

*Research Report 28*

*Neighbourhood Management:  
An Overview of the 2003 and 2006  
Round 1 Pathfinder Household  
Surveys*

**KEY FINDINGS**





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The National Evaluation of the Pathfinder Programme is being undertaken by a consortium of organisations, led by SQW Ltd:

- **SQW Ltd**
- GFA Consulting
- European Institute for Urban Affairs, Liverpool John Moores University
- Cambridge Economic Associates
- Cities Research Centre, University of West of England
- Local Government Centre, Warwick Business School, University of Warwick
- Ipsos-MORI
- GfK-NOP

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# Executive Summary

The Neighbourhood Management Pathfinder Programme was launched in 2001 by the Neighbourhood Renewal Unit (NRU), now part of the Department for Communities and Local Government. In the first round of funding 20 deprived neighbourhoods were selected throughout England, to test out a new model of neighbourhood management. In early 2004, a further 15 Pathfinders were established in a second round of funding.

A team, led by SQW, has been evaluating the progress of the programme since 2002. The national evaluation has included detailed household surveys in all 35 Pathfinder areas. This report presents the preliminary findings of the two waves of household surveys conducted in the 20 Round 1 Pathfinder areas in 2003 and again in 2006, showing how these areas have changed over that time. Further reports will present the findings from more detailed analyses of the survey and draw together results from the survey with other sources of evidence used in the evaluation.

The general picture of change across the 20 Pathfinder areas in the last three years is largely a positive one. Overall, residents are more satisfied with their local areas, are more inclined to think that their areas are improving, and are more likely to think that local crime and environmental problems have been, or are being, dealt with. They are more satisfied with their local police service. Significantly more residents are satisfied with the cleanliness and maintenance of the public realm. Satisfaction with hospital services is also higher. More residents who rent their homes are satisfied with repairs and improvements. There has also been a modest increase in the number of residents who feel they can influence local decisions. Many more residents are also now aware of their local Pathfinder, with nearly a two-thirds recognition rate.

Whilst there have been many improvements, challenges clearly remain for these deprived areas. It must be remembered that most satisfaction ratings are still below national averages, with considerable improvement still required. There are also some problems identified by residents where they do not believe there has been much improvement – issues identified include racial harassment, local bus transport and the provision of facilities for teenagers and social/leisure facilities. Satisfaction with local schools and pre-school provision also appears to have fallen in the wider community, although the reasons for this are not clear. Some common services are also felt to be harder to access, particularly post offices and dentists.

This is how the Pathfinder areas have changed. Analysis of our comparator shows that many of these changes are at least partly reflective of national changes in public services and wider social and economic trends. However, our analysis also highlights some improvements that are clearly occurring faster in Pathfinder areas than in the comparator – evidence of a ‘programme effect’. Some the key indicators showing greater progress in Pathfinder areas than in the comparator are as follows:

- 31% of residents think that their area has improved in the last 3 years (compared to 22% in the comparator)
- There have been reductions in the percentage of residents who think that the following are problems:
  - Arson (10% reduction compared to a 4% reduction for the comparator)
  - Vandalism and graffiti (10% reduction compared to 4%)
  - Litter and rubbish (5% reduction compared to 1% increase)
  - Drug dealing/use (5% reduction compared with a 2% reduction)
- There has been an 8% increase in the proportion of residents satisfied with street cleaning, whilst there was a 2% fall in the comparator.
- There has been a 6% increase in satisfaction with the police service compared to a 2% increase in the comparator.

The evidence shows that the 20 Pathfinder areas have experienced significantly faster improvement in respect of area cleanliness, maintenance and safety in particular, driving an increase in overall satisfaction with the area. We believe that much of this is likely to reflect the activities of the Neighbourhood Management Pathfinders, although other local factors may play at least some role. Further analysis will be undertaken at area level to more clearly understand the extent of ‘added value’ delivered by the Pathfinders and the variations between areas.

# 1 Introduction

- 1.1 The Neighbourhood Management Pathfinder Programme was launched in 2001 by the Neighbourhood Renewal Unit (NRU), now part of the Department for Communities and Local Government. In the first round of funding 20 deprived neighbourhoods were selected throughout England, to test out a new model of neighbourhood management. In early 2004, a further 15 Pathfinders were established in a second round of funding.
- 1.2 A team, led by SQW, has been evaluating the progress of the programme since 2002. The national evaluation has included detailed household surveys in all 35 Pathfinder areas. This report presents the preliminary findings of the two waves of household surveys conducted in the 20 Round 1 Pathfinder areas in 2003 and again in 2006, showing how these areas have changed over that time. Further reports will present the findings from more detailed analyses of the survey and draw together results from the survey with other sources of evidence used in the evaluation.

## The Pathfinder Programme

- 1.3 Neighbourhood management is a new approach to improving public services, building community capacity and promoting renewal in deprived areas. The Social Exclusion Unit's fourth Policy Action Team (PAT4) report<sup>1</sup>, published in 2000, put forward a model of working that they believed would provide a flexible, powerful toolkit for renewal that could be adapted to local circumstances. The model they proposed is a neighbourhood-based approach that brings together the local community with local service providers through a partnership, supported by a dedicated Neighbourhood Manager and team. The report defined the aim of neighbourhood management as:

*...to enable deprived communities and local services to improve local outcomes by improving and joining up local services and making them more responsive to local needs.*

- 1.4 The NRU's Pathfinder Programme was established to test this model and explore what contribution it could make to neighbourhood renewal, narrowing the gap between deprived areas and the rest of the country. The 20 Round 1 Pathfinders were established in 2001-2 and are now in their fifth year of operation. The 15 Round 2 Pathfinders were established in 2003/4 and are now in their second year of operation.
- 1.5 This report looks at the household survey findings for the 20 Round 1 Pathfinders. Each Pathfinder has developed a seven year programme. The Round 1 Pathfinders were awarded £3.5m each over the seven years (2002-2009), at an average of £500,000 per year, to cover core management and running costs and also to support a project/leverage fund. Since April 2006, this funding has been part of the Safer and Stronger Communities Fund which Local Strategic Partnerships now have the freedom to allocate themselves. All 20 Round 1 Pathfinders have continued to receive funding.

<sup>1</sup> National Strategy for Neighbourhood Renewal: Neighbourhood Management: Report of Policy Action Team 4: Social Exclusion Unit; April 2000

## Pathfinder national evaluation

- 1.6 Since early 2002, SQW and its partners have been undertaking the long-term evaluation of the Pathfinder Programme, with a remit to consider both Rounds of Pathfinders. The evaluation has included annual fieldwork in all 35 areas, case studies, action learning sets and detailed household surveys undertaken jointly by GfK-NOP and Ipsos-MORI. A range of research reports have been published to date outlining the progress and lessons of the Pathfinder Programme. These are available from the NRU ([www.neighbourhood.gov.uk](http://www.neighbourhood.gov.uk)) and also the national evaluation team's project website ([www.sqw.co.uk/nme/](http://www.sqw.co.uk/nme/)).

## This report

- 1.7 This report presents the findings from an initial study of the Round 1 household survey results. It mainly focuses on programme-level findings and summarises the key changes in Pathfinder areas between 2003 and 2006, in relation to changes in the comparator. It is an assessment of change and, to some extent, a consideration of impact by the Pathfinders, although further research later in 2006 will explore the results in more depth.

## 2 The Household Surveys

### Explaining the survey approach

- 2.1 Two waves of household surveys have now been completed in all 20 Round 1 Pathfinder areas. The first wave was completed in early 2003 and the second one recently in early 2006. Fieldwork was conducted January to March in both cases and involved face to face interviews. The first survey took a random sample of 500 households in each Pathfinder area. A total of 10,097 households were interviewed. The second survey revisited as many of these households as possible (a longitudinal sample) and then topped up the sample to a total of 400 households in each area by adding further households selected at random. A total of 8,159 households were interviewed.
- 2.2 Our survey approach has given us a robust and representative survey of opinion and perceptions across the Round 1 Programme and allows us to assess how those opinions and views have changed over the last 3 years. Very similar questionnaires were used in each year to allow the comparison over time.
- 2.3 To assist the evaluation we also created a 'comparator' by interviewing an additional sample of households in each of the 20 local authority areas where the Pathfinders are located. In each area we identified a similarly deprived ward where no neighbourhood management initiative was in operation. By adding these 20 samples together we have created a single 'virtual deprived area' which can be used for comparison purposes at the programme level to help us understand what sort of changes might be happening in Pathfinder areas anyway, so that we can better identify the 'added value' from Pathfinders. In 2003, the comparator sample was 2018 households and in 2006 it was 1567 households. In 2003, overall, the comparator was slightly less deprived than the Programme itself, although still comparable.

### Significance and meaning?

- 2.4 All surveys that are based on samples have some degree of error. Most of the analysis in this report is at the programme level (all 20 Pathfinders) and therefore based on large samples which have a high level of statistical reliability. Programme findings based on all respondents are reliable to within about 1% (at the 95% confidence level). Changes from 2003 to 2006 are also statistically significant with differences of only 1.5% or greater. Changes from 2003 to 2006 in the comparator sample are significant with differences of 3.5% or greater.
- 2.5 Where 'sub-groups' are considered (e.g. individual Pathfinders, sub-groups of the sample by age, ethnicity, etc) the samples are smaller and the statistical reliability is therefore lower. This is taken into account when such analysis is used.
- 2.6 This report only refers to changes that are statistically significant. It is also important to remember that even though a change in opinion over time may be statistically significant, it may not necessarily mean much as small shifts in opinion can be caused by a range of factors and influences. We have therefore focused on those changes that are both significant and likely to be meaningful also.

- 2.7 It is also important to note that household surveys cannot readily identify all types of changes in an area – they are less well suited to picking out fine-grained improvements or more particular benefits that may accrue to smaller groups of people. The survey findings will therefore only provide information about some of the impacts of the Pathfinders, not all of them, and will need to be considered alongside wider evidence being collected by the evaluation team.

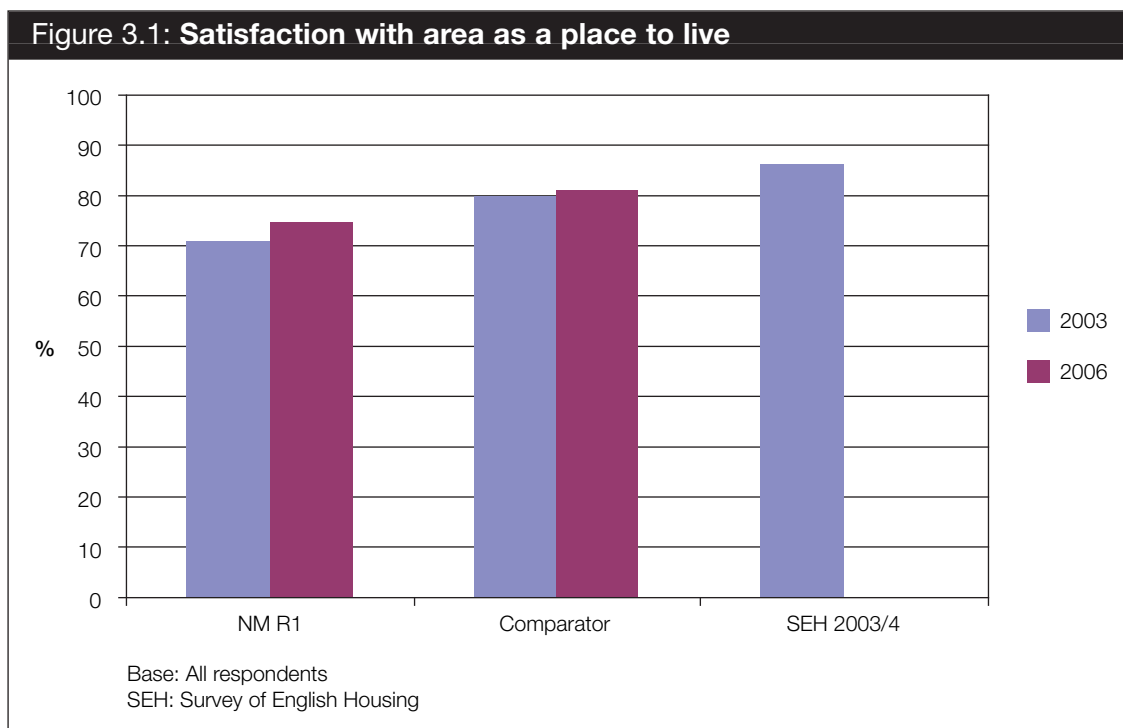
## Further research

- 2.8 The survey data is available on our *SurveyReporter* website, which is part of the research team's project website ([www.sqw.co.uk/nme/](http://www.sqw.co.uk/nme/)). The team will be undertaking more detailed analysis during the year and publishing it in due course.

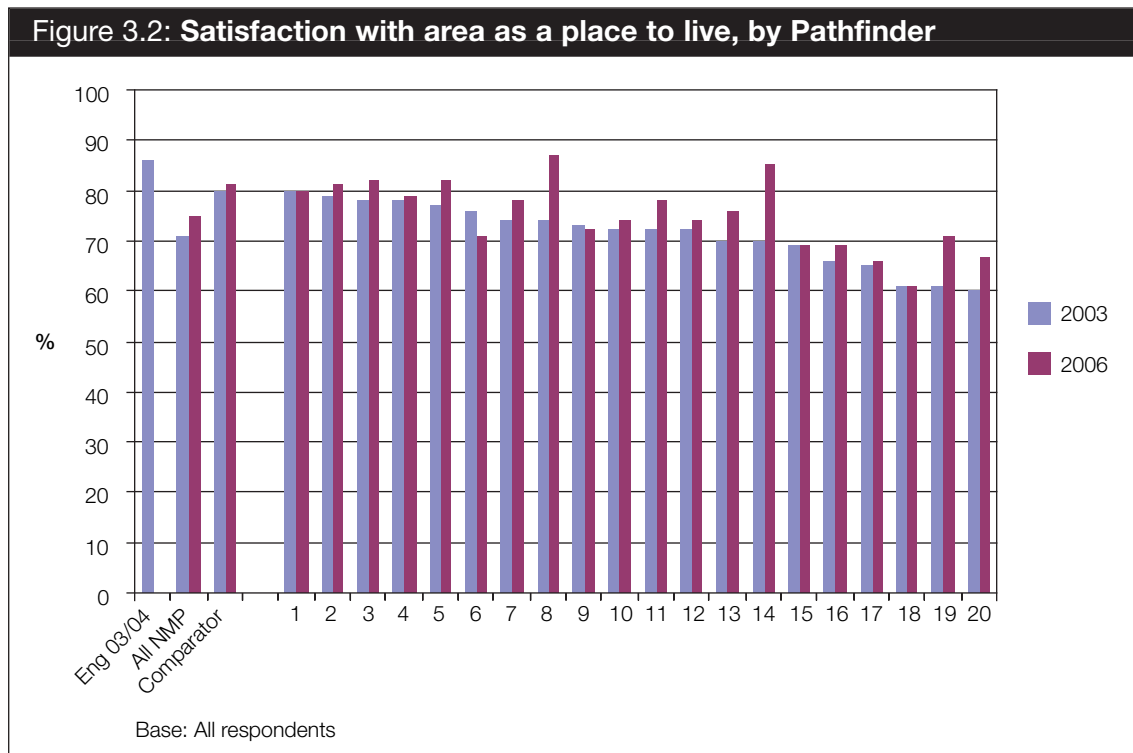
# 3 Area Satisfaction

## Area satisfaction

- 3.1 In 2003, 71% of households (across all 20 Round 1 Pathfinder areas) were satisfied with their area as a place to live. This is significantly lower than the national average for England of 86% (Survey of English Housing 2003/4), illustrating the gap between Pathfinder areas and the rest of the country.
- 3.2 In 2006, overall satisfaction in the Pathfinder areas had risen from 71% to 75% (Figure 3.1). The situation in our comparator did not change significantly over the same time period. Satisfaction in the Pathfinder areas has therefore increased faster than the comparator, suggesting added value in the Pathfinder areas in this respect.



- 3.3 Consideration of the 20 Pathfinders separately shows that area satisfaction in 2003 varied from 60% to 80%. Since 2003 there have been modest increases in nearly all areas (Figure 3.2), but with some strong increases of up to 10-15% in a handful of areas. The reasons for these increases are likely to be a mixture of local factors as well as the work of the Pathfinder, and will be assessed further, but is an illustration of the level of change possible over 3 years.

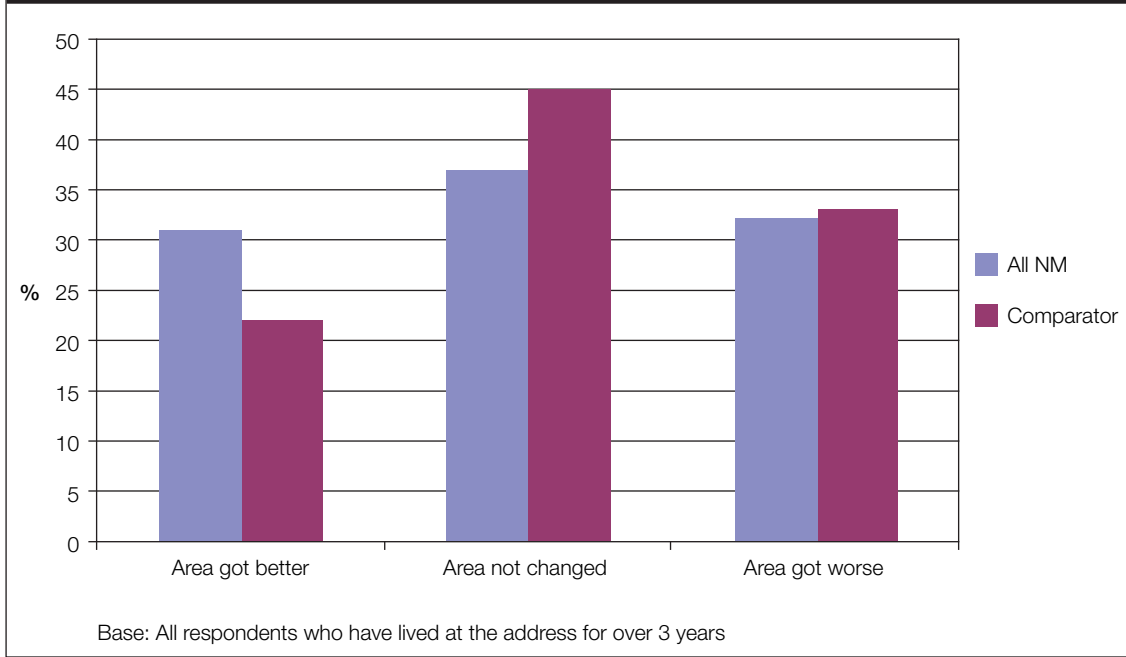


3.4 This indicator (% of residents satisfied with their area as a place to live) is a mandatory indicator in all Local Area Agreements which include Neighbourhood Management or Neighbourhood Element funding. The findings here may help to give these local authorities some sense of the level of change that might be realistic to expect through the development of neighbourhood management initiatives.

### Change in the area

- 3.5 Respondents who had lived in the area for more than 3 years were also asked whether they thought their area had got better or worse over the last 3 years. Responses were broadly evenly divided with one-third thinking the area had got better, one third who thought it had not changed much, and one third who thought it had got worse.
- 3.6 Significantly more people in Pathfinder areas thought that their area had improved (31%) than was the case in the comparator (only 22%) where many more people did not think much had changed (Figure 3.3).

**Figure 3.3: Area improved in the last three years**



## 4 Community

### The local community

- 4.1 With respect to how much people feel part of their local community and how much interaction there is locally, there has been only modest change over the last three years.
- 4.2 In 2003, 36% of respondents said that they knew ‘many or most’ of the people in their neighbourhood. This has increased to 39% in 2006. The comparator did not change significantly (40% in 2006).
- 4.3 There was no significant change in the proportion of people who thought that their neighbourhood was ‘a place where neighbours look out for each other’ with 58% saying this in 2006. This compares with a national benchmark of 73% (General Household Survey, 2000).

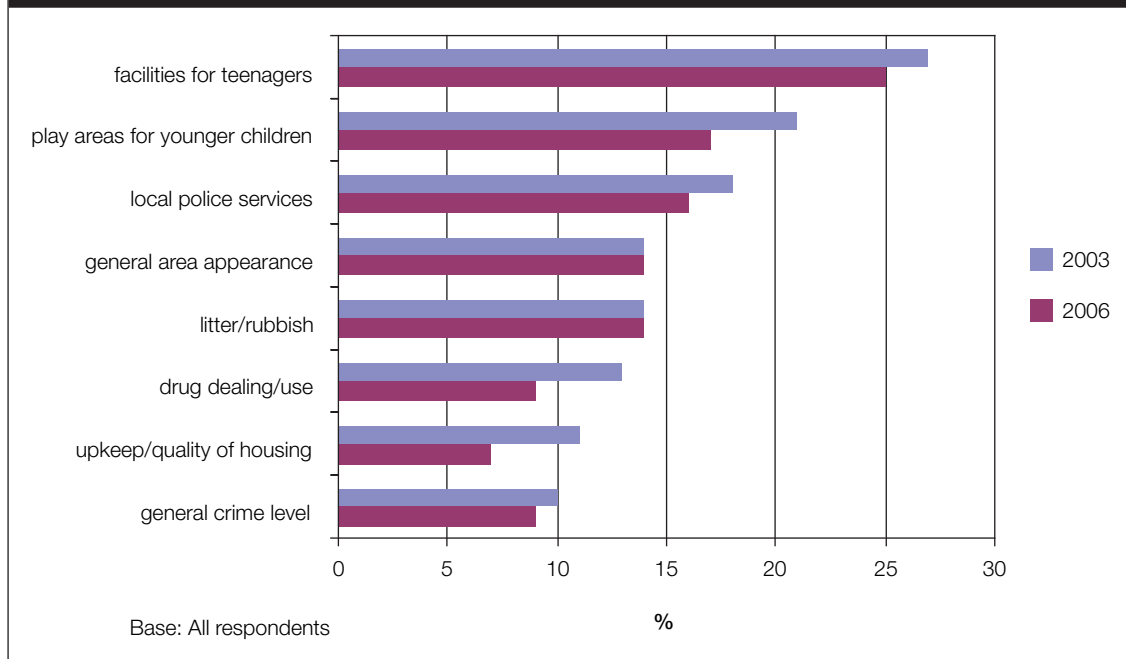
### Local influence

- 4.4 There has been a small but significant increase in the proportion of respondents who feel that they can influence decisions by local organisations that affect their area – this has increased from 23% to 26%, and is now equal to the national benchmark of 26% (General Household Survey, 2000). It is interesting that residents of these deprived Pathfinder areas are now no less likely, on average, to feel that they have influence over local organisations than residents of any other area. The comparator did not increase significantly from 2003, and, at 23% is now lower than the figure for the Pathfinder areas.
- 4.5 The range of variation between the 20 areas extends from 13% to 33% (2006), and the increases were generally modest in size and spread across most of the Pathfinder areas.

### Community priorities for improvement

- 4.6 Respondents were asked what most needed improving in their area to improve their quality of life. The pattern of priorities has remained very similar from 2003 to 2006. Most issues have declined in importance, with less respondents raising them. There are no new significant priorities and none have increased in importance, giving a positive picture of overall improvement.
- 4.7 Figure 4.1 shows the eight local issues that were cited by 10% or more respondents in either 2003 or 2006. It also shows that for six out of the eight issues, less people raised the issue in 2006, suggesting it is less of a concern now. The issues that declined the most as issues ‘needing improvement’ were:
- Play areas and facilities for younger children (falling 21% to 17%)
  - Drug dealing/use (13% to 9%)
  - Upkeep/quality of housing (11% to 7%)
- 4.8 For the other two issues, there was no change. No frequently cited issue has increased in importance for local people (across all 20 areas as a whole) between 2003 and 2006.

Figure 4.1: Priorities for improvement in the area



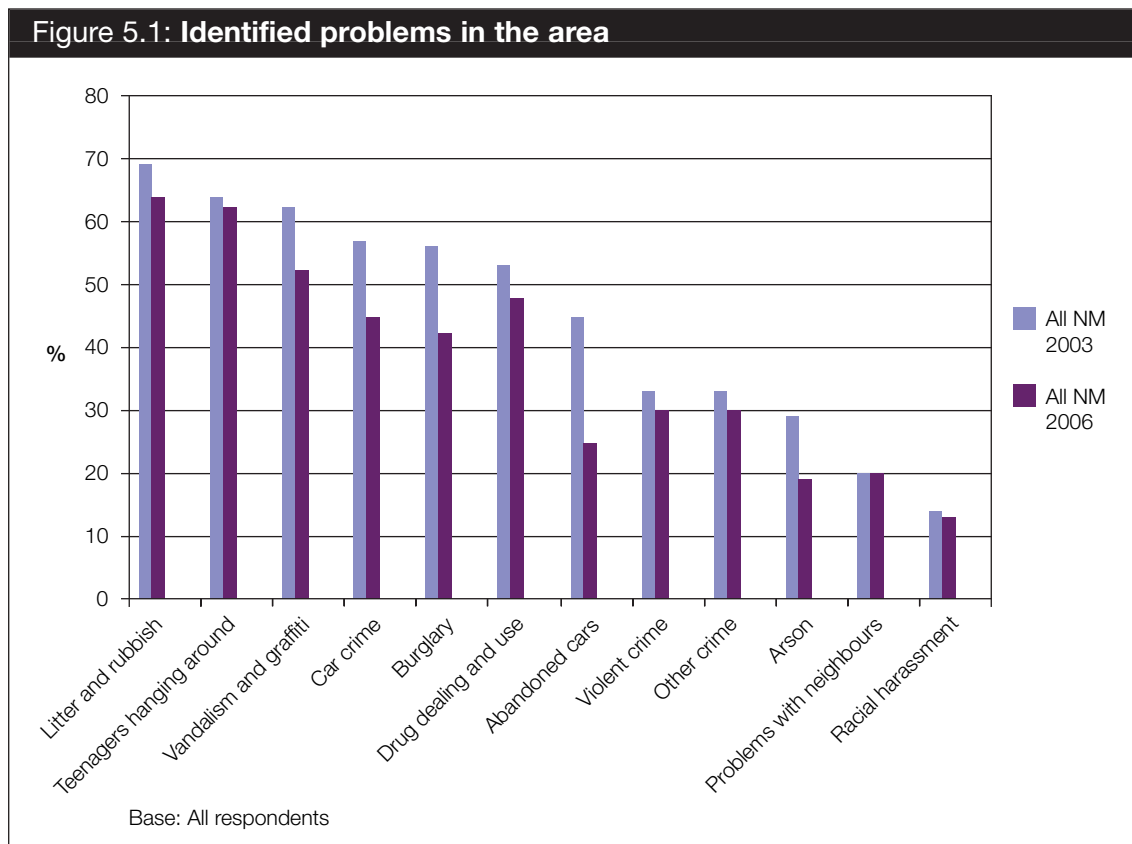
## Community awareness of Pathfinders

- 4.9 Local awareness of Pathfinders has increased dramatically from 37% in 2003 to 63% in 2006. The 2003 survey was undertaken towards the end of their first full year of operation (2002/3) and approximately 18 months after they were first selected in the summer of 2001, over which time they built up an awareness rating of 37%. From 2003 to 2006, the rating increased further to 63%. When the 2006 survey was undertaken the 20 Round 1 Pathfinders had been operating for just over four years.
- 4.10 After four years, NDC Partnerships had achieved an average awareness rating of 79% (2004)<sup>2</sup>, which is 16% higher, although NDC Partnerships have significantly more resources than NM Pathfinders.

## 5 Liveability and Housing

### Problems in the area

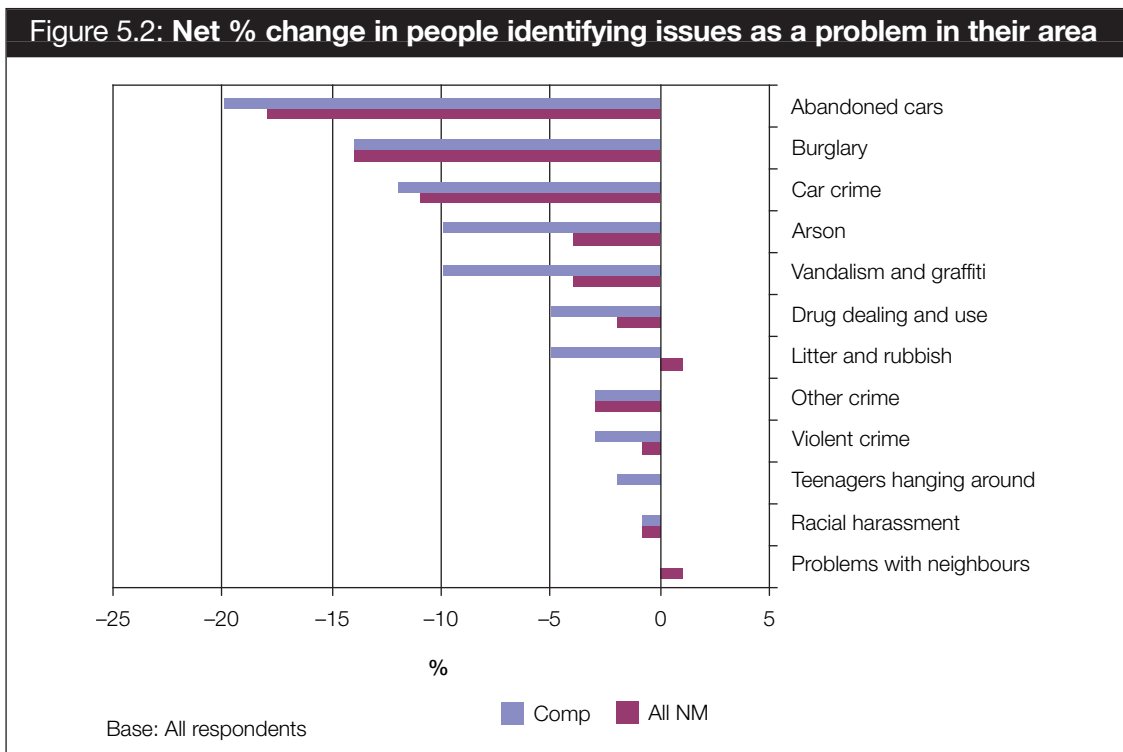
5.1 Local crime and environment issues have been a key area of focus and intervention for many Pathfinders. Respondents were given a series of local issues that often cause problems for communities and asked how much they were a problem (or not) in their own area. For nearly all of the issues, the 2006 survey showed a reduction in the number of people in Pathfinder areas who considered that they were ‘a problem’ for their area (Figure 5.1). In many cases the reductions are large – 20% reduction in those who consider abandoned cars to be a problem, 14% reduction in those who think burglary is a problem, and a 10% reduction in those concerned about arson. No issues have worsened in the eyes of local residents.



5.2 To some extent, these changes are clearly reflective of wider changes happening across those local authority areas. So, of greater interest is the fact that for a number of these issues, the Pathfinder areas had secured even greater improvements than those evident in the comparator. Figure 5.2 highlights the net changes (mainly reductions) in the % of people identifying issues as problems and compares the Pathfinders with the comparator.

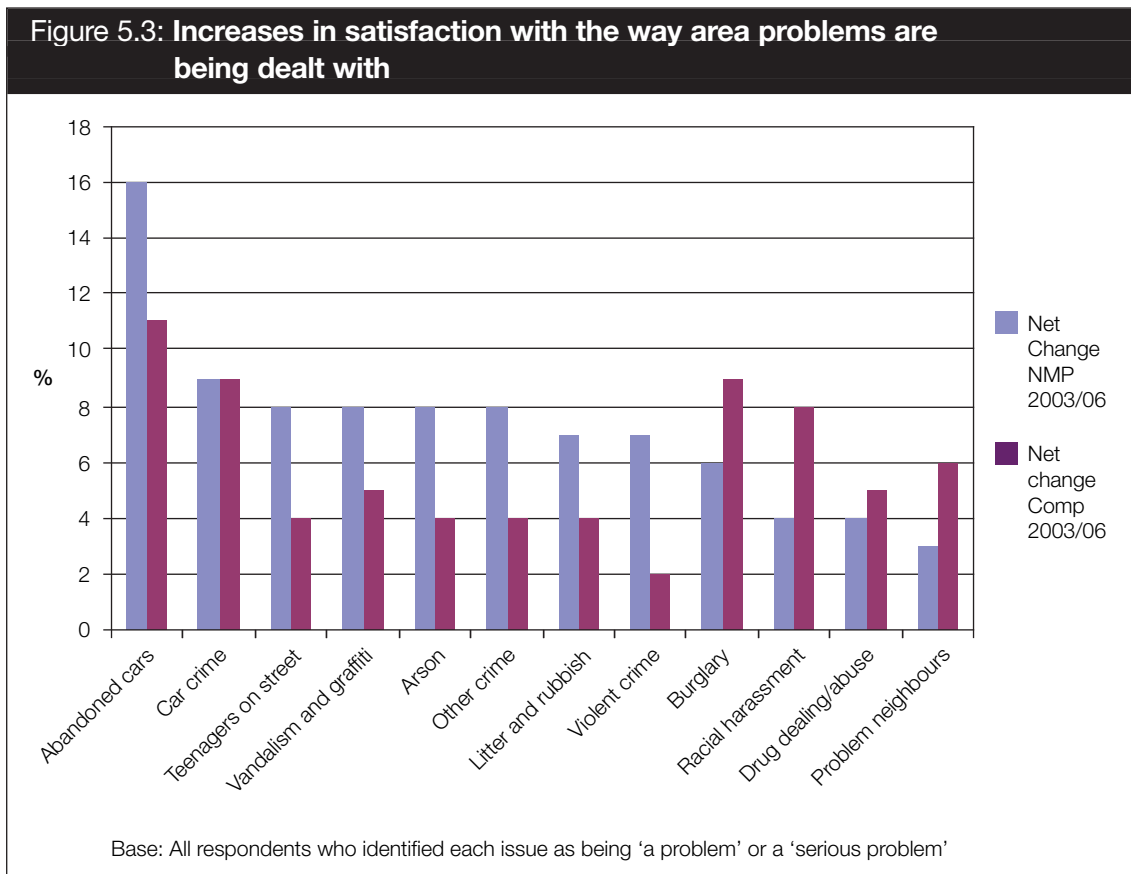
5.3 The issues where the Pathfinder areas secured significantly greater changes were:

- Arson (10% reduction compared to a 4% reduction for the comparator)
- Vandalism and graffiti (10% reduction compared to 4%)
- Litter and rubbish (5% reduction compared to 1% increase)
- Drug dealing/use (5% reduction compared with a 2% reduction)



5.4 Those residents who identified issues as being a ‘problem’ or a ‘serious problem’ were also asked how satisfied they were with the way that each of these issues was being dealt with by local service providers. For every issue, satisfaction was significantly greater in 2006 than in 2003 across the Pathfinder areas and also greater in most cases in the comparator, showing a general improvement across these local authority areas.

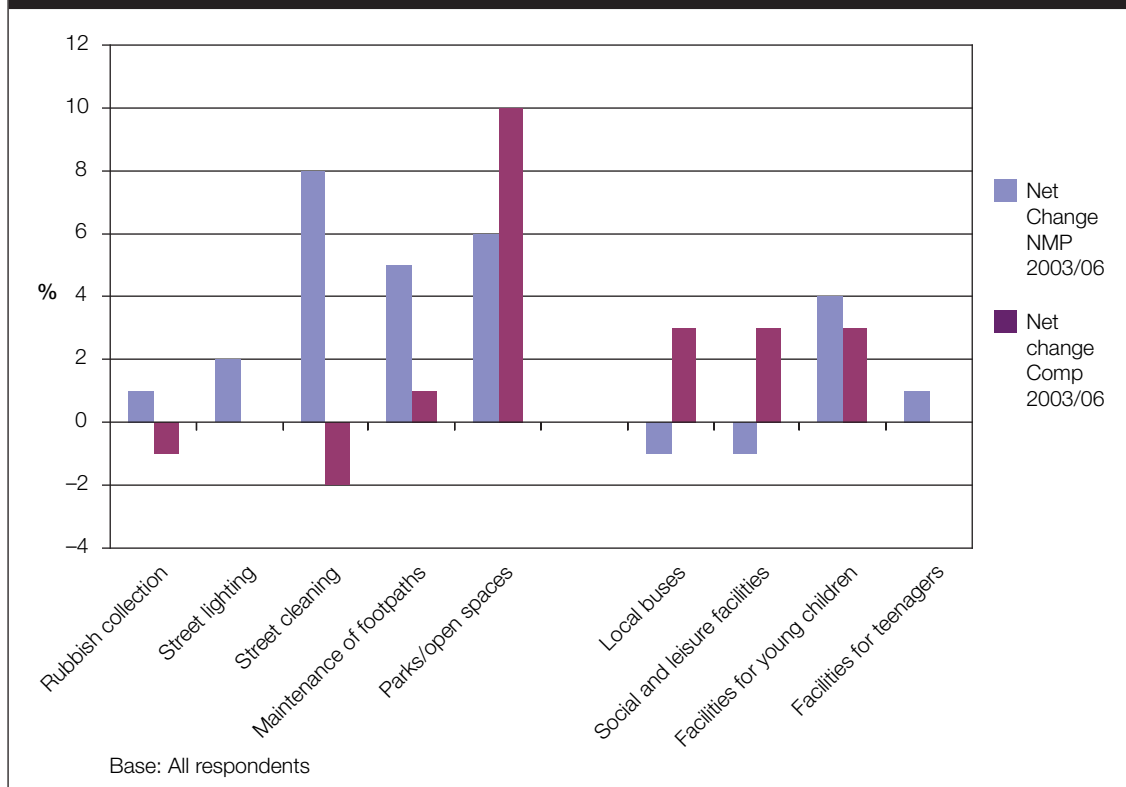
5.5 However, on five of the issues, satisfaction with the way these problems are being dealt with was significantly greater in the Pathfinder areas than in the comparator, whilst on six issues there was no significant difference in performance between Pathfinders and the comparator and on only one issue did satisfaction rise significantly faster in the comparator area (the way that racial harassment is dealt with). This suggests a clear pattern of satisfaction in the Pathfinder areas either matching what is happening elsewhere or rising faster.



### Satisfaction with environmental services and local facilities

- 5.6 A key area of activity and also change in Pathfinder areas has been with respect to environmental services (Figure 5.4). All environmental services have seen an increase in satisfaction across the Round 1 Pathfinder areas. With the sole exception of maintaining parks/open spaces, these increases are also greater than those observed in the comparator. The most significant changes are the 8% increase in satisfaction with street cleaning (compared to a 2% fall in the comparator) and the 5% increase in satisfaction with footpath maintenance (compared to a 1% rise in the comparator). This is particularly encouraging given that providing a cleaner and better maintained public realm has been a key aim for many Pathfinders.
- 5.7 The situation with respect to area facilities is more mixed. Satisfaction with local buses and social/leisure facilities appears to be largely unchanged, whilst satisfaction with facilities for both young children and teenagers has risen, with a 4% increase in particular for young children’s facilities.

**Figure 5.4: Net change in satisfaction with environmental services and area facilities**



## Satisfaction with the police

- 5.8 Satisfaction with the Police service has risen across the Pathfinder areas from 2003 to 2006. The number of respondents saying that were satisfied with the police rose from 47% in 2003 to 53% in 2006. There was no significant change in the comparator over the same time.
- 5.9 Those whose satisfaction had increased since 2003 were asked to say why. The most frequently given reason (by 42%) was the greater visibility of the police and wardens.
- 5.10 Respondents were also asked whether they had personally reported a crime in the last 12 months for which they or someone else in their household had been a victim; 25% had reported such a crime. Of these, 49% were satisfied with the service from the Police and 43% were dissatisfied. The figures for the comparator were similar.

## Housing

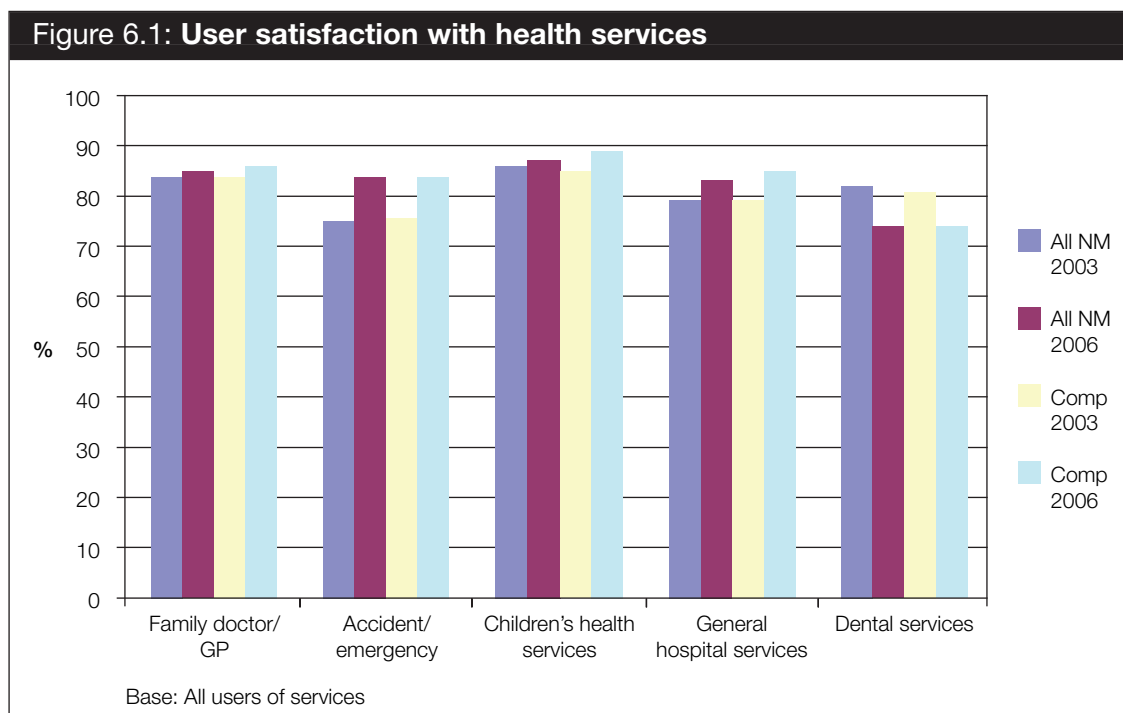
- 5.11 The Pathfinder areas vary significantly in their mix of housing tenures, although overall the 20 areas include a greater proportion of rented properties than the national average. In 2006, in the Pathfinder areas, 24% of households owned their property, 25% were buying it with a mortgage/loan and 50% were renting. The overall mix of tenure has not changed much since 2003, although some individual areas have seen changes of social landlords through stock transfers of council housing.

- 5.12 Of those 50% who were renting in 2006, 53% were renting from the local authority, 26% from a housing association, 16% from a private landlord and 5% were renting from a range of other organisations or relatives/friends. All those who were renting were asked how satisfied they were with how their landlord provides services. There were significant improvements of 9-10% across the Pathfinder areas in satisfaction with landlord repairs and improvements. These were broadly mirrored in the comparator also.

## 6 Other Services

### Satisfaction with health services

- 6.1 Although it has not, to date, been a major feature of Pathfinder activities, a number of Pathfinders have sought to influence local health services, usually through initiatives that are focused on specific services and specific groups of people. Generally, we would not expect to identify effects or impacts from such focused activities through a household survey, and indeed no clear programme-wide Pathfinder effects are observable.
- 6.2 The overall pattern observable in Pathfinder areas is mirrored in the comparator and suggests a nationwide trend (Figure 6.1). Respondents who had used each main type of health service in the last 12 months were asked how satisfied they were with the service. Satisfaction with all main services is relatively high. From 2003 to 2006 it has not changed in respect of GP services or children's health services, it has increased for general hospital services and increased quite significantly for Accident/Emergency services (9% increase in satisfaction across all Pathfinder areas). Satisfaction with dental services has fallen. It is unlikely that any of these changes reflect Pathfinder activity, but are more likely to reflect wider national trends.



### Satisfaction with education services

- 6.3 Pathfinders have also engaged with local schools, particularly primary schools, to promote the welfare of local children and raise both attendance and ultimately attainment. As with health, interventions have generally not been sufficiently extensive or of a scale that we would expect to identify measurable impacts at a programme level, although there may be some at local level in individual Pathfinder areas.

- 6.4 The overall satisfaction levels with education services are generally slightly lower in 2006 than in 2003 across the Pathfinder areas and also in the comparator, suggesting a national trend in perceptions. This statistic is also more susceptible to influence by media-driven perceptions as it was asked of all respondents, not just users of the services (e.g. only 20% of Pathfinder households in 2006 had a child in a primary school at the time of the survey).

### **Accessibility of services**

- 6.5 Respondents were also asked whether there are any services that they find 'hard to get to' when they need to use them. Overall, most services are relatively easy to get to, and for most there was little change from 2003 to 2006. However, there were three services where perceptions of accessibility appear to have changed. Leisure and entertainment facilities were regarded as accessible by more people, but dentists and post offices are now seen as 'harder to get to'. The same changes were observable in the comparator, suggesting a wider trend, although we do not know whether it is a national trend or specific to deprived areas.

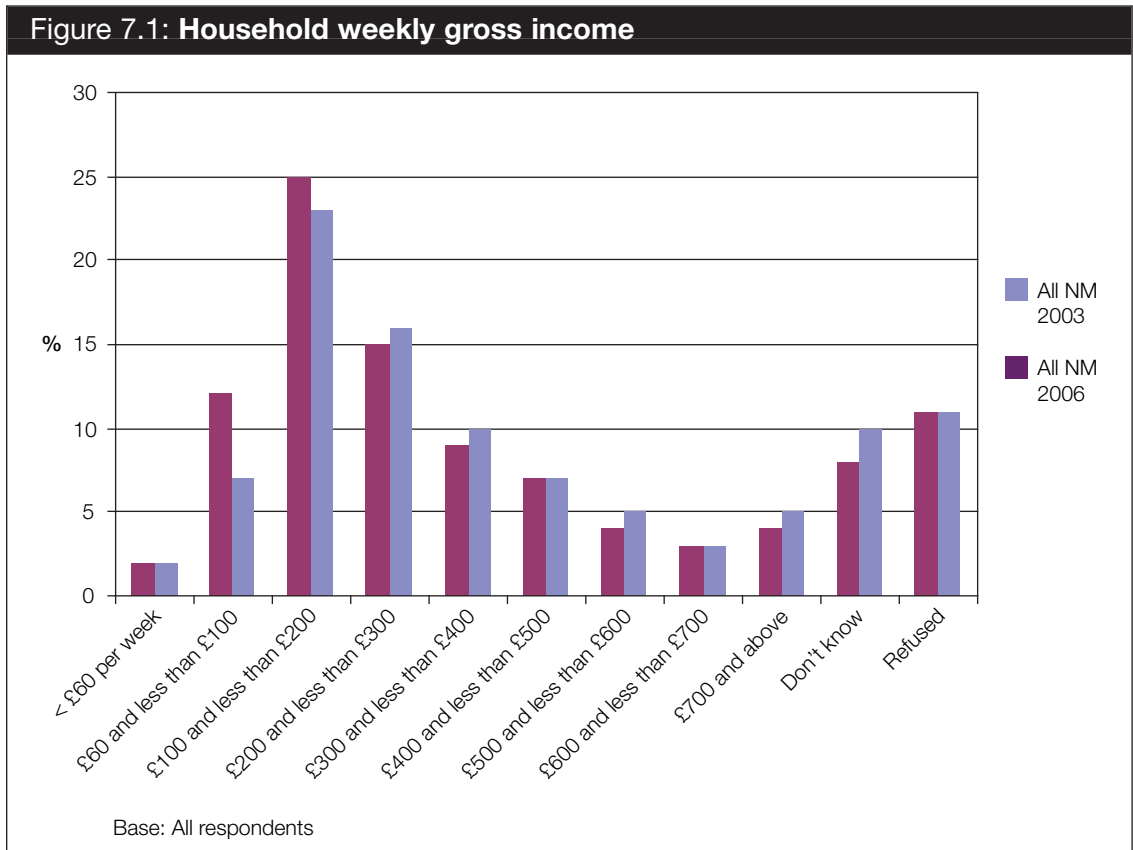
# 7 Employment and Income

## Working status

- 7.1 The population profile of the Pathfinder areas has not changed much overall 2003-2006, although there is a slightly higher proportion of people for whom English is not their first/main language (from 7% to 9%) and a small increase in those with long-standing illness, disability or infirmity (from 36% to 38%).
- 7.2 The working status of respondents has also not changed significantly, although the findings suggest a small overall reduction in JSA claimants (from 4% to 3%), a small reduction in those at home and not seeking work (from 14% to 12%) and a small rise in those who are retired (from 25% to 28%), all mirrored in the comparator also. Tackling employment and worklessness issues was not an early priority for many Pathfinders and therefore it is unlikely that these changes are a reflection of Pathfinder activities overall, although individual areas may have delivered changes where it has been a local priority. Further analysis by area will be undertaken in due course.

## Household income

- 7.3 Analysis of how household gross income has changed reveals some modest but positive changes (Figure 7.1). Overall average household income has grown by 10% from 2003 to 2006 from £270 per week to £299 per week. There has also been a significant reduction in households earning less than £100 per week, from 14% to 9% and less than £200 per week, from 39% to 32%. It should be noted that there were a number of don't know/refused responses to this question (as is normal for this kind of question in surveys, and shown on the chart) so the figures are not based on 100% responses, although they are still indicative of the actual situation and valuable for comparison over time.
- 7.4 These changes are mirrored in the comparator and are therefore likely to be a consequence of wider employment and welfare trends rather than direct Pathfinder activity.



## 8 Summary Overview

### Using the evidence

- 8.1 The two waves of household surveys of the 20 Round 1 areas provide an important evidence base for the Pathfinder national evaluation team but they also have wider value. They provide a comprehensive, reliable and varied range of data about how these 20 deprived areas have been changing in the last three years. They also provide insights and evidence about what difference the Pathfinders are making in their areas, complementing the other strands of fieldwork and research of the national evaluation.
- 8.2 As with all data some care needs to be taken in interpreting what the survey findings mean. We have erred on the side of caution in our analysis, only highlighting changes that we believe are statistically significant, meaningful in scale and also plausible in the light of our wider experience of the Neighbourhood Management Pathfinders.
- 8.3 We will be undertaking further and more detailed analysis of the survey data during this year and bringing it together with other types of data gathered through the evaluation. The evaluation team is also planning a second wave of surveys of the 15 Round 2 Pathfinders in early 2007 and the intention is to conduct third wave surveys in the future if possible. A unique database is being built up, all of which is being used and made available for others to use.

### Overview of Pathfinder area changes

- 8.4 The general picture of change across the 20 Pathfinder areas in the last three years is largely a positive one. Overall, residents are more satisfied with their local areas, are more inclined to think that their areas are improving, and are more likely to think that local crime and environmental problems have been, or are being, dealt with. They are more satisfied with their local police service. Significantly more residents are satisfied with the cleanliness and maintenance of the public realm. Satisfaction with hospital services is also higher. More residents who rent their homes are satisfied with repairs and improvements. There has also been a modest increase in the number of residents who feel they can influence local decisions. Many more residents are also now aware of their local Pathfinder, with nearly a two-thirds recognition rate.
- 8.5 Whilst there have been many improvements, challenges clearly remain for these deprived areas. It must be remembered that most satisfaction ratings are still below national averages, with considerable improvement still required. There are also some problems identified by residents where they do not believe there has been much improvement – issues identified include racial harassment, local bus transport and the provision of facilities for teenagers and social/leisure facilities. Satisfaction with local schools and pre-school provision also appears to have fallen in the wider community, although the reasons for this are not clear. Some common services are also felt to be harder to access, particularly post offices and dentists.
- 8.6 This is how the Pathfinder areas have changed. Analysis of our comparator shows that many of these changes are at least partly reflective of national changes in public services and wider social and economic trends. However, our analysis also highlights some improvements that are clearly occurring faster in Pathfinder areas than in the comparator – evidence of a ‘programme effect’, summarised below.

## More significant changes in Pathfinder areas

- 8.7 Figure 8.1 summarises the key indicators where there has been a significant improvement across the Pathfinder areas which was also significantly greater than any improvement in the comparator.

<b>Figure 8.1 Pathfinder improvements over and above comparator improvements</b>				
Indicator	NM R1 Pathfinders			Significant Comparator change
	2003	2006	Change	
Satisfaction with the area as a place to live	71%	75%	+4%	No (+1%)
% of residents who think that their area has improved in the last 3 years	–	31%	–	22% (actual)
% of residents who feel that they can influence decision by local organisations that affect their area	23%	26%	+3%	No (+2%)
% of residents aware of the Pathfinder	37%	63%	+26%	N/a
% of residents who think that the following are a problem				
• Arson	29%	19%	–10%	–4%
• Vandalism and graffiti	62%	52%	–10%	–4%
• Litter and rubbish in the streets	69%	64%	–5%	No (+1%)
• Drug dealing/use	53%	48%	–5%	No (–2%)
% of residents who identified a problem in the area but are satisfied with the way it is being dealt with:				
• Abandoned cars	34%	50%	+16%	+11%
• Teenagers on the street	15%	23%	+8%	+4%
• Arson	30%	38%	+8%	+4%
• Other crime	23%	31%	+8%	+4%
• Violent crime	22%	29%	+7%	No (+2%)
% of residents who are satisfied with:				
• Street cleaning	60%	68%	+8%	No (–2%)
• Maintenance of footpaths	52%	57%	+5%	No (+1%)
% satisfied with the police service in their area	47%	53%	+6%	No (+2%)

- 8.10 There are very few identifiable instances where there are improvements in the comparator that exceed changes in the Pathfinder areas. On nearly all indicators therefore, the Pathfinder areas either match or exceed the comparator – but very rarely do worse.
- 8.11 The evidence shows that the 20 Pathfinder areas have experienced significantly faster improvement in respect of area cleanliness, maintenance and safety in particular, driving an increase in overall satisfaction with the area. We believe that much of this is likely to reflect the activities of the Neighbourhood Management Pathfinders, although other local factors may play at least some role. Further analysis will be undertaken at area level to more clearly understand the extent of ‘added value’ delivered by the Pathfinders and the variations between areas.
- 8.12 Finally, it should be remembered, as noted earlier, that not all types of change can be readily measured by a household survey, and so this report should not be understood as the only source of evidence on the nature of the Pathfinders’ impact. Other published reports from the evaluation team identify benefits (and issues) arising from Pathfinders’ work with housing, health, education, employment and other service providers as well as with the community itself.

