

A Safer Keyham

Independent Academic Evaluation

University of Plymouth

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Research context

- Home Office funding granted in November 2021
- The Safer Keyham and Keyham Community Policing grants collectively sought to:
 - restore feelings of safety through a range of initiatives including target hardening, high visibility policing, problem solving approaches, and extensive community engagement
 - mitigate future and existing harm through community policing and safer streets style interventions
 - advance community action through investment in empowerment and skills-based engagement, an enhanced youth provision, and citizen consultations to lead to sustainable citizen led change
- Ministry of Justice (MoJ) funding: victim support services, including additional caseworkers from Victim Support, Young Devon, and Jeremiah's Journey and extra capacity within Victim Support's 24/7 support helpline

Evaluation aims

Provide an evidence base for responding to a mass shooting from a community policing, community safety, and victim support perspective

Take a trauma-informed research approach to ensure a robust and rigorous evaluation that will effectively identify local lessons and provide national learning

Develop an evidence-based 'menu' of interventions that could inform future community and victim support responses to critical incidents

Research questions

Has the neighbourhood policing approach in Keyham, including sustained community engagement and consultation, as a restorative and preventative measure taken following the incident helped to restore community trust and confidence?

Have the funded community safety interventions (strengthening the local environment, targeted crime prevention, and assisting the community to reclaim community spaces) in Keyham had any statistically significant impact on crime/anti-social behaviour levels and community feelings of safety, resilience, and recovery?

What impact has Victim Support's role and services had upon aiding individuals and the community in Keyham to recover from the trauma they have experienced?

Which approaches or interventions have demonstrated the greatest evidence-based impact to aid the recovery of the community in Keyham and feelings of safety?

Which approaches or interventions (if any) have negatively impacted the recovery of the community in Keyham and feelings of safety?

Methodology

- Secondary data analysis of documents
- Analysis of crime/ASB data relating to Keyham and the surrounding neighbourhoods
- Quantitative and qualitative evaluation instruments:
 - community survey completed by 240 residents of Keyham, Ford, North Prospect, and Morice Town
 - interviews with 23 professionals and 16 community members
 - focus groups with professionals and community members
 - a workshop focus group with young people aged 11 to 18
- Ethical approval from the University of Plymouth ethics committee in May 2022
- Research process informed by a Research Oversight Committee

Findings: Crime and ASB Data Analysis

- These neighbourhoods are not high crime neighbourhoods so small changes in numbers can effect apparently sizeable changes in trends
- Crime and ASB in Keyham have generally both fallen in the period since the introduction of the Safer Keyham programme
- Keyham may be considered to have become a safer place when judged by police recorded crime and ASB incidents
- Reasonable to speculate that introduction of KCPT might have encouraged a higher rate of reporting
- Overall recorded crime has not *increased* – added confidence to suggestion that Keyham is a safer place
- No evidence of geographical displacement to neighbouring areas, although its possibility cannot be entirely discounted

Findings: Community Policing

- Awareness of dedicated Keyham Community Policing Team: 59%
- Valuable for area's recovery: 79%
- Positive impact on community overall: 54%
- Contact with police: 45%

- Perception ratings higher among respondents who had experienced any kind of contact with the police compared to those who had no contact

- Overall confidence score and scores for police treatment and community connectedness higher in Keyham-specific results compared with wider area results

- Overall confidence score for Keyham-specific results and wider area results did not exceed regional or national scores

- Some interview participants felt that seeing more police in their area over a long period of time might increase fear of crime

*"We see them more often, and they stop to talk which gives a sense of security much like the old days, this is so important to the community."
(Survey respondent)*



"Right now, this role that we're in, for me, is an absolute dream world ... We've got all the resources we need ... and we can really focus on specific areas." (P13)

"The importance of seeing them patrolling on foot is very reassuring and is nice to see." (Survey respondent)

"If you have them on the streets in the numbers that were there for two, three, four years, are you then perpetuating the fear of crime, saying crime is so bad in this area we need 10 police wandering around all day." (C4, Keyham resident)

Findings: Youth engagement

- Engagement with young people challenging, partly due to timing of critical incident
- News and social media coverage impacted young people and their families:
 - increased anxieties
 - fear associated with public spaces including parks
- Groups and activities that pre-dated the incident continued to be places of trust, safety, and support
- Young people highlighted the need for more suitable spaces and activities in the local area
- Young people generally unaware of new initiatives and clubs introduced as a result of their contribution to the consultations suggesting a potential gap in terms of how young people were kept informed

*"We used to go [to North Down Park] all the time, but ever since the shooting happened, because obviously I watched it, I don't like going round there anymore ... I don't go into any parks anymore."
(YP)*



"A lot of the feedback from young people, really high numbers, were saying that actually they were scared, and they didn't feel that they could go out in the community, but also that their parents didn't want them going out." (P14)

"Social media confuses everything as well, cos I seen a lot of like 'oh there's two or more shooters' because it happened in different places ... it was the fact that people were on social media lying about it, knowing that I was there and knew what happened." (YP)

"We don't always want a place to talk about issues, we just want a place where we can go, hang out, play games and do something." (YP)

Findings: Community Engagement

- Awareness of Safer Keyham programme: 49%
- Awareness of Plymouth Together website: 46%
- Awareness of other activities such as the Plymouth Together Community Hub and Community Voices, slightly lower
- Safer Keyham programme ensured existing services, partnerships, and networks were embedded into new initiatives
- Took account of key facilitators to community engagement:
 - use of clear goals in its design and implementation
 - investment of time, effort, and resources
 - use of dedicated staff
- Identified existing community spaces, multiple forms of advertisement, and familiar environments to create opportunities for engagement.

“People think everyone’s on social media ... they’re not.” (C2, Keyham resident)

“The leaflet, that physical sort of side of things is what we’ve discovered is what people look for really.” (P23)

“There should be more community consultation, but it’s difficult. If there is a background of people feeling ‘done to’, it’s very difficult to try and get them to be more involved in deciding on things. So in effect, you only get a minority of the population who play a part.” (C14, North Prospect resident)



“I’ve had [leaflets] come through my door. I’m pretty disconnected from it, so as soon as I got it, it probably went in the bin ... I’m not going to lie.” (C15, Ford resident)

“There were pamphlets that came through the door, one side was mental health support, and the other side was a couple of different projects that were ongoing that you could look into ... But yeah, a lot of it was on social media.” (C5, Keyham resident)

Findings: Improvements to Public Spaces

- Noticed consultations and/or improvements to public spaces: 67%
- Valuable for area's recovery: 89%
- Positive impact on community overall: 55%

- Perception ratings of community impact higher among those who had noticed improvements compared with those who had not

- Crime prevention through environmental design cannot ameliorate the underlying issues faced by urban communities impacted by austerity nor individual trauma experienced as a consequence of the critical incident

“Everyone loves their green spaces in Keyham ... I think that was a post-COVID thing and it’s across the city and probably across the country. Everybody loves being outside now.” (P10)



“New play area for children. New trees planted. Wildlife gardens planned. Lovely to see when I take my dogs out. Lovely for wildlife and nature.” (Survey respondent)

“When the trees grow, it’s going to look lovely ... I don’t know ... part of me thinks I don’t know how that makes me feel safer, personally. It’s nice to see trees. I do love trees, but I don’t know.” (C13, Keyham resident)

“It’s great that my local area is being improved, the new pathways, lighting and CCTV make me feel safer.” (Survey respondent)

Findings: Feel Safe Scheme and Crime Prevention Outreach

- Participation in Feel Safe Scheme: 18%
- Valuable for area's recovery: 78%
- Positive impact on the community overall: 43%
- Perception ratings of community impact higher among those who had received free of charge offers as part of the scheme compared with those who had not.
- Feel Safe Scheme demonstrates how interventions put in place in response to the critical incident were also fulfilling previously unmet needs of vulnerable people in the local area.

"I've done the video doorbell ... That kind of makes me feel a little bit more secure with the front of the house and if I'm going away ... yeah, definitely I'm more anxious about home security now in the area and not feeling so safe." (C8 Ford resident)



"We had a gentleman from Neighbourhood Watch I would think ... he put locks on the windows and a new lock on the front door, which was very reassuring." (C6, Keyham resident)

"I saw it as a down-turn of the area, maybe fearful for myself going forward, you know, my own safety as it were and the safety of others around me. It came as a bit of a shock to be fair." (C8, Ford resident)

"I think, like a lot of people, it was a bit of surprise that it was in the area that you lived in because it's the sort of thing you expect to happen somewhere else ... But safety wise, no, I didn't feel any different." (C11, North Prospect resident)

Findings: Community training

- Attended free community training sessions: 2%
- Valuable for area's recovery: 72%
- Positive impact on community overall: 33%
- Multiple training sessions being offered in a short space of time was challenging
- Other barriers to engagement:
 - impact of COVID-19 on in-person gatherings
 - possible uncertainty among community members about the purpose of the training sessions
- Ongoing work around embedding TI practices in the community driven by members of the Plymouth Trauma Informed Network, highlighting role that individuals can play in progressing initiatives

“There was just too much being offered within a really short space of time because by the time we programmed it all in, we only had maybe about three months to deliver it all and it was just too much.” (P10)



“I think a lot of the understanding of what the training sessions were and what they were for from members of the public in Keyham and the Keyham community – I don’t think that they fully understood what the training was being delivered for and that also impacted on timescale with delivery.” (P19)

“I’d like to see the community just empowered really, just awareness training and know how to call things out if they suspect or know of things that are happening that doesn’t fit quite comfortably. It’s just giving people the skills and the confidence to be able to do all of that.” (C1, Keyham resident)

“Winter played a big factor in people wanting to leave their homes to come to training sessions as well as COVID and still that fear of leaving their houses after the incident to come and attend the training sessions in person.” (P19)

Findings: Community Sparks Grants Scheme

- Participated in Community Sparks Grants Scheme: 18%
- Valuable for area's recovery: 72%
- Positive impact on the community overall: 34%

- Interviewees generally positive about the impact of the scheme, particularly those who had engaged with it in some way.

- A small number of interviewees perceived a potential for the participatory voting system to foster competition between projects, which could have a negative impact on individuals who receive fewer votes and thus lose out on funding.

"I think it gives us, as a resident, the opportunity to have our say without having to write a big letter to the MP or anybody ... I think it's valuable, but it needs advertising a little bit more because not many people know about it." (C5, Keyham resident)



"I think the small grants have been brilliant ... I mean 'Keyham Krafties' for instance ... Sometimes people go and they don't do any craft, they just want to chin-wag ... If it allows them to do it, that's exactly what the point of this is." (C1 Keyham resident)

"I think the large grants in the beginning ended up a little bit sort of distasteful ... It became a little bit more of a popularity contest ... [An initiative] didn't get the full amount ... the adverse effect that had on the applicant was horrendous, which really took me aback." (P23)

"'Sparks' money poured in for either the people who were already in there to apply or other people to come in and put stuff on ... It was all really rushed, for me. There was lots that happened at the same time because there was a deadline." (P14)

Findings: Victim Support

- Used VS's services: 6%
- Valuable for the area's recovery: 85%
- Positive impact on the community overall: 49%
- TI approach: requesting direct contact with individuals who had received support from VS not appropriate
- Although many acknowledged the deeply tragic nature of the critical incident, they did not feel closely connected to it and did not perceive themselves as 'victims' in need of support
- 'No wrong door' to support:
 - extensive engagement work within and beyond Keyham
 - ensuring VS support offer was available to anyone affected by crime, not limited to those impacted by the critical incident
- Clear intention for support to be available and accessible in the years following the critical incident

“Obviously it’s going to touch everyone’s lives to an extent and it made me feel saddened for the victims and their families ... You walk around and there’s still reminders ... I wouldn’t call myself a victim, no. I wasn’t directly involved.” (C13, Keyham resident)



“Interestingly, most of the cases I’ve dealt with haven’t needed huge lengthy support, but they need to speak to somebody who isn’t related to it. They don’t want to vicariously traumatise someone else or re-traumatise somebody else who’s already gone through it.” (P2)

“I know what Victim Support is, but I thought you had to of, you know, suffered some form of violence to access it.” (C16, Keyham resident)

“What we wanted was a real legacy that actually it doesn’t matter if you decide in five years’ time you want support, as a result of this you need to know that it’s still available, the team is still here and while that initial rush of attention may well have wandered away, we’re still here.” (P2)

Concluding points

Neighbourhood policing

Sustained community engagement and consultation through a well-resourced team

Evidence of public confidence in the KCPT amongst those who had contact with them

Public confidence scores higher in the Keyham-specific area results, but overall confidence scores for Keyham-specific and wider area results did not exceed regional or national scores

Victim Support

VS ensured engagement with communities across wider area

VS valued though community did not broadly access their services, partly due to not perceiving themselves as legitimate 'victims'

Professionals noted importance of VS services in ongoing recovery process

Funded community safety interventions

Crime/ASB levels low prior to the critical incident and have remained low, and there was no evidence of displacement of crime/ASB to bordering neighbourhoods

Crime rates in the specific Keyham area diminished in the year following the critical incident

Best practice informed community safety interventions, but it was not possible to distinguish between value placed on interventions due to need resultant from critical incident or pre-existing need

Majority reported feeling safe in their area. Generally people did not report feeling unsafe as a consequence of the critical incident, although young people did. Community members did not use the language of 'resilience' or 'recovery'

Impact of approaches and interventions

Impact of most visible interventions viewed most positively: community policing, public space improvements

Interventions that connected with existing infrastructure were most effective.

However, over-reliance can reinforce pre-existing inequalities or gaps in provision, and reliance on volunteers can be burdensome for them and conflictual with organisational needs

No specific interventions negatively impacted the recovery of the Keyham community and feelings of safety

Key learning points

- Funding awards should be long term, sustainable, and flexible
- Existing community infrastructures should be utilised and resourced, and over-reliance on volunteers should be acknowledged. Pre-existing need should be taken account of to ameliorate not exacerbate community tensions
- Proactive deployment of a dedicated community policing team provides a coherent distance between initial response and investigation teams and recovery work. Sustained engagement of community police officers in partnership with community organisations contributes to the building of trust and confidence in communities
- Provision of support should take account of needs that arise from associated anniversaries and coronial inquests
- A dedicated communications lead should oversee production of publications to negate use of language and terminology that may exacerbate trauma. Hard-copy information should be distributed to residents in addition to social media posts
- Impact of critical incidents on young people should be a prominent focus of the recovery process
- Provision of resources and interventions to specific pre-defined geographical areas risks excluding those impacted from equidistant, adjacent, and other areas. Support offers should extend beyond the immediate area of the critical incident and be made available to professionals and volunteers involved in the recovery process

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With thanks to the evaluation research participants,
and the Research Oversight Committee

Time for your questions