Foreword

I am very pleased to present Manton Community Alliance’s (MCA) annual report for 2008. Since the Alliance started in 2004 its partners wanted to look at the problems of Manton in different ways. Although it’s a little obvious to say, just simply doing things in the way they have always been done makes little sense. We wanted to change Manton through getting all the agencies and residents to work together as equals. Importantly for the Alliance this meant putting residents right at the centre of what we do. Also we wanted to create a closer relationship between residents as consumers of services and those agencies delivering services.

At the beginning people were unclear as to what the Alliance was about. Thinking that is was just like past government programmes that funded projects. But national evidence suggests that this approach often does not result in long-term change. So from day one the Alliance wanted to do things that would deliver long-term benefits rather than have short-term effects. In other words you can’t deliver long-term change unless you tackle the causes of some of the problems. The partners of the Alliance developed a fresh and new approach to neighbourhood renewal that is about creating better relationships and it is this that would lead to better informed and delivered services. For example, the Alliance set up a method whereby residents and the police jointly set local policing priorities. This meant that local policing is better linked to local needs.

One of the Alliance’s driving principles is that “residents are part of the solution”. Because of this, the Alliance is changing the way residents relate to agencies, bringing people together to find joint solutions and to design services that are better matched to local needs and circumstances. This approach is now beginning to deliver benefits for residents and agencies. We are seeing improved efficiency, greater availability and effectiveness of local services. This is resulting in improved satisfaction levels locally.

I would like to say a big thank you to all those who are involved. Agencies are playing a positive role showing their willingness to change how they go about their business, they are listening to, and not just consulting, with people and with residents to improve Manton. Whilst at the same time more and more residents are getting involved in the Alliance. Much more needs to be done but this annual report shows clearly that things are changing for the better.

Thanks Again

Sue Cutts
Sue Cutts - MCA Chair
Executive Summary:

*Manton Community Alliance business is about...*

1. Improving the relationship between people and providers, moving it from one of blame to one that stimulates collaboration.

2. Providing a safe place to develop and test new ways of working for its partners.

3. Developing a range of community engagement tools that are appropriate to people’s expectations and life styles, resulting in high levels of engagement locally.

♦ Manton’s social capital model of renewal, rather than developing projects, is delivering sustainable change and having a positive effect in the area.

♦ The new community engagement model means that by March 2009, after only three years, 47% of the area’s population are engaged; 2008 saw an increase of 66% compared with 2007.

♦ The Count me IN leadership programme is changing perceptions and improving local awareness and knowledge. It is preparing residents to play an influential and informed role in their community.

♦ Participatory Budgeting is becoming culturally embedded in the community. In 2008 13% of the population took part, representing an increase of 113% on 2007.

♦ Neighbourhood Agreement (Contract) launched January 2009. This, merged with participatory budgeting, will influence mainstream services.

♦ Manton Safer Neighbourhood is delivering much higher satisfaction levels with the police compared with other areas according to Mori Household survey. Crime year on year figures show that crime is down 18% in the area.
◆ Manton is bucking the national trend as fear of crime is decreasing alongside reductions in actual crime.

◆ Park built in Manton through the partnership of Manton Community Alliance and the will and foresight of its partners and commitment of its residents.

◆ Independent Impact Assessment reported that 55% of those surveyed said that things have changed because of Manton Community Alliance, whilst 17% said there has been no change because of Manton Community Alliance.

◆ Independent Impact Assessment found that 56% of those surveyed said that Manton had got better over the past two years, whilst 10% thought that it had got worse.

◆ Independent Impact Assessment found that 41% of those surveyed said they thought they could “influence” what happens in Manton, whilst only 26% said that they can’t “influence”.

Manton is bucking the national trend as fear of crime is decreasing alongside reductions in actual crime.
“Our quality of life is much improved thanks to their team effort, and all in all the roads and footpaths are much safer and quieter.”

“You feel safer now, you feel as though you can walk around more.”

“The meetings are good and they listen to us.”

“Your quality of life is much improved thanks to their team effort, and all in all the roads and footpaths are much safer and quieter.”

“You feel safer now, you feel as though you can walk around more.”

“Your quality of life is much improved thanks to their team effort, and all in all the roads and footpaths are much safer and quieter.”

“I’m not as frightened anymore.”

“The meetings are good and they listen to us.”
Introduction

This Annual report contains a summary of what Manton Community Alliance has done in 2008.

Manton Community Alliance (MCA) is a Neighbourhood Management Pathfinder (NMP) one of 35 in the UK funded by Government for seven years.

The aim of Neighbourhood Management in Manton is to explore new ways of working at a neighbourhood level so that:

1. Local services are better, more efficient and relevant to the locality.
2. Local people influence what’s going on in their community.

Three equal stakeholder groups own MCA, namely:

- Residents
- Key service providers
- Elected Councillors

MCA independence is critical as it enables it to act as an honest broker able to promote collaboration driven by a common goal.

A constituted Board governs Manton Community Alliance.

Manton Community Alliance is going about its business by:

1. Improving the relationship between people and providers, moving it from one of blame to one that stimulates collaboration. This is resulting in:

- Higher levels of trust
- More collaboration and collective action
- Better understanding of local need and aspirations
- Realistic local expectations
- People feeling that they are
- Better informed local people
2. Providing a safe place to develop and test new ways of working. This is achieved by:
   • Creating and maintaining an infrastructure that encourages multi-agency working
   • Researching and testing innovative ways of improving services
   • Importing, exporting and implementing good practice and policy from elsewhere
   • Creating a local environment that promotes residents and service providers as being mutually responsible for improving the neighbourhood

3. Developing a range of community engagement tools that are appropriate to people’s expectations and life styles, resulting in high levels of engagement locally

Long Terms Aims
The aims of Manton Community Alliance as the local Neighbourhood Management Pathfinder are:
   • To reduce levels of deprivation by focusing the collective action of its partners at a neighbourhood level.
   • To increase local democratic activity so that residents exercise meaningful influence and are an integral part of local decision making.
   • To improve local services through cooperation and better coordination, reducing duplication and promoting smarter use of public money
   • To re-define the relationship between residents as consumers of services and service providers, creating a partnership of equals.

Strategic Direction
MCA is committed to structural change as a means to improve services and so aid sustainability. Its strategic core objectives are:
   • Building sustainable community engagement that’s focused on people feeling that they are no longer marginalised. Further encouraging greater local democratic activity.
   • Acting as a Strategic umbrella organisation for Manton to reduce what has hindered Manton over the years, namely duplication and short-termism, whilst at the same time strengthening cooperation and collective action. In short, focusing on sustainability.
Manton’s Social Capital Model

Manton Community Alliance has developed a social capital model of area based renewal. This means that it wants to change behaviour and relationships rather than pump prime projects to secure sustainable change.

Traditional area based initiatives (e.g. SRB, New Deal, NRF) all were driven and measured on the outputs of projects. These projects were designed to tackle local need as defined by national targets. However, project based renewal comes and goes once the renewal monies finished. This can and does result in communities returning to the way the community was before the renewal investment.

Professor Marilyn Taylor described the Manton Community Alliance social capital model in the following way:

“The beauty of this approach is that it is simple - even obvious. But too often, people do not do the obvious things”.

It (Manton’s model) suggests that:

• Long-term change means focusing on relationships and behaviour and not just delivering projects, but,
• Talk still needs to be translated into action
• Agencies and residents need to be prepared to change their views and perceptions
• Agencies need to be prepared to listen to what people are saying rather than always setting the agenda
• Everyone living and working in a neighbourhood can be involved and contribute to change
• Building more social cohesion, mutual respect and confidence, leads to sustainable change


The differences between traditional area based initiatives based on projects and Manton Community Alliance’s Social Capital Model are illustrated in the table

<table>
<thead>
<tr>
<th>Traditional Project Model</th>
<th>Manton’s Social Capital Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Emphasis on money</td>
<td>• Less dependency</td>
</tr>
<tr>
<td>• Short-term solutions; no long term change</td>
<td>• Long-term change</td>
</tr>
<tr>
<td>• Limited influence beyond the project</td>
<td>• Influence with responsibility</td>
</tr>
<tr>
<td>• Not sustainable</td>
<td>• Collective action</td>
</tr>
<tr>
<td>• Can create dependency</td>
<td>• More social cohesion</td>
</tr>
<tr>
<td></td>
<td>• Customer service approach</td>
</tr>
<tr>
<td></td>
<td>• Community leadership</td>
</tr>
</tbody>
</table>

TABLE 1
A critical outcome of Manton’s Social capital model is “to move away from a culture of dependency to one of collective action, and from blame to mutual awareness” (Source: Neighbourhood Management Pathfinders National Evaluation Manton Community Alliance 2007 Year 3 Evaluation Report, Dr C Fuller, Warwick University).

Adopting this model has not been without its difficulties primarily because some observers are fixed upon traditional renewal models and remain unaware of the strengths of a social capital model.

*Neighbourhood management in Manton is different to many other area based initiatives (ABIs) arrangements, with an approach that has the potential to have a far greater long term impact. Its focus is on the underlying social processes that are causal dynamics within deprivation. This is a stance that differs substantially from other ABIs, particularly those with significantly greater funding than MCA. Neighbourhood management in Manton has demonstrated that it is important to engage and empower citizens, whilst building more open and trust-based relations between citizens and service providers. MCA demonstrates that it is important to enact new and innovative ways of engaging residents, which “gets more and different kinds of people involved”.

This approach is not just one of engagement, but empowerment. In this process it is important to make people see that change is possible, and raise their sense of worth and aspiration, particularly by highlighting the positives in the area and celebration of the good things. Neighbourhood management is important in being ‘personable’ to residents, helping them to identify their needs, what they would like to see happen and then empowering them in this process.


**Key Outcomes 2008**

A role for Manton Community Alliance is to test out new ways of working on behalf of its partners and stakeholders. To this end for a number of years it has been researching, developing and now delivering a number of approaches many of which are now part of Government’s thinking

- Neighbourhood Contracts, known locally as Manton Neighbourhood Agreement
- Participatory Budgeting known locally as Voice Your Choice
- Neighbourhood Policing known locally as Manton Safer Neighbourhood

Furthermore Manton Community Alliance has been developing and testing approaches designed to reinvigorate community engagement/empowerment. Generally engagement events are embedded into social events, which attract a much greater response.
Levels of Community Engagement Progress

To date Manton Community Alliance has 3043 Manton residents engaged. This means that 47% of Manton Residents are engaged at some level.

The number of Residents involved in MCA has increased by 1204 since January 2008. This is partly down to events held and also to the number of residents voting on Participatory Budgeting.

Table 2 illustrates the number of local residents engaged and the level of engagement they are involved at from 2007 to March 2009.

Red: Number of people informed and/or consulted
Orange: Number of people actively involved
Green: Number of people taking ownership/decisions and leadership

Table 2: Residents Engaged

<table>
<thead>
<tr>
<th>Year</th>
<th>Red</th>
<th>Orange</th>
<th>Green</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2008</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2009 (Jan-Mar)</td>
<td>1800</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Number of Individual Residents Engaged & Level of Engagement

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2008</th>
<th>2009 (Jan-Mar)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Red</strong></td>
<td>1230</td>
<td>1401</td>
<td>1653</td>
</tr>
<tr>
<td><strong>Orange</strong></td>
<td>564</td>
<td>1059</td>
<td>1309</td>
</tr>
<tr>
<td><strong>Green</strong></td>
<td>40</td>
<td>40</td>
<td>81</td>
</tr>
<tr>
<td><strong>Total % of Population</strong></td>
<td>1834</td>
<td>2500</td>
<td>3043</td>
</tr>
<tr>
<td><strong>%</strong></td>
<td>28%</td>
<td>38%</td>
<td>47%</td>
</tr>
</tbody>
</table>

Resident involvement has increased since 2008 by 21% and by 66% since 2007.

### TABLE 3

**Age Ranges of Residents Engaged**

TABLE 3 shows a breakdown of age ranges of people engaged.

![Age Ranges of Residents Engaged Graph](#)
Increasing numbers of residents and service providers visit MCA office

Leadership training for residents through Count me IN

There has also been a huge number of visitors to the office over the last few years. To January 2009 7357 visitors called to the office. Visitors called to obtain information, give opinions, to seek help or to ask Manton Community Alliance to act as advocate on their behalf with one or more public sector partner. Visitors comprised both residents and service providers, and averaged 11 visitors per day. Of this, 7 of these were residents and 5 were service providers.

**TABLE 3 Breakdown of visitors 2007 & 2008**

<table>
<thead>
<tr>
<th>Residents Engaged by Age</th>
<th>2007</th>
<th>2008</th>
<th>2009 (Jan-Mar)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 19</td>
<td>662</td>
<td>880</td>
<td>986</td>
</tr>
<tr>
<td>19 to 30</td>
<td>223</td>
<td>329</td>
<td>383</td>
</tr>
<tr>
<td>31 to 50</td>
<td>359</td>
<td>516</td>
<td>639</td>
</tr>
<tr>
<td>51 to 64</td>
<td>133</td>
<td>211</td>
<td>279</td>
</tr>
<tr>
<td>65 plus</td>
<td>106</td>
<td>149</td>
<td>197</td>
</tr>
<tr>
<td>Witheld</td>
<td>351</td>
<td>415</td>
<td>559</td>
</tr>
<tr>
<td>Total</td>
<td>1834</td>
<td>2500</td>
<td>3043</td>
</tr>
</tbody>
</table>

2. Count me IN: Building for Manton’s Future

In September 2007 MCA Board approved Count me IN as its community leadership programme the first programme delivered 2008. Count me IN is just one method of preparing residents to influence and make better informed decisions regarding their neighbourhood.

Aims of Count me IN are:

- Better informed local decision making
- Improved relationship between consumers & providers of public services through better understanding
• Sustainability through stronger-better informed local leadership
• To build local leaders who are better able to influence and shape where they live

What is Count me IN?

There are three elements to the Count me IN programme:

1. Public Money made Fun - understanding local finances
2. What does this do? - A view from the inside of organisations looking at how agencies work.
3. Community Leadership Programme
   a. Personal Development skills
   b. Community Development skills
   c. Partnership working skills

‘What does this do’ study visits are not about Manton or the service it receives. Rather it’s about organisations and how they go about their business, vision, how they fit into the wider public sector and the every day difficulties they have to manage.

The aim is that at the end of a study visit participants will be better informed and more aware of how difficult it is to manage public sector agencies. It’s this greater awareness that will result in better local decision-making and so more realistic expectations as to what is possible.

Each visit starts and finishes with participants meeting the CEO or local authority leader. In between there are opportunities for other managers to be involved and for a visit to a project or other example of good practice.

The plan for these study visits is to:

• Explain what the organisation does and how it fits into the public sector.
• Discuss its aims & objectives
• Openly discuss corporate problems the organisation faces
• Look at organisational good practice
• To give the organisation a better understanding of local perceptions and expectations
• Create better relationships between community leaders and corporate leaders which builds trust and a better understanding
What makes Count me IN different?

• Participants are local leaders influencing local place shaping

• Study visits offer an opportunity to see the public sector from the inside, so that participants understand the difficulties faced by organisations. This can then lead to improved satisfaction levels with local services

• Programme is about changing perceptions so that participants and host public sector agencies have a better understanding of each other, and through this can work more collaboratively jointly resolving issues and improving local services

• Through offering information and new experiences the programme will improve local decision making, leading to sustainable community action.

• Programme provides information regarding governance i.e. role of central government, local authorities and how this fits with where people live. This highlights the relevance of democratic activity to local people and so encourages higher levels of involvement.

Some of the Outcomes captured in comments of those involved...

“The PCT was very pleased to be invited to take part in the programme. Although the senior management team were not sure what to expect at first the feedback has been very positive. All the PCT staff thoroughly enjoyed the visit and found it very useful to listen to the resident’s views during the discussion. The experience has made us think very differently about how we can involve patients and the public in planning and performance managing our local services in the future and I am sure we will build on the day with future visits”.

Sharon Stoltz, Head Of Health Improvement, Bassetlaw PCT

“Given me an understanding of service providers & how they work and the confidence to talk to them”.

Elizabeth Cutts, Manton resident

“Count Me IN is excellent, it gives residents a real feel of organizations and how they go about things”.

Joice Richards, Director of Strategy & Change, A1 Housing

“Count Me IN has boosted my confidence and shown I am a community leader”.

Terry Townrow, Manton resident

“Making us think of solutions rather than just moaning about it”.

Heather McGlone, Manton Resident

“Count Me IN is excellent, it gives residents a real feel of organizations and how they go about things”
“Good cross section... Good opportunity to show we are human…”
David Hunter, Chief Executive, Bassetlaw District Council

“Opened my eyes to how services are provided”.
Sarah Bowskill, Manton Resident / Sue Cutts, Manton Resident

“To be honest I really didn’t know what to expect at Manton, I thought we were coming to see you to have a look round facilities and have a general discussion about the joys of Neighbourhood Management. What I got was something far more impressive, the range of initiatives taking place within the Manton Community is truly inspiring: work around Community engagement, developing community leaders through Count Me IN (realising we all are somebody!), participatory budgeting and the facilities being developed, great stuff!”
Carl Suckling, Deputy Neighbourhood Manager, Borough Council of King’s Lynn & West Norfolk

“Count Me IN was an excellent opportunity for two way engagement and discussion between the Council and what has become a very well recognised community based organisation. It gave the Alliance members an opportunity to discuss at first hand local issues with senior officers and elected members and for each to learn more about what the others aims, priorities and objectives were to mutually improve local communities and the people living in them”. David Hunter, Chief Executive, Bassetlaw District Council

Other Outcomes
- Resident on Foundation course at Sheffield Hallam University
- PCT changing its marketing approach to one of its services to increase uptake in that service
- PCT changing its policy regarding its Stop Smoking Campaign

Crucially, Count me IN has changed the aspirations of the participants, which can be summed up by them when they now say “I am somebody”.

3. Voice Your Choice: Participatory Budgeting (PB) 2007/08

2008 was the second year PB was delivered through Manton Community Alliance. The process is going from strength to strength.

Manton Community Alliance invested £40,000 leverage into PB in 2008. Headline Achievements are:

- Participation in PB increased in 2008 by 113% with 1056 voters taking part in the three stages compared with year 1 (2007).
• 820 individual local people voted in the process, (13% of the population of the Manton Pathfinder area).

• Bassetlaw PCT invested £10,000 into the process

• PB attracted additional £18,500 as match funding with this being invested into the area as a consequence of the PB process.

• The process is leading to services being more closely linked to particular local priorities. It is hoped that this will bridge an expectation gap as some services become more tailored to local need.

<table>
<thead>
<tr>
<th>Name of Initiative</th>
<th>Amount Awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play Areas at Ryton Park School</td>
<td>12800</td>
</tr>
<tr>
<td>Safer Neighbourhood (Tackling Nuisance Vehicles)</td>
<td>11400</td>
</tr>
<tr>
<td>Activities for Teenagers</td>
<td></td>
</tr>
<tr>
<td>• Worksop Christian Centre</td>
<td>3500</td>
</tr>
<tr>
<td>• Centre for Sport &amp; Learning (Street Dance)</td>
<td>1600</td>
</tr>
<tr>
<td>• Manton Club (Returned because Could not secure other monies)</td>
<td>5000</td>
</tr>
<tr>
<td>Anti Social Behaviour</td>
<td></td>
</tr>
<tr>
<td>• Safer Neighbourhoods led by A1 Housing (Growing Together)</td>
<td>3280</td>
</tr>
<tr>
<td>• Centre for Sport &amp; Learning (Football for All)</td>
<td>1300</td>
</tr>
<tr>
<td>Drug Dealing</td>
<td></td>
</tr>
<tr>
<td>• Safer Neighbourhoods led by Police (Controlling Drug Abuse)</td>
<td>6450</td>
</tr>
</tbody>
</table>

Plans for next year 2009 are in place. These include:

• Merging PB with Manton’s Neighbourhood Agreement so that the process can influence mainstream services more.

• Delivering PB/Neighbourhood Agreement over a 18 month period rather than 12 months

• Streamlining the process
In 2007 as part of the National PB Unit’s evaluation of Manton’s PB process a sample of 22% of people who attended made the following general comments:

- I would do this again: 76%
- I’m having a good time: 71%
- The day is well organised: 70%
- This is a good way of getting people involved: 69%
- I feel I have been listened to: 67%
- I feel more involved now: 61%
- I feel like I have made a difference: 59%

(Source: National PB Units Evaluation of Manton 2007)
4. Neighbourhood Agreement
Manton Community Alliance is one area chosen by Communities & Local Government for a pilot into Neighbourhood Contracts (known in Manton as a Neighbourhood Agreement). This process has been in development since 2007. The Manton Neighbourhood Agreement has now been agreed at Cabinet and is being delivered to every house in Manton in the form of a calendar; The agreement outlines the services in Manton and the expectations of both residents and service providers. Focus groups will be formed later this year to see if it has had an impact in Manton.

5. Community Engagement Impact Assessment
This year Manton Community Alliance commissioned Engage Associates to conduct an independent Community Engagement Impact Assessment. This Impact assessment surveyed a random sample of 124 residents. The survey also incorporated focus groups of local residents. A full report is available on Manton Community Alliance’s website. The results will shape the changes for MCA in the future.

Headline Summary from Community Engagement Impact Assessment

Has anything changed because of Manton Community Alliance?

<table>
<thead>
<tr>
<th>Yes</th>
<th>58</th>
<th>No</th>
<th>18</th>
<th>Not sure</th>
<th>29</th>
</tr>
</thead>
</table>

i.e. 55% said yes whilst 17% said no

Do you agree or disagree that you can influence decisions affecting your local area Manton (within a 15 -20 minutes walk)?

<table>
<thead>
<tr>
<th>Agree</th>
<th>53</th>
<th>Disagree</th>
<th>33</th>
<th>Don't know</th>
<th>40</th>
</tr>
</thead>
</table>

i.e. 41% thought they can influence 26% thought they can’t

Do you agree or disagree that you can influence decisions affecting Bassetlaw?

<table>
<thead>
<tr>
<th>Agree</th>
<th>29</th>
<th>Disagree</th>
<th>45</th>
<th>Don't know</th>
<th>44</th>
</tr>
</thead>
</table>

i.e. 25% thought they can influence, 38% thought they can’t
Do you agree or disagree that you can influence decisions affecting Nottinghamshire?

<table>
<thead>
<tr>
<th>Agree</th>
<th>Disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>49</td>
<td>53</td>
</tr>
</tbody>
</table>

i.e. 15% thought they can influence, 41% thought they can’t

Do you agree or disagree that you can influence decisions affecting Britain?

<table>
<thead>
<tr>
<th>Agree</th>
<th>Disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>56</td>
<td>50</td>
</tr>
</tbody>
</table>

i.e. 9% thought they can influence, 48% thought they can’t

On the whole do you think that over the past two years Manton has got better or worse?

<table>
<thead>
<tr>
<th>Better</th>
<th>Worse</th>
<th>Not Changed</th>
<th>Lived here less than 2 years</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>62</td>
<td>11</td>
<td>33</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>

i.e. 56% thought that Manton over the past 2 years has got better, 10% thought its got worse 30% thought that it not changed much 4% did not know (excluding those who have lived in Manton less than 2 years

To what extent do you agree or disagree with the following statement...
“By working together, people in Manton can influence decisions that affect Manton”

<table>
<thead>
<tr>
<th>Agree</th>
<th>Neither agree or disagree</th>
<th>Disagree</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>80</td>
<td>17</td>
<td>10</td>
<td>10</td>
</tr>
</tbody>
</table>

i.e. 68% agreed, 9% disagreed 14% neither agreed or disagreed, 9% did not know

Manton Community Alliance Annual Report 2008/09
“From the evidence gathered we can see that MCA has been successful in engaging a significant proportion of residents through a variety of tools, and that in general residents are looking favourably on the work it does. There are examples of individuals who can say that without the work of MCA their lives would be less interesting and they would not have been able to influence the significant changes in services that Manton has attracted.”

Tim Morton Engage Associates March 2009

6. Manton’s Safer Neighbourhood

Manton Community Alliance developed one of the first neighbourhood policing agreements in England in March 2005.

Through Manton Community Alliance an effective model of Neighbourhood Policing is now developed. This incorporates **High Levels of Community Engagement, Participatory Budgeting** and a **Neighbourhood Agreement**. This enhanced Multi-Agency approach is leading to:

- More appropriate services
- Higher satisfaction levels
- Significant improvements in relation to public perceptions of crime and confidence levels.

**Critical Success Factor**

One critical success factor stands out from the rest, which is:

Comparing a MORI/NOP householder survey in Manton (October 2007) with actual crime figures shows that Manton is bucking the national trend in that perceptions and fear of crime and actual reduction in crime are merging. Whilst nationally perceptions and fear of crime remain high whilst actual crime is falling.

Through this model residents participate at every level from identifying priorities to influencing and shaping services as well as monitoring impact and accountability.

To prevent a ‘them and us’ attitude the Manton approach focuses on changing and improving relationships rather than just delivering projects. This encourages residents and service providers to work collectively to respond to the needs of the neighbourhood.
**Key Elements and Impacts of the Manton Model**

- Policing Priorities Set at a Neighbourhood Level by Residents and Agencies
- Multi-Agency Response to Identified Priorities
- Increased Citizen Participation in Safer Neighbourhoods
- High Levels of Resident Engagement in the Neighbourhood (47%)
- Response to Local Needs while Supporting National Agendas (Green/White Papers)
- Elements of this model being used to roll out Neighbourhood Policing (Safer Neighbourhoods in Nottinghamshire across the Policing District and around the Country)
- Process informs Manton Neighbourhood Agreement (Charter)
- Greater understanding of how organisations operate and their limitations
- Residents informed of progress and involved in monitoring impact
- Increased Social Capital and Confidence of Community
- Positive change to Public Perceptions of Crime and Satisfaction with Police

**Impact on Public Perceptions of Crime and Policing in Manton**

Manton displays a stark positive contrast to the national trends relating to public perception of crime and policing. On the whole, there have been significant positive changes in resident perceptions about services and issues in the area, but in particular perceptions of a number of community safety issues have improved substantially.

The following tables demonstrate the impact Neighbourhood Management Pathfinders are having on their areas and then compares this to a similar area without a Pathfinder called a comparator. Manton (MCA) survey results are included to show the impact on local Manton perceptions compared to the national picture.
## Mori Household Survey Results 2004 and 2007 - National Independent Evaluation

### Resident Satisfaction with Police

<table>
<thead>
<tr>
<th>Area</th>
<th>Level 2004</th>
<th>Level 2007</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Round 1</td>
<td>47%</td>
<td>53%</td>
<td>+6%</td>
</tr>
<tr>
<td>Round 2</td>
<td>45%</td>
<td>52%</td>
<td>+7%</td>
</tr>
<tr>
<td>Manton (MCA)</td>
<td>36%</td>
<td>44%</td>
<td>+8%</td>
</tr>
<tr>
<td>Comparator</td>
<td>No Change</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

### Problems with Neighbours

<table>
<thead>
<tr>
<th>Area</th>
<th>Level 2004</th>
<th>Level 2007</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Round 2 Pathfinders</td>
<td>19%</td>
<td>17%</td>
<td>-2%</td>
</tr>
<tr>
<td>Manton (MCA)</td>
<td>24%</td>
<td>17%</td>
<td>-7%</td>
</tr>
<tr>
<td>Comparator</td>
<td>18%</td>
<td>17%</td>
<td>-1%</td>
</tr>
</tbody>
</table>

### Car Crime

<table>
<thead>
<tr>
<th>Area</th>
<th>Level 2004</th>
<th>Level 2007</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Round 2 Pathfinders</td>
<td>48%</td>
<td>37%</td>
<td>-11%</td>
</tr>
<tr>
<td>Manton (MCA)</td>
<td>59%</td>
<td>41%</td>
<td>-18%</td>
</tr>
<tr>
<td>Comparator</td>
<td>44%</td>
<td>38%</td>
<td>-6%</td>
</tr>
</tbody>
</table>

### Drug Dealing / Misuse as a Problem

<table>
<thead>
<tr>
<th>Area</th>
<th>Level 2004</th>
<th>Level 2007</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Round 2 Pathfinders</td>
<td>43%</td>
<td>38%</td>
<td>-5%</td>
</tr>
<tr>
<td>Manton (MCA)</td>
<td>70%</td>
<td>50%</td>
<td>-20%</td>
</tr>
<tr>
<td>Comparator</td>
<td>35%</td>
<td>31%</td>
<td>-4%</td>
</tr>
</tbody>
</table>

The fieldwork for the survey was conducted in January – April 2007 by GfK-NOP and Ipsos - MORI on behalf of the National Evaluation Team. 400 face-to-face interviews were undertaken in each Pathfinder area using the same questionnaire.
### Other Crime

<table>
<thead>
<tr>
<th>Area</th>
<th>2004</th>
<th>2007</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Round 2</td>
<td>25%</td>
<td>22%</td>
<td>- 3%</td>
</tr>
<tr>
<td>Pathfinders</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manton (MCA)</td>
<td>33%</td>
<td>21%</td>
<td>- 12%</td>
</tr>
<tr>
<td>Comparator</td>
<td>26%</td>
<td>25%</td>
<td>- 1%</td>
</tr>
</tbody>
</table>

### Graffiti/Vandalism

<table>
<thead>
<tr>
<th>Area</th>
<th>2004</th>
<th>2007</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Pathfinders</td>
<td>4%</td>
<td>3%</td>
<td>- 1%</td>
</tr>
<tr>
<td>Manton (MCA)</td>
<td>6%</td>
<td>3%</td>
<td>- 3%</td>
</tr>
<tr>
<td>Comparator</td>
<td>3%</td>
<td>3%</td>
<td>None</td>
</tr>
</tbody>
</table>

### Burglary

<table>
<thead>
<tr>
<th>Area</th>
<th>2004</th>
<th>2007</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Round 2</td>
<td>45%</td>
<td>31%</td>
<td>- 14%</td>
</tr>
<tr>
<td>Pathfinders</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manton (MCA)</td>
<td>65%</td>
<td>46%</td>
<td>- 19%</td>
</tr>
<tr>
<td>Comparator</td>
<td>40%</td>
<td>29%</td>
<td>- 11%</td>
</tr>
</tbody>
</table>
In terms of crime figures Nottinghamshire Police crime statistics (March 2009) show the following:

<table>
<thead>
<tr>
<th>Crime Type</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theft</td>
<td>Down 30.6%</td>
</tr>
<tr>
<td>Criminal Damage</td>
<td>Down 26.7%</td>
</tr>
<tr>
<td>Vehicle Crime</td>
<td>Down 38.8%</td>
</tr>
<tr>
<td>Violence</td>
<td>Down 10.6%</td>
</tr>
<tr>
<td>Shed Burglaries</td>
<td>Down 20.4%</td>
</tr>
<tr>
<td>House Burglary</td>
<td>Up to 41%*</td>
</tr>
<tr>
<td>Crime Year On Year</td>
<td>Down 18.6%</td>
</tr>
</tbody>
</table>

* At the time of writing this annual report this means that House burglaries was up by 3 burglaries.

Agencies and Organisations Involved and Participating:

Manton Community Alliance, Nottinghamshire Police, Local Residents, Nottinghamshire County Council, Bassetlaw District Council, ASB Unit (BDC), Nottinghamshire Fire & Rescue Services, Probation, A1 Housing (ALMO), Registered Social Landlords, Social Services, YOT, Victim Support, Organisations working with Children & Young People, among others.
7. Sharing Good Practice

In 2008 Manton Community Alliance has been invited to take part in a number of events. Below is a list of events at which Manton Community Alliance has led workshops, delivered presentations or facilitated events.

- Sheffield University – Presentation to Urban regeneration students about Community engagement and Participatory budgeting
- Stoke on Trent – PB unit conference presentation about PB
- Neighbourhood Charter learning set – Presentation about PB and Neighbourhood Agreement
- Neighbourhood Policing Learning Set- member of
- Ep2 conference at Nottingham – Delivered 2 workshops about PB
- Leicester – Presentation about PB to local assembly chairs and local Councillors
- Neighbourhood Management Capita Conference - PB in Manton
- PB National Conference in Manchester – PB in Manton
- Stronger Neighbourhood Initiative - facilitated planning day for the Neighbourhood Management partnership in Barnsley
- LGA - Speaker at LGA Community Engagement Conference 2008 & CE Workshop facilitator
- LGA - Speaker at LGA Chief Executives Summit 2008
- Wyre Forrest Community Safety Partnership (CDRP) - Facilitator of District CDRP annual planning event

Manton Community Alliance is also involved in three DCLG national pilot schemes

- Neighbourhood Contracts
- Participatory Budgeting
- Member of the National Reference Group for Participatory Budgeting

8. Manton’s Park

Manton Community Alliance since 2004 has developed and supported a local residents group called GAP. Its central aim was to develop a Manton park for their children and families.

Manton Community Alliance’s role was:

- To support and promote the idea with partners and the wider community
- Influence local authorities and other partners
- Prepare funding applications to WREN and National Lottery
Local children having fun at new park

Manton Community Alliance Annual Report 2008/09

- Liaise with potential suppliers
- Support local residents regarding design and location of the park
- Engage the wider community

Manton’s Rainbow Park was officially opened on 4th April 2009 by Sarah Bowskill chair of GAP and witnessed by about 1000 local residents, John Mann MP, Chairman of BDC David Hare, and District and County Councillors.

Conclusion

Although there is independent evidence that Manton community is improving. It is unrealistic to expect a neighbourhood which for decades has suffered higher levels of deprivation and inequality compared to its surrounding communities for it to change over night. So there is clearly much more to do: for example

- MCA should consider broadening the range of times and days when community engagement activities take place to attract involvement from people who work 9-5.
- MCA should continue to capture the level of involvement that residents who come into contact with MCA have in order that a subsequent survey can measure distance travelled.
- MCA should work with young people to develop a method of establishing how they see their ability to influence services and activities in Manton.

The Park, known as Manton’s Rainbow Park is the largest such development in Nottinghamshire and the single largest development supported by WREN this year (£150,000). Total cost of the park development is in excess of £350,000. It will be open by May 2009.

The following Manton Community Alliance partners made this happen:

- Local residents
- A1 Housing
- Nottinghamshire County Council
- Bassetlaw District Council

Other financial support was generously provided by:

- WREN
- National Lottery

Manton’s Rainbow Park was officially opened on 4th April 2009 by Sarah Bowskill chair of GAP and witnessed by about 1000 local residents, John Mann MP, Chairman of BDC David Hare, and District and County Councillors.

Manton’s Rainbow Park was officially opened on 4th April 2009 by Sarah Bowskill chair of GAP

MCA should work with young people

Manton’s Rainbow Park was officially opened on 4th April 2009 by Sarah Bowskill chair of GAP
• MCA should consider developing a working group to explore options for the future governance of Manton following the end of Pathfinder funding to secure the improvements that have already been made and to continue to develop partnership working in the neighbourhood.

• Develop PB/Neighbourhood Agreement so that there are clear lines of local influence in the design and delivery of mainstream services.

• Highlight more clearly that new ways of working being tested out by Manton Community Alliance can bringing benefit beyond Manton

Since Manton Community Alliance started in 2005 its constituent partners have remained true to the principle that a project based model of renewal is unsustainable, whereas a social capital model of renewal delivers sustainable change.

There is a significant change with more and more people willing to participate in a variety of ways to improve their neighbourhood. Public sector agencies are increasingly seeing residents as part of the solution.

The interface between the public sector and residents is moving towards one that is less tense and more based upon problem solving, mutual action and responsibility. This in turn is moving a traditional blame culture to one that is more receptive to collective and collaborative actions.

For some residents their perception of themselves and their role in the wellbeing of their neighbourhood is changing. For some the results of their engagement are clear and positive.

There is much tangible evidence of democratic activity whereas before there was little or no such activity.

Public sector agencies are rising to the challenge of listening rather than consulting with residents.

Bottom line is services are getting better, residents are influencing what is going on and satisfaction levels with public services in some areas are improving.
“The range of initiatives taking place within the Manton community is truly inspiring”
Carl Suckling, Deputy Neighbourhood Manager, Borough Council of Kings Lynn and West Norfolk

And the winners are...
NM Team of the year – MANTON COMMUNITY ALLIANCE
NM News

“Extraordinary things are happening in Manton... a third of all the people who live there are actively working at making it a better place”
Nottinghamshire County News

“I’d like to pay tribute to the many Manton residents who have been involved with the GAP (Green Areas and Parks) group, and the IMPS young people’s group, who have worked very closely with Manton Community Alliance and GAP”
Councillor Glynn Gilfoyle
Nottinghamshire County Council

“Manton Community Alliance scooped the coveted NM Team of the Year title at the inaugural NNMN Awards in November”
NM News

“Well done to everyone in Manton who’ve worked very hard to get this play facility... I’m proud of it, and I’m proud of everyone who’s worked hard to make it happen”
John Mann MP

What Others Have Said...
Manton Small Grants Pot 2008/09

The Small Grants Pot is a fund that allows local groups and organisations to apply for up to £500 for the activities and development of their clubs, during 2008/09 the small grants pot supported the following groups and organisations

• Happy United Mums
• NMP school council visiting BDC
• Reindeer football club
• Taekwondo club
• Manton Athletics under 11’s
• St Paul’s parent and toddler group
• Manton After school club story corner
• Worksop Christian centre – Holiday club
• St Pauls Bingo
• Worksop town FC
• NACRO
• Focus on young people in Bassetlaw
• New Manton Primary School
• Evergreen lunch club
• The Greyhound FC

The total amount invested into these groups is £4972 out of a possible £5000 in the Small Grants Pot, the groups that have been visited since the funding have given some very positive feedback about the what the funding did for their club

*Evergreen Lunch club said:*

“We have been able to buy new equipment for the kitchen and this helps the club run a lot more smoothly than it has done before”

When asked about the small grants process they all agreed

“I would say go for it; the process is nice and easy”
Award Winning Pathfinder