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**Commentary Series**

**GREEN STREET SRB: FIFTH YEAR IMPACT EVALUATION**

**Alice Sampson, David Sloan and Amanda Tucker**



# **Green Street SRB: Fifth Year Impact Evaluation**

**Alice Sampson, David Sloan and  
Amanda Tucker**

Centre for Institutional Studies  
University of East London

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The Centre's Urban Regeneration Evaluation Team has a number of current projects, including work within the five Single Regeneration Budget programmes in East London. Past projects have included the evaluation of Stratford City Challenge as well as an assessment of a range of social programmes and measures. Alice Sampson heads the team and Rebecca Fearnley was the Senior Research Fellow responsible for coordinating the Single Regeneration Budget work. David Sloan is a Research Fellow responsible primarily for education and training projects and Amanda Tucker, Sharon Robinson and Diane Richards are Research Assistants on the team.

This report was written by Alice Sampson, David Sloan and Amanda Tucker.

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## EXECUTIVE SUMMARY

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### Introduction

This report reviews the progress of the Green Street Single Regeneration Budget (SRB) programme, which started in 1995, and is now nearing completion in its fifth year.

As detailed in the initial bid, the Green Street SRB Programme aims to tackle a number of key social, economic and physical problems within the area through the development of sixteen projects, some of which have now reached completion.

The area covered, spans 6 wards within the London Borough of Newham and encompasses a population of 22,500, 65% of whom are from ethnic minority communities.

### Research method

The Interim Study has been updated using secondary data, a sample of Green Street users and businesses have been interviewed and an assessment made of the Newmartin Community Youth Trust (NCY) youth project.

Progress towards achieving each strategic objective was reviewed in turn:

**Strategic Objective 1** *'Enhance the employment prospects, education and skills of local people, particularly the young and those at a disadvantage, and promote equality of opportunity'*

The number of unemployed men has increased more than the number of women out of work.

Between April 1997 and December 1999 unemployment fell at a greater rate in the borough than in Green Street and the unemployment rate for men and women in the Partnership area is above the average unemployment rate for Newham.

There has been an increase in the number of women, and a decline in the number of men, attending full time courses at Newham College and a significant increase in women and men attending part-time courses.

A minority of trainees from the One Love Centre and the Asian Women's Training project access employment at the end of their courses.

Many trainees on the Asian Women's Training project go on to further education (63 per cent).

The findings from the 2000 business survey show that in the last three years the majority of respondents (over 80 per cent) had not accessed SRB training courses.

Two secondary schools, St. Angela's and St. Bonaventure's, have improved their GCSE results for the percentage of students with 5+ A\* - C grades (1996 -1999) at a greater rate than the borough average, whilst Lister has not improved as much as the average improvements for the borough.

Between 1996 and 1998 the percentage of young people leaving full time education at 16 years of age has remained the same (26 per cent).

More students who left school in 1997 were unemployed (22 per cent) than those who left in 1996 (9 per cent).

On the whole, the Key Stage 2 results have improved for most of the primary schools and their results are above the borough average.

The average attendance at parents' evenings has declined.

The following projects within the SRB programme are designed to meet this strategic objective:

- Green Street Business Support and Training Centre (Barclay Hall)
- Asian Women's Training project
- Raising achievements project
- Parent support network

**Strategic Objective 2** *'Encourage sustainable economic growth and wealth creation by improving the competitiveness of the local economy'*

Between 1995 and 1997, which is the latest available figure, there was a notable increase in the number of micro businesses (1 - 5 employees) in the area and some increase in the number of small businesses.

There has been an increase in the number of employees in public services and in the banking and finance sector. Manufacturing has also slightly increased.

Vacant retail units, as measured by floor space, declined 4 per cent between 1995 and 1998. More stalls in the Queen's Market have been let. Three national banks/building societies have withdrawn their services from the area, however.

In 1995 10 per cent of the retail units were vacant and in 1998 this had been reduced by two per cent to 8 per cent.

There has been an increase in the number of visitors from outside the borough to Green Street from 15 per cent in 1996 to 21 per cent in 1998. Significantly more visitors have come from Essex.

Two thirds of the respondents in the 2000 street survey thought that there was a greater variety of shops in the area compared to three years ago.

Just over half (54 per cent) of the businesses surveyed thought that their business would expand in the next year.

Respondents in the business survey had differing opinions about improvements in the night time economy: 44 per cent thought that it had improved and 44 per cent

said that it had not. The majority of businesses (78 per cent) thought that there was scope for further developing the nighttime economy.

The majority of the businesses interviewed (83 per cent) said that they had not participated in the SRB programme or been affected by it.

The project aiming to achieve this strategic objective is:

- Tourism promotion

It is likely that some of the projects under strategic objective one will also impact upon progress towards achieving this strategic objective.

**Strategic Objective 3** *'Improve housing through physical improvements, greater choice and better management and maintenance'*

No data were given in the Interim Study.

The project to address this strategic objective is:

- Grants to owners of private properties

**Strategic Objective 5** *'Tackle crime and improve community safety'*

All types of crime have increased since 1994 with the possible exception of street robberies (changes in the way crimes are counted makes it difficult to reliably compare 1994 and 1999 street robbery information).

Increases in personal crimes and harassment have been significant.

When police recorded crimes from April to December 1998 are compared with April to December 1999, crimes have risen at a greater rate in the Green Street area than the rest of the borough, with the exception of pick pocketing which declined by 20 percent in the Green Street area and rose by 9 per cent in Newham. During this period:

- burglary of a dwelling rose by 20 percent in the Green Street area and by 8 percent in the rest of Newham
- common assault rose by 58 per cent in the Green Street area and by seven percent in Newham
- harassment rose by 130 per cent in the Green Street area and by 121 per cent in Newham
- Criminal damage to motor vehicles rose by 25 per cent in the Green Street area and by 20 per cent in Newham.

Reported racially motivated crimes have increased by over 200 per cent. The majority of respondents in the street survey thought that racial harassment had increased. There may also be an increase in reporting.

The findings from the street survey show that respondents thought that in the last three years crime had increased most on Green Street (61 per cent), Queens Market (55 per cent), and Queens Market Car Park (51 per cent).

Respondents were asked about specific crimes and their views were that in the last three years:

- Street robbery and theft has increased (70 per cent)
- Physical assault has increased (54 per cent)
- Burglary has increased (63 per cent)
- Racial harassment has increased (53 per cent)
- Vandalism has increased (61 per cent).

The findings from the business survey show that the majority of business respondents thought physical assault and street robbery had increased most and that crime in Green Street has increased more than in other places targeted by the Green Street initiative.

Almost half the business respondents thought that shop lifting was occurring more often and a third thought that burglary of shops was happening more often. A minority thought that these crimes were occurring less frequently.

The majority of the street survey respondents (55 per cent) thought that the Green Street area was not safer, whilst a minority (16 per cent) thought that it was safer.

A minority of respondents thought that the Green Street area was no worse than any other area in Newham and no worse than any other area in London.

Bengali respondents were most likely to feel unsafe, followed by respondents of Indian origin, Pakistanis and white respondents.

Women felt safer during daylight in 1999 than in 1997, but less safe after dark in 1999 compared to 1997.

Most respondents were anxious about becoming victims of street robbery and theft and this was particularly the case for African Caribbean respondents.

Indian respondents feared racial harassment more than other ethnic groups. Those 70 years and over and those 18 -24 years were most afraid of racial harassment.

Respondents were also asked about their feelings of safety. The majority said that they felt less safe (59 per cent) or about the same (21 per cent) in the Green Street area. Twelve per cent said that, in general, they felt safer in the Partnership area.

Respondents were also asked about their feelings of safety with respect to the impact of specific initiatives. Except for CCTV the majority of respondents thought that the initiatives including community policing, better lighting, self defence and youth crime initiatives had not made a difference to their feelings of safety. For others they had made them feel safer: CCTV (38 per cent), improved lighting (38 per cent), community policing (27 per cent), youth crime initiatives (11 per cent) and self defence initiatives (10 per cent). For a minority all these initiatives had made them feel less safe (between 9 and 19 per cent).

The projects put in place to address this strategic objective are:

- 'on the safe side', safety awareness training for women and girls
- Youth crime reduction programme, which includes sports leadership, football coaching, holiday play scheme, NCY outreach/detached work and youth activities.

**Strategic Objective 6** *'protect and improve the environment and infrastructure and improve good design'*

Respondents in the street survey were asked about environmental changes that have taken place in the last three years. The findings show that:

- Less than 1 in 4 thought that there had been general physical improvements and 1 in 2 thought that there had been no changes.
- Nearly half of the respondents thought that the litter and refuse had become more of a problem compared to less than a fifth who thought that there was less rubbish in the area.
- Over two thirds (70 per cent) felt that traffic congestion had got worse and just over half (53 per cent) thought car parking facilities had got worse.
- Most respondents thought that there had been no improvements in community facilities and some (nearly a third) thought that they had got worse.
- Almost two thirds (64 per cent) said that the public seating was inadequate. A third (33 per cent) thought that they had improved, whilst almost a quarter thought that they had got worse (24 per cent).
- Nearly half of the respondents thought that the quality of lighting in the area was average (48 per cent). Almost a third (30 per cent) thought that the lighting had improved in the last three years compared to under half (43 per cent) who thought it had stayed the same and under a quarter (21 per cent) who thought it had got worse.

The most regularly used leisure facility was Green Street library.

The Boleyn cinema was used by Bengalis and Pakistanis and not by Whites or Africans.

The Upton Centre was not typically used by Bengalis.

The restaurants were mostly frequented by Bengalis and Pakistanis.

The services respondents would most like to access were training courses, crèche facilities and housing advice. Employment and welfare rights were also thought to be useful.

Many more men than women used a car and women were the main users of public transport.

The best aspects of Green Street were identified as the range and quality of goods in the shops and the range and quality of restaurants.

The worst aspects of Green Street were identified as traffic congestion and crime, in particular street robbery and the illicit selling of drugs.

The environmental improvement projects to address this strategic objective are;

- Queens Market improvements
- CCTV, Queens Market and Green Street
- Streetscape
- Festival Lighting
- Shop fronts

Some of these environmental improvements have not been completed and some are under way at the time of the research.

**Strategic Objective 7** *'enhance the quality of life of local people including their health and cultural and sports opportunities'*

Findings from the 2000 street survey show that a minority of respondents thought that the quality of community (12 per cent) and leisure facilities (12 per cent) had improved in the last three years.

The projects to address this strategic objective are:

- Refurbishment of multipurpose training community centres sharing the Upton site.
- Access for disabled project
- Health promotion project
- Mural project and millennium festival.

### **Impact study for NCY**

The community safety strategy for Newham gives a low priority to youth work as a preventive intervention and some of the priorities relevant to the NCY youth work do not have targets or relevant actions.

The monitoring undertaken by NCY does not include individual people and is therefore insufficient for a cost-benefit analysis.

The NCY youth project targets all young people as all young people are considered to be 'at risk' of offending. Repeat offenders were not targeted therefore.

Some young people thought that their activities at NCY assisted them to desist from criminal activities.

Some young people said that they would have been hanging around the streets if they had not been attending activities at NCY.

Some young people said that the information they received at NCY had made it less likely that they would take drugs.

In general the young people said that they felt more confident, had learnt to respect others and that their positive relationships with youth workers had helped them change their outlook on life.

### **Summary**

Green Street is a thriving shopping area with an improved variety of shops and restaurants, particularly for minority ethnic communities. The initiatives to address unemployment, environmental and crime problems have been less successful. High unemployment also remains a problem, although some of the benefits of the projects may only be realised in the longer term.

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## 1 INTRODUCTION

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This report reviews the progress of the Green Street Single Regeneration Budget (SRB) programme, which started in 1995, and is now nearing completion in its fifth year. The Green Street Partnership was formed in 1994 and secured £8.1million from Round One of the Government's Regeneration Budget Challenge Fund. The aim of the SRB initiative is to "*secure the economic, physical and social regeneration of the Green Street and the Surrounding area*" Green street Interim study October 1997. To achieve this the programme is scheduled to run for seven years from 1995/96 to 2001/02. A total of £8.184 will be made available over the lifetime of the programme and it is anticipated that this will attract Private Sector funding worth £6.816m and Public Sector funding worth £7.098m to be spent in the area.

As detailed in the initial bid, the Green Street SRB Programme aims to tackle a number of key social, economic and physical problems within the area through the development of sixteen projects, some of which have now reached completion.

The report considers the progress of the SRB programme towards achieving its aims and strategic objectives by reviewing each strategic objective in turn. The projects that aim to address each strategic objective are also included, as detailed in the delivery plan (1999/2000). Findings from the NCY impact evaluation are also included and some concluding comments made.

### **The area**

The Green Street SRB Programme broadly covers six wards within the London Borough of Newham, East London. The area has a resident population of approximately 22,500 and is culturally diverse, with 65 per cent of residents from minority ethnic communities.

Home to a large Asian community and a developing specialist retail centre, ten years ago Green Street was an area that was abandoned by large multiple retailers (Single Regeneration Budget Bid, LBN). The area is now expanding and is developing into a regional centre with specialist market for ethnic minority goods, including, jewellery, fashion and food, attracting shoppers from East London and the wider areas (Single Regeneration Budget Bid, LBN).

At the start of the SRB programme the area suffered from acute social, environmental and economic problems. The local community showed clear signs of deprivation in comparison to the rest of Newham, the most deprived local authority in England. The residents of Green Street experienced a number of social problems, high unemployment, poor quality of life and social exclusion. The majority of businesses employed few people and offered low wages. The area suffered from lack of parking, traffic congestion, street crime, litter and trade refuse. In addition language barriers and a lack of skills, prevented residents from competing for jobs in the wider area (Single Regeneration Budget Bid, LBN).

The Partnership's bid as initially approved by the Government Office for London in December 1994 aimed to tackle these issues through a process of social, economic and physical regeneration. The bid's vision is set out as follows:

'The Green Street SRB programme aims to regenerate the area by encouraging sustainable growth as a specialist retail area in an attractive, safe environment and by enhancing the education and skills of local people and promoting equality of opportunity and sense of pride in the area' (Single regeneration Budget Bid, LBN).

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## 2 THE RESEARCH

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This report presents findings of research carried out between January and March 2000. To update the Interim Study (1997) four data sources were used:

Firstly secondary data in the Interim Study was updated to measure the progress made towards achieving each strategic objective. Where data allow it, the SRB area has been put in the context of the wider borough. A comparison of changes across indicators within the local area to the surrounding areas, has allowed for a more effective assessment of the changes relative to the Green Street SRB area.

Secondly a sample of Green Street Users were interviewed using the same questionnaire as the initial customer Survey carried out in 1997, with a few additional questions. Perceptions of change were measured for crime, community safety and the general appearance of, and pride in, Green Street. Interviews were conducted at various locations throughout the SRB area, with a total of 107 interviews taking place with members of the general public over a period of a week in February 2000. Interviewers were selected on the basis of their ethnicity and ability to speak a variety of languages to enable a wide selection of Green Street Users to be reached. Every effort was made to match the sample selected in the Interim Study.

The respondents were similar with respect to gender and ethnic origin (see table 1). However, more respondents were 40 years and over in the Interim Study compared to the Update Study (38 per cent to 20 percent), and fewer respondents were employed in the Interim Study compared to the Update Study (32 per cent to 59 per cent). Almost the same percentage were students; 19 per cent in the Interim Study and 20 per cent in the Update Study. There were also similarities with respect to visitors and residents participating in the surveys (see table 2).

**Table 1**  
**Gender and ethnic origin of respondents**

	Interim Study %	Update Study %
<b>Gender</b>		
Female	53	54
<b>Ethnic origin</b>		
Indian	46	40
Pakistani	16	19
White	13	13
Bengali	8	8
African Caribbean	5	5

**Table 2**  
**Visitors and residents**

	Interim Study %	Update Study %
Visitors	28	35
Employment	14	15
Residents	57	50

Thirdly data was collected from face to face interviews with a sample of local businesses (30). Information was collected on the local economy and its impact on the profitability of business size and workforce as well as perceptions of changes of changes related to the environment, crime and community safety. The sample reflected the broad range of businesses concentrated in the area and included 19 businesses based in Green Street, five from Queen's Market and six located off the main shopping area. As with the Interim Study, interviews were conducted with a variety of retailers and ranged from clothing, hardware, health and beauty to a multinational store. The same questionnaire was used subject to few minor changes and every effort was made to match the ethnicity of the business owner with that of the interviewer.

Fourthly the researchers assessed the Newmartin Community Youth Trust Youth Crime Reduction Programme. As a project which contributes to the aims and objectives of the SRB Programme a sample of beneficiaries were interviewed (16) and impact data collected to ascertain the extent to which the project is meeting its targets. A team of skilled researchers undertook the interviews over a period of two weeks at NCY in March 2000. The research therefore provides a 'snapshot' of the project at one point in time. The sample of interviewees consisted of ten male respondents and six females. The sample aimed to reflect the broad ethnic mix of NCY users and was made up as follows:

- Six white participants, four of whom were female and two males;
- Four Bangladeshi participants, both of which were male;
- Three black British participants, two of which were females and one male;
- Two Pakistani participants, both male;
- One interviewee classified himself as Muslim.

All of the respondents lived in E6 and E13. The majority of who live at home with their parents. One interviewee lived with his wife. All the respondents fell into two main age categories; Fourteen years and under (9), the youngest interviewee being ten years old; and fourteen years and upward (7), the eldest interviewee being 23 years of age.

The majority of interviewees had accessed NCY and Green Gate Youth centre two to three years ago, with five interviewees becoming involved a year ago.

The majority of respondents accessed the centres on a weekly basis, with Monday nights being set aside for the fourteen and over age group and Wednesday nights being set aside for the younger age set. A number of interviewees commented that although they attended these set nights they were able to drop into the centre anytime they wanted, and that this was welcomed by the youth workers.

The majority of respondents were still participating in the project on a weekly basis (14) and those that were not still maintained contact with the centre and the workers occasionally (2).

The majority of interviewees were introduced to Green Gate and NCY through friends who had previously had positive experiences of the centre(s) and its work. Four respondents had been introduced through meeting youth workers while on detached work sessions. One male had continued to voluntarily attend NCY after having to attend the centre as part of a community sentence issued by the court.

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### 3 BASELINE DATA

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*Strategic Objective 1 (SO1): 'Enhance the employment prospects, education and skills of local people, particularly the young and those at a disadvantage, and promote equality of opportunity'*

The Partnership intends to assess the impact of this Strategic Objective in the local area through the use of data relating to the overall unemployment rate, unemployment by gender and ethnicity. Data relating to the number of local people accessing training courses, further education and educational attainment in schools is also monitored.

#### *Unemployment*

**TABLE 3**  
**Unemployment figures, April 1997 and December 1999**

Area	Numbers					
	Total		Male		Female	
	April 1997	Dec 1999	April 1997	Dec 1999	April 1997	Dec 1999
Newham LBC	12,876	9,185	9,940	7,133	2,936	2,052
GSP	1,389	1,680	1,083	1,331	306	349

*Source: Planning Division, Newham LBC*

Although the total number of people unemployed in the Borough of Newham has declined between 1997 and 1999, there has been an increase in the total number of unemployed in the Partnership area rising from 1,389 in 1997 to 1,680 in 1999. This suggests that there has been an increase in the economically active population within the last two years. The number of unemployed between 1995 and 1997 has increased at a greater rate within the male population (an increase of 19 per cent) than the female population (an increase of 12 per cent).

**TABLE 4**  
**Unemployment percentage rates by gender**

Area	Rate (%)					
	Total		Male		Female	
	April 1997	Dec 1999	April 1997	Dec 1999	April 1997	Dec 1999
Newham LBC	14	10	18	13	8	5
GSP	13	11	17	14	8	6

*Source: Planning Division, Newham LBC*

The rate of unemployment in the Partnership area has declined by two per cent which is half the rate of the decline in the borough (4 per cent). Unemployment in Green Street is now slightly above the borough average whereas in 1997 it was slightly below the borough average. This is the case for both men and women.

### *Training*

Training provision was limited prior to the establishment of the Partnership. The principal training providers offering accessible vocational courses to the local people were Newham College, at its Stratford and East Ham sites, and 'One Love' at the Upton Centre.

### *Newham College*

There has been a significant increase in the number of women from the Green Street area attending full-time courses at the College and a decline in the number of full-time male students. Interestingly there are slightly more women attending the college over this year (1999/2000) than there are men. The increase in residents accessing part time courses has been particularly notable with a rise of 1,908 students from 1993/94 to 1999/2000.

**TABLE 5**  
**Number of students from SRB accessing Newham College courses\***

Year	Full Time		Part Time	
	Men	Women	Men	Women
1993/1994	549	106	214	187
1997/1998	557	502	1167	1432
1998/1999	510	473	1274	1470
1999/2000	490	534	1153	1156

*Source : Newham College of Further Education*

\* Note that these figures include students from E7 and E13 which is a larger area than the Green Street SRB. Included in this table are those who have trained at Barclay Hall which is an SRB funded project.

*Upton Centre/ One Love*

Baseline data presented in the 1997 Interim Study, indicated 141 training places being taken up at the One Love Centre in 1995-96. The baseline update indicates an annual increase in the number of people taking up training places, increasing by 60 per cent between 95/96 and 98/99. Initially just over a third of all trainees (38 per cent) gained employment or progressed onto further education but subsequently this fell to 13 per cent and then increased in 1998/99 to 29 per cent (see table 5). Thus a minority of trainees have progressed on to further education or have found employment.

**TABLE 6**  
**Number of Trainees Accessing Employment and Full Time Education, 1996-99**

	Year				Total
	95/96	96/97	97/98	98/99	
Number of trainees	141	181	192	226	740
Number of trainees Progressing into employment/ further education	54	23	40	65	182

*Source: One Love/leisure Services, Newham LBC*

*Asian Women's Training*

Baseline data relating to the number of Asian women from the Green Street SRB area attending ESOL and vocational courses prior to Partnership establishment were not available. The training provider for this project, Newham Asian

Women's Project, supplied data for the period April 1997-99, giving a baseline position.

The number of women accessing ESOL and vocational training from the Green Street SRB area over a three year period are presented in tables 6a, 6b and 6c. There has been an increase in the number of women accessing training over this period from 77 in 97/98 to 98 in 98/99. Sixty four women have accessed training between April and December 1999. There has also been an increase in the number of women going into employment, further education or voluntary work placements. The data suggest that for some women there is a delay between when they finished their training and accessed further education or went into employment or took up voluntary work.

**Table 6a**  
**Number of Asian Women Accessing Training, 1997-98**

Training Accessed	Number of Women	Destinations of women in the SRB area
ESOL/Access Computing	16	3 women accessed employment
ESOL/Access Computing	12	
Business Administration	10	20 women accessed Further Education
ESOL/Book-Keeping	11	
ESOL/Computing	10	4 women In voluntary work/ placements
Cross-Cultural Counselling	6	
ESOL Intermediate/Safety	12	

**Table 6b**  
**Number of Asian Women Accessing Training, April 1998-99**

Training Accessed	Number of women	Destinations of women in the SRB area
Childcare NVQ2	13	10 women into employment  22 women accessed Further Education  5 women accessed voluntary work/placements
ESOL/Computing/Health	13	
Keep Fit and Basic Health	24	
RSA Practical book Keeping Revision	5	
Basic ESOL	13	
ESOL Intermediate/Computing	9	
Basic ESOL/Computing/Safety	12	
Customer Care and Communication NVQ2	9	

**Table 6c**  
**Number of Asian Women Accessing Training, April 1999-Dec99**

Training Accessed	Number of women	Destinations of women in The SRB catchment area
Childcare NVQ2	8	25 women accessed employment  71 women accessed Further Education  18 women accessed voluntary work/placements
Basic ESOL/IT	6	
Basic ESOL/IT	10	
Customer Care and Communication	10	
First aid	5	
Key Skills in Childcare	10	
Keep Fit	7	
	8	

Source : Newham Asian Women's Project

Of the 239 women who have accessed training, information is available on the destinations of 178 women. Of these trainees the majority (63 per cent) have gone on to further education, with less than a quarter (21 per cent) finding employment.

### *Business survey*

The findings from the 2000 business survey show that in the last three years the majority of respondents (over 80 per cent) had not accessed SRB training courses.

### **Educational achievement**

The Green Street Partnership area includes nine primary schools (St. Stephen's; Selwyn; Shaftesbury; Elmhurst; Cleves; St Anthony's RC; St Edward's RC; Southern Road and Upton Cross) and three secondary schools (Lister; St. Angela's and St. Bonaventure's).

### *GCSE Baseline*

Using DfEE information, the educational performance of pupils in the partnership area can be measured against the Borough average and the average for England as a whole.

**Table 7  
GCSE results for 1996, 1998 and 1999**

			GCSE RESULTS		
Year	Area/ School	Pupils aged 15	% pupils 5+ A*-C	% pupils 5+ A*-G	% pupils 1+ A*-G
1996	England average	-	44.5	86.1	92.2
	LEA average	-	27.9	81.7	93.1
	Lister	196	22.0	78.0	90.0
	St Angela's	167	41.0	95.0	100.0
	St. Bonaventure's	174	41.0	89.0	93.0
1998	England average	-	46.3	87.5	93.4
	LEA average	-	34.1	89.2	97.4
	Lister	200	25.5	88.5	100.0
	St Angela's	164	57.9	100.0	100.0
	St. Bonaventure's	166	57.2	95.2	97.0
1999	England average	-	47.9	88.5	94.0
	LEA average	-	34.6	90.0	96.5
	Lister	220	26.6	84.9	95.9
	St Angela's	166	61.4	99.4	100.0
	St. Bonaventure's	167	62.9	97.6	97.6

*Source : DfEE*

Both St. Angela's and St. Bonaventure's schools continue to perform above the borough averages of pupils attaining five or more passes at A\*-C grades. Furthermore the improvement in these schools has been greater than the changes in the national average.

Lister Community School has remained well below both the English and Borough averages of pupils achieving five or more A\*-C grades. Whilst both St. Angela's and St. Bonaventure's secondary schools have seen an increase in such pass rates, Lister Community School has seen little improvement with only 26.6 per cent of pupils achieving five or more A\*-C passes.

There is very little difference between the three schools when looking at the percentage of pupils achieving one or more pass at A\*-G grade.

Post-Year 11 activity

**TABLE 8a**  
**Number of Pupils in Year Eleven, 1995-96**

Destination of Year 11 Pupils in FTE	School							
	GSP Area		Lister		St Angela's		St Bonaventure's	
	N	%	N	%	N	%	N	%
<b>Total</b>	549	100	204	100	175	100	170	100
No of pupils remaining in FTE	408	74	139	68	136	78	133	78
No of pupils leaving FTE	141	26	65	32	39	22	37	22

Source: Futures Careers Company

**TABLE 8b**  
**Number of Pupils in Year Eleven, 1998-99**

Destination of Year 11 Pupils in FTE	School							
	GSP Area		Lister		St Angela's		St Bonaventure's	
	N	%	N	%	N	%	N	%
<b>Total</b>	604	100	249	100	179	100	176	100
No of pupils remaining in FTE	45	76	166	67	148	83	131	74
No of pupils leaving FTE	59	26	83	33	31	17	45	26

Source: Futures Careers Company

Figures for post-year eleven activity at borough level were unavailable for the Interim study (awaiting data from Futures Careers Company). In 1996 the average for pupils remaining in full time education in the Partnership area was 74 per cent; with Lister Community school below this figure. Baseline data for all three schools indicate that the total number of pupils remaining in full time

education and those leaving has remained at the same level between 1995/6 and 1998/9; 74 per cent of all pupils in Year 11 decided to stay on in full time education whilst 26 per cent decided to leave full time education.

The average for pupils remaining in full time education in the SRB area for 1998-99, remained stable at 74 per cent, with Lister Community school still coming below the average (67 per cent).

*Career Destinations of pupils leaving full time education*

**Table 9**  
**Destination of pupils in GSP area leaving full time education, 1996 and 1997**

Destination of Year 11 pupils leaving FTE	No. of pupils		% Leaving population		% School Population	
	1996	1997	1996	1997	1996	1997
No. known to be in permanent employment	12	20	9	21	2	4
No. known to be in youth training	11	15	8	15	2	3
No. known to be unemployed	13	21	9	22	2	4
No. known to be unavailable for work	5	2	4	2	1	0.4
No. known to have moved away	3	12	2	12	1	2
No. whose destination is as yet unknown	97	27	68	28	18	5
<b>TOTAL</b>	<b>141</b>	<b>97</b>	<b>100</b>	<b>100</b>	<b>26</b>	<b>18</b>

*Source : Futures Careers Company*

From the information available, there has been an increase in the number of pupils progressing into permanent employment or youth training; 1997 figures are double those of 1996 (36 per cent compared to 17 per cent). There has however been an increase in the amount of pupils who were known to be unemployed, rising from 9 per cent of the leaving population in 1996 to 22 per cent in 1997. These figures may not be directly comparable, however, as there were far fewer pupils whose destination was unknown in 1997 than there were in 1996.

### *Key Stage 2 results*

The majority of primary schools in the Partnership area are performing consistently above the LEA and national average in all three subject areas: English, Mathematics and Science. Southern Road primary school, although having increased its pass rates substantially since 1995/6, is still well below the national average in English and Mathematics, although the school has now just outperformed the national average in science. Cleves primary school is performing below other schools in the area in both Maths and English.

Data for Elmhurst, St Anthony's, St Edward's, and Cleves for 1995/96 is in the process of being forwarded and was not available to include in this report.

**Table 10**  
**Key Stage 2 Results, 1995/6 and 1998/9**

Area/ School	No. of pupils		SUBJECT					
			English		Mathematics		Science	
	1995 /6	1998 /9	1995 /6	1998 /9	1995/ 6	1998/ 9	1995/ 6	1998/ 9
England Average	-	-	56.3	69.7	53.2	68.2	61.2	77
LEA Average	-	-	37.1	53.9	36.1	59.0	42.7	65
Elmhurst	-	88	-	39.0	-	60.0	-	55.0
Cleves	-	51	-	33.0	-	37.0	-	63.0
St Anthony' s RC	-	57	-	86.0	-	79.0	-	93.0
St Edward's RC	-	45	-	87.0	-	93.0	-	100.0
St. Stephens	58	57	41.0	74.0	43.0	82.0	55.0	75.0
Selwyn	40	39	48.0	79.0	63.0	92.0	65.0	92.0
Shaftesb ury	87	83	45.0	51.0	51.0	73.0	48.0	57.0
Southern Road	86	89	23.0	54.0	19.0	61.0	24.0	78.0
Upton Cross	48	45	44.0	71.0	38.0	62.0	31.0	62.0

*Source : DfEE*

### *Parental involvement*

From Table 11 below, it can be seen that whilst there has been an increase in the average attendance of parents in Shaftesbury school, there has been a slight decrease in the average attendance of parents in Southern Road school. If an average is taken of parental attendance, there has been an overall decline from 78 per cent attending at the time of the Interim Study compared to 72 per cent during 1998/9.

**Table 11**  
**Attendance rates at parents' evenings**

School	Average Attendance %	
	Interim study	1998/1999
St. Stephens	75	-
Selwyn	-	59
Shaftesbury	75	80
Southern Road	85	78

*Source: Individual schools*

### *Summary*

The data presented above suggest that whilst there are improved opportunities for residents to improve their skills and education, the projects have not impacted upon some of the key indicators, in particular unemployment. The training data shows that few trainees are finding employment at the end of their courses, with a minority preferring to access further education.

Whilst it is likely that the benefits of training and improved education will have positive effects on levels of unemployment in the longer term, the unemployment rate is now less favourable in the Green Street area compared to the borough than it was at the beginning of the SRB programme. This suggests that the additional SRB resources have been, for one reason or another, insufficient to tackle the problems in the first five years of the programme.

The following projects within the SRB programme are designed to meet this strategic objective:

- Green Street Business Support and Training Centre (Barclay Hall)
- Asian Women's Training project
- Raising achievements project
- Parent support network.

It may be appropriate to find out if these projects address the problems associated with unemployment in the Partnership area and are providing adults and young people leaving school with the appropriate skills to access employment. It also may be appropriate to assess the amount of resources spent in each of the schools to ensure that those most in need of additional resources are receiving the necessary support.

***Strategic Objective 2 (SO2): 'Encourage sustainable economic growth and wealth creation by improving the competitiveness of the local economy'***

The intention is to assess progress towards this Strategic Objective through the collection of data relating to the types of businesses in the area, vacant retail units and the development of the local economy

### *Local Businesses*

*Updated figures for this section have been generated from 1997 NOMIS figures unless otherwise stated.*

### *Number of businesses<sup>1</sup>*

From the 1997 Annual Employment Survey, there were 1612 businesses in the E7/ E13 area employing 16,492 members of staff. Of this figure, 89 per cent (1435) are micro businesses employing between 1-10 members of staff; in fact, the overwhelming majority of businesses within the E7/ E13 area are made up of a low number of staff - 77 per cent (1235) businesses in the area have a staff role of 1-5 employees.

### *Types of businesses*

Thirty eight per cent of businesses in the defined area fall into the broad classification group for Distribution, Hotels and Catering; this is in comparison to a figure of 50 per cent provided in the previous baseline report which indicates a decrease in the number of food outlets and retail wholesalers operating in the Partnership area. There has been an increase in the number of employees operating within both the Public Services sector (in 1997 43 per cent vs 16 per cent in 1995) and the Banking and Finance sector (in 1997 25per cent vs 11per cent in 1995).

By contrast, the area still maintains smaller Manufacturing (14 per cent) and Construction (8 per cent) business sectors, although interestingly the Manufacturing sector has risen to its aforementioned 1997 level from 6 per cent in 1995.

### *Size of Businesses*

Within the E7/ E13 area, there has been an increase in the amount of micro businesses since 1995. Whereas 81 per cent of businesses in 1995 employed between 1-10 people, this percentage had risen to 89 per cent in 1997. Indeed, this change is more noticeable when looking at the percentage of businesses employing between 1-5 people where an increase can be seen from 58 per cent in 1995 to 77per cent in 1997.

Although there has been an increase in the amount of smaller businesses, there has also been an increase in the number of businesses employing a larger number of workers. In 1995, there were only four organisations employing more than 200 people whereas in 1997 this figure had risen to eleven organisations with two employing between 1000-1499 people. This increase could be the result of companies expanding over the two year period as their business base became stronger and more reliable.

### *Number of employees by broad industry groups*

The largest concentration of employment in the defined area is in the Public Administration, Education and Health sector which accounts for 43 per cent of the total employment in the E7/ E13 postal district - this is in comparison to a figure of 33 per cent in 1995. There has been a reduction in the percentage of people

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<sup>1</sup> Figures provided on the previous Interim Study appear to be very low and will therefore need to be analysed in more depth before comparisons can be drawn upon.

employed in the Distribution, Hotels and Restaurants sector, having fallen from 22 per cent in 1995 to 16 per cent in 1997; this is however in line with an overall reduction in the number of businesses in this sector. One quarter (25 per cent) of the workforce in 1997 was employed in the Finance sector.

*Vacant retail units in Green Street*

As can be seen from table 12, the Green Street Shopping Survey carried out in 1998 revealed that the area had a total of 34,595 sq. metres of floor space, marginally less than that available in 1995. There has been a slight reduction in vacant floor space as well as the number of branches of national multiples and banks/ building societies.

**Table 12**  
**Floor space in Green Street, 1995 and 1998**

Year	Total Gross Floor space sqm	% Convenience Comparison Floor space	% Vacant Floor space	No. Branches National Multiples	No. Branches Banks/ Building Societies
1995	36,077	66	10	10	7
1998	34,595	69	8	9	5

*Source : Planning Division, Newham LBC*

*Green Street visitor base*

**Table 12a  
Breakdown of visitors to Green Street, 1996 and 1998**

Origin of Visitors	%	
	1996	1998
Newham LBC Resident	32	79*
Resident outside Newham LBC	15	21
Unknown	53	*

*Source : Leisure Services, Newham LBC*

\*Methodology was altered during the second sample and Newham residents were grouped together with Unknowns

There has been an increase in the number of visitors coming to Green Street from outside the Borough, rising from 15 per cent in 1996 to 21 per cent in 1998. Due to the change in methodology in the second survey where Newham residents were grouped together with Unknowns, it is not possible to compare the percentage change of residents from within the Borough.

**Table 12b  
Breakdown of non-Newham visitors by Borough 1996 and 1998**

Borough	%	
	1996	1998
Redbridge	22	20
Tower Hamlets	18	18
Hackney	7	6
Brent	3	0
Barking and Dagenham	12	8
Camden	2	0
Waltham Forest	10	14
Epping Forest	3	0
Essex	5	19
Others	18	15

*Source : Leisure Services, Newham LBC*

The breakdown by borough of the visitors to Green Street shows that the area is still successful in attracting customers from neighbouring London boroughs. There has been a large increase in the percentage of visitors coming from Essex, rising from 5 per cent in 1996 to 19 per cent in 1998.

There still appears to be little incentive for Central and West London residents to visit Green Street as there has been an absolute reduction in the amount of people

coming from the boroughs of Camden (falling from 2 per cent in 1996 to 0 per cent in 1997) and Brent (falling from 3 per cent in 1996 to 0 per cent in 1997).

### *Business Survey findings*

Two thirds of the respondents in the 2000 street survey thought that there was a greater variety of shops in the area compared to three years ago.

Just over half (54 per cent) of the businesses surveyed thought that their business would expand in the next year.

Respondents in the business survey had differing opinions about improvements in the night time economy: 44 per cent thought that it had improved and 44 per cent said that it had not. The majority of businesses (78 per cent) thought that there was scope for further developing the night time economy.

The majority of the businesses interviewed (83 per cent) said that they had not participated in the SRB programme or been affected by it.

### *Summary*

Some progress has been made towards achieving this strategic objective. The project listed for this strategic objective is tourism promotion. Other projects under strategic objective 1 are likely to have impacted upon this strategic objective however. According to the businesses in the area the full potential of Green Street has not been realised and it may be that improved marketing of courses and training programmes available to businesses may have benefits for the continued economic revitalisation of the area.

**Strategic Objective 3 (S03): 'Improve housing through physical improvements, greater choice and better management and maintenance'**

It appears that no data were collected on this strategic objective in the Interim Study.

The project which addresses this strategic objective is:

- Grants to owners of private properties.

**Strategic Objective 5 (S05): 'Tackle crime and improve community safety'**

To measure the impact of the SRB programme on this Strategic Objective, data have been collated on police recorded crimes, perceptions of crime and feelings of safety

**TABLE 13a  
Police recorded crimes for the Green Street area, Apr- Dec 1997-1999**

Sum of Total				
Major category description	Minor category description	Apr to Dec 1997	Apr to Dec 1998	Apr to Dec 1999
Violence against the person	Murder	2	2	1
	GBH	28	33	30
	ABH	134	179	198
	Common Assault	-	431	709
	Offensive Weapon	-	46	32
	Harassment	-	60	138
	Other violence	23	52	46
Violence against the Person Total		187	803	1154
Burglary	Burglary in a dwelling	359	299	360
	Burglary in Other Buildings	207	176	172
Burglary Total		566	475	532
Criminal Damage	Criminal Damage To a Dwelling	-	211	291
	Criminal Damage to Other Building	-	95	109
	Criminal Damage to M/V	-	346	433
	Other criminal damage	525	63	87

Criminal Damage Total		525	715	920
Theft and Handling	Theft/ Taking of M/V	335	409	578
	Theft from m/v	381	658	723
	M/V Interference and tampering	-	8	9
	Theft from shops	222	165	165
	Snatches	70	55	89
	Picking Pockets, etc	73	74	59
	Theft/ Taking of Pedal Cycles	48	68	46
	Handling stolen goods	17	27	16
	Other theft	228	338	380
Theft and Handling Total		1374	1802	2065
Grand Total		2652	3795	4671

Source : Metropolitan Police Service

Note that this data has been compiled from the following beats: KF9, KF10, KF13,KE1,KE2,KO6 and KO2 which is very similar to the SRB area.

As table 13a shows, there has been a significant increase in the number of common assaults in the Partnership area, rising from 431 during the 1998 period to 709 in 1999. There has also been an overall increase in reported incidents of violence against the person, rising from 187 in 1997 to 803 in 1998 and again to 1154 in 1999. The level of reported harassment has doubled over the 1998/99 period, rising from 60 in 1998 to 138 in 1999. Burglary rates have remained similar or fallen slightly over the period of time. Theft and handling totals have also risen steadily over the time period.

**TABLE 13b**  
**Police Recorded Crimes for the London Borough of Newham, Apr- Dec 1997-1999**

Sum of Total				
Major category description	Minor category description	Apr to Dec 1997	Apr to Dec 1998	Apr to Dec 1999
Violence against the person	Murder	193	4	7
	GBH	Included in murder	165	157
	ABH	977	880	975
	Common Assault	-	2979	3203
	Offensive Weapon	-	220	160
	Harassment	-	354	781

	Other violence	168	264	257
Violence against the Person Total		1338	3966	5540
Burglary	Burglary in a dwelling	2543	1679	1830
	Burglary in Other Buildings	1284	1156	1080
Burglary Total		3827	2835	2910
Criminal Damage	Criminal Damage To a Dwelling	-	1194	1473
	Criminal Damage to Other Building	-	475	530
	Criminal Damage to M/V	-	1803	2169
	Other criminal damage	4013	318	392
Criminal Damage Total		4013	3790	4564
Theft and Handling	Theft/ Taking of M/V	2357	2037	2717
	Theft from m/v	2984	2996	3416
	M/V Interference and tampering	-	40	32
	Theft from shops	864	983	924
	Snatches	326	218	332
	Picking Pockets, etc	262	285	311
	Theft/ Taking of Pedal Cycles	351	280	312
	Handling stolen goods	150	107	87
	Other theft	1825	2103	2275
Theft and Handling Total		9119	9049	10406
Grand Total		18297	19640	23420

Source : Metropolitan Police Service

When police recorded crimes from April to December 1998 are compared with April to December 1999 (tables 13a and 13b), crimes have risen at a greater rate in the Green Street area, than the rest of the borough, with the exception of pick

pocketing which declined by 20 percent in the Green Street area and rose by 9 per cent in Newham. During this period:

- burglary of a dwelling rose by 20 percent in the Green Street area and by 8 percent in the rest of Newham
- common assault rose by 58 per cent in the Green Street area and by seven percent in Newham
- harassment rose by 130 per cent in the Green Street area and by 121 per cent in Newham
- Criminal damage to motor vehicles rose by 25 per cent in the Green Street area and by 20 per cent in Newham.

*Racially motivated incidents*

**Table 14**  
**Victims of police recorded racially motivated crimes in the Green Street Area, April 1998-January 00**

Ethnic Code	Appearance	April 1998 - January 1999 Number	April 1999 - January 2000 Number	Percentage change
White European		13	47	262
Dark European		1	8	700
African-Caribbean		13	62	376
Indian/Pakistani		35	111	217
Chinese/Japanese		0	3	300
Unknown		2	5	150
<b>Total</b>		<b>64</b>	<b>236</b>	<b>269</b>

Source : Metropolitan Police Service

Note that this data has been compiled from the following beats: KF9, KF10, KF13, KE1, KE2, KO6 and KO2 which is very similar to the SRB area.

The significant increase in racial incidents may be related to an increase in reporting as well as an increase in the number of incidents. The majority of respondents who participated in the street survey thought that racial incidents had increased in the area. At the time of writing the report we are waiting for data for the rest of the borough.

### *Perceptions of crime*

In the Street survey and the Business survey respondents were asked about their perceptions of crime.

The findings from the Street survey are shown in table 15 below. The respondents were asked about specific areas within the Green Street area, which had been targeted by crime prevention initiatives.

**TABLE 15**  
**Perceptions of Crime over the last three years**

Crime	<i>Increased (%)</i>	<i>Decreased (%)</i>	<i>Stayed the Same (%)</i>	<i>Don't know (%)</i>
Green Street	61	4	23	12
Queens Market	55	8	17	20
Priory Court	35	7	22	34
Queens Market Car Park	51	5	18	26
Shaftesbury Car Park	42	6	18	34
Mugging/Robbery/Theft	70	5	18	8
Physical assault	54	6	20	19
Burglary	63	8	16	13
Racial Harassment	53	11	21	15
Vandalism	61	8	17	14

In general respondents perceived that crime has increased. A few thought that it has decreased. Furthermore the majority of respondents thought that crime had increased in Green Street, Queens Market and the car park. The apparent differences between perceptions of crime and police recorded crime for different crimes, may be due to different levels of under-reporting; for crimes with higher levels of reporting such as burglary perceptions are likely to appear more 'accurate' whilst for crimes with low reporting rates such as racial harassment they may appear less 'accurate'. Perceptions of crime are also likely to vary between respondents depending on their personal experiences of victimisation. Those who have been victimised are more likely to perceive an increase in crime.

The findings from the business survey show that businesses thought that:

**Table 17**  
**Business perceptions of crime over the last three years**

	Increased (%)	Decreased (%)	Stayed the Same (%)	Don't Know (%)
Residential Burglary	39	None	13	52
Non Residential Burglary	50	4	18	27
Physical Assault	70	4	13	13
Mugging/ Robbery/ Theft	67	4	13	17
Car Crime	58	None	12.5	29.2
Racial Harassment/ Abuse	35	8.7	26.1	30.4
Vandalism	26.1	8.7	34.8	30.4

Respondents' perceptions were that crime in the SRB area has increased over the last three years; in particular physical assault (70 per cent) street robbery and theft (67 per cent) and car crime (58 per cent).

**Table 17**  
**Business perceptions of crime in the last three years**  
**by location**

	Increased (%)	Decreased (%)	Stayed the same (%)	Don't Know (%)
Green Street	58	17	17	8
Queens market	46	8	8	38
Priory Court	25	4	21	50
Queens Market Car Park	42	4	13	42
Shaftesbury Car Park	33	None	8	58

Table 17 indicates that there has been an increase in crime in all of the specified Green Street locations, particularly in Green Street where 58 per cent of those who responded felt that crime had increased. A minority of respondents thought that crimes had decreased in these locations.

**Table 18**  
**Perceptions of crime on business over the last three years**

	More often (%)	Less Often (%)	About the Same (%)	Don't know (%)
Burglary	33	14	24	10
Shop Lifting	46	9	23	5

Respondents' perceptions of crime on businesses in the area indicate that businesses think that victimisation has led to more crime in the past three years. Just under half (46 per cent) felt that shop lifting had become more frequent in the area and a third (33 per cent) felt that burglary was occurring more often. A minority of business respondents thought that these crimes had declined.

### **Feelings of Safety**

Respondents were asked whether they felt safe Green Street Area. The majority (55 per cent) thought it was not safe, compared to 16 per cent who felt that it was safe. Seventeen per cent considered it to be no worse than any other area in Newham, and 12 per cent thought it to be no worse than any other area in London.

Perceived safety was further analysed by ethnic origin. Data indicate that the majority of respondents of Bengali origin felt the area to be unsafe (88 per cent) compared to 61 per cent of respondents of Indian origin, 60 per cent of Pakistani respondents and 43 per cent of white respondents. African Caribbean's felt safer than other ethnic groups; 40 per cent of African Caribbean women considered that Green Street area was no worse than other areas in Newham and a further 40 percent thought that it was no worse than other London areas.

*Safety: Days/Times*

Respondents were asked to identify those times of day that they felt most unsafe in the area. More respondents felt unsafe at night (55 per cent), followed by daytime (25 per cent) and Match days (10 per cent).

Information from On the Safe Side community group shows that compared to the Interim Study more women felt safer during the day but more felt at risk after dark.

**Table 19  
Women's feelings of safety**

	Very safe %	Fairly safe %	Not very safe %	Very unsafe %
During daylight hours 1997	32	52	9	8
During daylight hours 1999	43	48	5	2
After dark 1997	39	5	23	33
After dark 1999	17	26	41	14

*Source: On the Safe Side formerly Women's Safe Transport.*

Note that the sample size for 1997 was just over 200 women and for 1999 (March to December) the sample was approximately 75.

*Fear of crime*

Respondents were also asked about their anxieties about being a victim of particular crimes. The findings presented in table 20 below show that most respondents were fearful of becoming a victim of street robbery and theft. As the table shows some differences between men and women were identified such as women were more afraid of street robbery and theft than men and men were more concerned about car crime than women, but in general their anxieties were similar.

**Table 20**  
**Fear of crime by gender**

<i>Crimes</i>	<i>Male (%)</i>	<i>Female (%)</i>
Mugging/Robbery/Theft	24	31
Burglary	18	18
Car Crime	17	13
Physical Assault	14	16
Vandalism	14	11
Racial Harassment	10	8
Murder	1	0.8
Drug Selling	0.6	0.3
Shop Lifting	0.6	0.8

Analysis of types of crime that Green Street users most fear according to ethnic origin, highlights that mugging/robbery/theft is most feared amongst the African community (29 per cent), followed by the African Caribbean community (25 per cent). The Indian community feared racial harassment more than any other group (18 per cent), this followed by Whites (15 per cent), Bengali (12 per cent) and Pakistani communities (7 per cent). Of those African and African Caribbean's responding to the question, none stated that they feared racial harassment.

Racial harassment was commonly feared by those respondents aged 70+ (20 per cent), followed by 18-24 year olds (14 per cent). Mugging/robbery/theft was identified, as the crime most feared by residents in the area (34 per cent), followed by burglary (24 per cent). Visitors to the area identified mugging/robbery/theft as a cause for concern (28 per cent) followed by car crime (17 per cent).

### **Crime prevention initiatives**

Interviewees were asked which crime prevention initiatives they felt would be most effective to help combat crime in the area. The majority of respondents selected more than one response. The most commonly identified initiatives were CCTV, community policing and better lighting.

**Table 21**  
**Crime prevention initiatives**

<i>Initiatives</i>	<i>Number</i>	<i>(%)</i>
Community Police	68	30
CCTV	65	29
Better Lighting	44	19
Self Defence	15	7
Education	27	12
Security Guards	1	0.4
Crime Awareness for Women	1	0.4
Curfews for young people	1	0.4
Neighbourhood Watch Schemes	2	0.8
Government Policy	1	0.4
More Asian Police	1	0.4
More communication between the public and the police	1	0.4

Respondents were then asked about how the specific crime prevention initiatives in the Green Street SRB had affected their feelings of safety. The findings are summarised in table 20. Only a minority of respondents felt safer (12 per cent) however and the majority felt less safe (59 per cent) suggesting that whatever the effect of the crime prevention initiatives they have not collectively improved feelings of safety for most of the respondents.

The findings in table 22 below show that less than half of the respondents felt safer due to the crime prevention initiatives put in place and that for a minority of respondents they had had the unintended consequence of making them feel less safe. Nevertheless for most they had made no difference.

**Table 22**  
**Community safety over the last three years**

Safety/ safety initiatives	<i>More Safe (%)</i>	<i>Less Safe (%)</i>	<i>About the Same (%)</i>	<i>Don't know (%)</i>
<b>General safety</b>	<b>12</b>	<b>59</b>	<b>21</b>	<b>8</b>
CCTV Performance	38	21	33	8
Better Lighting	38	19	40	4
Community Policing	27	9	41	12
Self Defence Initiatives	10	17	42	30
Youth Crime initiatives	11	15	42	32

Businesses were also asked about the impact of the crime prevention initiatives and the findings are presented in table 23 below.

**Table 23**  
**Effect of crime prevention initiatives on feelings of safety over the last three years**

	Feel Safer (%)	Less Safe (%)	Stayed the Same (%)	Don't know (%)
CCTV	54	13	25	8
Better Lighting	59	None	23	18
Community Policing	8	42	29	21
Self Defence	None	17	17	67
Education e.g., youth crime initiatives	9	13	13	65

The initiatives which have had an impact on the feelings of safety of the majority of respondents of the business survey, are the CCTV and the installation of better lighting (59 per cent) than any other improvement. The other safety initiatives have had little or no effect.

The projects put in place to address this strategic objective are:

- 'On the Safe Side', safety awareness training for women and girls
- Youth crime reduction programme, which includes sports leadership, football coaching, holiday play scheme, NCY outreach/detached work and youth activities.

## *Summary*

On the whole little progress it appears to have been made towards achieving this strategic objective. This may be for many reasons including inappropriate initiatives to tackle the crime and community safety problems, inadequate implementation of projects and ineffective mainstream services by statutory agencies such as the police, which serve to undermine the effectiveness of the SRB projects.

## **Strategic Objective 6** *'protect and improve the environment and infrastructure and improve good design'*

### **Environmental Improvements**

Respondents were asked to give their opinion on environmental issues directly affecting the quality of the area.

#### *Improvements*

Respondents were asked whether they felt there had been any general physical improvements in the Green Street area over the past three years. Of those responding, half stated that they felt that the area had not changed in appearance, with just over a quarter (29 per cent) stating that it had got worse, and 18 per cent stating that there had been an improvement, with only 3 per cent not being able to express a view.

#### *Litter/Refuse*

Half the respondents thought that litter and refuse problem was worse than in other areas, and just over a third thought that it was similar to other areas (37 per cent). When asked whether they felt there had been any improvements over the last three years, 48 per cent felt that the litter problem had got worse compared to 18 per cent who had seen an improvement, and 33 per cent who felt unable to answer.

#### *Traffic Congestion*

Traffic congestion was felt to be bad by the majority of respondents (78 per cent). The majority of respondents felt that over the last three years, traffic congestion had got worse (70 per cent), compared to 9 per cent who felt that there had been improvements.

#### *Car Parking*

Car Parking in the area was felt to be difficult by the majority of respondents (70 per cent). Sixteen per cent stated that car parking facilities were of average quality compared to 8 per cent who felt it to be good. When asked whether they felt that

car parking facilities had improved over the last three years, over half (54 per cent) thought that it had got worse.

### *Community Facilities*

Over half of respondents (57 per cent) stated that the range and quality of community and leisure facilities on offer in the area were poor, compared to 30 per cent who considered them average and 13 per cent thought that they were good. Most respondents thought that there had been no improvements to the facilities over the last three years (43 per cent) and 29 per cent felt that they had got worse.

### *Seating*

Seating was also considered to be inadequate (64 per cent), compared to seven per cent who thought that it was good. A third of the respondents felt that there was an improvement in seating over the last three years. A third stated that seating was the same, compared to just under a quarter (23 per cent) who felt that it had got worse.

### *Lighting*

Respondents were asked to rate the quality of the lighting in the area. The majority of respondents thought that it was average (48 per cent) whilst 17 per cent thought that it was good and 29 per cent who rated it as poor. Commenting on improvements in the area in the last three years, most stated that they had seen no change in lighting improvements (43 per cent), compared to a third (33 per cent) who felt that it had improved and under a quarter (21 per cent) who stated that it had got worse.

### *Community and Leisure Provision*

In line with the initial baseline study, respondents were asked how frequently they used the following leisure facilities in the area.

- Boleyn Cinema
- Upton Centre
- Green Street Library
- Plashet Park
- Restaurants

The most regularly used leisure facility was the Green Street Library (28 per cent), followed by restaurants in the area (25 per cent) and Plashet Park (22 per cent). Analysing the data in terms of ethnicity, 33 per cent of Bengalis and 30 per cent of Pakistanis regularly used the Boleyn cinema. By contrast Africans (86 per cent) and Whites (82 per cent), stated that they never used the cinema. The first baseline study stated that the Bengali community most frequently used the Upton Centre with 44 per cent of respondents stating that they used the centre regularly. However the baseline update indicates that of all those Bengali respondents asked, 50 per cent stated that they rarely used the centre, and a further 50 per cent stating that they did not use it at all. The sample indicated that restaurants in the area

were most regularly used by the Bengali, (38 per cent) and Pakistani communities (37 per cent). By contrast all the African Caribbean's stated that they never used the restaurants in the area, followed by all most three quarters (73 per cent) of White respondents.

Respondents were asked which community information services that they would like to be provided in the Green Street SRB area. Respondents rank those that they felt would be most useful on a scale of 1-3, with one being the most preferred preference. 46 per cent of those who answered stated training courses as their most popular choice, followed by creche facilities and housing advice. Employment and welfare rights which the most popular choice in the first baseline study, was also a popular choice, with 40 per cent of all those who answered indicating that this was a service that they would find useful.

### *Purpose of Visit*

The majority of visitors were there for business purposes (46 per cent), with 34 per cent stating that they were shopping. Visiting family and friends was the next most common reason given for being in the area (11 per cent). Visitors came from a number of surrounding areas, the majority coming from Ilford (32 per cent).

### *Transport*

Respondents were asked to specify the type of transport that they most frequently used around the area. Some respondents used two types of transport equally. The majority of those who answered indicated that the most common type of transport used was the car, 34 per cent. This was followed by public transport (22 per cent) and walking (18 per cent).

Data indicates that when analysed in terms of gender, a higher proportion of men (47 per cent), use a car compared to that of women (28 per cent) as their principal mode of transport. A higher proportion of women (28 per cent) use public transport in comparison to 17 per cent of men who answered. The first baseline study indicated that more men used public transport as their principal mode of transport (27 per cent), whereas 22 per cent of women in the last sample used public transport. The sample in the baseline update also indicated that a higher proportion of women (21 per cent) walked, compared to 15 per cent of men.

Those specifying their principal mode of transport, were asked to rate the quality of routes, transport facilities and service provided depending on the mode specified.

67 per cent of drivers who responded stated that the roads in the area were poor. Parking facilities in the area were thought to be poor by 69 per cent. The majority of public transport users rated services into the area as average, 53 per cent. Of those pedestrians who responded, 49 per cent felt that routes into the Green Street area were poor. 0.9 per cent of those whose main mode of transport was cycling thought that routes into Green Street were also poor.

### *Overall Perception of Green Street*

The final section of the questionnaire focused on the overall perception of Green Street. In line with the initial baseline report, interviewees were asked to identify the best and the worst aspects of Green Street, listing the three best and worst things in the area. The three best aspects most commonly identified were shopping- the quality and range of goods (85 per cent), the range and quality of restaurants on offer (41 per cent) and the large ethnic community (24 per cent). Restaurants were not amongst the most popular aspects stated in the initial baseline report, which additionally identified that competitive pricing and atmosphere as being amongst the best aspects. The four worst aspects that respondents identified were traffic congestion (55 per cent), the frequency of crime (27 per cent), with some respondents identifying mugging as the crime being the worst aspect of all those in the area (34 per cent). A quarter of those who answered stated that they felt the physical appearance of the area was dirty. Illegal drug selling in the area was also considered to be amongst one of the worse aspects of the area (23 per cent), drug selling also being the most frequently stated 'other' option of crimes that respondents were most afraid of in the area. A Lack of parking was identified as one of the worse aspects in the first baseline study. However this ranked further down the scale with only 16 per cent of those who answered, stating this as one of the worst aspects of the area compared to 30 per cent of respondents who named parking in the first baseline report.

Finally respondents were asked to rate whether service provision, crimes, safety, and SRB initiatives in the Green Street area had improved over the last three years. This provides the Partnership with informative set of results about Green Street users perceptions of the area over the last three years, and issues which they may need to consider so that the quality of life may be further improved where needed in the area. The results are summarised below.

**Table 24**  
**The development of services over the last three years**

Services	<i>Improved (%)</i>	<i>Got Worse (%)</i>	<i>Stayed the Same (%)</i>	<i>Don't know (%)</i>
Quality of shops	59	6.8	33.3	.8
Refuse/Litter	18	48.0	33.3	0.9
Traffic Congestion	9	70	21	None
Car Parking	13	53.4	23.7	8.9
Accessibility to Shops	27	29.2	41.4	2.0
Public Facilities	6	65.9	21.6	6.1
Women and Baby Facilities	14	44.6	35.1	6.3
Seating	33.3	23.2	37.3	6.0
Lighting	30.3	21.2	43.4	5.0
Physical Appearance	18.3	28.5	50	3.0
Public Transport	17.5	27.8	48.4	6.1
Pedestrian Routes	15.4	26.8	47.4	10.3
Range/Quality of Community Facilities	12.2	28.6	43.8	15.3
Range/Quality of Leisure facilities	12.2	23.4	44.8	19.3

The projects put in place to address this strategic objective are;

- Queens Market improvements
- CCTV, Queens Market and Green Street
- Streetscape
- Festival Lighting
- Shop fronts.

### **Summary**

Progress towards achieving this strategic objective will be limited until all the environmental improvements have been completed. Nevertheless it does appear that some of the environmental improvements such as street lighting and CCTV have not had a significant impact on improving feelings of safety. It may be that some of the improvements such as seating arrangements will have a more positive effect once the road works have finished.

**Strategic Objective 7** *'enhance the quality of life of local people including their health and cultural and sports opportunities'*

Findings from the 2000 street survey show that a minority of respondents thought that the quality of community (12 per cent) and leisure facilities (12 per cent) had improved in the last three years.

The projects to address this strategic objective are:

- Refurbishment of multipurpose training community centres sharing the Upton site.
- Access for disabled project
- Health promotion project
- Mural project and millennium festival.

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## 4 THE YOUTH CRIME REDUCTION PROGRAMME

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As part of the research to assess the progress of the Green Street SRB we were asked to assess the impact of the Newmartin Community Youth Trust's (NCY) youth work project which is the youth crime reduction programme. We were also asked to examine the project's activities with respect to the objectives of Newham's Community Safety Strategy and the report by Price Waterhouse Coopers (PWC) on behalf of the Audit Commission. This report identifies the strengths and weaknesses of Newham's Crime and Disorder Strategy.

### *Community safety strategy*

The NCY project started in 1995, some time before the Crime and Disorder Act 1998 which gave local authorities statutory responsibilities for crime prevention and necessitated the development of a community safety strategy. Nevertheless since an appropriate strategy is one which is addressing crime and disorder problems in the area and since any crime reduction initiative, whenever it started, should also be tackling crime problems, the expectation is that existing crime prevention projects should be compatible with the community safety strategy.

The community safety strategy has a host of priorities (23), many of which are applicable to the NCY project; for example objective 3 'protecting our citizens' priority 3 'tackle crimes against young people'; objective 5 'obtaining better intelligence about crime and its causes', priority 3 'build knowledge of the local causes of crime and anti social behaviour'. The most applicable ones are, however, objective 2 'making our neighbourhoods safer, priority 4 'reduce crime and fear of crime in the following SRB areas: Canning Town, Green Street' and objective 4, 'dealing effectively with youth and adult offenders', priority one, task four, 'carry out preventative work on youth offending' (Newham Community Safety Strategy 1999/2002:13 and 18).

The relevant target set for the Green Street SRB is to reduce crimes against young people by 25 per cent and the action to initiative joint action through the development of community safety partnerships could include the NCY youth work programme. However no targets have been set for the objective 4, priority one, task four priority nor are there any key actions which include youth work. In fact youth work is not specifically mentioned as a preventive or reduction action anywhere in the community safety strategy, although it could be included in the more general statements on action such as 'joint action by community safety partnerships'. Nevertheless, neither the NCY project, nor any other youth work project, are specifically specified as key actions. This suggests that there are differences between policy makers within the borough about how best to tackle the problem of youth crime and victimisation. On the one hand those involved in the community safety strategy gave youth work a low priority whilst on the other hand, it has been given it a high priority in the Green Street area.

The PWC report identified some factors critical to the success of the community safety strategy. Four of these 'critical success factors' are relevant to the NCY project and each are discussed in turn:

- Cost analysis, value for money, and financial monitoring requires comprehensive monitoring data to be collected on each young person, including the time spent attending NCY activities. Monitoring data collected by NCY staff is insufficient to undertake these tasks.
- Suitable IT systems that permits integration of data across agencies. This will be achieved when NCY IT systems are updated to be compatible with the monitoring systems required by the Youth Justice Board.
- Communication and participation strategy. We are unable to comment on every aspect of this strategy on the basis of the research. However the findings show that the NCY staff actively engage the young people in local projects and encourage them to participate in a range of initiatives.
- Limited number of local priorities. The plethora of priorities does not encourage focussed work. The starting point for the youth work undertaken by NCY staff is that all young people in Newham are 'at risk' from offending and therefore all young people living in the Green Street area are included in their activities. It may be however that some different types of work are more appropriate for repeat offenders than for young people who are 'at risk' as victims or perpetrators of offending. More intensive work is necessary with career criminals for example. However there is no provision for this type of intensive work in the youth crime reduction programme within the SRB. If there were one or two clear priorities with identified targets and an action plan for each priority, then it is more likely that the youth work would have a larger crime reduction effect.

### **An assessment of the NCY project**

According to papers relating to the Green Street SRB the overall aim of the Green Street SRB youth crime reduction programme is to meet the SRB strategic objective 1: 'to enhance the employment prospects, education, and skills of local young people', strategic objective 2: 'encourage sustainable growth', and strategic objective 5: 'tackle community safety' (project report 1998/9). To achieve these strategic objectives a number of projects were put in place including a sports leadership scheme, football coaching, holiday play schemes and the NCY project. The NCY project had a capital grant to build a centre which was completed in 1996 to provide drop-in facilities for young people and a revenue grant to provide outreach and detached work with young people living in the Green Street area. The project additionally provides schools related work within the local area.

In assessing the NCY project the research has focussed on the crime reduction aspect of the project. To achieve its aims of reducing crime and actively involving young people in constructive activities and positive social learning, the programme works with young people using three main methods: detached work, outreach work and youth centre based work.

- Outreach work: Youth workers access young people away from the centre informing them of the services that they provide and encouraging them to attend the centres.
- Detached work: Youth workers detach themselves from centre based work and take resources to young people in their own environment. Detached work

involves gaining the trust of the young people and accessing them on *their* terms. Detached work can involve the use of outreach skills.

- Centre Based work: Services are provided for young people in the context of the centre. Young people can access activities, meet with their friends in a safe and informal environment and are supervised by qualified workers.

The programme offers a number of recreational and educational activities for young people and includes:

- In door activities such as table tennis, pool, play station access, computer internet access and IT skills.
- Residential weekend programmes away from the Green Street SRB.
- Information awareness related to issues such as drugs and sexuality and health.

The programme also offers access to educational training and life skills development programmes including;

- Racial Harassment awareness and training programmes
- Youth Justice/Forum meetings.
- Young people's participant programmes such as Active Youth Action, Youth Parliament, area youth forums and students union.

The NCY philosophy, according to one youth worker at the centre, is that '*all young people are at risk*' and that attracting 40 young people into the centre for example, means that there will be 40 less young people on the streets who could be committing crimes and/or causing other residents anxieties about being victimised by young people.

## Findings

The findings are discussed as follows: the factors which invariably attributed to the onset of offending behaviour such as being excluded from school, living with a carer or one parent, drug taking, are discussed to ascertain which young people are accessing the project; indications of the preventive effect of the project are then described; changes in attitudes and/or behaviour that have occurred for reasons other than the project; and a pen picture of a young person is presented to indicate the effect youth work can have on the life of a young person.

### *At risk factors*

- The majority of young people lived with two parents (11), one had runaway from home previously, two had been excluded from school and one had been suspended, whilst others had truanted from school (3). Most of the young people did not drink heavily nor were they drug users. A few had tried cannabis (4) and one young man had taken heroin and crack.

- The majority of young people over 14 years old (6) said that the Green Street area was boring, that there was nothing to do, and that this was a factor that could encourage some young people to get involved in anti social and criminal activities. Some of this group knew other young people who are involved in criminal activities.

*'Before our group came to NCY, we just used to roam around the street trying to find something to do. We didn't want to run around in the street ..... if I hadn't of come into contact with NCY I would still have been roaming around'.*

- Young people were asked to give their opinions about crime in the Green Street area, whether they felt safe and if they felt there had been any improvements in the last two to three years. The responses were mixed but there was great concern for the crimes that had occurred in the area.

*'In area like this we have crimes, everything, its easy to get into, drugs, it's easy to get into robbery, you name it any type of illegal thing you can just get into it like that'*

*'Criminal activity that takes place in this area is vast, its vast, you name it and it happens. If you name something people can get it for you, if you name it, it happens, criminal activity is just running rampant in the area'*

Some young people (3) said that there was problem with illegal drug taking and selling in the area with one interviewee witnessing the taking of crack in the stairwell of his apartment block. Two young people felt that drugs had become more easily accessible to purchase, and being sold more freely over the past two to three years.

A number of young people said that they thought that the area had improved over the past two to three years. Interviewees stated that they felt this was because of the implementation of CCTV and that this has also made them feel safer. One young person said that the area had improved because there was less racial tension and conflict between Asian groups, and less segregation.

#### *Indications of a preventive effect*

- Six young people admitted that they had committed crimes and/or been involved in anti-social behaviour and of these people six said that their activities with NCY had been a factor in assisting them to desist. One of the young people was involved in criminal activities during their time at NCY, but has since desisted.
- A total of 4 of young people said that they felt less likely to become involved in criminal and anti social behaviour due to their experiences at NCY because they are spending their time constructively rather than hanging on the streets.
- The over fourteen year olds said that they spent their free time at the youth centres rather than on the streets where they are more likely to be 'at risk'.

- Just over half of those interviewed were under fourteen years and said that they had not experimented with drugs. Through their contact with NCY they were aware of the risks of drug taking and this is likely to have been a deterrent.
- Twelve young people said that they felt more confident. They said that this had come about through their active involvement in the project. For example, by recruiting other young people to join the project and from their experiences on residential outings which broadened their perspectives. These activities encourage young people to become active members of their community and work towards building a better future.
- Young people (5) also said that they learnt to respect others and had benefited from learning that they were able to bring about changes in their own community. Some (3) of these young people had accessed other local projects through NCY and are considering getting involved in youth work on a more permanent basis.

' The influence that the youth centre has had on me is obviously good because I wouldn't of looked into youth work in any shape or form. I wouldn't have been off the street for the time that I as.....if I wasn't here I would have probably been on the street doing something worse'

- All the young people felt positive about their relationship with the youth workers and said that they benefited from the mutual respect and trust that had developed between them and that this had changed their outlook on life. All the interviewees said that they would not hesitate to go to the youth workers if they had problems, and some had discussed their personal problems with the workers.

### *Changes due to other factors*

Not all the changes in attitudes and behaviour were due to the efforts of NCY. Some of these other factors included

- Religion
- Becoming more mature.

### *Pen picture*

One young man became involved in a gang who were involved in anti-social and criminal activities. Through boredom, they would hang around the streets, harassing passers by and finally started committing street robberies. He was caught by the police and attended NCY as a condition of his bail. As a result of his rehabilitation, reintegration and overall positive experiences at NCY - the activities, the friendly staff - he attended voluntarily and was able to break away from his criminal peer group and use his time constructively at the centre.

### *Summary*

The findings from this research suggest that the NCY project is accessing young people who have some 'at risk' features in their lives and who live in an 'at risk' area

where some young people were involved in criminal activities. It appears that local career criminals and those regularly involved in anti social behaviour are not being reached through the detached or outreach work, at least on a regular basis, at the time of the research. Over the course of the SRB individuals have been referred through the Multi Agency panel, and as illustrated above, others have accessed the provision following court proceedings.

It appears that many of the young people who have accessed the project have benefited from their experiences and it is not unreasonable to assume that the project has had a preventive effect. Furthermore this preventive effect is not just that the project has 'kept them off the streets', it has had a much more positive effect with young people gaining in confidence, developing positive relationships and feeling valued.

Monitoring of the project relates to SRB outputs measures with figures relating to the number of young people accessing each session whether detached, out reached or centre based. Sessions are monitored in terms of gender and ethnicity of all participants, although figures of those using the drop in sessions do not show up as monitoring relates to volume of use. In this respect, there has been a lack of monitoring and absence of any evaluation of the project over the last five years. This means that the extent and impact of the work has not been documented and the interventions have not been fine-tuned to enable the full crime reduction potential of the youth work to be achieved.

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