviews/focus groups. Interviews/focus groups comprising a small number of participants in each were arranged to facilitate more in-depth discussions (Ritchie, Lewis, Nicholls, & Ormston, 2013).



Table 9
The composition of the interviews/focus groups

Interview/Focus group	Type	Number of members
1	Stakeholder	2
2	Frontline worker	1
3	Frontline worker	2
4	Stakeholder	2 ³⁰
5	Outreach Team	2

In consultation with Nottingham City and Nottingham County's VRU, a schedule of questions was developed that explored nine areas, as follows:

- Perceptions of Clumber Street
- Experiences of working with the community outreach team
- Awareness of the work of the community outreach team
- Perceptions on the purpose of the community outreach programme
- Perceptions of what the community outreach programme has achieved for the self and others
- Perceptions of how the community outreach programme operates
- Perceptions of the qualities and characteristics of those involved in the community outreach programme
- The importance of rapport
- Suggestions on how the community outreach programme could be developed

The interviews/focus groups lasted on average for 45 minutes (range 40 to 50 minutes) and were transcribed verbatim following the session.

³⁰ Due to technical difficulties, one participant was unable to join the group and one participant was unable to continue to the end of the session.



Data analysis

The data was analysed using reflexive thematic analysis (Braun, Clarke, Hayfield, & Terry, 2019). The aim of reflexive thematic analysis is to “*provide a coherent and compelling interpretation of the data, grounded in the data*” (Braun et al., 2019, p848) and the recommended six stage approach was adopted (Braun & Clarke, 2006). These stages included: (1) familiarisation, (2) generating codes, (3) constructing themes, (4) reviewing themes, (5) defining and naming themes, and (6) generating a report.

Results

Following the thematic analysis, four themes were identified:

1. Perceptions of Clumber Street
2. The role of the outreach team
3. Knowledge of the outreach team
4. Working together

Perceptions of Clumber Street

The perceptions of Clumber Street theme comprised two subthemes: (1) Clumber Street as a unique place and (2) Perceptions of Safety.

- **Clumber Street as a unique place**

Across the interviews/focus groups, the participants described Clumber Street as a unique place within Nottingham City:

“a vibrancy and and yeah I guess a place of energy” (FG4, B)

“I’ve also been witness to some very bizarre and wonderful things happening on Clumber Street” (FG2, A)

According to the participants, there were many factors that contributed to this uniqueness including the architecture of the street, the types and desirability of the shops, and the location as a thoroughfare which is next to major transport hubs. Participants talked about how Clumber Street was a corridor linking key parts of the city; in particular, how Clumber Street links the Victoria Centre to the Broadmarsh area:

“The throughput of people that went from in it’s heyday the Victoria Centre which lead down a corridor straight to the Broadmarsh Centre which is where the bus station was and indeed the train station” (FG 4, B).



In addition to the geographic uniqueness of the location of Clumber Street making it a key corridor between parts of the city, participants across all of the interviews/focus groups commented on how Clumber Street is busier than other parts of the city centre. Participants also made reference to the fact that Clumber Street had the reputation of being the busiest street in Europe (Wilson, 2019):

“It’s reputedly or it was reputedly the busiest pedestrian thoroughfare in Europe at one point so certainly in terms of footfall it is busier than most other places because of the it is the key route.”
(FG3, A)

However, for some of the participants, their perceptions depended on the time of day or the time of the year, with variation noted according to time:

“There is obviously really radical differences at different times of the year” (FG1, A)

Some participants also made comparisons between Clumber Street and other parts of the city, suggesting that other parts of the city were more diverse with *“much more kind of mixed erm groups in different bits of the city centre”* (FG1, A). Another comparison that was made included how other parts of the city had measures put in place to stop people congregating which are not part of Clumber Street:

“there tends to be things in the way now of Market Square so beaches, funfairs, skating rinks, things like that that tend to have people on their so kind of disperses people away” (FG2, A).

- **Perceptions of Safety**

While discussing their perceptions of Clumber Street, participants also talked about how safe Clumber Street was perceived to be by themselves and by others. For some participants, Clumber Street was perceived to be very safe with them highlighting that they had no knowledge of anyone ever saying that they thought that Clumber Street was unsafe:

“I’ve never heard anybody say that they didn’t feel safe on in that area. Not ever.” (FG4, B)

However, other participants discussed how some people felt that Clumber Street was not as safe as other parts of the city and that there was a general perception held by some people that Clumber Street was not safe. This perception was attributed, in part, to the architecture of Clumber Street and the tendency for young people to congregate in Clumber Street. This tendency for young people to congregate can make *“people a bit fearful”* (FG5, A).



It was also recognised, by the participants, that Clumber Street's unique location next to a transport hub and the mix of shops served to influence perceptions of safety. Aligned to the perceptions of safety, some participants also highlighted the risk to business and the risk to public that the unique nature of Clumber Street generated:

“get a lot of young people erm congregating around the sports shops and McDonalds and obviously that could feel quite scary for some citizens you know for people who aren't part of that demographic you know there is a kind of sense that there might be some erm some risks for business or users of Clumber Street” (FG1, A).

As highlighted in the previous quote, some of the participants discussed how young people congregating on Clumber Street could influence other people's perceptions of safety on Clumber Street. However, one participant questioned whether groups of young people should automatically be perceived as a threat and comparisons were made with how groups of older residents who congregate in other parts of the city are perceived:

“I see large groups of pensioners congregating also in different parts of the city centre. I'm not saying that, you know, how do I know they could be drug dealing” (FG2, A).

Focusing on the specifics of perceptions of safety, one participant also talked about having seen *“pockets of trouble on Clumber Street in terms of violence but mainly at night”* (FG2, A). Although the participants reported mixed perceptions of the safety of Clumber Street, some of the participants drew on their professional knowledge to inform their perceptions of Clumber Street. For these participants, they tended to make judgements about the safety of Clumber Street based on their knowledge of data or their specific role to justify their perceptions of safety:

“the line of work that I do, maybe I'm desensitised to things” (FG2, A)

“So I know where our violent crime happens because I get to see where we record all our violent crime” (FG3, A).

“I would definitely say it appears to be safe walking up and down but then the general public not knowing that we've just dealt with a very violent situation round the side of the street” (FG 5, B).

Further to these mixed perceptions on safety, the outreach team members also described how they thought that young people would consider the city to not be safe, suggesting generational differences in perceptions of safety because young people:

“would say it's not that safe. They, they do know what happens and I'd say their parents they they're the ones who are most unaware” (FG5, B).



The outreach team members also discussed how their presence has shaped perceptions of safety:

“We’ve had people come up to us as well and say ooh we only come into town now between four and six or whatever time because we know your team’s around” (FG5, A).

The role of the outreach team

The second theme related to the role of the outreach team. According to the participants, the outreach team were perceived to have many roles that operated across different audiences including young people, users of Clumber Street, and other agencies. For example, some of the participants highlighted how the outreach team’s presence on Clumber Street provided an adult presence that helped to “manage that space” (FG1, A) to help to create “a safer space for shoppers and shop owners alike” (FG1, B). Consistent with this perception of managing the space members of the outreach team described their work in this area:

“we do educate the young people and tell them you know if it was on the other side, how would you feel if you were a different age and you wanted to go in a shop and you’ve got fifty young people just standing there and no one’s moving and we we’ve sorted that out, we don’t have them hanging outside shop doors”. (FG5, A).

The outreach team also described how:

“homeless people talk to us and one of the things they’ve said is since we’ve been on Clumber Street that our team has cleaned up the drugs... We had lots of people coming from different areas selling mamba, selling crack to the homeless and because the homeless see us on the street and these people who come into town see them, they’ve stopped” (FG5, A).

However, although there was a perception that the outreach team worked exclusively on Clumber Street, members of the outreach talked about how their work extends to other parts of the city:

“We’ll stand on Clumber Street if we have to talk to young people for a while and then we just take it from wherever, we’ll just walk around and then if we get a radio call that we’re needed somewhere else to another destination” (FG 5, A).

The outreach team members talked about how because young people are aware of the team’s presence this has caused them to move other parts of the city:

“The pockets of violence seem to move around the city between Hockley, Lace Market, Market Square, and because they know we, we are there they try to they try to outsmart us. It’s basically cat and mouse but we always have to update what we do and where we go” (FG5, B).



The management of the physical space to create a safer space was suggested by one participant to empower a sense of safety for those people who were not *“feeling very confident in that area of the city”* (FG4, A). The outreach team were also seen as having the purpose to *“intervene and put things in place to stop things escalating”* (FG4, A). The outreach team also use their physical presence to distribute information to young people such as *“leaflets about how to keep safe”* (FG5, A) and to *“signpost them to where they need to go for whatever resources it is”* (FG5, A).

However, some of the participants recognised that the work of the outreach team extended beyond this physical presence with the physical presence seen as a gateway for young people to form relationships with the outreach team workers. Specifically, the commitment the outreach team showed by being available in Clumber Street at set regular times, irrespective of the weather, was highlighted as a facilitator to build relationships with young people and to enhance their credibility:

“all weathers rain or sunshine they’re there they’re out there” (FG4, A)

In addition to consistency in work patterns, the outreach team also highlighted how they had consistency in the expectations of young people and acceptable behaviour:

“They know exactly what our standpoint and what we will tolerate and what we won’t tolerate” (FG5, A)

Together, these expectations shaped the outreach team’s interactions with young people describing how the young people know what is expected of them:

“You can talk to me another day but what I can see you doing, I’m not happy and then they’ll come back and then they’ll apologise” (FG5, A).

As well as the outreach team’s consistent physical presence and their expectations about behaviour, participants talked about the outreach team providing support for young people through engaging positively with them to build relationships, working as advocates on behalf of young people, and making referrals to *“some community organisations”* (FG4, A):

“building those relationships with young people that they regularly see” (FG1, A).

When considering the advocate role of the outreach team, although a participant highlighted that this advocacy role was a positive with the outreach team acting as advocates for young people and *“interceding on their behalf”* (FG3, A) and the outreach team members were someone who young people *“will engage with that has their best interests at heart”* (FG3, A), this advocacy could also be perceived less positively and result in friction. For example,

“Now on occasions that’s been when somebody’s been detained for stealing from a shop and they have sort of like tried to intercede with the shop keepers about you can’t detain these you’ve got to let them go, what are you doing? Now I know why they are doing that, I



know why they think they should be doing that on behalf of them however, that will cause friction” (FG3, A)

The outreach team were also widely regarded as acting as mentors and positive role models for the young people that they worked with:

“sometimes father and mother figures to some of the young people that they work with because sometime young people are lacking that positive role model in their life” (FG2, A).

A theme common to the discussion about the outreach team was that they were seen to offer a unique service to young people in a unique location:

“it is a much needed service, so you know because it’s unique... but when there is a uniqueness about it, there’s a uniqueness about the project for a reason” (FG2, A).

This uniqueness was something that members of the outreach team recognised *“It’s a very unique team in terms of experience as well” (FG5, B)* with uniqueness underpinning the credibility that the outreach team had established. While talk highlighted that credibility was established through youth working skills and ethics, participants also suggested that credibility also extended beyond these more professional skills. For example, participants talked about how the members of the outreach team had established their credibility through their backgrounds, their knowledge of the communities that they worked with, and their ability to engage with young people through a shared language and a shared understanding of culture and community. Outreach team members also highlighted the importance of their local knowledge of people for the work that they do saying that *“if I don’t know them, I’d know their brothers” (FG5, A)* and *“we’re so vigilant we can see we can see who’s from what area and why they’ve come into town” (FG5, A)*. Further, credibility was also seen to be established through members of the outreach team having shared ‘lived’ experiences with the young people that they worked with and *“being representative of the community” (FG1, A)*:

“they’re really credible I think with young people so they’re people who have come you know come from the communities that these young people come from” (FG1, A)

“really kind of celebrating the really positive role models that you get from all sorts of different life experiences” (FG1, A)

“they’ll have something that young people can identify with so whether that’s a, a sort of visual appearance or the way that they speak, may be they are from those communities or have a shared interest in something perhaps it’s football or music so they’re, they’re able to engage with those young people on their level and the young people will feel comfortable with them because they might know them or they feel like there’s somebody that looks like people they would know” (FG4 A).



Members of the outreach team also recognised that they were uniquely placed with their local knowledge:

“I feel we have a very unique perspective in terms of one of the team members is more likely guaranteed to know the family members that these young people are involved in and with and they’ll actually be relations. As soon as we mention a few names to would be their aunties, or grandmas or mothers they quickly get to moving” (FG 5, B).

In addition to establishing credibility through background, experience, and local knowledge, there was also some talk that highlighted other ways that the outreach team worked to enhance credibility, with one example frequently discussed being their relationship with the police:

“if they were seen to be working hand in glove with the police as it were that would undermine their credibility with the youths that they need to engage with” (FG3, A).

“in order to maintain their credibility with young people them challenging police officers, sort of helps with that” (FG3, A).

There was also a perception that the outreach team were not as constrained by ‘red tape’ as other organisations and this gave them the freedom to operate in other ways that were positive for young people and a further mechanism for supporting their credibility. For example:

“some credibility that comes from them not being associated with the kind of statutory body” (FG1, A)

Closely aligned to the talk about credibility underpinning the outreach team’s work was trust. The outreach team were seen to be trusted by the young people that they work with and can support the young people if needed:

“that’s really good that they can have trusting relationships with an adult that they can ask for help if they need it” (FG4, A)

The reputation the outreach team has also extends to parents:

“I’ve had parents come up to me and say my son has been telling me about your team for so long and I’m glad to have met you, he told me how good the team was” (FG5, B)

One specific example of the trusted status of the outreach team was highlighted by the perception that young people were willing to disclose information that they would not disclose to the police:

“they will pick up that information because the youths will speak to them and will say to them things like oh so and so’s in town, he’s looking for... He’s going to stab him but it’s not the kind of things that youths are ever going to tell a uniformed presence” (FG3, A).



“Sometimes what will happen, we will get young people ringing us and say my brother gone inside to look for so and so and that was kind of like a tip off” (FG5, A).

Knowledge of the outreach team

Closely aligned to the role of the outreach theme, where participants discussed the role that they thought the outreach team fulfilled, was the knowledge of the outreach programme. Some participants articulated knowledge of the project and what the aims of the project and the outreach team:

“were brought in to sort of disrupt some of that behaviour that was happening on Clumber Street” (FG1, B).

Whereas other participants talked about the physical activities of the outreach team:

“I imagine they will be stopping, sort of building those friendships with young people as a hanging around, getting to know them and then if they identify an opportunity perhaps signpost them” (FG4, A).

This knowledge seemed to stem from the work with the broader VRU, knowledge of the pilot work, and also specific examples of how the outreach team had had a positive impact:

“that element of another presence on the street et and it’s ability to engage with some of these youths that are with the best will in the world are never going to engage with police in a positive manner” (FG3, A)

“the perception from the wider community has been that it’s been very welcome intervention... seen as very positive that that it’s in hand that somebody is working with these young people” (FG4, A).

There was a general sense that the purpose of the scheme was to disrupt anti-social behaviour and *“engage with young people that are already involved in violence in some way” (FG4, A)*. However, the outreach team stated that as an organisation *“they don’t want to look like the police” (FG5, A)*. Although participants talked about the programme, for some this knowledge was vague:

“I kind of know what those guys do on Clumber Street but I’m not 100% sure of what they do on Clumber Street if that makes sense, so I know that they are there to interrupt violence, does that include one to one case work? Does that include you know recording and reporting of safeguarding issues and concerns? Is it a dispersal team?” (FG2, A).



For many of the participants, there was a desire to understand more about the benefits of the programme. As well as this desire for more knowledge of the benefits participants' talk also highlighted that there was a limited knowledge of the programme such as the day-to-day operation, referral mechanisms, and activities. For example,

“does it go in to one to one work? Does it go in to a programme of work? How long does the work last? Is there safety planning involved with young people? Is there reporting and tracking and recording of what's going off to then kind of further map?” (FG2, A).

Therefore, while participants were able to talk about what the programme involved (youth workers on Clumber Street), there was a limited understanding of how the programme operated, how it linked to other organisations (e.g., through referrals), and the types of activities that the team engaged in beyond talking to those young people that congregated on Clumber Street. Some of this limited understanding may extend from the fact that for the outreach team *“every day is different”* (FG5, A) and that they respond to the situations that they are presented with in humanitarian terms. Further, the outreach team members highlighted how they see their role as keeping the peace rather than violence interrupters.

Questions were also raised about how the outreach team managed safeguarding and disclosures made by young people on Clumber Street:

“if they then made a disclosure, I don't know do they, what is the process of that, can they go and deal with that or have they got to deal with 30 other young people that are outside mackies or whatever, so there is, there is lack of understanding from our end as well quite a bit” (FG2, A).

Some participants also raised the concern that they thought that the outreach team did not have dedicated space to take young people to, to provide support when disclosures had been made, or to engage in work that is not on Clumber Street:

“lack of inside space, so a lot of what they do is completely street based which is great in terms of initial engagement but if you want to do anymore kind of in depth work or in depth discussion with that young person I know there's been some real concern that there isn't anywhere for that to happen at the moment as far as I understand” (FG1, A).

This was a perception that was echoed by the outreach team who suggested that the lack of a dedicated space meant that members of the outreach team had to split up and take young people to local coffee shops to have conversations. An action that was considered to *“slow down the process”* (FG5, B). Further, some young people were also reluctant to talk to the team in public causing the outreach team to improvise with their use of space and also trying to mitigate the situation by giving out their mobile phone numbers or sending young people home in taxis to ensure their safety:



“some will say no forget it, there’s no way I’m talking to you in public and we’ll have to go behind the, behind the flippin car park or behind the shops and have a conversation” (FG5, A).

Although there was some uncertainty for some of the participants in terms of what the outreach team did, there was a clear sense across all of the interviews/focus groups that the reputation of members of the outreach negated this lack of specific knowledge. Specifically, the reputation of members of the outreach team preceded them and there was a sense that by virtue of their involvement, the outreach team must have been having a positive impact because *“they are excellent at what they do” (FG4, A):*

“just got that way of engaging young people, they understand them, they come from you know similar communities ... they’ve just got that really good work way” (FG1, B)

“I would imagine there’s some fantastic work done you know, knowing the reputation” (FG2, A)

Working together

The working together theme cuts across a number of aspects of practice relating to multi-agency working including discussion about plans for organisations to work with the outreach team (which did not always come to fruition), a desire to work more closely with the outreach team, and discussion of some of the potential barriers to multi-agency working. Considering plans for multi-agency working participants talked about how plans had been developed to work with the outreach team:

“dedicated time and space for them, they were gonna bring the young people, we were gonna work together with their young people and you know provide them activities and it was all set, we had the dates in the diary and unfortunately lockdown came and that was the end of that but that is something that we would still like to pick up on, you know in the future” (FG1, B).

In addition to the specific planned opportunity to work together, highlighted above, participants also talked about examples of multi-agency working. The participants talked about the mechanism of referral between the outreach team and other organisations (and vice versa). Some of the participants described situations where this multi-agency working was perceived to be effective:

“the team feel things are getting out of hand or if they are concerned that there is going to be an incident they quite quickly pick up the phone and let us know that something’s happening so that’s a good point from our side because they’ve got a feel for what is happening on the street, location and it’s not necessarily picked up by our cameras etc. that something is boiling over” (FG3, B).



Another example, where a participant discussed a positive experience of multi-agency working was when the described how the outreach team were linked to other organisations to provide support to a young person who had made a disclosure to a member of the outreach team. The participant described this as:

“the positive is that there was that really strong partnership and a multi-agency working” (FG1, A)

Members of the outreach team also discussed how they would like to be involved in supporting events in nightclubs held for under 18s. Specifically, the outreach team felt that they could play a role in supporting these events because of the number of young people attending the events at a time when the outreach team had finished working:

“I would definitely say that we definitely have to be involved in these things as well because when we do hear about what has happened at these under eighteen parties, it's atrocious.” (FG5, B)

However, other participants talked about examples of possible multi-agency working being less effective. For example, one participant highlighted as a particular barrier of working together was that there was a perception that members of the outreach team did not fully understand how other organisations operated such that *“there was just a lack of understanding of what we are”* (FG2, A). Despite this perception held by one participant, other participants also highlighted that for many organisations there was a desire to collaborate and engage in multi-agency working with the outreach team with specific suggestions given by some participants. For example:

“if there is any plans to work with together with the police to sort of say well instead of putting people down the criminal line to actually work with us to sort of to get them to attend some sort of group and discuss why they carry knives etc.” (FG 3, B)

Further, talk also highlighted that some of the participants noted that the outreach team members had displayed a:

“kind of willingness to kind of work in partnership with those statutory agencies and with other organisations” (FG1, A)

To support multi-agency working, the timing of when organisations worked together was raised as a way of developing practice. With one participant making the suggestion that, in some cases, it would be helpful if earlier contact was made between the outreach team and their organisation to enable earlier intervention:

“it's only when it's at a point where it's already hit the fan. It would be nice if they've got that sort of certain person that is coming up consistently giving them issues and they're waiting a couple of weeks to give it to me. I'd like if they could feed that back and saying we're getting this person and then where my role is I can kick in” (FG3, B).



However, there was a perception from one of the participants that there was a lack of a desire from the outreach team to work in other locations or with other organisations:

“there was a lot of animosity towards the [organisation] project in particular from organisation when we first started our project” (FG2, A).

“We’re only bothered about Nottingham City” (FG2, A).

Across three of the sessions, participants highlighted that working together would be facilitated if the outreach team more actively promoted their activities, shared information between partner organisations, outlined mechanisms of referral, and actively engaged in dissemination of activities, impact, and outcomes:

“there’s not a lot of accessible information about it, it’s success and it’s challenges that would be useful information” (FG4, A)

“sing from the roof tops about what they do, so by having materials for professionals. I presume they have got materials for young people that they hand whether it’s cards or whatever, you know saying we do this, get in touch with us but making professionals aware of that” (FG2, A)

“not sure if there is website or material where people can actually go and if there is that perhaps that kind of referral mechanism in saying we do this with young people, we don’t do this” (FG2, A)

There was also a suggestion that awareness raising would help to facilitate working together. For example, participants from one organisation talked about how they would welcome finding out more about the outcome of the programme as they *“don’t receive that as kind of feedback out of the programme”* (FG3, A) and thought that receiving such feedback would be beneficial for others within their organisation:

“If we could see some of the positive outcomes or we were aware of them so that when other people kind of within our organisation complain to us and bitch about well they haven’t done this and they haven’t done that, it would be useful for us to be able to say yes but there is there are these positive outcomes they are just not visible to us” (FG3, A)

“It would be nice to there to be some kind of not massively on a daily basis, kind of debrief structure but to get some kind of feedback because of lot the stuff by the very nature of it were unsighted to us so that would be, that would help” (FG3, A)



Summary of Part 2a

Four themes were identified across the interviews/focus groups:

- (1) Perceptions of Clumber Street
- (2) The role of the outreach team
- (3) Knowledge of the outreach team, and
- (4) Working together

The participants considered Clumber Street to be a unique part of the city centre; a perception that reflected the geographical location, architecture, and business profile of the street. Perceptions of safety varied across participants, with some participants acknowledging that some people may feel less safe in the Clumber Street area because of the young people that congregate in the area. However, other participants reported that they and others perceived Clumber Street to be safe and, for some of the participants, these perceptions were informed by professional knowledge.

The outreach team were perceived to have many roles by participants and members of the outreach team themselves described how every day was different with them responding to situations that presented themselves. Although a common role that was highlighted was the physical presence to create a safer space on Clumber Street, participants also highlighted that the outreach team provide a unique role that extends beyond this physical presence to include advocating for young people, acting as role models, and providing support. However, key to all the activities of the outreach team was the credibility and trust that they had established which enabled them to fulfil their role. Although some participants articulated knowledge of the outreach team, other participants felt that they had a limited knowledge of the role of the outreach team. However, where knowledge of the outreach team was limited, the outreach team's established reputation mitigated this lack of knowledge. Participants also expressed an interest in understanding more about the benefits of the outreach team's work and their safeguarding practices.

Examples of multi-agency working with outreach team were discussed across the interviews/focus groups and there was talk about how these practices could be developed further through a greater awareness of the impact of the outreach team.

Talk also highlighted how working together could be facilitated if the outreach team more actively promoted their activities and shared information with partner organisations about the programme.



Part 2b: Exploring experiences of the clients

Method

To explore the clients' perceptions and experiences of the outreach programme, a short survey was completed by 18 (8 female, 10 male) 15- to 21-year-olds³¹. The average age of the participants was 17.33 years (SD = 1.50).

In consultation with Nottingham City and Nottingham County's VRU, the survey questions were developed to reflect similar topics to those explored through the interviews/focus groups with stakeholders in Part 2a. Specifically, the survey explored:

- When the clients visited Clumber Street
- Why the clients visited Clumber Street
- Perceptions of safety in Clumber Street and identified parts of Nottingham City Centre³²
- Experiences of witnessing specific behaviours³³ in Clumber Street and identified parts of Nottingham City Centre³⁴
- Awareness of the work of the community outreach team

Clients were also given the opportunity to describe in their own words:

- A positive experience they or their friends have had with the outreach team
- A more challenging experience they or their friends have had with the outreach team
- Awareness of the work of the community outreach team
- What impact they thought the outreach team has had
- How they would develop the outreach team/programme
- Any other comments that they wanted to give about the outreach team/programme

³¹ Parental consent was received for the participant aged 15. The participant aged 15 completed the survey online and the other participants completed a paper-based version of the survey

³² The corner House, The Victoria Centre, The Broadmarsh Centre, and Market Square

³³ Anti-social behaviour, people gathering in large groups, and people going about their day-to-day business with no incident

³⁴ The corner House, The Victoria Centre, The Broadmarsh Centre, and Market Square



Results

Visits to Clumber Street

The most frequent time that the participants reported visiting Clumber Street was Friday afternoon (72%). Across the week, afternoons and Friday and Saturday evenings were typically times when participants reported that they visited Clumber Street as shown in Figure 15.

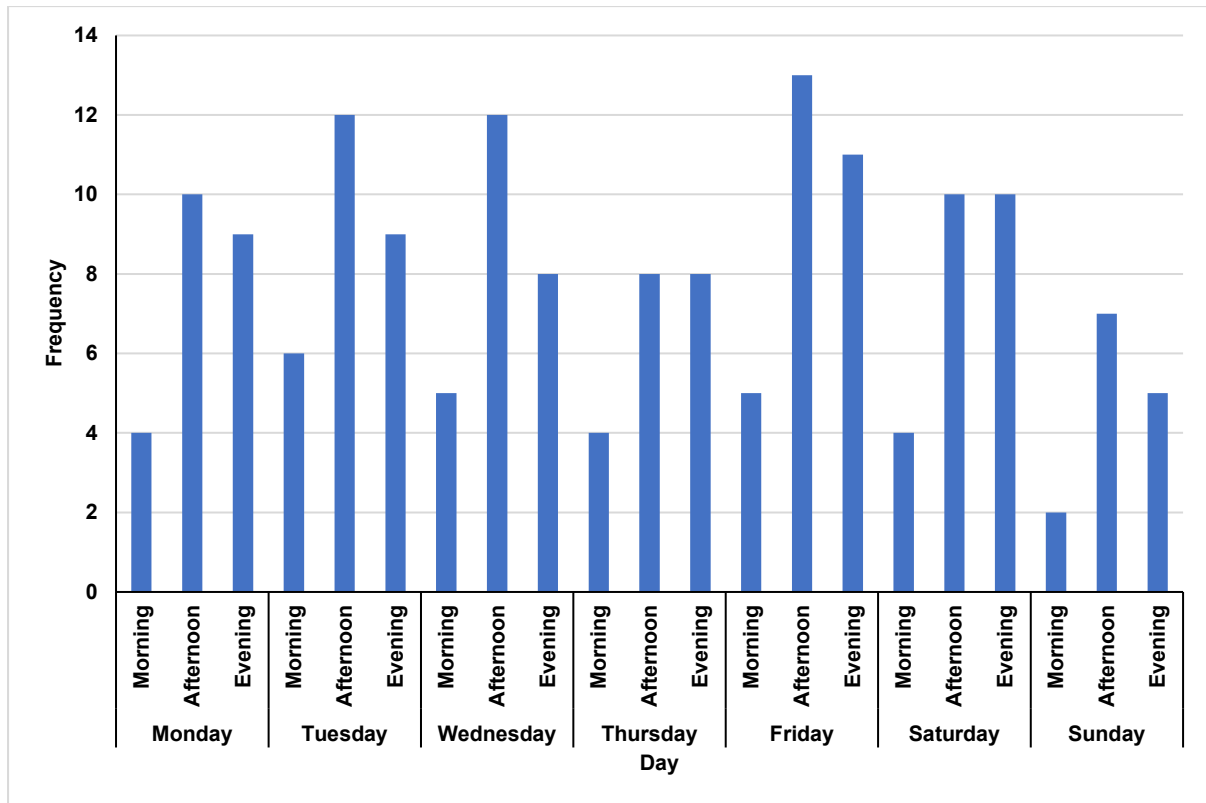


Figure 15

The frequency of visits to Clumber Street reported by clients according to day and time

When asked why they visited Clumber Street, the majority of participants reported that it was to shop (77%) or meet friends (77%), with a similar proportion saying that they visited Clumber Street to get food (72%).

Another frequent reason for visiting Clumber Street was passing through (66%) and only one participant reported that they visited Clumber Street for a reason that they described as 'other' and in this case it was because of college.

Figure 16 shows the reasons participants gave for their visits to Clumber Street as a proportion of total visits.



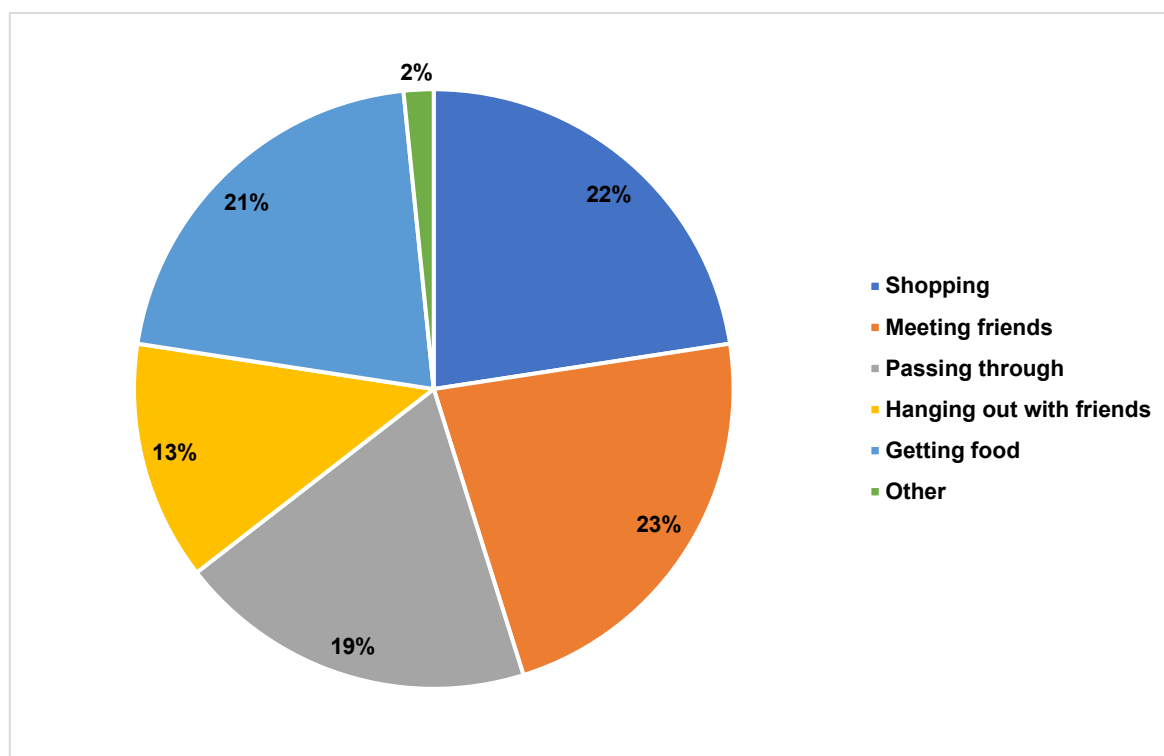


Figure 16
The reasons participants gave for their visits to Clumber Street as a proportion of total visits

The participants were also asked to describe why they thought other young people visited Clumber Street. In this case, the participants reported that other young people more frequently visit Clumber Street as a place to hang out (88%), and a place to shop (72%) or get food (66%).

Two participants thought that other young people visited Clumber Street for other reasons, and these were described as “drama” and “smoking”.

Figure 17 shows the reasons participants gave for other young people’s visits to Clumber Street as a proportion of total visits.



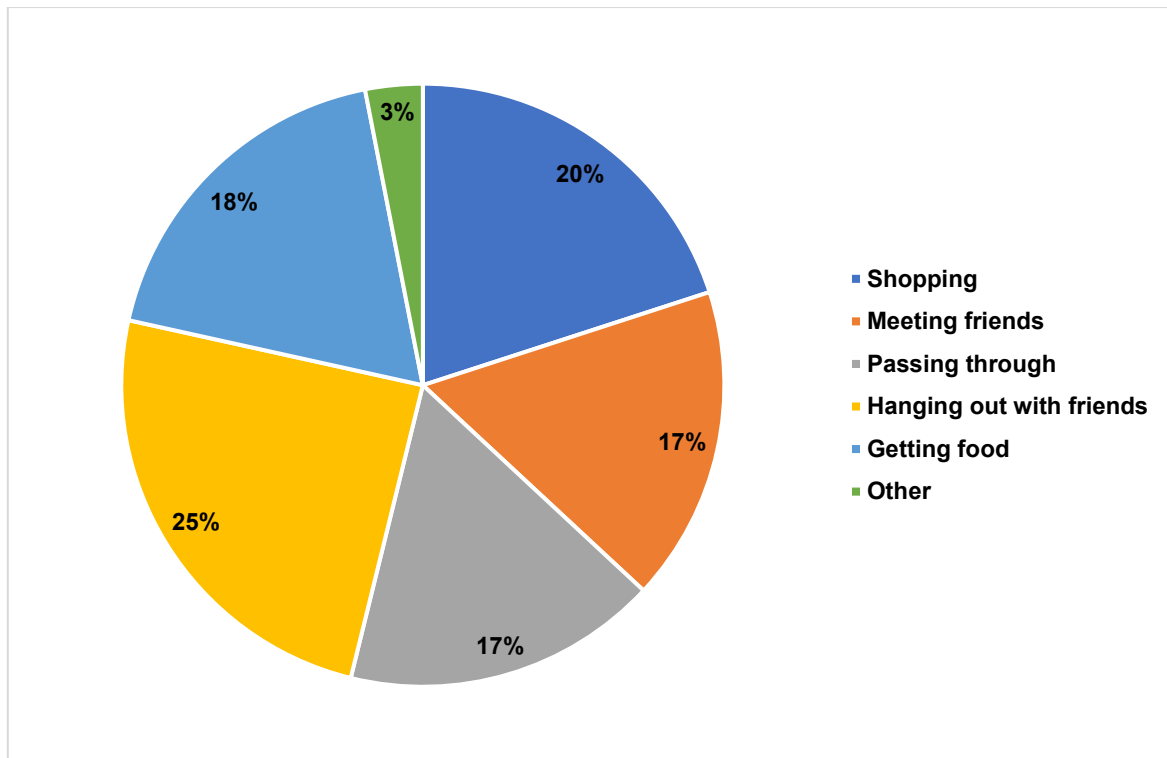


Figure 17
The reasons participants gave for other young people's visits to Clumber Street as a proportion of total visits

Together, the reasons why the participants reported that they and other young people visited Clumber Street reflects how Clumber Street has been described as the “*North-South retail corridor*” (Metro Dynamics, 2019, p20). However, from comparing the proportions in Figures 16 and 17 it can be seen that the participants think that other young people are more likely to visit Clumber Street to hang out with friends than they were. Specifically, compared to their own reports, the participants thought that other young people were approximately twice as likely to visit Clumber Street to hang out with friends. It could be that the participants perceived hanging out with friends in Clumber Street as a more risky or negative behaviour and, as such, thought that other young people were likely to engage in this behaviour than they themselves were. Also, when considering the ‘other’ responses for reasons to visit Clumber Street, there appears to be variation according to the reported positivity of these reasons. For example, the participant who said that they visited for an ‘other’ reason said that this was because of college which is a positive behaviour. Conversely, the participants who selected the ‘other’ response when asked to say why other young people visited Clumber Street stated “drama” and “smoking” as reasons why others visited Clumber Street and both of these behaviours could be perceived to be more negative in intent. This may be reflective of comparative optimism which is the tendency for individuals to believe that more positive events happen to them and that they are less vulnerable to negative events compared to others (Chambers & Windschitl, 2004).



Perceptions of safety in Clumber Street and other parts of Nottingham City Centre

Participants were asked to report on a five point scale³⁵, their perceptions of their safety across five locations in Nottingham City Centre:

- (1) Clumber Street,
- (2) The Corner House,
- (3) The Victoria Centre,
- (4) The Broadmarsh Centre, and
- (5) Market Square

For all locations except Market Square, no participant reported feeling very unsafe or unsafe in that location. The average ratings for each of the locations is shown in Figure 18.

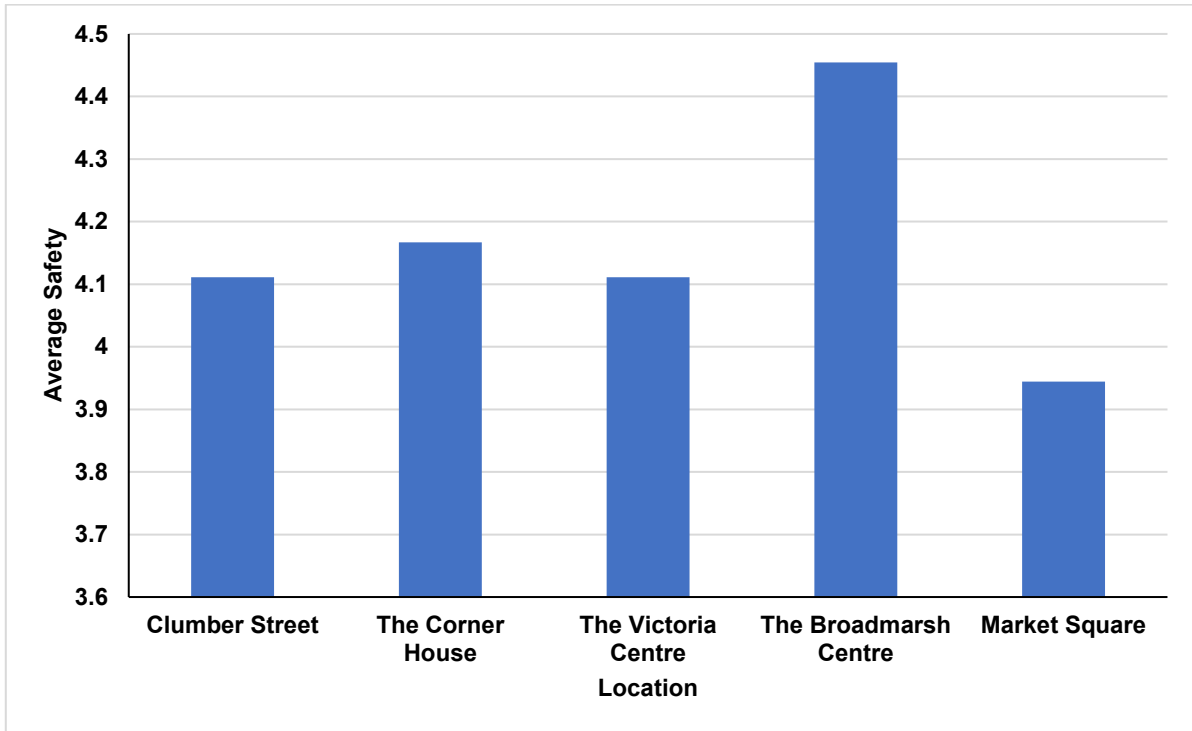


Figure 18
Reported perceptions of safety according to location

Figure 18 shows that participants thought that the Broadmarsh Centre was the safest place out of the locations in Nottingham City Centre that they were asked about.

However, this result may reflect the development that is taking place at the Broadmarsh Centre and the limited access to these facilities. The participants' reported perceptions of safety in the various parts of Nottingham may reflect that their exposure to the city and their level of familiarity with Nottingham. Clumber

³⁵ 1 = Very unsafe, 2 = Unsafe, 3 = Neither, 4 = Safe, and 5 = Very safe



Street, the Corner House, and the Victoria Centre were regarded to be similar in terms of level of safety with Market Square reported to be the least safe. When these perceptions are compared with reported crime figures for 2019 for the hours the outreach team operate (Table 3), it is interesting to note that the areas with the highest proportion of reported crimes are South Parade and Long Row which are adjacent to Market Square. Therefore, it appears that the clients' perceptions may reflect trends seen in the crime data during the times the outreach team are operating.

To further explore the participants' perceptions of safety, participants were asked to report on a four-point³⁶ scale the extent to which they witnessed anti-social behaviour, people gathering in large groups, and people going about their day-to-day business with no incident in each of the locations (Figure 19).

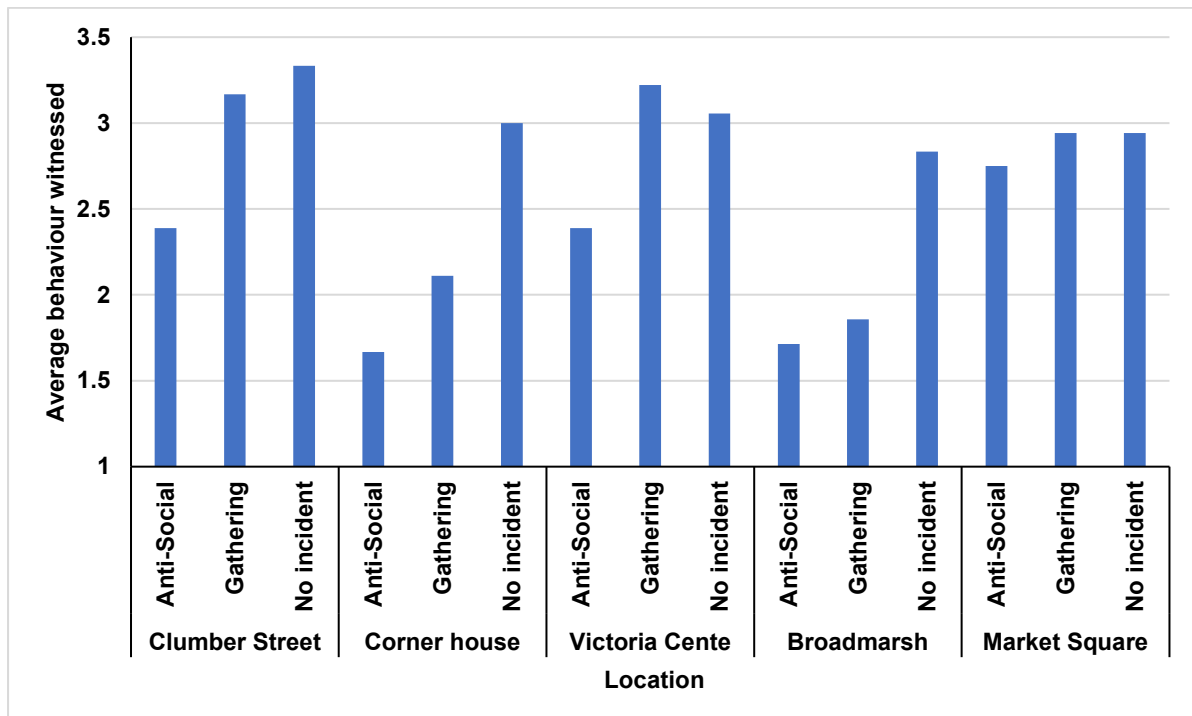


Figure 19
Reported behaviour witnessed according to location

The pattern of behaviour that participants reported witnessing was similar for Clumber Street, the Corner House, and the Market Square. Specifically, in these locations, anti-social behaviour was the least commonly witnessed behaviour and there were also fewer reports of witnessing people gathering when compared to witnessing people going about their day-to-day business with no incident. The reported level of witnessing anti-social behaviour was highest for the Market Square, which is also the location where participants reported feeling the least safe. The profile of behaviours witnessed for the Broadmarsh Centre may also reflect how this space is currently being used. The concentration of shops and fast-food outlets may explain the reports of people gathering in Clumber Street and the Victoria Centre.

³⁶ 1 = Not at all, 2 = Occasionally, 3 = Most of the time, 4 = All the time.



Awareness of the community outreach team

Participants were asked to report how aware they, their friends, people the same age as them, and the local community were of the work of the community outreach team using a five-point scale³⁷. All of the participants reported being aware or very aware of the work of the community outreach team on Clumber Street from March 2019 (Figure 20).

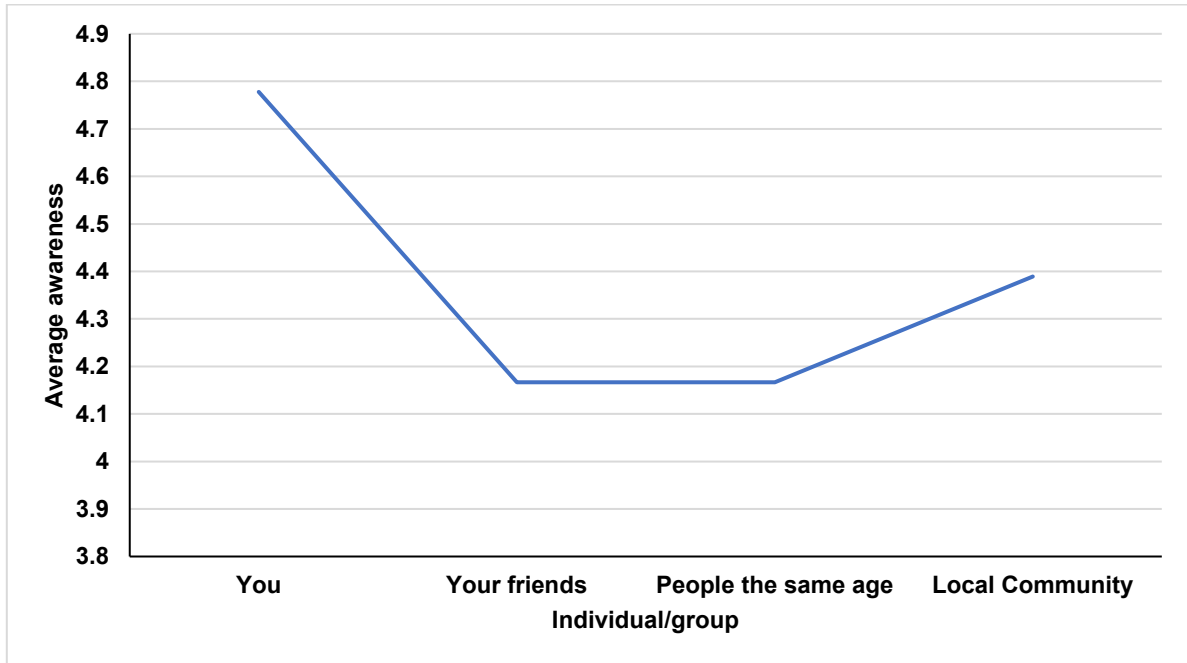


Figure 20
Reported average awareness of the work of the outreach team on Clumber Street since March 2019

The participants thought that they were more aware of the work of the outreach team compared to the other groups they were asked about. This awareness of the outreach team, reported by the participants, may be reflective of the fact that 16 (88%) of the participants said that they had been approached by the outreach team.

It is interesting to note that the participants thought that their friends and people the same age as them were less aware of the outreach team than they were. One potential explanation for this could be that the participants regard themselves as more informed than their peers. The participants also thought that the local community were more informed about the outreach workers than their peers and this may be because of the visibility of the outreach team. The possible visibility of the outreach team is demonstrated by the fact that all of the participants thought that the outreach team were very visible on Clumber Street.

³⁷ 1 = Very unaware, 2 = Unaware, 3 = Neither aware or unaware, 4 = Aware, 5 = Very aware



Finally, the participants were asked to reflect on how likely it was that they, their friends, and young people the same age would change their behaviour if they were approached by a member of the outreach team on Clumber Street on a five-point scale³⁸ (Figure 21).

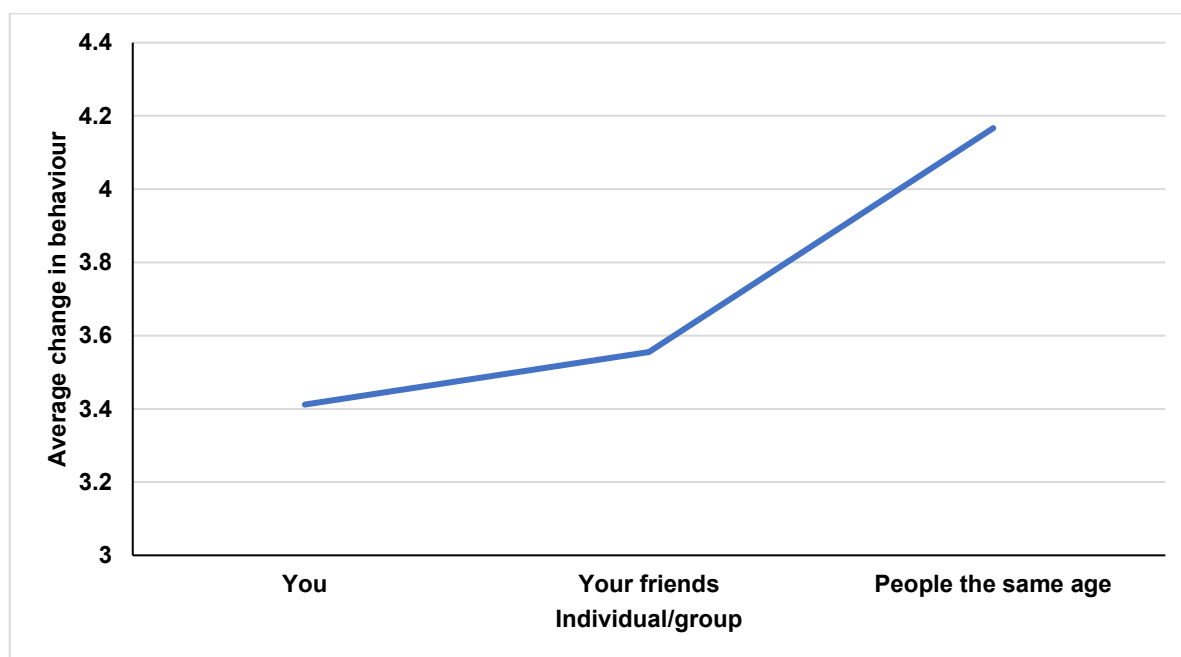


Figure 21

Reported average likelihood of change in behaviour if the individual/group was approached by a member of the outreach team

The participants reported that they were the least likely to change their behaviour if they were approached by a member of the outreach team compared to their friends or people the same age as them. One potential reason for this could be how the participants thought about how they themselves used Clumber Street compared to other young people. Specifically, the participants may not regard their own behaviour as challenging or a problem but may think that the behaviour of others could be. Also, as highlighted in the free text responses discussed below, the participants frequently described how the outreach team said hello and checked-in with them to ensure that they were ok. Therefore, it may be that the participants asked, would be less likely to engage in behaviour that would be perceived as a form of behaviour that would need to be changed.

³⁸ 1 = Very unlikely, 2 = Unlikely, 3 = Neither likely or unlikely, 4 = Likely, 5 = Very likely



Some of the participants described how the outreach team had intervened in fights, deescalated situations so that a fight did not occur, or provided support to those who needed it:

“A more challenging experience was when a girl was getting troubled by some boys and they came to see what was happening and helped her out/diffused the situation” (Female, aged 17)

Participants also talked about how the outreach team kept an eye on situations when the police were in attendance:

“They make sure everyone and everythings okay especially when the polices are around” (Female, aged 16)

“When the police have been there they always stand there to make sure everything is ok” (participant 12)

Although many of the participants did not identify a challenging situation with the outreach team, there was a common perception that should a challenging situation arise, there was confidence in the outreach team to *“help 1000 percent”* (Male, aged 18) to act appropriately.

When asked about the impact of the outreach team, participants described the team as having a positive impact on them and others. These impacts included increasing the safety of the area, preventing violence, *“battling knife crime”* (Male, aged 17), providing guidance, encouraging *“everyone that they see to be the best that they can be”* (Female, aged 17), and providing a sense that there is someone for the clients to talk to when they are *“out and about”*. Also, highlighted was that the outreach team made black youth feel safe:

“I think they have had a positive impact especially on the black youth they make us feel safe” (Female, aged 16)

“They have a positive impact on everyone especially the black community” (Female, aged 16)

Participants attributed these impacts to the qualities of the team including their underlying motives, their *“energy and positive vibes”* (Male, aged 19), and their care for the community.

“The outreach team has had a good impact in just general because they actually care for the youth and make sure that were well behaved” (Female, 17)



When asked to think about how they would develop the scheme, the participants identified several areas as summarised by the word cloud in Figure 23.

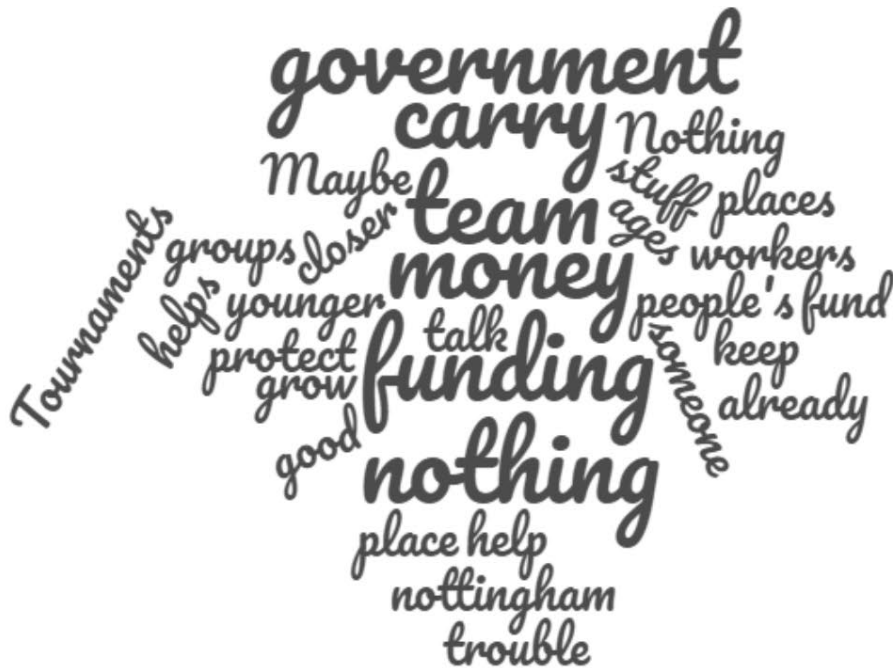


Figure 23
A word cloud of the participants' responses when asked to say how they would develop the scheme

For many of the participants, there was nothing that they would change to develop the scheme. However, some of the participants recognised that additional “*money to help things going*” (Female, aged 18) and that more members of the outreach team would help to develop the scheme. One participant suggested that the scheme could be developed if there was a place where the team could be based:

“I think that having a place to go that's safe for the youth but in multiple areas that's easily accessible” (Female, aged 17)

Related to this viewpoint, one participant also suggested that the outreach team could offer tournaments and sport.



Finally, participants were asked if they had anything else that they would like to add about the outreach scheme. The comments that participants gave in response to this question were again overwhelmingly positive as summarised by the word cloud in Figure 24.



Figure 24

A word cloud of the participants' responses when asked if they had any further comments about the outreach programme

The participants thought that the outreach team were “*doing a good job, no complaints*” (Female, aged 16), one that was appreciated, and that the programme “*is a positive scheme*” (Male, aged 21). There was also recognition among some of the clients about the rapport with the outreach team and that their approach to working with the clients is respected:

“The outreach team are really friendly and supportive” (Male, aged 18)

“I want to just say the team are amazing there protecting people of Nottingham risking their own lives. They are real life superheroes” (Male, aged 18)

“I'm glad that they've chose to target the youth and focus on not penalising us but making us and guiding us to be the best that we can be” (participant 15)

“Keep doing what you are doing. I see you guy's as family and I will never lose respect for any of you” (participant 17)



Participants also took the opportunity to highlight again the positive impact they perceive the scheme to have:

“I have been and still go through a lot and I suffer from anger issues, but even if I feel my worst, one conversation with them makes them feel a lot better :)” (Female, aged 16)

“They always help and there to put you on the right track and advice” (Male, aged 17)

Summary of Part 2b

The clients frequently visited Clumber Street during the afternoons and the evening on Friday and Saturday. The most frequently given reasons for visiting Clumber Street were for shopping and meeting friends but there was a perception that others visit Clumber Street to hang out with friends. Perceptions of safety of Clumber Street and other parts of Nottingham City seemed to correspond with elements of the police data from 2019 during the hours the outreach team operated. Additionally, there was a perception of typically witnessing most people going about their day-to-day business in Clumber Street with Market Square identified as the place where more anti-social behaviour occurred. All of the clients were aware of the work of the outreach team and thought that they were highly visible. There was also a perception that when approached by members of the outreach team this would have more of an impact on the behaviour of others than the individual.

Together the free-text responses highlight how the clients of the outreach team consider the team to be approachable, with local knowledge, and supportive, with interactions with the team regarded as a positive experience. There is a recognition that through speaking as equals, it helps the local youth, especially members of the black community. The clients also highlighted how the outreach team gave practical guidance around employment, provided support, and their availability and presence gave reassurance. Clients thought that extending the services offered by the outreach team would continue to have a positive impact. Additionally, although the clients could highlight some cases where the outreach team workers had intervened to deescalate violence, others were confident that should a challenging experience arise, the outreach team would be able to manage the situation effectively. When considering the outreach team's interactions with the police, the clients talked about how the outreach team fulfilled the role of active observers. There was also a clear desire for the scheme to continue and suggestions to extend it included a larger team and a space for the team and their clients in the city centre.



Overall Summary of Part 2

Common across all of the data collected in Part 2 was the perception that Clumber Street was a unique place where people visit for shopping and food. There was also a perception that Clumber Street acted as a gateway to other parts of Nottingham City. Perceptions of the safety of Clumber Street varied according to participants and in comparison, with other areas of Nottingham City Centre. However, for the clients who worked with the outreach team, their perceptions of safety appeared to map on to the reported crime rates during the hours the outreach team operated in 2019.

The outreach team were regarded as having a positive impact by stakeholders and their clients. These impacts included checking up on young people, advocating for young people, acting as role models, and providing support in a range of contexts (e.g., deescalating situations, providing guidance on employment, and making sure that young people were ok). Both stakeholders and clients talked about how the outreach team interacted with the police. While stakeholders recognised some of the tensions for the outreach team when interacting with the police, the clients described how the outreach team acted as observers and monitored the situation when the police dealt with incidents. Common across the data collected from the interviews/focus groups and surveys was the perception that the outreach team were trusted and respected members of the community, who cared for the community that they worked with. This was attributed to their background and also the rapport that they build with their clients.

While the clients said that they had a very good awareness of the work the outreach team did, they thought that their friends and other people the same age as them may have less of an awareness. This finding echoes the findings from the interviews/focus groups where stakeholders suggested that raising awareness of the work and impact of the outreach team would be beneficial to further support multi-agency working.

Focusing on other areas of how the outreach programme could be developed, both stakeholders and clients recognised that having a space for the team in the city centre would be something of value. Clients suggested that the scheme could be developed through offering additional activities and stakeholders suggested that offering extra hours would be useful.



Part 3: Identifying case studies

Aim of Part 3

Nottingham City and Nottingham County's VRU requested that we identify possible case studies based on the data that was collected. It was anticipated that the case studies would:

- Demonstrate the impact and effectiveness of the community outreach scheme
- Highlight examples of success
- Document some of the barriers the client group face in gaining access to education, training, and employment provision.

Six case studies were identified from the interviews/focus groups where participants had discussed their experiences of the outreach programme and specific cases:

1. Responding to a disclosure of abuse through multi-agency working
2. Multi-agency working to create a safety plan
3. Deescalating a reprisal following a stabbing
4. Responding to county lines involvement
5. Supporting young people to stop carrying knives
6. Encouraging young people to be role models

Case study 1: Responding to a disclosure of abuse through multi-agency working

Following a disclosure made by a young person to a member of the outreach team, the outreach team worked with other organisations to support that young person. The outreach team worked with other organisations to *“really understand what they need to do with those disclosures to get the right answers”* (FG1, A) for the young person. Specifically, following the disclosure, the outreach team sought advice from other another organisation who put them in touch with the duty social work team who then followed this referral up. The participant who described this case highlighted that there was *“really strong partnership and multi-agency working”* (FG1, A) to support this young person.

Therefore, although the outcome of the multi-agency working was not known to the participants in the interview/focus group, case study 1 highlights how the outreach team have worked with other organisations to support young people.



Case study 2: Multi-agency working to create a safety plan

Following an incident where a young adult was referred to an organisation after they had been stabbed, this organisation wanted to work with the outreach team to support the young adult's safety plan. Specifically, while working on the young adult's safety plan, the organisation discussed how the outreach team could provide support so that if the young adult was "*feeling threatened or anything like that*" (FG2, A), the young adult "*could raise the alarm, go and talk to those guys [the outreach team]*" (FG2, A), should they experience any anxiety when in the vicinity of Clumber Street. The representative from the organisation wrote a brief proposal that "*never went anywhere*" (FG2, A).

Although the example raised in this case study did not progress, it does highlight how by working with other agencies, the outreach team could help to develop more comprehensive safety plans. In this example, it is important to note that direct contact was not made between the organisation in question and the outreach team but rather it appears that communication took a more indirect route through other members of the Nottingham City and Nottingham County VRU. Therefore, establishing a mechanism of communication to facilitate multi-agency working may overcome this barrier.

Case study 3: Deescalating a reprisal following a stabbing

Following a stabbing that took place in an area of Nottingham City, close to Clumber Street, members of the outreach team worked to deescalate the situation. After the stabbing, the police were notified of an incident and that someone had been stabbed. However, the police were unable to locate the victim and were unaware of what had happened to them. The police later found out that the outreach team had encountered the individual who had been stabbed and who was "*going to get a knife and seek revenge and sort this out*" (FG3, A) themselves. Members of the outreach team worked to "*dissuade*" them "*from doing that*" (FG3, A) and remove them from the situation.

Therefore, this case highlights how the outreach team have stepped in to prevent further violence. When describing this example, the participant talked about how this "*is a very positive story from us because there isn't a further incident, there's no further reprisals*" (FG3, A). However, the outreach team did not disclose the identity of the individual who had been stabbed and while the participant understood this decision, they highlighted the tension that this created within the organisation:

"So, from a policing point of view, the good news is that I am not now worried that there is a body bleeding out somewhere but the bad news is that my colleagues in CID get all upset because they want to know who this person is, who has been stabbed, so that they can progress an inquiry and they can do things with that."
(FG3, A)



Case study 4: Responding to county lines involvement

A member of the outreach team discussed how, due to the trusted relationship between the young people and the outreach team that had been developed through the outreach team being consistently visible over a sustained period of time, young people who were involved in county lines had contacted them. Specifically, a young person who was being exploited and became involved in county lines contacted the outreach team to ask for help. The outreach team then worked with the police to ensure that the young person was brought back to a place of safety in Nottingham.

This example highlights how, because of their presence and the trusted relationship that the outreach team have with young people, young people feel comfortable to contact the outreach team for support. The outreach team in this example then provided appropriate support through multi-agency working to ensure the safety of the young person.

Case study 5: Supporting young people to stop carrying knives

Members of the outreach team talked about how *“a lot of young people carry knives daily”* (FG5, A) with some young people suggesting that they would not go into Nottingham if they did not have a knife. Examples were given by the outreach team of young people who were *“not involved in any knife crimes or so but he’s so afraid of death”* (FG5, A) that they *“fear he may start to carry a knife”* (FG5, A). The outreach team members talked about how when they encountered young people carrying knives, they *“ask them to leave the city”* (FG5, A) and *“disperse them as we can as effective as we can to keep members of the public safe”* (FG5, A). A further example given was how the outreach team intervened in a situation to deescalate *“an altercation with a knife and four boys”* (FG5, A). In this example, the team *“calmed the situation down”* (FG5, A) and subsequently ensured that the young person was looked after and safely taken home by a parent.

Similar to case study 4, the trusted relationship that the members of the outreach team have developed with young people has prompted young women to get in touch to request support to help them stop carrying knives for their partners. Specifically, young women have contacted the outreach team through their DM (direct message) on Instagram to ask for private meetings to help the young women to gain the confidence to stop carrying knives. Members of the outreach team have met with young women and helped them to think through the consequences of carrying knives and, where appropriate, referred them to other organisations.

In addition to supporting young people and offering workshops aimed at young people to encourage them not to carry knives, the outreach team have also supported parents with the same issue:



“Just the other day a parent on Instagram found a knife in her son’s bedroom whilst she was tidying up and she was disgraced, she was appalled, and she couldn’t understand. She reached out to our team and we had the same conversation and we realised it must be based on fear” (FG5, B).

This example again highlights how the trusted relationship that members of the outreach team have developed with young people has enabled them to provide additional support. Further, because of the outreach team’s reputation, they have also supported the parents of young people who carry knives.

Case study 6: Encouraging young people to be role models

The outreach team members discussed how they have worked with an individual who had been involved *“in some trouble”* (FG5, A) and had supported them through the situation. Through working with the outreach team, the young person has been given an apprenticeship with the team. The apprenticeship involves the young person working on the programme while also receiving training from the team. The impact of this is that other young people have seen this opportunity and are recognising that they could also work with the outreach team. Although the outreach team have said that this is not possible at the moment they are encouraging those young people to support their activities through looking out for trouble and disclosing this to the outreach team:

“we’ve got young people actually calling us saying you need to come into town, earlier at half past two, we’ve heard this is gonna go down in the city centre”. (FG5, A).

Summary of Part 3

Together, the case studies that have been identified in Part 3, highlight examples of successful of multi-agency working where success is denoted by young person being supported following a disclosure made to the outreach team (case study 1).

The case studies also highlight the potential for greater multi-agency working (case study 2). An example is given where the outreach team have successfully deescalated a situation to prevent further violence (case study 3), intervened when young people are involved in county lines (case study 4), supported young people to stop carrying knives (case study 5), and encouraged young people to be role models (case study 6).



Summary of findings and recommendations

The crime data, analysed in Part 1, suggests that there has been a reduction in the reports of violence against the person for the LSOA containing Clumber Street for 2019 during the period of time the outreach team operated from the number of reported crimes recorded during the same time in 2018. However, although the number of reported crimes that were violence against the person were higher in the LSOA containing Clumber Street than those recorded in 2017 and in other comparator LSOAs, these findings suggest that the outreach team may have played a part in reducing this type of crime. Further, there was also statistically greater odds of crime being reported in non-adjacent LSOAs compared to the LSOA containing Clumber Street during the hours the outreach team operated.

Recommendation 1:

Given that the reported levels of violence against the person were higher in the LSOA containing Clumber Street than other LSOAs in Nottingham and that there has been some reduction in reports of violence against the person in the LSOA containing Clumber Street, it would suggest that the outreach should continue to work in this area. Further, the continued presence of the outreach team may serve to further reduce the reports of crime in this area.

Considering the crime data, and when examining the location of reported crimes within the LSOA containing Clumber Street, during the hours of the outreach team's presence, there was not a tendency for crimes to be reported in areas directly next to Clumber Street. Similarly, there was also little evidence that the number of crime reports increased substantially in the adjacent LSOAs during the hours the outreach team operate. Together, these findings suggest that the presence of the outreach team may have a positive impact for the streets next to Clumber Street and the adjacent LOSAs.

Recommendation 2:

The potential positive spill over effects of the outreach team with regards to reported crimes recorded for roads adjacent to Clumber Street and the adjacent LSOAs continue to be monitored.

Through the interviews/focus groups in Part 2a, and as highlighted in the case studies in Part 3, according to representatives from a range of organisations there was a desire to work with the outreach team. In some instances, this desire had been fulfilled and in other cases this desire was blocked with the Covid-19 pandemic preventing some of the planned multi-agency working. Although the pandemic represented one barrier, some of the participants suggested that having a greater awareness of the activities that the outreach team engaged in would enhance multi-agency working. This awareness included the role of the outreach team and understanding the impact of the outreach team.



The data collected from clients of the outreach team also suggests that having a dedicated space in the city centre to work from would help to develop the scheme. Given some of the responses from stakeholders in the interviews/focus groups, working collaboratively with other organisations could be a way of having a dedicated space.

Recommendation 3:

When engaging in multi-agency working it is suggested that all partners focus on working together to achieve the common goal of safety and recognising that different organisations may have different mechanisms to achieve this.

Recommendation 4:

To promote the activities of the outreach team and to raise awareness among other organisations and stakeholders, the outreach team could more actively promote the work they do.

Recommendation 5:

Given the varied nature of the work that the outreach team do, to facilitate the awareness of their work, the outreach team could provide feedback and updates to other organisations and stakeholders when engaging in specific multi-agency working (i.e., providing an update on the outcome of a particular case).

Recommendation 6:

To facilitate multi-agency working an asset map (or similar) containing contact details and the aims of all local organisations could be developed.

Recommendation 7:

The outreach team work with the VRU and other organisations to create a dedicated space where they can take young people.

Recommendation 8:

Members of the outreach team and the VRU should review the pattern of hours that the outreach team work to consider whether they should work additional time for specific events (e.g., the under 18s club nights).

One organisation, the police have a very specific recommendation around working with the outreach team to share intelligence/disclosures that the outreach team receive to create a broader safer environment through a “*structured reporting mechanism*” (FG3, A) to the police to facilitate earlier intervention, where appropriate. Further this was suggested to be “*the equivalent of crime stoppers, some kind of anonymous feeding of information*” (FG3, A). There was also an appreciation that this information would have to be anonymous but that it was felt that such information exchange would be helpful. However, this is potentially challenging because as the participants from the police noted, it is important to recognise and acknowledge the potential for tension between the police and the outreach team and that collaborating with the police could threaten the outreach team’s credibility.



Recommendation 9:

Members of the outreach team and the police explore the feasibility of developing a mutually agreeable information sharing mechanism between the two organisations that will serve to safeguard the individuals and groups involved (directly or indirectly) with the intervention.

Focusing on the attributes of the outreach team members, credibility was a key part of how the outreach scheme was perceived. This credibility was, in part, due to the outreach team's local knowledge and representativeness for the communities that they work with.

Recommendation 10:

If there are plans for the outreach programme to be extended then it is important that members of the outreach team maintain that representativeness of the communities that they work with.

In summary, the outreach team appear to be having a positive impact as evidenced by the trends in the police data, the discussions captured in the interviews/focus groups, the responses to the survey with clients, and the case studies. However, raising awareness of the activities of the outreach team and promoting multi-agency working could further enhance the existing programme.



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VRU

**Violence
Reduction
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Nottingham City and Nottinghamshire