



## Decent parks? Decent behaviour?

The link between the quality of parks and user behaviour

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# Foreword

When CABE Space invited people to let us know what they think about their local parks and green spaces we were overwhelmed by the passion of the responses we received. Over and over again, people emphasised the very positive benefits they and their families gain from their local green spaces – the way in which they help build a sense of community, the opportunities they provide for relaxation and escape, and the space they provide for exercise and recreation.

However, they also told us about the run-down parks in their areas – and anti-social behaviour was high on the list of things that they are worried about. People are concerned about the way that neglected parks seem to attract anti-social behaviour. They see that this in turn puts off other members of the community, like older people and mums with kids, creating isolated no-go areas that decent people are scared to visit.

This publication is based on research that supports the public perception that poor maintenance of parks can, in turn, attract anti-social behaviour. But, encouragingly, it also provides examples of places where

a combination of good design, management and maintenance has transformed no-go areas back into popular community spaces.

This evidence suggests that investing in creating good-quality parks and green spaces, which are well staffed and provide a range of attractive facilities for the local community, can be a far more effective use of resources than, for instance, the blanket use of CCTV cameras.

The case studies in this guide include real places where people who are often marginalised and perceived as being 'a problem' – including disaffected young people and the homeless – have become actively and positively involved in the process of transforming a space. In many cases, the catalyst for this has been an imaginative and energetic person – sometimes from the local authority, sometimes from the community – who feels passionately about transforming a particular park or green space.

All of us instinctively know whether a place feels cared for or not. In the case of parks and green spaces, those places that do feel cared for are often those that have a

member of staff who is based in, and dedicated to, that particular site. It is for this reason that CABE Space is campaigning for more park keepers, rangers and other parks staff.

We believe that investing in park staff, in good design, and in the ongoing maintenance of spaces is vital if parks are to be the much-valued community assets that people have told us they want. We know that many parks offer great facilities backed by very good management. But in many parks, problems remain. Many people around the country are working hard to turn around the poor-quality spaces – and we hope they find this guide both practical and inspiring.

**Dickon Robinson CBE**  
Chairman, CABE Space



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# Introduction

Ninety-one per cent of people believe that public parks and open spaces improve their quality of life. However, one in five people thinks that it is 'not worth investing money in the upkeep and maintenance of local parks and public open spaces because they will just get vandalised'.<sup>2</sup> Public opinion is therefore squarely behind taking positive action where anti-social behaviour does occur in parks and green spaces.

This publication provides practical suggestions for improving public spaces in ways that can help reduce vandalism and other anti-social behaviour. It is informed by research commissioned by CABA Space in 2004. The research, carried out by GreenSpace, involved over twenty local authorities and seventy-five community representatives concerned with green spaces.<sup>3</sup>

The people interviewed by the researchers felt strongly that a decline in the quality of a public space contributes to the onset or acceleration of vandalism, anti-social behaviour and even serious crime. As a parks and landscape development manager states, 'nothing encourages the vandal more than "management by abandonment"'. The most successful approach to addressing this spiral of decline appears to be one of addressing the root causes of the problem, rather than the symptoms. Even in the most extreme cases, the right management approach can quickly reverse the decline and establish a spiral of improvement.

The research focused on two questions:

**Can or does improving the condition, appearance, facilities and management of parks encourage greater respect and lead to improved (user) behaviour?**



## What are the key elements in achieving a sustainable improvement in the way people behave in parks?

The research also looked at improvement programmes of a total of thirty-six green spaces in England, Scotland and Wales. This guidance includes nine of these case studies, specifically selected to illustrate important elements in achieving sustained improvements in behaviour in green spaces. The case studies can provide only a limited picture of the complexity of turning a place around. However, they provide a rich array of approaches from which to select the right ingredients for a successful improvement programme. What unites the examples is the belief of the people involved that achieving a successful outcome easily compensates for the range of obstacles along the way. In addition, the personal satisfaction of those involved should not be underestimated.

## Who is this publication for?

This guidance is for anyone who wants to improve public spaces. Councillors and MPs will find examples of community-led improvements of neglected local spaces.

Park managers will find useful references to funding and measures of success. Crime reduction professionals will benefit from insight into design and care of successful urban spaces. Community representatives and enterprises will find models of working with land managers to achieve mutual aims. Designers will find a number of design-led ideas for encouraging good user behaviour.

## A complement to other resources

This publication complements CABA Space's policy note, *Preventing Anti-Social Behaviour in Public Spaces*.<sup>4</sup> It does not seek to replace other existing and highly regarded guidance or positive initiatives to design out crime.

## Background

The desire to curb anti-social behaviour in green spaces is not new. A major objective of the Victorians' creation of many new public parks was to create opportunities for improving public behaviour. Their design principles often included laying out serpentine paths and terraces, which



created opportunities for people to observe one another, thus discouraging bad behaviour. In addition there were strict rules of conduct for the public. The Select Committee on Public Walks in 1833 stated that, among other benefits, the creation of public parks would create an alternative form of recreation to the tavern and would also reduce social tensions, since all members of society use parks and would therefore have the opportunity to learn from each other.<sup>5</sup>

More than a hundred years later, the report of the Urban Green Spaces Taskforce identified the role that good quality parks and green spaces have in fostering 'social inclusion, community development and citizenship'.<sup>6</sup> The government's response in *Living Places: Cleaner, Safer, Greener* picked up on this theme, recognising that 'dirty and dangerous places encourage graffiti, vandalism and anti-social behaviour'.<sup>7</sup>

Research by ENCAMS demonstrates that people are less likely to litter in an area that is clean and tidy and more likely to do so in an area that is already dirty and run down.<sup>8</sup> This is an important finding given that numerous studies have found littering to



The spiral of decline is a costly process. Budgets are better spent on maintaining quality improvements

is closed at night. Ultimately local solutions are necessary, although the evidence shows that investing in good design, attractive facilities and good maintenance remains the driver for improvement.

## How much of a problem is anti-social behaviour in parks?

There is little statistical evidence that high rates of crime and anti-social behaviour are a particular problem in parks and green spaces. The Local Environmental Quality Survey of England 2003/4 shows environmental crime indicators such as fly-tipping, fly-posting and graffiti in public open space to be no worse than in the rest of the public realm.<sup>11</sup> The Royal Parks Constabulary crime statistics show a falling rate of reported crime annually from 2000/1 to 2002/3.<sup>12</sup>

make up the first 'broken window' in Wilson and Kelling's Broken Windows theory.<sup>9</sup>

The Home Office Action Plan, *Together Tackling Anti-Social Behaviour*, notes the impact of anti-social behaviour on 'young mothers, afraid to use the park with their children and people living in streets covered in rubbish and graffiti'. It puts at the heart of its agenda the desire not just to reduce crime and disorder, but also to support 'civil renewal – to strengthen communities, revitalise our democracy and provide opportunity and security for all'.<sup>10</sup>

However, there are different approaches to doing this. The research on which this publication is based provides evidence that investing in the design and care of high quality public places is more effective in tackling anti-social behaviour than the blanket use of tough security measures such as closed circuit television (CCTV). Nevertheless, *carefully targeted* security measures are often part of successful improvement projects. In Mile End Park for instance, a key success was achieving funding for a limited number of CCTV cameras, and Mowbray Park in Sunderland

Furthermore, in the quarterly update to June 2004, The British Crime Survey states statistically significant falls in fear of crime across all of the seven individual anti-social behaviour measures compared to the previous year.<sup>13</sup> The measures include indicators cited in the case studies as problems that may affect public spaces: abandoned and burnt out cars, rubbish or litter lying around, people being drunk or rowdy in public places and teenagers hanging around on the streets.

## Environment and self esteem

There is evidence to show that some people are afraid of going to parks because they believe they will come across anti-social behaviour. *The Use of Public Parks in England 2003* states that eight per cent of people did not visit parks for fear of their personal safety.<sup>14</sup> In *Parks and Squares: who cares?*, CABA Space found that the thing that the public most dislikes about green spaces is they are not kept clean or safe.<sup>15</sup> Poor standards of maintenance are highly visible to the public and communicate a lack of care and authority. Whether or not anti-social behaviour is actually witnessed in these or

# Checklist of key elements



A positive design solution is vital, although design has only one part to play

other green spaces, the sense of its presence exerts such a negative effect on public perception that it must be taken seriously.

In 2005 CABE published views of four distinguished thinkers on how we deal with risk in public space.<sup>16</sup> The cultural commentator Charles Landry describes how in run-down environments 'the sense of powerlessness, vulnerability and impotence begins to shape self-identity. The responsible individual as potential maker, shaper and creator of the environment becomes a passive individual always on the receiving end. He or she negotiates the world as a dangerous jungle with risks lurking in the undergrowth beyond the control of humanity.'

## Satisfaction and the desire to be involved

All of the case studies in this guidance demonstrate the importance of involving the community. At St Agnes Park in Bristol, community initiatives led the improvement process, while at Coalshaw Green Park in Oldham a lone individual provides a 'guiding light' and has set up a young Friends group.

Three-quarters of people surveyed would like to be involved in improving their local area in some way. Environmentalists commonly report that members of minority ethnic communities do not tend to volunteer for involvement in public space projects. However, CABE's evidence shows that, while twenty-three per cent of black and minority ethnic people want to be more involved, only nine per cent of white people do.<sup>2</sup> The socially cohesive effect of a project to improve public space should not be overstated. However, the case studies illustrate the significant benefits of involving under-represented groups.

CABE Space has published evidence that young people can lead in the design and location of dedicated places for them to gather, e.g. shelters. This reduces potential for future damage by others.<sup>17</sup>



## Creating places that feel safe

The central role of design is acknowledged in *Green Places, Better Spaces*. It states, 'Many issues can be designed out by removing the opportunities for vandalism... Spaces should be designed to reduce situations that are perceived as threatening. Lines of sight and inter-visibility of one space with another need careful consideration. Exits should be visible and long corridor spaces with no alternative ways out should be avoided... Passive surveillance from surrounding areas should be exploited in the design.'<sup>16</sup>

People's perceptions of safety are linked closely with feelings of enclosure and lines of sight for park users. Forsyth (2003) concluded, 'Many people fear natural areas for safety reasons. Parks are perceived as risky when they are more densely vegetated, particularly when that vegetation is not obviously maintained.'<sup>18</sup> This is a complex issue, which is explored in

Jacqui Burgess's paper *Growing in Confidence: A Study of Perceptions of Risk in Urban-Fringe Woodlands*.<sup>19</sup>

It is worth noting that the key point here is that people feel safer if a place is visibly maintained. This is an important point for park managers who usually employ gardeners during weekdays, when few people visit parks, rather than at weekends, when they are at their busiest.

Authors are generally aware that, however vital, design has only one part to play, and Brunson et al. in *Safety, Crime, Vulnerability and Design* – a proposed agenda of study – state that design cannot ever deal with the reasons why people offend in the first place.<sup>20</sup> Thus it is important to resist taking blanket measures to remove shrub beds or prune low-lying tree branches. As one member of the community puts it, 'You can buy and sell drugs on street corners these days. It is not necessary to hide behind a tree.'

## Measuring success

The case studies that follow cite anecdotal evidence of increased use and patterns of use. Successes include use by 'indicator' groups, such as a group of Asian women taking morning walks in Handsworth Park, Birmingham, and children playing unaccompanied in St Agnes Park, Bristol. These indicators are often identified at the end of a project but could be usefully set at the beginning. A good green space management plan should include user surveys.<sup>21</sup>

Achieving national standards or awards provides useful benchmarks and can drive the motivation to improve a range of spaces. In Oldham, the Green Flag Award has marked success across its parks refurbishment programme. The community may lead applications for awards such as the Green Pennant Award.

It may be appropriate to seek more financial measures of success. Evidence of increasing house prices is cited in the success of Mile End Park, East London. A good reference point is CABE Space's publication *Does Money Grow on Trees?*<sup>22</sup>

Reporting requirements of funding streams often drive gathering statistical evidence of actual crime rates and measuring fear of crime. These should be considered in any project. In Sunderland, the benefit of multi-agency partnerships is clear in delivering (and measuring) crime reduction.

The beneficial effect of warden services was documented in ODPM's *Neighbourhood Wardens Scheme Evaluation* in 2004. It included postal surveys of managers and wardens of the schemes, complemented by household surveys of a representative sample of residents in scheme areas and in-depth case studies using quantitative and qualitative methods.<sup>23</sup> At a local level, measurement will reflect the desired goals of staffing in parks. These can range from measuring reductions in crime as a result of a uniformed presence to measuring satisfaction as a result of providing support services and assistance.

These elements were considered key to the success of the case studies. Use them together rather than singly.

- |   |  |
|---|--|
| <b>1</b> Restore original designs where possible at sites of heritage importance.   | <b>10</b> Ensure that people know how to report damage and incidents.  |
| <b>2</b> Ensure all designs are of a high standard, involving relevant professionals (landscape architects and designers) and valuing the contribution of users.  | <b>11</b> Make sure that maintenance budgets are adequate to support after-care.   |
| <b>3</b> Manage risk sensibly and retain positive features that attract people to parks: the paddling pool, play area and shrub beds.   | <b>12</b> Employ 'target hardening' measures sensitively as part of overall improvements.  |
| <b>4</b> Take advantage of the potential for buildings within parks for natural surveillance, e.g. from cafés, flats and offices.   | <b>13</b> Respond rapidly to vandalism and anti-social behaviour, but bear in mind it is highly localised and caused by a minority.                      |
| <b>5</b> Involve the community early in the process and continually.  | <b>14</b> Work in partnership. Others may be trying to manage similar problems and be willing to get involved and share resources.                       |
| <b>6</b> Involve 'problem' groups as part of the solution where possible and work hard to avoid single-group dominance in the park.   | <b>15</b> Research the range of tools and powers available and use appropriate enforcement where necessary to tackle problems.                           |
| <b>7</b> Build a relationship with community groups that can lead to their achieving external funding and exerting a legitimate authority.  | <b>16</b> Reintroduce staff and gardeners, who provide a level of authority and a point of community interaction. Ensure they are provided with back up. |
| <b>8</b> Provide activities and facilities to ensure young people feel a sense of ownership. Address young people's fear of crime as well as that of adults.  | <b>17</b> Ensure that initiatives are part of a coordinated approach.  |
| <b>9</b> Use publicity to let people know that management believes in the place. Send a clear message to vandals and criminals: 'your time is up, you are no longer welcome, things are about to change'. |  |

# Homeless people, street drinkers and rebellious youths participate in regenerating their park



## MINT STREET PARK

Problems of dog fouling, litter, vandalism and illegal fires, compounded by street drinking and rough sleeping, typified Mint Street Park in Southwark, London, despite being only a little over one hectare in size. Untouched since the 1970s, it had no lighting and high walls with narrow slit entrances, which people would walk around rather than through. The park was used by a number of homeless people when the weather was fine, although other visitors looked on them with suspicion and fear. The site suffered badly from vandalism. Cars were driven in and dumped there. The park also became a meeting place for drug users. It was used by street drinkers and for rough sleeping.

The opening of Tate Modern in 1998–99 triggered improvements, as heavy use put existing open spaces under increasing pressure. Local people formed Bankside Open Spaces Trust (BOST) and worked on a proposal to restore the park, fearing it would be built on. A steering group led the process of regeneration including local residents and businesspeople, core BOST staff, representatives from the London Borough of Southwark's parks and youth services, the St Mungo's hostel for homeless men and the landscape architects.

A Planning for Real® exercise to develop a wish list was held, at which BOST talked through themes in a way that everyone could understand. The questionnaire covered children's play amenities, a sports pitch, the wall in the Quilp Street area that restricted sight into the park, lighting, a dog exercise area, wildlife sanctuaries and other long-term plans. Locals wanted to open the space up, make the park safe and

encourage a variety of uses. Local landscape architects Planet Earth were contracted to come up with the design.

Single Regeneration Budget (SRB) money kick-started the project, later matched by Southwark Council. This funding enabled scores of improvements to be implemented. One of the entrances was widened and a new uplit walkway through the park created. New seating and column lighting were provided, herb beds sown and flower displays planted. A diagonal design approach was used. The outstanding results attracted a huge number of lunchtime visitors from local businesses.

'Within weeks, a group of excluded youths vandalised the first installation. So, without accusing them of anything, we decided, during the second phase, to find out what they wanted from the lighting, as they used the park a lot,' reports Peter Graal, the community garden facilitator from BOST. 'They came up with an idea for the new lights and, a year to this day, they have still not been vandalised.' Young people were involved in re-designing a worn-out playground. Their concerns included replacing negative graffiti with artistic graffiti on the walls, and floodlighting. They chalked out desired pitch markings for the games they played. Local businesses and schools were also involved and the site was transformed into a new football and sports pitch.

What sets this apart from other park improvement schemes is its truly innovative partnership with homeless people and the homeless charity and hostel St Mungo's. Putting Down Roots, a gardening project for homeless people, formed in 2000 to represent this partnership.

Realising the extent to which the homeless community used the park, the Putting Down Roots project and BOST involved street drinkers and homeless people in all stages of the consultation process, carrying out



surveys to find out what they wanted. Most notably this resulted in the street drinkers re-designing an area where they congregated. So far it has not been vandalised. Their involvement was continued through the gardening project, giving homeless people the opportunity to make a positive contribution to the upkeep of the park. Thanks to the work of the project, the north-eastern edge of the park is now edged with borders of scented lavender. The local hostel also adopted the principle of Street League, which uses the power of sport to transform people's lives, to organise football games at Mint Street Park. BOST worked closely throughout with St. Mungo's to get these projects off the ground. The partnership has been recognised as an example of good citizenship and it received the national Sir Roy Griffith Award in 2001.

BOST was unable to deal with the park's illegal drug users. Instead, it has attempted to design out these problems, for example by opening up sight lines. It has campaigned for proper maintenance, working with the police and other authorities. Local residents would now like to have a park keeper on site, which is proving difficult to fund. BOST is exploring the possibility of taking over the park's management from Southwark Council, a move that could open up more funding possibilities.

# Making the most of limited budgets achieves visible effects through a targeted programme of refurbishment

Groundwork Oldham and Rochdale engages young people positively in two Oldham parks



## OLDHAM PARKS

Like many of the parks across Oldham, north-west of Greater Manchester, Coalshaw Green Park had slipped into gradual decline over the years. Regular drug dealing and 'complete and utter devastation' by vandals of the bowling green, toilets and other features added to its general abandonment.

With four hectares to tend, the lone on-site gardener was unable to make much impact on its condition. Oldham Metropolitan Borough Council's Parks and Open Spaces service had no specific budget to upgrade the park's facilities.

There was a sense that money was being spread too thinly across all of Oldham's parks. The parks service needed to be seen to be able to deliver on people's expectations. Thanks to a clever redistribution of budgets, twelve parks have since been refurbished. Contract funds were

moved from maintenance to development, increasing the annual budget by around a million pounds. Benefits were obtained from planning obligations by persuading planners of new housing developments not to create small areas of 'green desert'.

As a result of the high profile and the quick, visible improvements, sixteen Friends groups have been established within two years as a link between the community and a park. Each group is allocated a thousand pounds to organise community events. For each refurbishment the principal landscape architect puts forward some general plans and ideas supported by images. At subsequent meetings, a masterplan is proposed, which the community amends.

'We are acutely aware of the need not to raise expectations without being able to deliver,' says Steve Smith, Oldham Council's Head of Service. 'Mutual trust was hard won and we need to keep the momentum going.'

The focal point of the regeneration of Coalshaw Green Park was a new bowling pavilion, replacing one that had been burned



down. It led to the growth of eleven bowling teams, increasing healthy exercise in the park. Barbara Wilson, a resident and leading light of the Friends of Coalshaw Green Park, persuaded the Council to develop a community centre in the pavilion. She now runs a café and events include a full Christmas dinner for forty pensioners.

Barbara has helped to start a young Friends group. Youths are rewarded for good behaviour but any who vandalise the park are photographed and put on a 'name and shame' board. The repair bill may also be sent to the child's home. Work with young people is supported by the Youth Works programme. The Friends of Coalshaw Green Park work closely with the Council's youth outreach workers to devise ideas for entertaining young park visitors. Out of this has grown an inter-parks football league and the construction of a highly popular skateboarding site. Working with Groundwork Oldham and Rochdale, a group of youths painted benches, walls and buildings around the site. This helped to give them an increased sense of ownership.

'We all feel strongly that you need to keep doing projects such as this, as children grow up quickly and it's only a few years before the next group comes along,' says Barbara, who has taken on the role of a voluntary park attendant.

The Council's mobile ranger patrol service provides valuable back up. The Friends group keeps diaries of anti-social behaviour and reports incidents to the Council's anti-social behaviour team. The Friends alerted the police to drug dealing, and as a result of surveillance the perpetrators were caught.

Coalshaw Green Park is lucky to have found such a treasure in Barbara Wilson and much of its success is due to her 'no nonsense' personality and commitment. However, relying on one individual to such an extent is likely to leave a gaping hole when she retires.

The Park is now well used by all sectors of the community, including numerous elderly visitors who would never have gone anywhere near it in the past.

Across the Borough a stolen car was driven into Copster Park by joy-riders, who were doing handbrake turns and driving over flowerbeds. Local people detained the wrongdoers until the police arrived. Action like this would have been unheard of ten years ago, and demonstrates vital community enforcement and strong sense of ownership. Friends groups are also active in painting over graffiti and removing litter and dog mess early each morning.

The Green Flag Award was achieved at four of Oldham's parks in 2004, showing a commitment to quality across a range of sites. Chadderton Police Community Support Officers are now also involved in limiting negative behaviour in the parks. In 2001, Oldham hit the news with its race riots. While thousands of pounds of damage was done to the area, Alexandra Park, recently restored with a grant from the Heritage Lottery Fund and now the home of the Parks Service, remained untouched. Symbolically, the parks of the city had become a central focus for community cohesion.

# A community and business partnership leads to re-design of a small but key local green space

## TAVISTOCK GARDENS

'Dog Shit Park' was the local endearment for Tavistock Gardens, located off Portobello Road, in the middle of trendy Notting Hill, London. As a result of poor maintenance, the park became overgrown and dark. Dog owners allowed their pets to use it as a lavatory and drinkers took it over, often fighting and yelling at passers-by. People would openly congregate there and engage in drug dealing and using. Entrance to the park was via narrow, steep, brick staircases that led into a gloomy interior. It was hardly surprising, then, that the site looked dangerous and people generally avoided it. 'The park became a virtual "no-go area", as far as the wider community was concerned,' stresses James Caplin, a founder member and driving force behind the Tavistock Improvement Group.

Tavistock Gardens is just a little over two hectares in size, yet it is an important green lung in an area surrounded by densely

populated low-rise apartment blocks and Victorian terraces. In stark contrast to the affluent image presented by this area, sixty per cent of the predominantly ethnic minority residents in Colville Ward (where the Gardens are located) live in social housing, and almost half of these live on or below the poverty line.

When representatives from the Royal Borough of Kensington & Chelsea visited the site, they were shocked at the state of neglect it had fallen into. They agreed that minimal maintenance and the lack of permanent staff based on site had contributed to its decline and offered financial support for remedial community initiatives.

The All Saints Road Business Community Association spearheaded a campaign to get it cleaned up, forming the community-led Tavistock Improvement Group. The Group acts as an umbrella to the local authority, the Royal Borough and Notting Hill Housing Group, the area's largest social housing landlord.

The Tavistock Improvement Group conducted a survey, which found that people wanted their new park to provide amenities for the whole community, action to deter criminals and encouragement to dog owners to be responsible for their pets. The Group succeeded in raising a

regeneration grant of a quarter of a million pounds, part of which was used to launch a design competition for local architects.

The winning design – chosen by the local community – was created by Robert Ian Barnes Architects and incorporated a clean and contemporary open landscape with clear sight lines. The design made good use of the limited space and also increased visibility through the park from the surrounding area. A new infrastructure included low walls, steps, railings, footpaths, litter bins and benches. Signage to and on the site was erected and new lighting installed around the perimeter of the park, as a further deterrent to crime.

A separate, fenced, dog-free area is used for children's play, and a fenced area of lawn is dog-free. There are plenty of dog-litter bins throughout the park. The first phase of the project was completed in December 2001. The second phase, involving the construction of the new children's play area, was completed in 2003 at a cost of sixty thousand pounds.

The local community appreciates their new park and respects it by using the litter and dog-litter bins provided. People now feel safe enough to walk through the park rather than around it. Levels of vandalism are also much lower.



The new design succeeded in incorporating disparate interests and resulted in a contemporary open landscape with clear sight lines

# Actively embracing cultural diversity reclaims a park for the people



Local political support has come from the three major parties



## PEARSON PARK

By July 2001, cultural and racial tensions between asylum seekers, refugees and residents had turned the eight-hectare Pearson Park in Hull into an intimidating place to go. A nearby pub had been burned down and there were fights and stabbings in the area. It was enough to drive out ordinary park users. Urban Park Ranger Dilsar Ali recalls how there would be 'running battles down the streets, with people meeting in the park before they went off to fight'.

Staff of the City Council's Urban Park Ranger Service and Sports Development Unit initiated sports activities over the summer holiday period, as a way of bringing people together. Initially the teams divided themselves socially and ethnically, and this often resulted in fights between the sides. The experiment was in danger of badly backfiring. By the third week, however, they had started to integrate, and

players were picking the best footballer, regardless of race, sharing cigarettes and going to the pub together.

Unfortunately, the budget for the sports programme ran out at the end of the summer. However, the City Council soon obtained further funding to continue activities in the park. It turned the bowling pavilion, which was empty for six and a half days per week, into a popular community facility. Visitors could play pool, read newspapers and play board games. Giant chess proved to be particularly popular.

The bowls club members were initially distrustful. Elderly residents were against people playing football in the park and preferred the site to remain ornamental and 'peaceful'. Now, they have come to realise that their bowling greens are the best protected from vandalism in the city because of permanent staff presence.

The City Council succeeded in securing central government funding via the Community Facilitation Programme in 2002. They also received funding from the local

Wyke Area Committee. This meant that the City Council could employ additional summer staff to expand the work in the building and keep the centre open seven days a week. These two members of staff were a female youth worker and a local Kurdish refugee.

Steve Scott, Customer Services Manager for Parks, said: 'Having someone on site all the time has made an enormous difference. It would have been impossible to achieve what we have done without the staff on site. We have thirty-five park rangers across the city. All of them are educated in community engagement and act as an important point of contact for people, but the staff in the pavilion are especially well-known figures in the Pearson Park area.'

In the first quarter of 2004, the regular classes and sessions held in the centre attracted more than thirty per cent black and ethnic minority residents of both sexes. Some four hundred people a week currently use the centre – more during school holidays. It is also used to run classes

teaching English to Kurds and parks staff were undergoing tuition in conversational Kurdish. It is astonishing how dramatically these initiatives further break down barriers.

Recognising the centre's tremendous positive impact on the community, the City Council announced in December 2003 that it would give it permanent revenue aid. Steve Scott adds: 'The real strength of the centre is that it is run by local people, and the community feels they can freely approach the staff working there... Awarding permanent revenue funding means that we can now plan much more confidently for the future.'

Hull residents have enjoyed many new events staged in Pearson Park, such as Gay Pride and a world music Grass Roots Festival. The police have reported that since the community centre was opened, youth nuisance crime in the park and the surrounding area has fallen by around seventy-five per cent. The Learning Shop Pavilion has also been declared an official Hate Crime Reporting Centre as part of the Hull City Safe crime initiative.

Statistics show that half of all male users are from a nationality other than British and thirty-five per cent of all users come from a non-British background. Also, more women's groups are starting to use the facility. Events include health and lifestyle sessions for local young women.

Apart from the police, support for the pavilion project has come from Advantage Xtra – an initiative that takes a mobile job centre to community sites around the city. Advantage Xtra has reported that Pearson Park is their most successful outreach site to date.

An important symbol of the friendships forged as a result of this initiative was the signing of the City Council's Anti-Racism declaration by the leaders of the city's three major parties on the bowling greens. More than five hundred people enjoyed a Kurdish barbecue and bouncy castles at the event.

With the support of the local area committee, the City Council is planning to develop the old park keeper's lodge as an additional community centre, for which it has already earmarked funding.



# Radical re-design has transformed a dangerous 'green desert' into an irresistible leisure amenity, attracting inward investment

## MILE END PARK

Prostitution, drug dealing, mugging, burnt out cars, fly-tipping – whatever problems anybody could ever associate with a park – Mile End Park in the East End of London had them all.

Mile End Park's ninety-hectare site is long and thin, dissected by busy roads and rail lines. Pockets within the park were overgrown with dense shrubbery and foliage, imparting a general air of neglect, with vandalism and graffiti unchecked. 'If you went there to walk your dog, you felt hemmed in and unsafe,' recalls a local resident.

The London Borough of Tower Hamlets began to take things firmly in hand. Flyers were distributed to residents in the area, inviting them to attend a Planning for Real® event hosted by The Environment Trust. This was 1995, and three hundred participants turned up with high expectations.

A major concern was the need for park rangers. Next on the list was lack of security, reducing vandalism and laying on more activities for teenagers. Heated discussions revolved round a number of issues, including whether the park should remain open twenty-four hours a day.



The Planning for Real® event provided the basis for landscape architects Tibbalds Monro, led by George Gardner, to propose a re-design of the park, taking on board fully the community's wish list. The press were invited to report on the park's regeneration and did so positively.

Fortuitously, at around the same time, the Millennium Commission had begun looking for projects to celebrate the millennium. The local authority put in a bid and was delighted with the Commission's decision to contribute over twelve million pounds towards the park's regeneration.

Spurred on by the award, the Borough formed the Mile End Partnership in 1998, comprising the East London Business Alliance (ELBA), Queen Mary University, The Environment Trust and the Council. The Partnership explored how Mile End Park could be regenerated with its Millennium Award and how more funding could be raised.

It subsequently secured over four million pounds in funding from the Single

**A special surface treatment ensures that any graffiti can be removed with soap and water**

Regeneration Budget, Bridge House Estates Trust, HSBC and an ELBA member. Spitalfields Market Community Trust provided a grant to employ an appeals manager.

The Borough's officers were keen to include the public in the process right from the very start, so that they would develop a sense of ownership and pride. 'It is important that people feel the park belongs to them, if it is to be looked after,' said Partnership chairperson Denise Jones, also Deputy Leader of the London Borough of Tower Hamlets.

Work on the restoration started in 1999. A major part of the project involved physically designing out opportunities for crime by removing gates and major fences. 'We

focused a lot of attention on opening up exits and creating "desire lines", so that people would feel at ease when walking through the space and would know where they could escape to if they encountered any problems,' explains Lorraine Hart of The Environment Trust.

This improvement has enabled pedestrians to enjoy twenty-four-hour access, with lighting throughout the main part of the park as well as along the Regent's Canal towpath and at major crossroads, and sixteen CCTV cameras providing added security. The cameras cost half a million pounds and were funded from the Neighbourhood Renewal Fund as part of the Cutting Crime Together initiative.

Offering local people safety information and devices was given favourable publicity in the local papers, one of which reported that 'Mile End Park serves as a useful cut-through at the start and end of the day'.

'The Mile End Partnership appreciates that it will take time for people to feel that the newly built facilities belong to them and are



### MILE END PARK (CONTINUED)

for them and should be treated with respect, but we are confident this will happen over the years,' affirms the park director Mike Rowan.

Large coloured metal crucifixes, giving details of the park's facilities and its name and indicating directions, have been erected at nearly all the main entrances and exits. They are not only welcoming but can also be seen from a distance. A special surface treatment ensures that any graffiti can be removed with soap and water. Problems with graffiti elsewhere were tackled by removing surfaces that were prone to it and replacing high, enclosed walls with lower iron railings.

In 2003 the Borough introduced a graffiti wall under the main railway arch at the southern end of the park, created by a hundred and fifty corporate and community volunteers. It has attracted generally good-quality 'artistic' graffiti, and the surrounding bridge now has none. In fact, the park as a whole is almost free of graffiti.

Thanks to an innovative yet informal partnership with the local police, they now exercise their horses through the park two or three times a day, creating a uniformed presence and improving the general feeling of safety. Use of the park, especially by young people, has increased enormously. Best of all is its greater use by families and single women, especially elderly folk, who are now no longer afraid to visit the park.

The Borough is currently developing an extreme sports park. A Connexions 'One Stop Shop for Youth' has been established within the park. It is hoped that by osmosis young people will be drawn to this new centre. The final stage in Mile End Park's regeneration is to employ park rangers, a request that featured high up on the residents' wish list. Currently, there are three permanent staff working on site. The desire is to have between twelve and fifteen rangers.

The different management regime has resulted in cost savings, although the introduction of new facilities has increased management costs overall. The park's redevelopment has, however, drawn considerable inward investment into the surrounding area. The park director hopes that new people who come into the area will be persistent and effective in complaining about anti-social behaviour and that existing residents will remain in the area to enjoy the park as it matures.

The combined range of improvements has resulted in a park that is well maintained and clean, safe and secure. Therefore it is fitting that the Green Flag Award was awarded to Mile End Park in 2004.

## A Trust leads the funding of improvements to underused land and the safety and accessibility of surrounding streets start to increase



### ST JOHN'S MILLENNIUM GREEN

Stolen, joy-ridden and burnt out cars, dog excrement and bikers bent on a burn-up characterised the overgrown 'green desert' of St John's Millennium Green on Merseyside. It was an underused, waterlogged, open space, which should have been a quality green lung – the only one nearby – available for residents and children of the local estate to enjoy. Instead, the vandalised boundary fence allowed it to be used merely as a cut-through to their homes.

The Millennium Green Initiative was the spur for a councillor to propose the regeneration of this former school playing field, which was just over one hectare in size. The nearby school was also keen to release more of its underused land.

In 1998, after extensive community consultation, the Countryside Agency agreed to the creation of a Millennium Green. A steering group drawn from residents was formed to drive the project forward. They were accountable to a Trust, registered as a charity, established with the help of Knowsley Metropolitan Borough Council. The members included highly respected and prominent figures in the community, such as a vicar, a policeman and a headmaster.

The Trust successfully applied to the Millennium Commission and the Countryside Agency for a grant of almost fifty thousand pounds, which the Council matched. The money was used to create improved access for everyone, better drainage and a more secure atmosphere. Signs listing contact numbers went up around the park and at the entrance, to create a sense of arrival and, crucially, to improve the public's perception of safety. A CCTV camera overlooking the neighbouring school was repositioned to cover some of

Now that crime has been brought under control, there is a desire to open up the Green to the road and make it more welcoming

the park, as a further crime deterrent. A neighbourhood warden based in the school regularly patrols the Green.

'The community wanted to create an instant landscape, by planting large trees which would look established, and so reduce the risk of vandalism', said Trust chairman Mike Peers. 'It still goes on but it's manageable now and it happens a lot less. Any graffiti is removed immediately and we have had only one burnt out car dumped on the site since the park was transformed four years ago.' The high level of community involvement and an increased sense of place and ownership in the Green have successfully absorbed people and drawn them in from the street. This has led to natural policing and fostered a sense among residents that it is a safe place.

One of the most interesting unforeseen benefits has been the way the Green has acted as a catalyst for the regeneration of the immediate area, including a new shopping parade. The Council and Trust now want to open the site much more on to the road, making it more welcoming. The community is also pushing for improvements to nearby roads, with parking areas for parents to drop off their children safely at school and at the shopping parade. The Green is now used by children as a 'safe route to school', avoiding busy roads. The recently opened Millennium Café is symbolic of the new-found confidence in the area. Future plans include providing benches and an increase in the number of activities on site. The Trust is also working with Groundwork St Helens to develop a play and kick-about area for children and a trail/walk route.

# Park wardens patrol six major parks, with an astounding effect on anti-social behaviour

## SUNDERLAND PARKS

Gangs of motorbike riders were constantly revving up their engines and driving roughshod over the city's green spaces. Frequent acts of vandalism were other problems the public had to suffer when visiting any of the six largest and most central parks in Sunderland, in north-east England. As early as 1993, the local authority had carried out a consumer survey to find out how the public felt about them. 'The people of Sunderland said they didn't feel safe when they visited the parks. There was a real fear of crime, so we introduced a new park warden service,' explains Ian Coburn, City of Sunderland Council's Parks Development Manager.

The City Council decided to tackle the problems by initiating community safety partnerships. These Multi-Agency Problem Solving groups (MAPS) brought together local authority departments and members of the police and fire brigade, as well as the probation service, to address specific problems and incidences of anti-social behaviour.

Across many of the parks, hidden CCTV cameras were installed to catch specific offenders, sixteen focused meeting points for young people were created and areas of ground were tarmacked, so that a variety of games could be played on them. Additional lighting was installed in many of the parks and a severe pruning programme regularly undertaken so that sight lines could be improved and vandals were unable to hide. There was also a concerted effort to deal with noisy motorbikers and alcohol has been banned.



The local authority instituted regular meetings with the police to check progress on particular problems. The damage to Sunderland's parks was estimated to be in the order of fifty thousand pounds every year.

The real turnaround came with the development of the park warden service. Initially, it was run as a pilot scheme and funded through the Single Regeneration Budget and the City Council's Strategic Initiatives Budget. Among other tasks wardens open and lock gates and carry out inspection services. They have also been trained in first aid. When this proved to be a resounding success, the local authority agreed to implement the service on a permanent basis, at a cost of a hundred and forty thousand pounds a year.

'Traditionally, we used to employ park attendants to collect money from the tennis players. When we compared the cost of doing so with the amount of revenue they brought in from the bookings, we realised we were running at a huge

loss,' says Coburn. As a result, the City Council decided not to charge for tennis, which freed up a number of staff. The scheme worked by encouraging community groups to help run the facilities in their parks, such as taking control of bookings for the bowling greens, proving to be very successful.

The initiative has been highly popular, as the public had stated that a visible park presence was high on their list of priorities. A mobile network of security wardens provides back up seven days a week. This has resulted in far fewer acts of vandalism, bringing the City Council's repair bills down to just a few thousand pounds a year. At present, staff are contracted out, but the local authority is taking steps to bring this in-house, not only in order to be more cost-effective but also to provide a greater focus on community engagement and outreach than is currently possible.

Mowbray Park, in particular, which had suffered more than the other parks from nuisance skateboarding and petty vandalism, has been the showpiece



of the scheme's success. In 1996, it was fortunate enough to win a Heritage Lottery Fund Public Parks Initiative grant of over six million pounds. The grant was spent on completely refurbishing the park. The makeover included building an exciting new Winter Gardens housing a tropical plant collection, constructing a new playground and modernising the adjacent museum.

A serious effort to engage with teenagers through a local arts programme has been highly effective as well. Providing a graffiti wall and 'whittling' area has been a big factor in greatly reducing damage to the trees and bringing problems down to a manageable level.

The new visitors include a much larger proportion of families who visit the park after trips to the enormously popular museum, Winter Gardens and café. The Park has won the Green Flag Award for five consecutive years, showing the City Council's commitment to sustaining quality.



The landscape of Mowbray Park is exceptionally well maintained

# Involving the voluntary sector ensures that good park management centres on meeting community aspirations



The voluntary sector took an innovative approach to generating community involvement

## ST AGNES PARK

The general air of neglect and virtual absence of grounds maintenance contractors was an open invitation to drug users and dealers. Fear of crime kept the public away from St Agnes Park in Bristol. Only the brave ventured into it as a short-cut and play workers felt it was unsafe for children to use. Prominent neglected features on the site, of less than one hectare in size, included a disused lodge occupied by squatters, a collapsing greenhouse and a sub-standard children's playground. Planted beds had become overgrown, creating dark, secluded, uninviting areas. Entrances were poorly defined and signs erected in the 1960s were well out of date, carrying incorrect contact numbers for services.

An overgrown holly hedge formed a barrier between the park, the road and the adjacent adventure playground and drug dealing thrived out of sight. Staff had not carried out the wish of residents to remove it because of its ecological value. 'This is one example of how management of the site did not reflect community needs, with in this case nature conservation overriding community safety,' says Peter Wilkinson, Bristol City Council's Parks Service Manager.

The St Agnes Park community group had been unrepresentative of the local, predominantly Afro-Caribbean community. Interest in it waned and the group stopped meeting. Surprisingly, very few complaints were made about the park but this was ascribed to a 'shared inertia' between the community and the local authority.

When the City Council passed a resolution to convert the semi-derelict lodge to social housing, the prospect of losing the connection with the historic environment and weakening a planned Heritage Lottery Fund bid to transform the park galvanised parks staff into action. Sadly, the funding

application was rejected on the grounds that the restoration was more closely linked to contemporary community needs than to the Victorian garden layout. However, residents were still keen to see the park improved and to support the City Council's initiative to stop the sale of the lodge.

A small group of park officers and Council colleagues got together and sought support from a voluntary organisation, Bristol Care and Repair. It co-opted another organisation, Involving Residents in Solutions (IRIS), to consult local residents on what they would like to happen to the lodge. The consultation revealed a desire for the lodge to be developed for community use. From this emerged a compromise in which careful re-design permitted the establishment of small business units, office space and a café. The workspace was orientated to provide surveillance into the park, and sight lines into and out of the lodge garden were opened up. A flat was created for a park officer, simultaneously providing the sense of overnight presence in the park. New gates and signs were also installed and



Parents and play workers now feel that children can play there safely

railings restored, to make the park more welcoming. Lighting was also improved after persistent fundraising efforts.

The police actively supported the initiative, by arranging for offenders on probation in the LIAISE scheme to be used to clear a lot of the overgrown bushes, including the holly hedge. New security planting to protect neighbouring back gardens also compensated for this loss of biodiversity.

From the collaborative effort the St Agnes Lodge Support Group emerged. IRIS recruited a community development worker from the local community, who now reports to the City Council.

The involvement of the voluntary sector created opportunities to access money not available to the City Council, such as from English Partnerships. Income was generated from rental of office accommodation in the lodge to the Neighbourhood Renewal Team and community regeneration company, St Paul's Unlimited. The combined funding with Single Regeneration Budget (SRB) Round Two money and a Neighbourhood Renewal

Fund grant helped create overall political support among elected members. But the real breakthrough came about through the community-led solutions. The City Council would never have undertaken IRIS's consultation process and innovative approach. For example, IRIS erected a huge 'Save our Lodge' banner on the side of the building. They placed a stall outside the local polling station on election day to canvass local opinion on the future of the lodge and the park. This was supplemented by door-to-door interviews with local residents. IRIS sent 'vox pop' recordings of local residents expressing their views about the area's green spaces to the City Council's senior management and members. It kept local residents informed. It was clear that residents took the consultation far more seriously than if it had been carried out by the City Council.

The project has been time-consuming, with complex relationships. Community-led funding bids had to be put together quickly in a rapidly changing funding climate. Bristol City Council stresses that adequate staff resources need to be allocated to

projects to ensure sustained success. There are still infrastructure problems unresolved by lack of funding. However, the converted lodge, with its regular flow of visitors to the café and office areas, has provided a real focal point and served to revitalise and re-animate the entire park. The natural policing that occurred as a result of the higher level of activity has played a major part in discouraging crime and drug abuse there. As the improvements were carried out in less than eighteen months, the impact was considerable at the time.

An external evaluation, part of the SRB monitoring, revealed residents were feeling better about the safety of older residents and children, as well as trusting people from ethnic backgrounds more. Children are now able to play there unaccompanied, something that was inconceivable a few years ago.

# Engaging a diverse community proves highly effective in attracting park users and positive press coverage reinforces the sense of a safe place



## HANDSWORTH PARK

Handsworth in Birmingham has always been a very deprived area. It was the scene of great social unrest in the late 1970s and 1980s. Its social problems, the result of racial tension and poverty, spilled into Handsworth Park from the surrounding area. Theft, muggings and physical and sexual assaults were commonplace.

Unsurprisingly, the park soon became a “no go area” for local people. For a decade – from 1990 until 2000 – there were no longer any resident park keepers. This could be directly correlated to the substantial increase in crime. The standard of maintenance and on-site facilities were in decline and the park infrastructure was degenerating. The single on-site gardener preferred to have as little involvement as possible with park users, concentrating entirely on his horticultural duties.

The most significant catalyst for change came from a newly formed community group, then called Save Handsworth Park. Ironically, for what is one of the most diverse communities in the country, its members were mainly white and middle class. The substantial pressure that the lobby group brought to bear on Birmingham City Council’s elected members and staff coincided with the introduction of Best Value legislation in 1999. Seizing the opportunity to review its operations, the City Council voted to place greater emphasis on quality of service and meeting customer needs, investing in staff instead of achieving lowest cost.

The City Council decided to reintroduce resident park staff. The process started by giving responsibility for managing and improving the park to an individual with broad experience of working in parks throughout the city. He appointed four grounds maintenance staff of Afro-Caribbean and Asian (Indian and Pakistani) descent, together with a team of park wardens, also from diverse ethnic groups that reflected the local community.

The appointment of these staff members was seen as the major turning point in tackling the park’s problems. Communication with the community and park users increased greatly, as did trust and respect. Additionally, management adopted a culture of shared responsibility within the team, the gardeners occasionally undertaking the role of wardens and wardens occasionally taking on horticultural functions. All staff were encouraged to interact and communicate with the community. While wardens were prepared to enforce byelaws and collect evidence for prosecutions, the motto they worked to was ‘communication not confrontation’. In the summer, temporary staff are now recruited to expand the on-site team by up to eleven members.

‘There was no formal structure to our approach to turning the park around. We simply recognised the importance of ensuring that whatever steps we took related to and reflected the local community,’ states Gary McManus, of the Handsworth Park Ranger Service. ‘By combining this with an active approach

to engaging the local community and improved standards of care and security, the rest of the change process fell into place.’

With these fundamental changes came an almost immediate increase in the level of park visits. Potential users could identify staff from the same cultural background as themselves and communicate effectively, even if English wasn’t their first language. Crime and anti-social behaviour plummeted. Asian women began to take early morning walks, which would have been inconceivable in the past.

Large organised events now take place in the park, including Vaisakhi, an annual Sikh religious event that attracts thousands of visitors. Street Cricket, a sporting event designed to appeal to the Afro-Caribbean community, features celebrity players. Classroom in the Park involves all the schools in the area. The Park has even attracted Channel Four television coverage. Recently, Handsworth Park was awarded a substantial restoration grant from the Heritage Lottery Fund (HLF). However, the total cost of the planned works to the Park exceeded

## Cultural events and activities prove a huge success

seven million pounds. In order to ensure that the improvements included facilities considered important by the community (but which fell outside the remit of the HLF grant), the Council secured a substantial sum of money from its Single Regeneration Budget Round Six grant allocation.

The Save Handsworth Park group – now more aptly called The Friends of Handsworth Park – was extensively involved in the consultation process. External partners who have worked very closely with the parks team include the police and Groundwork Birmingham. A newsletter keeps local residents informed of developments and improves communication, as do press releases, which regularly generate positive stories in the local press.

The use of Handsworth Park is monitored continuously by means of a ‘benchmarking grid’. This monitoring shows a massive and continuing increase in the level and frequency of use by groups, including school groups. The park has been re-established as the fulcrum of a more cohesive community.

# Conclusions

The case studies in this publication link the decline in condition of the park and the loss of facilities with a decline in use and an increase in vandalism. This is no chicken and egg conundrum; it appears quite clear which came first. The parks were in decline and failing to meet customer expectations long before anti-social behaviour started to become the dominant characteristic.

While fundamentally linked to the quality and the condition of the site, the reasons behind anti-social behaviour in parks and the public realm are complex. In order to reverse the problems, the root causes rather than the symptoms must be addressed. The solutions must be part of a coordinated, thorough and holistic approach, identifying and addressing as many of the causal factors as possible.

There must be a commitment to involve communities and specifically young people in the improvement process from the early stages, offering routes for them to take lead roles where possible.

It is essential not to wait for a time when anti-social behaviour and crime are so bad that they have to be dealt with by taking extreme measures. The spiral of decline must be prevented from the beginning. As well as involving the community, this requires adequate maintenance budgets, a robust enforcement strategy utilising appropriate tools and powers, a well-planned programme of management and a position for the site within a strategic approach to green spaces, such as in a green space strategy.<sup>24</sup>



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# Useful organisations

Bankside Open Spaces Trust.  
T 020 7261 1009 [www.bost.org.uk](http://www.bost.org.uk)

Barratt Homes. [www.barratthomes.co.uk](http://www.barratthomes.co.uk)

Bristol Care and Repair is dedicated to capacity building and improving the quality of life among elderly folk in need.  
T 0117 954 2222  
[www.careandrepair-england.org.uk](http://www.careandrepair-england.org.uk)

East London Business Alliance (ELBA).  
T 020 7673 4886 [www.elba-1.org.uk](http://www.elba-1.org.uk)

English Partnerships. T 020 7881 1600  
[www.englishpartnerships.co.uk](http://www.englishpartnerships.co.uk)

The Environment Trust promotes environmental improvements and educational projects, primarily in the East End of London. T 020 7264 4660  
[www.envirotrust.org](http://www.envirotrust.org)

For details of local Groundwork Trusts visit Groundwork UK. [www.groundwork.org.uk](http://www.groundwork.org.uk)

Involving Residents in Solutions (IRIS).  
T 0117 935 0022 [www.iris42.com](http://www.iris42.com)

Notting Hill Housing Trust.  
T 020 8357 5000  
[www.nottinghillonline.com](http://www.nottinghillonline.com)

Planet Earth Chartered Landscape Architects. T 020 7729 8630  
[www.planet-earth.co.uk](http://www.planet-earth.co.uk)

Robert Ian Barnes Architects.  
T 020 8964 4700  
[www.robertbarnesarchitects.com](http://www.robertbarnesarchitects.com)

St Mungo's is a leading London service for people who are homeless and vulnerable.  
T 020 8740 9968 [www.mungos.org](http://www.mungos.org)

Street League is active in London, Glasgow and the Midlands. [www.streetleague.co.uk](http://www.streetleague.co.uk)

Tibbalds Planning & Urban Design.  
T 020 7407 5544 [www.tibbalds.co.uk](http://www.tibbalds.co.uk)

Youth Works is a national partnership that exists to help 'at risk' young people play a creative role in regenerating their community and creating safer environments for everyone.  
[www.youth-works.com](http://www.youth-works.com)

# Resources

## PLANNING TOOLS

Planning for Real is a trademark of the Neighbourhood Initiatives Foundation. Organisations wishing to run exercises described as **Planning for Real**® events, provide **Planning for Real**® training or advertise themselves as users of a **Planning for Real**® approach should first contact the Foundation to discuss using the technique to its full effect and to obtain permission for the use of the trademark. T 0870 770 0339  
[www.nifonline.org.uk](http://www.nifonline.org.uk)

## RESOURCES TO TACKLE ANTI-SOCIAL BEHAVIOUR

The Home Office Anti-Social Behaviour Unit operates the TOGETHER Actionline and website. These resources provide detailed advice and guidance on the tools and powers available for practitioners when dealing with anti-social behaviour. T 0870 220 2000 [www.together.gov.uk](http://www.together.gov.uk)

## AWARDS

The Green Flag Award scheme is the national standard for parks and green spaces, which rewards welcoming places that are clean, safe and secure. Managers of green spaces can apply for the Green Flag Award, while community groups can apply for the Green Pennant. T 0151 709 1969  
[www.greenflagaward.org.uk](http://www.greenflagaward.org.uk)

The iNbiz Griffiths Independent Living Award is open to housing associations, managing agents and local authorities in England and Wales.  
[www.inbiz.org/awards/about/categories.php](http://www.inbiz.org/awards/about/categories.php)

## FUNDING

The Single Regeneration Budget is now subsumed into the regional development agencies' single programme (single pot).  
[www.dti.gov.uk/rda](http://www.dti.gov.uk/rda)

Heritage Lottery Fund Public Parks Initiative. T 020 7591 6042  
[www.hlf.org.uk](http://www.hlf.org.uk)

Planning obligations (funding from Section 106 agreements).  
[www.odpm.gov.uk](http://www.odpm.gov.uk)

Millennium Commission.  
[www.millennium.gov.uk](http://www.millennium.gov.uk)

Neighbourhood Renewal Fund.  
[www.neighbourhood.gov.uk](http://www.neighbourhood.gov.uk)

# Credits

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Department of Culture, Media and Sport (DCMS)  
[www.dcms.gov.uk](http://www.dcms.gov.uk)

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