

Street Pastors Newcastle Evaluation: Headline Findings

Monday 14th November 2011

Sue Taylor – Partnerships Manager

Introduction

- **Balance asked by Newcastle Alcohol Strategy Delivery Board to evaluate SPN scheme (May 2011)**
- **Aim: *“to carry out qualitative & quantitative analysis of the scope, nature & effectiveness of the scheme”***
- **Also to project possible financial savings – business case for reinvestment?**
- **Covers period from Jan 2010 – June 2011**

Methodology

- **Desk Research: national context & origins of Street Pastors approach**
- **Qualitative Elements:**
 - Depth Interviews with key stakeholders
 - Online questionnaire for Street Pastors
 - Other qualitative sources – case studies etc
- **Quantitative Elements:**
 - SPN ‘Tally Cards’
 - Nightly, monthly, annual performance summaries
 - Quarterly Monitoring Reports
- **‘Donabedian’ Approach: Structure, Outcomes, Process**

Headline Findings

Desk Research

- **Street Pastors is: “*an inter-denominational Christian response to urban problems... engaging with people on the streets to care, listen & enter into dialogue*”**
- **Pioneered in London in January 2003 – Reverend Les Isaacs**
- **SP teams affiliated to the Ascension Trust (annual subscription fee)**
- **Newcastle scheme launched December 2008:**
 - **Annual budget of approx £30K**
 - **95 volunteers since 2008, approx 85 active currently**

Depth Interviews – Senior Stakeholders

Depth Interviews – Senior Stakeholders

- **7 depth face-to-face interviews carried out**
- **Range of statutory & voluntary sector agencies:**
 - **Northumbria Police**
 - **Newcastle City Council**
 - **City's churches**
- **Majority involved with SPN since the outset**
- **Two were active Street Pastors**
- **Two were Board Members & Trustees**

Perceptions

- **Extremely positive across the board**
- **Voluntary nature of scheme = fundamental to its success**
- **Some scepticism at the outset - especially about religious links**
- **Quickly dispelled by professionalism & dedication of the volunteers**
- **Key role = freeing up frontline resources – especially police**

***“Excellent – Street Pastors
have contributed
significantly to the
management of the night-
time economy & have been
especially supportive to
vulnerable women in the
city centre...it’s a
compassionate, reliable
service which ensures that
the police can focus on
frontline roles”***



Meeting Demand & Adding Value

- **Huge task to service all of the demands of a busy night-time economy – alcohol & pre-loading = key drivers for trouble**
- **However, SPN scheme flexible & accommodating**
- **Support at e.g. Evolution Event, Bank Holidays**
- **Agreement that SPN adds significant value**
- **However, very difficult to accurately quantify this**

“The scheme creates a perception of Newcastle as a secure and safe place to be on a Friday & Saturday night...it is hugely important for the city’s economy & helps to create a culture of caring & reassurance”



Enhancing & Expanding the Scheme

- **Variety of suggestions**
- **Development of drop-off facility or ‘safe haven’ for people in distress**
- **Clearer referral routes into local (e.g. homeless) services**
- **Scope for expansion into local communities & other sectors – e.g. ‘School Pastors’**
- **However, might contradict national ethos of working in night-time economy**

“The key point would be to galvanise people who already live within local communities and the local people & local churches would need to make the invitation rather than vice-versa...it would need to be locally-led & done in partnership”



Future Sustainability

- **Relatively optimistic overall, though some concerns, particularly around funding**
- **Absence of mainstream funding undermines forward planning**
- **SPN only employs one person on a salary – crucial role, which needs safeguarding**
- **Board should be strengthened – need for greater professional input & support for scheme**
- **Also need to sustain volunteer cohort**

“The Christian Church is absolutely committed to SPN...we’re confident that this particular approach is right for Newcastle both now & in the future”

However:

“it’s difficult to say whether the scheme is sustainable in this financial climate. The coordinator’s role is fundamental – the scheme couldn’t survive without professional input”

BALANCE
Getting the
measure of alcohol



Summary

- Overall, very positive views amongst senior stakeholders
- Scheme effective, professional & compassionate
- *“Street Pastors provide an absolutely invaluable service & I can’t thank them enough for what they do. They are ambassadors for Newcastle & the city would be far worse off without them”*

Online Questionnaire – Street Pastors

Demographic & Motivations of Volunteers

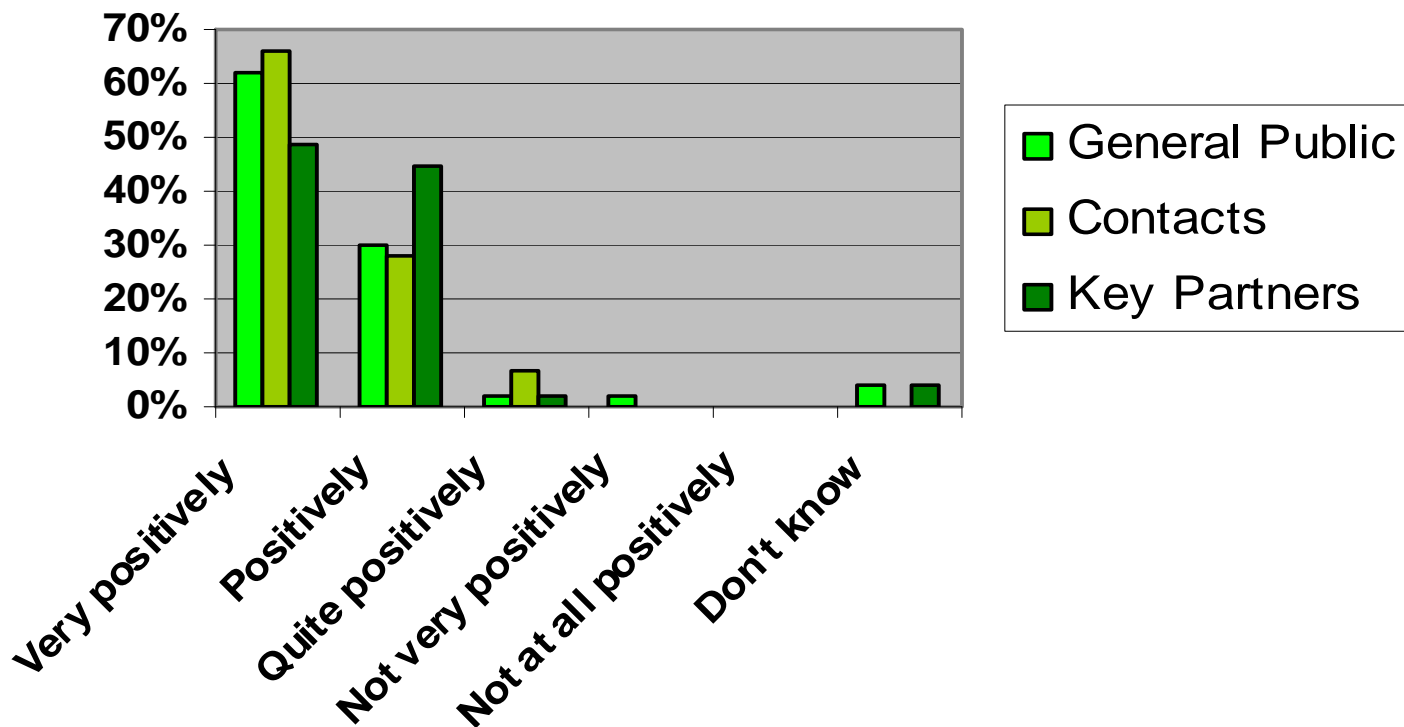
- Majority of SPs female / aged 45 +
- Baptist churches supply most volunteers
- Consistent recruitment since outset of scheme
- 9 out of 10 volunteer at least once a month
- 8 out of 10 – ‘busy’ or ‘very busy’ during typical night shifts
- Key motivation (71.7%) – SPN = *“an affirmation of their faith”*

Perceptions of the Scheme

- **100% - scheme 'effective' / 'very effective'**
- **SPs asked how they felt different groups perceive the scheme -**
 - **General Public: 91.5% positive / very positive**
 - **'Contacts': 93.7% positive / very positive**
 - **Key Partners: 93.6% positive / very positive**
- ***"Nearly everyone I meet on the streets is extremely positive & grateful for what we do, even if they think we're mad to be out so late!"***

Perceptions of the Scheme

Perceptions of SPN Scheme Amongst Different Groups



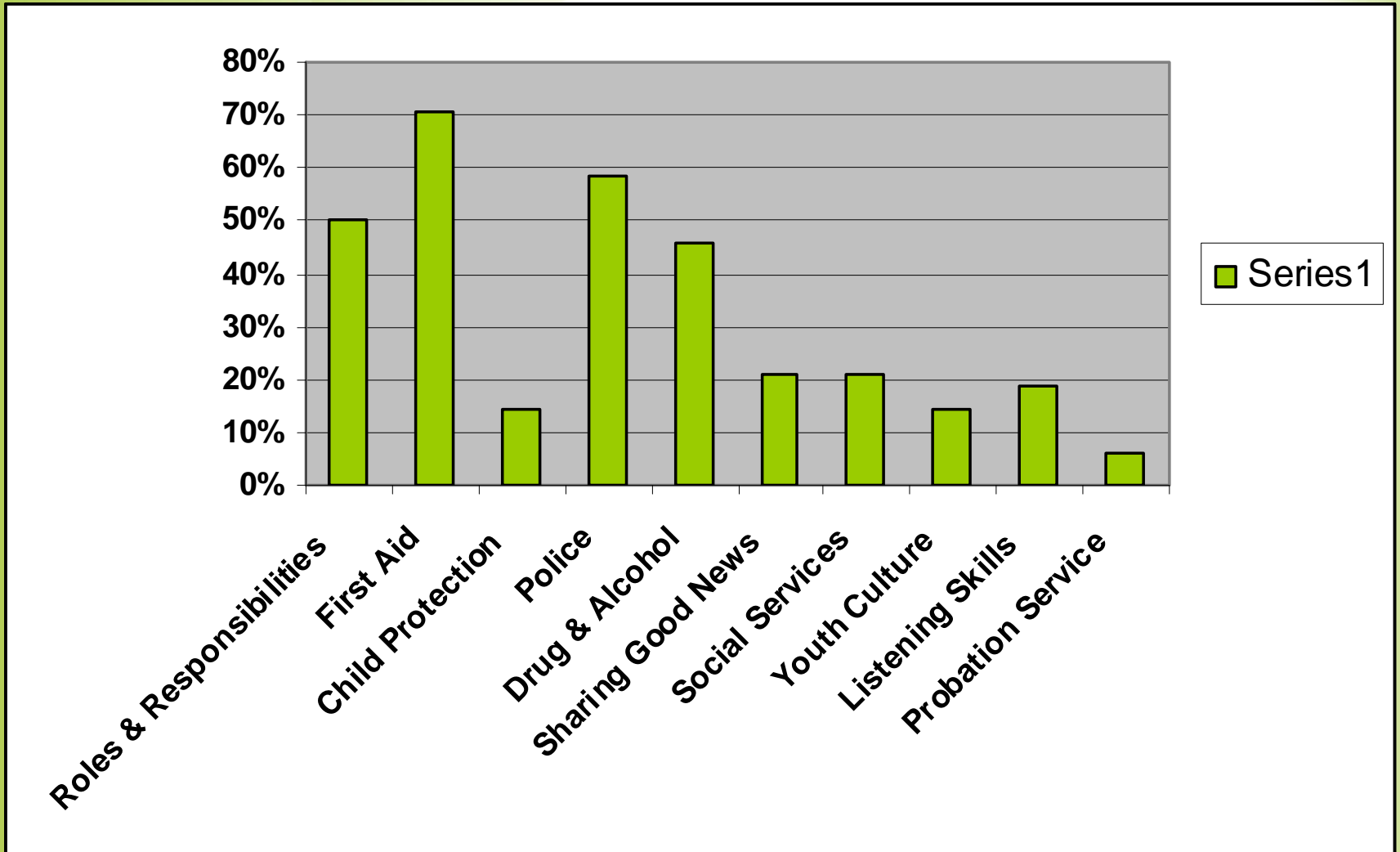
Future of the Scheme

- **Suggestions for improvement – e.g. realigning shift patterns to meet demand at peak times**
- **Suggestions for expansion – some keen to extend the service, others would prefer to consolidate**
- **9 out of 10 plan to continue volunteering for ‘the foreseeable future’**
- **100% would advise others to volunteer**

Views on Training

- **98% - training effective / very effective**
- **100% - training fully / partially equips them for challenges they face**
- **Most useful sessions:**
 - **First Aid**
 - **Working with the Police**
 - **Roles & Responsibilities**
- **Would welcome more management / assertiveness training**

Views on Training



Other Qualitative Evidence Sources

Other Qualitative Sources

- **Letters of thanks – members of the public, key partners (e.g. the police)**
- **Evidence of recognition:**
 - **Northumbria Police Excellence Award**
 - **Josephine Butler Award**
 - **Best Bar None Award**
 - **Archbishop of York Youth Trust Award**
- **Case studies – e.g. protecting man from glassing**
- **Positive local & national media coverage**

Quantitative Evidence Sources

Other Qualitative Sources

- 1,190 'Incidents of Note' between Jan 2010-June 2011
- Busiest time: Saturdays, 23:00-00:59
- Fairly even split between males / females & approx 65% fall into 18-25 age category

Age	Not specified	Female(s)	Male(s)	Male/female	Grand Total
Under 18	-	47	33	1	81
18 - 25	3	382	371	18	774
25 or over	3	145	157	11	316
60+	-	-	1	-	1
Not specified	2	6	10	-	18
Grand Total	8	580	572	30	1,190

Practical Assistance

Practical Help	Total
Flip-flops handed out	587
Bottles / Glass picked up	4,829
Water handed out	1,144
First aid dressings applied etc	164
Safety blankets handed out	516
Grand total	7,240

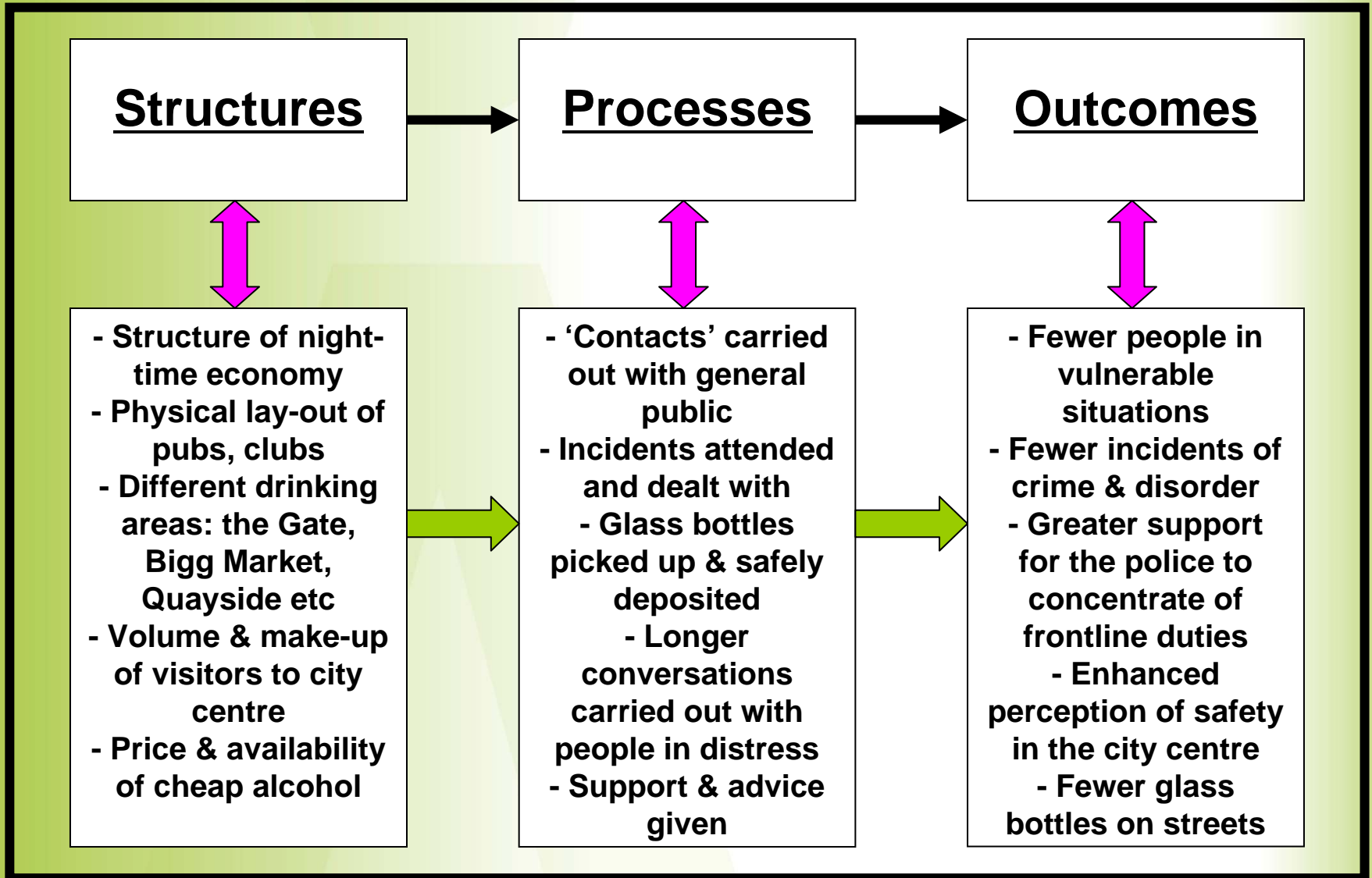
Type of Situations

Situations	Total
Drunk/Distressed (DD)	932
Anti Social Behaviour (ASB)	34
Altercations (ALT)	120
First Aid	160
Faith Conversation	398
Grand total	1,644

Projected Financial Savings

- Very difficult to accurately quantify – however, crude calculation possible
- SPs undertook 856 shifts between January 2010 & June 2011 – average of 6 hours per shift
- Total of 5,136 hours service
- Multiply by the adult minimum wage (£6.08 per hour) - minimum financial value of £31,226.88 over 18 month period
- Equates to approximately £1724.83 per month

'Donabedian' Analysis



Conclusions

- **Scheme held in very high regard – perceptions overwhelmingly positive**
- **SPN ‘adds value’ – particularly in freeing up police resources**
- **However, exact value is difficult to quantify**
- **Voluntary nature of the scheme = fundamental to its success**
- **Initial reservations about ‘religious’ element of scheme, but soon overcome**

Conclusions (continued)

- Continued employment of a paid coordinator essential to future sustainability
- Lack of financial stability poses a significant risk to delivery
- Scope for expansion into other localities (e.g. Jesmond) & sectors (e.g. schools)
- Appetite for strengthening board
- *“Street Pastors provide an absolutely invaluable service...they are ambassadors for Newcastle & we need to support them”*



Recommendations

Questions?

CONTACT DETAILS

Sue Taylor

Partnerships Manager

Balance

2 Chancery Lane

Darlington DL1 5QP

Email: susan.taylor@balancenortheast.co.uk

Telephone: 01325 351862

