

Completion Report March 2009

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> Sacro's Vision

Our vision is for a safer Scotland, able to resolve conflict constructively and to deal effectively with offending and its consequences.

> Sacro's Mission

Our mission is to promote safe and cohesive communities by reducing conflict and offending.

> Sacro's Values and Principles

We are committed to working to the highest ethical standards. These include: integrity; recognising and valuing diversity; promoting equality of opportunity and probity in the use of public funds.

Our practice is guided by the belief that all should be shown respect and be empowered to take personal responsibility, acknowledging their capacity for change.

Our key principles are that we acknowledge:

- > conflict is most effectively resolved through informal, facilitated resolution which assists those involved to identify their own lasting solutions
- > offending and its consequences are most effectively dealt with through an emphasis on community disposals and sentencing, other than where there is an overriding need to protect society.



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> Introduction

This report will provide an overview of work achieved to date in relation to the above Project. Particular emphasis will be placed on areas relating to;

- 1) Focus groups attended and research carried out,
- 2) The “Them and Us” Intergenerational Event, held at the Falkirk Town Hall on 11 November,
- 3) Development of the RABS, (Restorative Acceptable Behaviour Service)
- 4) Summary of direct case work/interventions,
- 5) The development of the recently established practitioner based, multi agency working group and
- 6) Publicity material relating to the Project.

In addition, the report will also provide a summary of the key findings from the project. These findings will ultimately enable a forward action plan to be produced.

1. Aims of the Project.

- 1.1 The Project will research the causes of conflict involving young people in this area to identify points of intervention.
- 1.2 The Project will form and resource a group of trained workers/mediators from appropriate local agencies.
- 1.3 The Project will undertake a series of appropriate interventions in high conflict situations, both between young people themselves and between young people and others in the community.
- 1.4 The Project will hold an inter-generational event to demonstrate the potential for increasing co-operation and understanding by using conflict resolution techniques.
- 1.5 The Project will produce an action plan based on the results of its findings.

2. Specific Targets

- 2.1 Mediation/Restorative Interventions – the Project will identify (through self-referral and agency referral) high conflict situations involving young people within the community. It will use mediation/restorative techniques to intervene and assist parties to the conflict in finding a resolution. These interventions will be recorded and evaluated.
- 2.2 Inter-Generational Event - the Project will undertake the planning and staging of an event targeted to increase understanding between generations, increase feelings of community safety and reduce youth offending in the area where it is staged. The event will focus on young people perceived as being at risk of offending and older people in the community who feel themselves to be at risk, and use a combination of constructive conflict resolution and drama techniques to increase understanding and build community solidarity.
- 2.3 Boosting Skills In The Community - the Project will combine with local schools and youth agencies to run a series of conflict resolution workshops for local people, including school-age children. These workshops will train participants in simple but effective conflict resolution skills applicable in their daily lives.

- 2.4 Action Plan – The Project will use participatory appraisal techniques to evaluate the outcomes of the project's activity. The project will produce an action plan arising out of these findings, incorporating the views and aspirations of local people of all ages. The plan will provide a stepped and costed series of initiatives aimed at effecting a sustained reduction in conflict involving young people in the area.

> **Anti Social Behaviour and Conflict (The National Perspective)**

“Everyone has the right to feel safe in their community and it is unacceptable for people to be afraid or intimidated when going about their day to day business. Tackling antisocial behaviour and promoting community safety are top national priorities for the Scottish Government” (Scottish Government)

> **What is Antisocial Behaviour?**

“Acting in an antisocial manner can cover a wide range of behaviors from serious harassment to littering or dog fouling. The new Antisocial Behaviour (Scotland) Act 2004 - and the millions of pounds of new resources that have been made available - are already making a difference to people's lives. Up and down the country there are more services on offer than ever before and positive action is being taken to stand up to antisocial behaviour. Communities need to understand that they are not helpless and antisocial behaviour need not be tolerated. Everyone has a right to feel safe in their community. It's unacceptable for people to be afraid to leave their homes, to use public spaces or go about their day to day business. We all – the Scottish Government and local agencies - have a responsibility to tackle antisocial behaviour more effectively. That's why the Antisocial Behaviour etc (Scotland) Act has been brought in. The Government is committed to supporting those of you who are working directly with local people in the fight against antisocial behaviour. We want to ensure that you are aware of the Act's new powers and feel confident about using them. Working together we can stand up to antisocial behaviour.” (Scottish Government)

> **Types of Antisocial Behaviour**

Antisocial behaviour can mean different things to different people. The Act defines antisocial behaviour as:

- Acting in a manner that causes or is likely to cause alarm or distress; or
- Pursuing a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as the perpetrator” (Scottish Government)

> **Anti Social Behaviour and Young People (The National Perspective)**

“Anti-social behaviour is recognised to be a serious problem in many Scottish communities and a strategy for addressing the issue has been widely welcomed by many key stakeholders. (See “A Report on the Consultation Responses to Putting Our Communities First: A Strategy for Tackling Anti-Social Behaviour”). It is also notable that some, but not all anti-social behaviour involves young people both as victims as well as perpetrators of these offences. Many behaviours that are termed “youth nuisance” are not actually recognised as crimes at all and different police forces record incidents of these behaviours under different categories, such as “youth nuisance”, “youths causing annoyance” and “community problems”. Given these problems, it is not actually known how frequently “youth nuisance” behaviour take place. An additional problem in measurement is that what constitutes anti-social behaviour is highly subjective. For example, some people may regard a group of youths hanging around a bus stop as nuisance behaviour, but others will regard it as perfectly normal. The Youthlink survey suggests that over half of young people like to spend time ‘hanging about on the streets.’ There is no comprehensive or systematic way in which one can provide a definitive assessment of the impact of anti-social behaviour or the fear of youth crime. It is, however, possible to unpack some of the ways in which these may impact on the lives of individuals and communities. The effects of youth crime are generally thought of in terms of the direct effects on individuals who are confronted by problems related to youth crime, which can be both short-term and longer-term. These might include:

- repairing or replacing any property stolen or damaged;
- time spent dealing with the consequences of such behaviour (e.g. telephoning the police, engaging with the criminal justice system, clearing up) and not spent, as a result, on other things - e.g. employment, childcare, etc.;
- physical or psychological impacts (such as injuries sustained in an assault, anxiety, etc.); and
- consequences for individual behaviour (avoidance of particular areas or situations, impact on work and leisure activities, etc.)

Of course, this tends to assume on a one-to-one model of the offender-victim relationship. In the case of anti-social behaviour, however, the relationship is more likely to be one-to-many. In other words, a single act or occurrence of anti-social behaviour may impact on a wide range of different people, and do so differently in relation to each. For example, if a group of young people spend an evening drinking and socialising noisily outside a shop, leaving behind them broken glass and graffiti, who might be affected and how? The shop owner would have to clear up the debris and spend time trying to remove the graffiti. They might have to delay their opening time the next morning and lose custom as a result, quite apart from the impact on their business during the course of the evening itself. Local people may have felt intimidated by the commotion and are unwilling to walk past the young people, with consequences for their ability to access local facilities. People living nearby may have had their sleep disrupted and had to spend time contacting the local police. The police themselves will have had to expend time dealing with the problem, even if there was no clear evidence of an actual crime being committed, with consequences for their ability to deal effectively with more serious incidents. Quite how such diverse impacts could be traced or quantified is far from clear. Moreover, it makes little sense to assume a standard cost or impact for a particular form of behaviour, since the significance of

that behaviour is determined less by what is actually done (e.g. a window broken, a group of young people hanging around drinking) than by who is affected by it. If a group of young people choose to hang around in the woods, drinking and using drugs, the impact for the wider community is negligible, even if the risks to the young people themselves may be heightened by their lack of visibility. Indeed, it could even be argued that such behaviour is not anti-social behaviour, since no-one else is likely to be affected by it. Moreover, the sensibilities of different communities vary greatly: what appears frightening or alarming to the residents of one neighbourhood may pass unnoticed in another." (Scottish Government)

> **Anti Social Behaviour. What can be done to address it?**

> **The Sacro Position on Restorative Justice:**

"Sacro have provided services for young people who offend since 1996. However, the majority of Sacro Restorative Youth Justice Services were set up in 2002 across 20 local authorities. Restorative justice aims to address the harm caused by antisocial behaviour or offending in a meaningful way. Where appropriate, cognitive behaviour work is also provided in an attempt to support young people to change their thinking and behaviour. Persons harmed are also supported to examine the service options available to them through a meeting with the young person who harmed them in the form of a restorative justice conference or face to face meeting. Alternatively, if no meeting is possible they can be offered shuttle dialogue. The range of restorative justice services offers an effective means of dealing with offending and antisocial behaviour. This brings important benefits to people who have been harmed as result of such behaviour, in addition to reducing the risk of those responsible, repeating unacceptable behaviour. It provides a means of identifying criminogenic risk and need¹ in the lives of young people and in motivating them to address these with appropriate support, including that of their parents or carers. Sacro's own service evaluation, and research carried out internationally by a large number of respected authorities, is now able to demonstrate conclusive benefits and effectiveness arising from restorative justice². In 2007/2008 there were 18 local authorities using a Sacro Restorative Youth Justice Service. The Midlothian service closed in Dalkeith during the year, thus reducing this figure to 17. The services offered by Sacro Restorative Youth Justice Services include: Restorative Youth Justice, Restorative Acceptable Behaviour Services, Community Based Reparation (shared with Adult Restorative Justice), and Cognitive Behaviour Programme Services." (Sacro Annual Report 2007/2008)

> **Community Mediation:**

Preventing and resolving local conflicts is an essential part of making Scotland's neighbourhoods positive and safe. We believe that, wherever possible, this is most effectively done through informal means. Community mediation is a straightforward, tried and tested way of helping people handle conflict positively without recourse to the courts or police. Our mediators deal with a huge range of individual and group conflicts, assisting people to find shared practical solutions to their problems. Mediation is now an essential element of local government initiatives in tackling anti-social behaviour. A total of 1,962 conflicts were referred to Sacro's Community Mediation Services between April 2006 and March 2007, an increase of 2.4%. The first aim of our services is to assist people in conflict to resolve the issue themselves, by providing assistance which varies from simply informing people about their options, to giving advice, to coaching on how to approach neighbours positively. These methods were used in 69% of referrals. Sometimes, however, this approach is not enough and our services bring people

together to work out resolutions to their conflicts with the assistance of mediators. In 2007/2008, mediation was used with 614 of these cases and success rates were high, with the mediation breaking down in only around 10% of all cases. In most instances, meetings were held between the parties to the conflict. Indirect or "shuttle" mediation is now only used where there are clear and pressing reasons why parties cannot meet. Noise continues to be the main presenting issue in conflicts, with children's behaviour, anti-social/abusive behaviour and boundaries also being common issues. It is normal, however, for neighbour conflicts to be multi-faceted, with a range of allegations and counter allegations of problematic behaviours and actions. The largest single referral source was housing departments, with self-referrals, anti-social behaviour teams and the police also being major sources." (Sacro Annual Report 2007/2008)

> The Project and Action Research.

> Action research

Definitions taken from Wikipedia, the free encyclopedia;

"Participatory action research is a recognized form of experimental research that focuses on the effects of the researcher's direct actions of practice within a participatory community with the goal of improving the performance quality of the community or an area of concern (Dick, 2002; Reason & Bradbury, 2001; Hult & Lennung, 1980; McNiff, 2002). Action research involves utilizing a systematic cyclical method of planning, taking action, observing, evaluating (including self-evaluation) and critical reflecting prior to planning the next cycle (O'Brien, 2001; McNiff, 2002). It is a collaborative method to test new ideas and implement action for change. It involves direct participation in a dynamic research process, while monitoring and evaluating the effects of the researcher's actions with the aim of improving practice (Dick, 2002; Checkland & Holwell, 1998; Hult & Lennung, 1980). At its core, action research is a way to increase understanding of how change in one's actions or practices can mutually benefit a community of practitioners (McNiff, 2002; Reason & Bradburym, 2001; Carr & Kremmis 1986; Masters, 1995). Understanding action research" (Wikipedia).

"PAR proceeds through repeated cycles, in which researchers and the community start with the identification of major issues, concerns and problems, initiate research, originate action, learn about this action and proceed to a new research and action cycle. This process is a continuous one. Participants in Action Research projects continuously reflect on their learning from the actions and proceed to initiate new actions on the spot. Outcomes are very difficult to predict from the outset, challenges are sizeable and achievements depend to a very large extent on researcher's commitment, creativity and imagination." (Wikipedia)

> Understanding Action Research.

"Action research is a reflective process of progressive problem solving led by individuals working with others in teams or as part of a "community of practice" to improve the way they address issues and solve problems. Action research can also be undertaken by larger organizations or institutions, assisted or guided by professional researchers, with the aim of improving their strategies, practices, and knowledge of the environments within which they practice." (Wikipedia)

> How Action Research applied to this Project

The main focus of the project involved applying the principles of “Action research”. Action Research, as already mentioned is about researching, monitoring and evaluating whilst actually intervening i.e. doing something. The process involves four stages – 1) the experience (doing something/intervening) 2) reflecting (how did the intervention feel?) 3) Analyze (what has been learned?) 4) Do it differently, if required – (learn and apply different approach).

As the whole project was mostly based on the implementation of this approach, “experimental” interventions (Based on best practice) with a variety of partner agencies/stakeholders was pursued. These interventions were either mediation or restorative processes, with the ultimate aim being on providing support and opportunities for those involved in anti social behaviour to accept responsibility for their actions. These interventions also allowed those affected by anti social behaviour to feel listened to and supported and where appropriate, influence how those responsible could make amends.

In the context of intergenerational conflict, mediation interventions were applied.

Taking the above understanding into account, the emphasis placed within this report will mostly be based on researching, but in an active and “doing” way.

> What is Intergenerational Practice?

“Intergenerational practice aims to bring generations together in purposeful, mutually beneficial activities which promote greater understanding and respect between generations and which help to build more cohesive communities. Intergenerational practice is inclusive,

building on the positive resources that different generations have to offer each other and those around them.’

(Centre for Intergenerational Practice, 2006: p5)

> The Project and Contacts established:

To ensure all relevant stakeholders were aware of and were involved in this piece of work, the following professionals/agencies were contacted; Children 1st Falkirk Family Group Conferencing Service, Age Concern, Quarriers Children's Rights Service, Gordon McNeillie (Falkirk Council Analyst) Frank McChord (Falkirk Council Community Services) the Police, Community Wardens, Larbert ILC, Victim Support, all Falkirk High Schools, Steve Kirkwood, Sacro Research Officer, members of staff involved in Falkirk Youth/Street Work, Aberdeen Street Mediation Service (Sacro), Children Services Falkirk (Young People and Parents Forums).

> Methods used:

To try and ensure all aspects of action research principles were adhered to, the project adopted a range of evaluation and research methods, including; structured open questions for focus groups, questionnaires, a reflective journal and case studies, including evaluation of all interventions applied.

> Research carried out

In addition to the ongoing action research part of the project, it was the intention to set up and facilitate focus groups and individual interviews with as many stakeholders as possible. Set interview questions were also established and used on several occasions. To ensure questions related not only to the National perspective (Scottish Centre for Intergenerational Practice, SCIP) but from a local perspective too (Falkirk Council), advice was sought from SCIP, Falkirk Council Analyst and Sacro's Research Officer.

Sacro sought opinions and gathered feedback from a variety of groups, including Age Concern, Secondary pupils, parents and professionals. These different opinions helped towards gauging an overview of what local people/professionals felt in relation to community safety, what works and what doesn't, perceptions of how the young generation feel about the older generation and visa versa. In addition, speaking to these groups enabled Sacro to form recommendations based on specific needs and themes.

> Focus Groups

Questions used;

- 1) What does community safety mean to you?
- 2) What do you think would make people feel safer in your community?
- 3) What do you think is working well?
- 4) What do you think is not working well?
- 5) How do you feel about older/younger people in your community?
- 6) Who is responsible for anti social behaviour in your community?
- 7) What could be done to address anti social behaviour in your community?

> Focus Groups attended

> Age Concern – two meetings

First meeting

Number of participants - 21

In June 2008 Sacro attended an Age Concern group meeting. After introducing the project and explaining the remit of the project, the group was shown the Jedburgh intergenerational practice "VOMO" (Voice of My Own) DVD to try and create some stimulus. The VOMO DVD is a video diary/documentary programme with the key message being on breaking down barriers and creating better understanding between generations within the town of Jedburgh. After showing this DVD, Sacro then opened the meeting up for questions and general discussion, with the focus being on; were things the same in Falkirk?, i.e. how do young people treat older people and visa versa?

Opinions expressed:

There was a mixed response in relation to how the group felt about young people, conflict and anti social behaviour. On one hand most of the group felt that on the whole, most young people were respectful and didn't get into trouble. There

were however some lengthy discussions on how parents were/are responsible in many ways for lack of respect, i.e. giving their children too much money and not being disciplined enough. In addition, most of the group felt that schools were lacking in discipline too. Most of the group felt "smacking" and the issuing of the belt at school should be brought back. Some of the group however felt the older generations in some ways were responsible for how things are today. With regards to young people and anti social behaviour, three members of the group spoke of one young girl and how this girl was making their lives a "misery". A discussion then commenced about what had been done already to try and resolve the problem. From what was said, it appeared to be that case that although the police and social work were involved, nothing had changed. Sacro at this point stated that as part of the projects remit, support could be offered, with the intention of hopefully providing some kind of restorative or mediation intervention. It was however emphasised that nothing could be promised, in terms of a successful outcome. To conclude Sacro's involvement, the group were asked to complete the devised intergenerational questionnaires.

Key findings:

From verbal feedback received during the above meeting, it appeared to be the case most of the group felt on the whole, young people in their area were well behaved and respectful. With regards to young people involved in disruptive/anti social behaviour, the group felt this particular group showed no regard for anyone, and in particular the older generation. In addition, the group felt parents and schools were responsible for young people showing no respect. Two members of the group however felt it was everyone's responsibility for installing respect in the young generation. With regards to the minority of young people responsible for more persistent episodes of anti social behaviour, all participants felt not enough was being done and too much support was offered at the cost of not offering enough to those "affected".

Second meeting

Number of participants - 18

Within this meeting, the focus was spent on the following;

- 1) Explaining more about the intergenerational event
- 2) Talking about an ongoing case study
- 3) Finding out if the previously mentioned problem had been in any way addressed/resolved.

Opinions expressed

In relation to point 3) those involved stated the situation had improved after the local Councillor, the Police and Social Work had met with the group to find out more about what had been happening. It was suggested at the meeting, that if the two women who had been directly affected by the situation wanted to meet the girl and her mother, Sacro would try and pursue this, via contact with the relevant social worker involved.

As mentioned above, Sacro discussed an ongoing case with the group. This particular case study is available for viewing in full further into this report.

With regards to the above case, the main emphasis of what was discussed was issues relating to tolerance and what is and what isn't anti social behaviour? This particular situation involved four young boys and three older residents. All involved resided in the same street. Sacro worked with two of the boys and the three residents. After meeting the boys and their parents, it became clear that anti

social behaviour was being displayed and had been going on for approximately three years. The boys did accept responsibility for playing football, throwing stones at cars and each other and swearing at two of the residents, Mr and Mrs X. All behaviour had been on the whole, directed towards Mr and Mrs X. The other resident, Mrs Y confirmed the same kind of behaviour was being displayed towards her. In relation to what the three residents felt about anti social behaviour and what was and what wasn't anti social, it was apparent both differed greatly in their thoughts. Mr and Mrs X felt that as the boys had been, in their opinion, responsible for many episodes of anti social behaviour, their behaviour would not change. They also labelled all displayed behaviour the same, i.e. playing football, walking past their house, throwing stones and swearing. Mrs X however made it quite clear that playing football or walking past her house was completely different from swearing, throwing stones and being abusive. Due to both sets of residents thinking differently, they also differed greatly in their level of tolerance and willingness to accept change or openness to engage in dialogue. In relation to how the boys felt about the residents, they both spoke of Mr and Mrs X picking on them all the time and in most occasions, for no reason other than walking past their house.

The above case and the issue of tolerance were explored with the group in relation to how group members felt about young people and their behaviour. Almost the entire group stated that Mr and Mrs X were not tolerant enough and were at the same time not helping themselves by their reactions and complaining about "normal" behaviour. They also spoke of knowing similar residents in their community. Whilst the group felt Mr and Mrs X should have been more tolerant, they made it quite clear that "anti social" behaviour, i.e. verbal abuse, throwing stones etc should not be tolerated and should be dealt with by the police.

After the discussion regarding the above case, Sacro invited the group to share their thoughts with approximately forty young people at the "Them and Us" event. The group stated they would be interested in attending this event and felt it would be a worthwhile thing to do and be part of.

> Key findings

From verbal feedback received during the above meeting, it would appear the entire group felt some "older" people were not tolerant of young people. This feedback became more animated during the discussion about Mr and Mrs X. This particular case study highlighted to the group, the importance of tolerance. As with findings from the first meeting, the group still made it clear that not enough support was available for people affected by conflict/anti social behaviour, and too much emphasis was given to supporting those responsible. At the same time, the group acknowledged the multi agency support given to three members of the group in relation to the initially discussed case.

As a consequence of attending the above meetings, the group expressed their interest in opening up channels of communication by means of attending and participating in the "Them and Us" event.

> School Groups

Four High Schools (Four separate meetings) – 38 pupils in total

Braes – 11 pupils

Denny – 9 pupils

Grangemouth – 8 pupils

Falkirk – 10 pupils

During the period between September and November 2008, four meetings were held with pupils from four Falkirk high schools, Grangemouth, Falkirk, Denny and Braes, (Number of pupils involved already stated).

Opinions expressed:

Key themes from all the above school meetings included;

All participants felt that most young people were well behaved and were not involved in anti social behaviour. In addition, the consensus of opinion was some old/older people treat young people the same, i.e. "they always think we are up to no good", "They always blame us".

With regards to the above, most young people interviewed felt that those responsible for getting into trouble did not get punished enough. They did however at the same time make it clear that if there was more to do in their areas, anti social behaviour would be reduced. All pupils agreed that boredom played a significant part in young people behaving in an anti social manner.

As with the outcome of the two Age Concern meetings, the meetings with pupils resulted in all participants expressing interest in attending the "Them and Us" event.

Key findings

From verbal feedback received during the above meetings, it appeared to be the case all pupils felt some "older" people were unfair in their perceptions about most young people. There was also a consensus of opinion that all young people are labelled with the same negative image. As previously mentioned, boredom and having little to do was a key factor in the matter of anti social behaviour. In relation to being open to dialogue with the older generation, all pupils expressed interest in attending the arranged intergenerational event, "Them and Us".

> Parents Group

Haypark Parents Forum

2 Meetings – one in May 2008 and one in October 2008

14 participants attended the meeting in May and 8 attended the meeting in October

First Meeting (May 2008)

As per previous focus groups/meetings with pupils and members of Age Concern, the "VOMO" DVD was shown to this group in order to create some stimulus for discussion. In addition to showing the DVD, the set questions were asked. All participants were also given the intergenerational questionnaires to complete.

Second Meeting (October 2008)

The purpose of this meeting was to provide information about the "Them and Us" event and how this event related to the group. It was also an opportunity to discuss an ongoing intergenerational case. The purpose of this discussing this case was to find out how the group felt about issues relating to community safety and perceptions of the young and old.

Opinions expressed during both meetings:

Most of the group felt young people in general were treated unfairly by most adults. In addition, they stated the media were in many ways responsible for the negative image portrayed. At the same time some of the group stated a minority of young people were responsible for behaving inappropriately and for a great deal of anti social behaviour. It was also felt that when young people "hang around" in large groups, this can be intimidating, not only for the old generation, but for everyone. With regards to activities for young people, the entire group felt not enough facilities were available.

When the group were asked what could be done to improve communities and understanding between generations, they stated more opportunities for communication and open face to face dialogue would be of benefit.

With regards to the above suggestion, the group were invited to attend the "Them and Us" Event.

As already stated, several meetings were held with Age Concern groups, groups of young people and Parents groups. All feedback from these interventions/meetings was closely recorded, evaluated and ultimately presented to the Projects Steering Group and at the "Intergenerational Event" 11th November. All participants involved in these focus groups were also invited to the event on the 11th.

In addition to focus groups, as already mentioned, questionnaires were devised to compliment the overall evaluation process. These forms throughout the Project, were continually monitored in relation to their effectiveness and when required, adapted in response to identified needs.

For a full reading of the above questionnaire, please refer to (appendix 2).

Following on from the above, the same questionnaires were issued to all Falkirk Secondary Schools, Falkirk Council Neighbourhood Officers/Conflict Resolution Team and as previously mentioned, the Community Warden Service. Having this range of participants involved enabled feedback from all generations and from all areas within Falkirk.

Several meetings took place with the Falkirk ASB Analyst, in relation to making best use of the discussed questionnaires. The Analyst agreed to present the findings of this gathered data at the planned Intergenerational Event, in November 2008. For further information about this report/presentation, please refer to the full report, (appendix 1).

The above event did go ahead as planned, titled, "Them and Us".

> Summary of "Them and Us" Event

On the whole, the above event appeared to be a success. In relation to gauging outcomes, firstly, the main aims of the day were used as to ascertain the level of understanding received;

The aims of the day;

- 1) To increase understanding between the generations,
- 2) To challenge negative stereotypes of the young and old,
- 3) To break down barriers and provide an opportunity for change.

The event was recorded and feedback from the DVD will be used as an evaluation tool.

With regards to some comments about the event and how these ultimately met the aims, these were captured via the end of event questionnaires. Some comments included;

Question: What was the most useful part of this event?

"Seeing other peoples point of view" (Pupil)

"To find out both views" (Pupil)

"Getting to know the younger generation" (60 – 69)

Question: What's the main idea or understanding that you will take away from today?

"Older peoples views and feelings" (Pupil)

"Not all old people are moany" (Pupil)

"Older people are no different" (Pupil)

"That young and old can mix" (70 – 79)

"Young people have feelings too" (70 – 79)

Although it is the intention to arrange follow up meetings with all in attendance, both within an individual and group context, to explore what can be done to capitalise on the event, some immediate action points were identified from a personal/individual perspective, i.e. things that can be implemented immediately. These were just some of the suggestions;

"Hold a door open for someone"

"Not to be late for school"

"Take out Wheelie Bins for older people"

"Smile at someone and mean it"

"Look after the neighbour's cat"

"Organize a bingo, dance and charity night!"

In relation to evaluating the above event in more depth, this was achieved whilst being actively involved in the full production and editing of the DVD.

Developing the Restorative Acceptable Behaviour Service (RABS) in conjunction with the Intergenerational Action Research Project

During the initial phase of the project, a "mini pilot" (Informal RABS referral route) was explored with the local Community Warden Service, although due to an operational decision, the work was temporarily postponed. Since having further discussions with relevant stake holders, the pilot was able to move forward and is now a key part of project. In order to take the initiative forward even further, a meeting was arranged with the Community Warden Service in June. The purpose of this meeting was to explore how Sacro and the Wardens could work together in responding to issues relating to conflict/harm within an intergenerational context. In addition training was discussed along with how best to issue intergenerational questionnaires to residents. To ensure all Wardens were aware of intergenerational issues, the "VOMO" DVD was shown to stimulate discussion. Action from this meeting included;

- 1) Training in restorative conversations, and whole community approach arranged for August 2008, initially for all wardens
- 2) Questionnaires would be issued via Neighbourhood Officers and Office, Conflict Resolution and Wardens.

The above questionnaires were issued to the Neighbourhood Offices and the Wardens. All completed forms were returned during the period of September – November 2008. Together with the school questionnaires, these forms, as already mentioned, have now been analysed by the Falkirk Council Analyst, Gordon McNeillie. As previously stated, for further reading about this data, please refer to (appendix 2).

With regards to the RABS, an informal referral source was set up to take direct referrals from the wardens regarding issues relating to conflict/anti social behaviour. To date 18 referrals have been received from the Community Warden Service, Falkirk Council (Corporate and Neighbourhood Services C&NS), Social Work, one High School and the Conflict Resolution Service.

> Breakdown of referrals:

Young people referred – 14

Referral Source:

Community Warden Service – 6

Conflict Resolution Service – 3

High School – 2

Social Work – 3

Person harmed/in conflict referrals – 4

Referral Source:

Falkirk Council (C&NS) – 1

High School – 2

Community Warden Service - 1

In relation to the above referrals, it is important to recognise that received referrals were a mix of young people allegedly responsible for anti social behaviour and members of the community, i.e. older people affected by anti social behaviour. In addition some referrals were related to issues of intergenerational conflict.

Taking the above position into account, the Development Worker was trained in both restorative justice and mediation interventions. This training was crucial in ensuring the appropriate intervention was applied to all received referrals. It is also important to recognise that although both mediation and restorative interventions are similar in terms of associated values, they are at the same time two very different processes. The following information should hopefully clarify these differences;

> What is Mediation?

Mediation is a way of resolving disputes/conflict by helping those involved to come to an agreement. The “parties” decide the terms of the agreement, not the mediator. Mediation is voluntary.

> What is Restorative Justice/Practice?

Restorative Justice/practice is by contrast, primarily motivated by the need to address and repair the harm done. Although it is voluntary, like mediation, it does not take place unless the person who has caused harm fully accepts responsibility for their actions.

Practical differences between mediation and restorative justice/practices.

Who speaks first? In mediation, those involved are asked who wants to speak first. By contrast, in restorative justice, the person who has caused harm speaks first. This helps to establish from the onset an acknowledgement and acceptance of responsibility.

> Why not use mediation in a restorative intervention?

Someone who has been harmed would (and should) be extremely angry by the suggestion that their main need is to try and sort out a dispute with the person who has harmed them.

“The term “mediation” is not a fitting description of what could happen in a restorative encounter. In a mediated conflict, parties are assumed to be on a level moral playing field, often with responsibilities that may need to be shared on all sides. Whilst this sense of shared blame may be true in some criminal cases, in many it is not. Victims of rapes or even burglaries do not want to be known as “disputants”. In fact, they may well be struggling to overcome a tendency to blame themselves. At any rate, to participate in most restorative justice encounters, a wrongdoer must admit some level of responsibility for the offence, and an important component of such programmes is to name and acknowledge the wrongdoing. The neutral language of mediation may be misleading and even offensive in many cases. Although the term “mediation” was adopted early on in the restorative justice field, it is increasingly being replaced by terms such as “conferencing” or “dialogue” for the reasons outlined above”

Howard Zehr

As already mentioned, mediation and restorative interventions are similar in terms of skills and values applied. They are however very different in relation to process and addressing conflict and harm. Within this Project, some referrals were more appropriate for mediation interventions, whilst others were more suitable for restorative interventions. Anti social behaviour, by its definition is extremely complex. In some cases, it is about general disagreements, misunderstandings and conflict; however it can also be perceived as being harmful and damaging to individuals. With this in mind, both mediation and restorative interventions were required in relation to responding to a variety of needs.

> Case study 1 (Age Concern issue):

With regards to what Sacro agreed to do as part of the organisations involvement with the Age Concern group, contact was established with the relevant Social Work Office and dialogue proceeded with the appropriate Social Work Manager. After briefly explaining to the Manager what had been happening from the groups perspective, and in particular two members of the group, she stated she was pleased that things had improved but felt that the time was not right to explore a restorative/mediation approach. She informed me that the girls life was too chaotic. It was however agree communication channels would be kept open in case the situation changed.

In relation to the above case and any change in circumstances, the girl in question was eventually taken out of her family home and placed in a residential setting due to ongoing welfare issues and as a result of her anti social behaviour. With regards to direct mediation/restorative interventions applied, the girl was eventually referred to Falkirk Restorative Acceptable Behaviour Service, (RABS). Although no contact could be established with the girl, due to her ongoing welfare issues, support was given to the two Age Concern members who initially raised the problem and were at the receiving end of the alleged anti social behaviour. For the purpose of this report the names of these individuals will be Mrs Y and Mrs X.

Both Mrs Y and Mrs X were kept up to date on all developments with regards to the girls situation and within the parameters of confidentiality. They were also listened to and given advice about anti social legislation. Mr and Mrs X were grateful for the support given by Sacro and at the same time were more aware of the options open to them, if their situation worsened.

> Key findings from the above intervention:

As per the principles of action research and a participatory appraisal approach, all stake holders were actively involved and/or given the opportunity to try and address the identified problem. The initial problem was identified by members of the Age Concern Group. Sacro responded to the problem by offering both the girl and the "person/s affected" an opportunity to participate in either a mediation or restorative intervention. This however proved quite difficult due to the girl's ongoing welfare situation. As a result of not being able to establish contact with the girl in question, support was given to Mr and Mrs X. Although as previously stated, this support was fully appreciated, Mr and Mrs X still felt too much support was on offer for young people and the "offenders" and not enough for "victims" and the community. Whilst it appeared to be the case that the girls situation and her own welfare issues were responded to in an appropriate manner, this in many ways, left Mr and Mrs X's support needs unmet.

> Case Study 2:

This particular incident involved two sets of neighbours experiencing conflict and various episodes of “anti social behaviour”. Although initially, it was quite difficult to meet the residents due to a variety of reasons, contact was eventually established with one resident, Mr B. The initial meeting appeared to go well with Mr B and he expressed his interest in the process of mediation to try and address his problems. A meeting did go ahead in December 2008.

The details of the above meeting are as follows;

Purpose of meeting: To provide an opportunity for all in attendance to discuss the ongoing situation at Mr B's residence/Leisure Centre with regards to issues relating to ongoing conflict and anti social behaviour.

Sacro emphasised that although the meeting would enable those in attendance to briefly discuss what had happened in the past, today's meeting was about moving forward.

Mr B started the meeting by describing the consequences of the ongoing anti social behaviour by some young people and how this had and still was having an effect on himself and his family. He then spoke about what he had tried to do to address the problem and his frustration at feeling nothing was being done. In addition, he was able to separate the issues of 1) the noise levels/abusive language from the AstroTurf area and the management of the AstroTurf facilities, and 2) direct anti social behaviour from a small minority of young people. To conclude his comments, Mr B asked others in attendance for some answers and advice on how to respond and deal with his problem/s.

What followed were different thoughts and perspectives on how the ongoing difficulties could be addressed.

The Manager of the centre, WB was able to briefly describe how the management structure at the Centre, both within a strategic framework and from a local and direct perspective, was in the process of change. She wasn't able to go into detail about what would change and how, although she did say that things would hopefully be for the better in relation to Mr B's position, and the overall issue of dealing with anti social behaviour and the management of the Centre. WB also acknowledged Mr B's position and agreed there had been many recent episodes of anti social behaviour by a small minority of young people. She therefore empathised with Mr B's situation.

With regards to the proposed changes of management systems at the Centre, CM (Local Councillor) verified this was in fact the case. She was however, like WB, unable to go into any real depth about these changes, other than to say things would be for the better. CM also empathised with CR position. She did however state that in relation to general noise levels and young people using the facility, this was the reality of an AstroTurf.

At this point there was a general discussion about the impact on Mr B's life and his right to live without harassment, intimidation and/or excessive noise levels. Everyone agreed that Mr B should be able live without harassment and intimidation.

With regards to the noise levels, it was agreed that this was a slightly different agenda. Whilst everyone agreed that excessive noise was unacceptable, a certain degree of noise, especially from an AstroTurf facility would have to be expected.

NW (Community police officer) at this point expressed his thoughts on the situation. He stated clearly that from a police point of view, all forms of anti social/offending behaviour would be dealt with as per the law and by means of appropriate police action and responses. He did however state that in terms of young people using the AstroTurf and the issue of noise, he and the police would

on the whole, not get involved. PC NW did however stress that he would give his total commitment to helping Mr B address all issues relating to anti social/offending behaviour.

In terms of direct actions that could be taken forward from the meeting, the following actions were suggested;

- 1) The Astro turf gate would be locked at 9pm. This should happen 4th December.
- 2) The benches outside the Astro turf would be moved
- 3) To try and provide acoustic fencing/baffle boards at the back of Mr B's garden to reduce the noise levels
- 4) CM will look into the implementation of CCTV cameras. PC NW will also support CM in this
- 5) CM also mentioned the proposal to implement a Community Warden Scheme

In relation to the above actions, everyone acknowledged these as being positive and a starting point in relation to helping Mr B, his family, the Leisure Centre and the community as a whole. Mr B also expressed his appreciation that services were working together in trying to help him and that there was a real commitment and willingness from those attending the meeting.

It was agreed that another meeting would be required to review the situation and to see if any changes/action points had been implemented. This meeting was arranged for February 2009.

The above meeting did go ahead and from feedback expressed, it appeared to be that case that Mr B's situation had improved greatly. He went on to say that things had been "great". In addition he thanked all services/professionals involved. In relation to any further meetings being arranged, it was agreed another meeting might be arranged in April. This meeting will only go ahead if there is a need.

> Key Findings from the above intervention:

The above case illustrates the importance of a partnership approach to responding to conflict situations in the community. When Mr B was initially approached by Sacro, he felt nothing was being done in response to his ongoing situation. It was identified at the initial meeting with Mr B, that other "parties" were relevant and required input to Mr B's position. It was also important to recognise all needs had to be catered for. Those involved in the mediation process included; The Police, The Manager of the Centre, Youth Street Work and the young people themselves. Sacro made contact with all these services and professionals and offered the opportunity for all to participate in a mediation process. As already stated, mediation did go ahead. This appeared to be a successful outcome for all involved.

> Case study 3:

A referral was made to Sacro in July 2008. The referral was made by Community Warden Service. The incident involved three young people throwing dead frogs into a café of a local tourist attraction. This case study will focus on the intervention with one of the boys involved. A first appointment was arranged to see the boy in question (Craig) and his mother (Mrs Smith). The purpose of the above visit was firstly to explain the service and secondly, to hear what happened from the Craigs perspective. I explained where the referral had come from and how the service linked in with Falkirk Councils anti social behaviour strategy. After conducting a first joint visit with Craig and his mother, it was agreed that he would participate in a Restorative Meeting with the person affected by the incident in question, the Manager of the tourist attraction. The referring Warden was present during all meetings and discussions relating to this particular referral. From the beginning, Craig co operated fully in all discussions and demonstrated a commitment to face up to what he had done, by participating in a Restorative Meeting. During this meeting and the preparation visits, he also appeared to display an understanding of the consequences of his actions for all involved. Although unable to give an answer as to why he did what he did, he still accepted full responsibility for his behaviour. In addition to Craigs apology being accepted, he was asked to complete a reparative task. This task involved Craig researching information relating to local environmental issues and producing a short report/story about his findings. Craig agreed to complete this task by the end of September 2008. In relation to presenting/reading it, Craig agreed to phone the Manager of the tourist attraction and give a verbal report. To monitor this task, the referring Warden agreed to give some support to Craig as part of her role as a Community Warden. It appeared to be the case that the requested task was completed as no contact was made by the Manager. In relation to the other two young people, brother and sister, their father assured me that he had dealt with the matter and emphasised he did not require further support from external sources. As with all accepted referrals, Closure reports were sent to the referring agency, the Community Warden Service.

> Key Findings from the above intervention:

The above case illustrates the importance and effectiveness of early intervention with very little bureaucracy required. It also emphasises the importance of a partnership approach in responding to anti social behaviour. Whilst the intervention itself was relatively informal, it did at the same time cover the implications of continued anti social behaviour and the associated consequences. Being part of the problem solving partnership and Falkirk Councils anti social behaviour strategy, but at the same time not being Social Work or the Police, enabled the situation to be dealt with, without the young person getting into any bureaucratic systems.

> Case study 4:

A restorative approach was explored with several young people in the Larbert/ Stenhousemuir area, (referral from Social Work). All young people involved were pupils at Larbert High School. The incident involved several young people damaging a residents fence and being in the residents garden without her knowledge. Contact was made with one of the young people and after an initial meeting, he did agree to engage in a restorative process. Although contact was made with the Victim Information Co coordinator (VIC) to pursue contact with the "person harmed", he/she eventually decided to "opt out" of a service. All correspondence relating to this intervention was made via Larbert HS, the VIC and Sacro. Given the fact that the person harmed did opt out, and all other young people involved had left school, it was jointly agreed to refrain from pursuing contact with the boys outside of school involvement. Although the young person that did agree to meet expressed his interest in getting involved, all that could be achieved was some victim empathy, consequences of anti social behaviour and offending. A closing report was sent to the main referrer, Stenhousemuir SWD.

> Key findings from the above intervention:

In relation to the above case, the young person involved participated in a brief victim awareness session, which focused on victim empathy and the consequences of anti social behaviour. The young person participated fully in this session and at the same time expressed a commitment to avoid any similar anti social behaviour in future. What also became clear were the benefits of a swift response and conclusion to the incident.

> Case study 5:

As part of the project, contact was also made with a local High School and a mediation intervention was carried out with two pupils. The situation involved threats being made and the possibility of territorial gangs being set up, thus creating possible divisions and sources of conflict within the community. This mediation with the two boys appeared to be a successful intervention. A follow up meeting was arranged and no further reports of threats etc were noted. In addition, feedback forms from both boys were positive.

> Feedback comments from the above intervention:

Question; What do you think would have happened if there hadn't been a meeting?

"Things might have got even more bad and it could have turned into a fight"

> Case study 6:

To address the issues of perceptions/fear of anti social behaviour/offending and to generally create a better understanding between young people/pupils, a local High School and the Community/local residents, it was agreed that letters would be issued to local residents explaining what the school was doing and in addition what support could be offered. To include the relevant partner organisations in this process, the Police were informed and in addition advice/support was obtained.

As a consequence of the above initiative, three residents responded to the issued letters. The following outcomes were achieved; Phone support was given to reassure one resident. Three letters were received from another resident regarding her frustration at litter being dropped in her garden. To respond to this matter, I firstly informed the school of my proposed course of action. I sent out a letter to the resident offering her an appointment to meet and discuss further her concerns. Unfortunately, she declined the opportunity to meet with me, stating that it was "unnecessary". I did however meet the pupil involved and used the time to explore his thoughts/behaviour in relation to general dropping of litter. He did acknowledge that on occasions, he had dropped litter, but at the same time denied ever dropping litter intentionally in someone else's property. He also mentioned the issue of litter blowing out of the bins due to them being full. I thanked him for meeting me and he gave his assurance not to drop litter in future.

The third response to the above initiative involved a local professional (Complimentary Medicine Doctor) getting in touch regarding the issue of litter being dropped in his place of work. To respond to this situation, a meeting was set up with the doctor to explore his thoughts and feelings further. This meeting turned out to be extremely positive, with the doctor expressing his interest in working with the school in trying to solve the problem. He spoke of offering a cash prize for the most involved/improved pupil in terms of litter management. I contacted the school and informed the Deputy Head Teacher (DH), of this proposal. The school and the DH thought it was a good idea and expressed interest in getting involved. It was therefore agreed that the proposal would be explored further after the summer break.

After trying to establish contact with the doctor again, it was jointly agreed that as not contact had been made, the referral had to be closed.

> Case study 7:

A referral was made to Sacro in November 2008. The referral was made by Community Warden Service. The incident involved a young person smashing a window of an unoccupied house in the Grangemouth area. A first appointment was arranged to see the boy in question (David) and his mother (Mrs Brown). The purpose of the above visit was firstly to explain the service and secondly, to hear what happened from the Davids perspective. I explained where the referral had come from and how the service linked in with Falkirk Councils anti social behaviour strategy. David informed me that he and his cousin were throwing stones at a house window, although he did emphasise that he had only thrown small stones and that the window was already smashed. When asked how he felt about what he had done, he stated it was wrong. In addition, he appeared remorseful for his actions. David also expressed a commitment to avoid similar behaviour in future. When asked how he felt about me coming along today, he said that he felt "nervous". I emphasised that feeling nervous was a good thing as it showed he was remorseful. I then asked him how he would feel if he had his window smashed. He stated that he would feel "sad". This therefore demonstrated Davids understanding of the consequences of his actions.

With regards to general anti social behaviour, I asked David if he got into trouble a lot. He stated that he didn't. His mother also confirmed that this was the case. Mrs Brown was supportive of the service offered and reinforced that this recent behaviour was a one off and out of character. David's brother was also present during the meeting. He, like David's mother appeared to be a positive influence for David in relation to helping him keep out of trouble.

With regards to pursuing any further intervention, i.e. a restorative meeting or awareness programme, I felt this was not required based on what I heard and observed in relation to support already in place and the awareness and commitment expressed by David and his family.

> Key Findings from the above intervention:

What appeared evident within this referral was the swift response and conclusion applied. The young person's needs were assessed and as a result, no additional support/intervention was required. The young person's mother appreciated the level of support given and felt it appropriate to her son's position. She appeared to be grateful the matter had been addressed in a non-threatening and informal manner. The boy was also able to accept responsibility for his actions, understand the consequences of what he had done and in addition, give a commitment not to get into similar situations in future.

> Case study 8:

Another referral was referred to Sacro in August 2008. This time, the referral was made by the Conflict Resolution Service. The incident involved 4 young boys allegedly committing general anti social behaviour, i.e. throwing stones at residents garage and loitering outside the complainants property. This behaviour had apparently been going on for 3 years. This particular case study will focus on one of the boys. A first appointment was arranged to see William and his mother, Ms Black. During this meeting, William accepted responsibility for the following; giving one resident, Mr X, verbal abuse, kicking a football in his garden and throwing stones at his house. With regards to the other resident, Mrs Y, he admitted being outside her property on several occasions, although he was unsure about why a complaint had been made. After some further discussion, he did agree that he and his friends had on occasions, acted in an anti social manner, i.e. "shouting and throwing stones at each other and at parked cars". After several meetings with both the residents and William, it was jointly agreed that 1) a restorative meeting would be pursued with Mr X, and 2) shuttle dialogue would be pursued with Mrs Y. Although a date for a meeting with Mr X was arranged, he eventually decided to withdraw. Mr X's reasons for withdrawing were as follows; he witnessed William and others on a wall outside his garden. He also stated they were close to his garage. With regards to Mrs Y, William was willing to do whatever Mrs Y wanted in relation to helping her in her situation. Mrs Y however decided that a meeting would not be necessary, as long as William stopped his behaviour. Mrs Y did however write a letter to William, expressing her feelings about his recent positive change in behaviour. In conclusion, William gave a commitment to stop getting involved in all kinds of anti social behaviour and in particular, in relation to his involvement with both sets of residents.

> Key findings from the above intervention:

What became clear from the above case study was how different both "Persons affected" i.e. Mr X and Mrs Y reacted to the alleged anti social behaviour. Whilst Mr X expressed very little tolerance towards the boys behaviour, Mrs Y stated that she knew the boys could and would make better and more positive lifestyle changes. In addition, she was more willing to engage in dialogue with the boys. Whilst there was an acknowledgement from the boys that their behaviour on many occasions had been unacceptable, they did express some frustration at how Mr X treated them. One of the boys said, "He gets onto us for nothing". During my involvement with Mr X, he did talk about specific episodes of anti social behaviour, such as boys swearing at him, kicking the ball into his garden and throwing stones at his garage. He did however speak of times where the boys would play football outside his house. Based on my assessment of Mr X and his descriptions of the boys behaviour, he did not appear to demonstrate an understanding of what was "anti social behaviour" and what was "acceptable behaviour". Mr X was given the opportunity to meet the boys via committing to a mediation/restorative process; however he ultimately declined, stating any such involvement would be "a waste of time". Both boys were prepared to participate in a meeting with Mr X and at the same time, expressed their commitment to stop behaving in an "anti social" manner.

> The Development and maintenance of an action research group of workers/mediators from local agencies.

As part of the agreed project action plan and as a follow on from a recently delivered local multi agency mediation Sacro Training Event (Intergenerational context), the above group was established in August 2008. Although to date, 3 meetings did take place, the attendance on the whole from participants has been low. This low attendance has been due to a variety of reasons however it has mostly been down to resources and the working remit of individual workers and service delivery needs.

The first official meeting relating to the above group, took place in late September 2008. The attendance at this meeting was high, with seven workers present. The purpose of this first meeting was to cover the following;

- 1) The purpose of the group
- 2) The proposed action plan and how this related to the setting up of the group
- 3) What has happened since the training?
- 4) Potential cases for discussion
- 5) Roles and issue of impartiality.

With regards to the above issues, and in relation to the individual issues, it was agreed firstly, that the purpose of the group would be to provide a supportive and developmental foundation for all involved, in relation to exploring and sharing mediation interventions, both completed and suitable/possible referrals. With regards to how mediation had been implemented into working practice and ultimately addressing conflict, it was evident that all had used either direct mediation interventions and/or applied skills learned. It was however clear that some were involved more than others.

In relation to discussing potential cases, Sacro mentioned an ongoing conflict situation. The group discussed this particular case in more detail with the intention of trying to find the best way forward. This discussion appeared to be of a positive nature, with an agreed understanding of who would be doing what, when and how.

It was also agreed by all that a non bureaucratic referral system was preferred so as to avoid any unnecessary and timely barriers that would ultimately result in a less responsive and efficient way of working.

With regards to addressing the issues of impartiality and referral systems and criteria, it was felt that situations internal would be better dealt with another service, i.e. if the people involved were already working with the individual Social Worker, involvement from another group member, i.e. ILC Worker might be more useful.

To try and address all the above and in particular, any possible referrals, it was agreed that all communication would come to Sacro for further discussion.

> Key Findings from the above group

Sacro is hopeful the development of this group is able to continue as it does have great potential as a resource in responding to community conflict and anti social behaviour. There is a concern however that workers may not be released from their organisations due to the reality of resource implications. This has proven to

be the case so far in terms of actual attendance of recent groups. All involved in the development of this group so far, have been extremely enthusiastic in relation to pursuing intergenerational mediation in the community, and have at the same time spoken of using their mediation/mediation skills within their own work place. What has proven to be difficult however is the issue of workers being released on a regular basis to attend the arranged monthly group meetings. Regular attendance at these meetings is crucial in terms of discussing possible cases, meeting support and developmental needs.

As part of the agreed action plan, it was the intention to try and generate a protocol and procedures for referrals and case management. As attendance of meetings had been on the whole low, this course of action was unable to be pursued. Although no written protocols and procedures for referrals were produced, there was within the group an understanding of how possible case could be referred. If the group continues, the main priority will be to set down written protocols and procedures for all future referrals. It was also the hope that Sacro would coordinate the work of all accepted referrals and provide a supervisory role to group members. As with the issue of written protocols and procedures, if the group continues, Sacro would be in a position to provide supervision within a group context. In relation to group members working in partnership with Sacro in responding to intergenerational community conflict, please refer to previous case studies (case study 2 and 3).

> Promoting the Project and Publicity Material

To ensure the project was communicated to a larger audience, RABS leaflets were produced and in addition, details of the "Them and Us" event were sent out to local newspapers via a Sacro press release. As a consequence of this press release, an article about the event was written in the local Falkirk Herald. The "Them and Us" event was also recorded and is now available for viewing on DVD.

> Conclusion and Recommendations

Within the conclusion of this report, it is firstly important to recognise all set aims and targets were on the whole, met. With regards to "target 2.3" due to the flexible and responsive nature of the project, this target did not apply.

"2.3 Boosting Skills In The Community - the Project will combine with local schools and youth agencies to run a series of conflict resolution workshops for local people, including school-age children. These workshops will train participants in simple but effective conflict resolution skills applicable in their daily lives."

Based on findings from all aspects of the project, both within a direct "research" perspective and an intervention perspective, the general conclusion is anti social behaviour and responding to anti social behaviour is extremely complex. It is complex because many needs have to be addressed and the perception and definition of anti social behaviour is personal to each individual involved.

What has been identified in relation to the above findings is the importance of giving those involved in conflict/anti social behaviour a voice. Listening to both sides of the story has been greatly appreciated by both the young and older generations. Enabling those involved to feel empowered to be able to make choices in relation to their situation has also been important. In addition, enabling the young and older generation to have open dialogue encourages and enhances understanding and trust. This therefore ultimately helps in breaking down existing stereotypes and barriers.

Taking the concept of listening further, there was a willingness and enthusiasm from all involved professionals to work together in a joined up and coherent way. Whether the support given or opinions expressed were either punitive or support based, they were consistent in terms of the desire to address anti social behaviour in an effective and efficient manner.

With regards to Sacro applied interventions, both mediation and restorative, all involved in these interventions appeared to welcome the swift response and conclusion applied. In addition all involved felt the response was appropriate to their situation. Being part of a "system" i.e. Falkirk Council, was important to the older generation and members of the community, however at the same time, all involved, as already mentioned, felt the "informal" approach reduced the elements of more bureaucratic response.

Throughout the project, Sacro was able to respond to requests for support from both young people and members of the community, and provide either a mediation or restorative approach. In some of the referrals, the first point of contact was the young person "accused" of anti social behaviour, whilst in others, the neighbour or resident "affected" was approached first.

Another key part of the project was the implementation of the "Action Research Workers Group" (ARWG) and the development of the Restorative Acceptable Behaviour Service, (RABS). These two areas of interest enabled issues of "conflict" and/or "harm" to be addressed within the context and framework of anti social behaviour. In addition, both areas had at their core, the principles of a problem solving approach and partnership working. Having this two pronged approach to responding to anti social behaviour complimented existing forms of intervention such as; The Police, The Conflict Resolution Service, Youth Street Work and the Community Warden Service.

Both the above initiatives for obvious reasons differed in their outcomes. Working with The Community Warden Service in the development of the RABS, appeared to be extremely successful both in terms of established relationships, the commitment to work in partnership and a general level of enthusiasm from the Service as a whole. As per the principles of action research, systems were tried and ultimately amended according to needs. These adjustments were also achieved relatively quickly and without much bureaucracy. It was all these factors that helped to make this partnership approach in many ways fairly successful.

As with the relative success of the RABS, the implementation of the ARWG produced some positive outcomes. Even though the attendance of this group was on the whole low, two referrals were processed and as result, two members of the group supported Sacro in a successful mediation intervention. Although there was great enthusiasm from all group members, the issue of attendance was a concern in relation to the development and lifespan of the group. Workers for various reasons found it difficult of attend on a regular basis. As previously stated, regular attendance was vital as to ensure continuity, good communication and understanding. With regards to the future of this group, Sacro is at present in discussion with those involved about how best to proceed.

Taking all the above into account, Sacro has clearly identified a need for an early preventative, responsive and at the same time, non bureaucratic community based service. This service would ideally be in a position to respond to both community conflict and harm and within the context of intergenerational practice and the anti social behaviour framework. Having a service of this kind would enable all members of the community, both young and old, to be heard, take responsibility and where appropriate, influence how more positive behaviour and changes can be implemented. The service would also complement partner agencies practice and their responses to conflict and anti social behaviour.

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Tony Brown

Sacro Development Worker

> Appendix 1



A Community Approach to Relationships

The purpose of this questionnaire is to find out your thoughts on how you feel about others in your community. All feedback will remain anonymous and will be used to help Falkirk Council address the issue of anti social behaviour.

Please tick one box for each statement.

		Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree
1	I feel safe in my community.					
2	Young people are responsible for anti-social behaviour in my community.					
3	Older people are responsible for anti-social behaviour in my community.					
4	I feel respected in my community.					
5	There is respect for older people in my community.					
6	There is respect for younger people in my community.					
7	Young people and older people get on well in my community.					
8	Our community is effective at dealing with anti-social behaviour.					

Do you have any further comments about anti-social behaviour and perhaps what can be done to help you?

Please state your age range.	20–30		30–40		40–50		50–60		60–70		70+	
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If you would like to know more about this questionnaire, please contact:
 Tony Brown, Sacro Development Worker on 01324 627824.
 Thank you for completing this questionnaire.



Quotes

“I feel that Antisocial Behaviour is caused by a range of ages, not necessarily young or older people” (Parents Forum)

“It is a mixture of younger and older people that behave inappropriately” (Grangemouth High School)

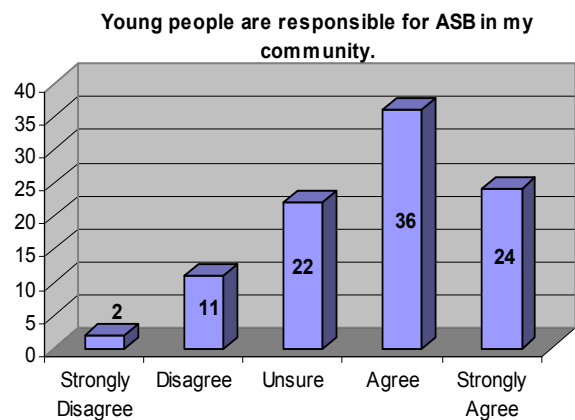
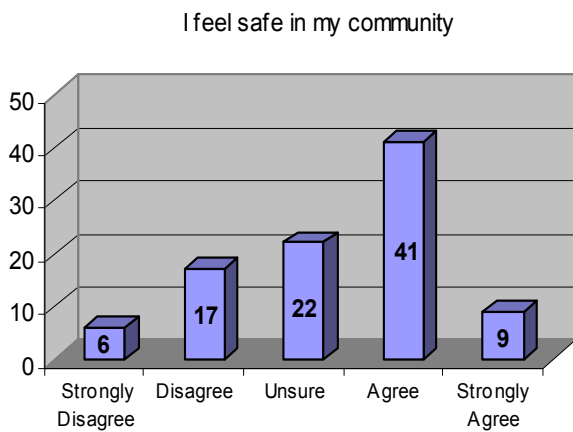
“I feel safe when the Community Wardens are patrolling the streets” (Stenhousemuir, 60-70)

“All older people see young people as jobs” (Grangemouth High School)

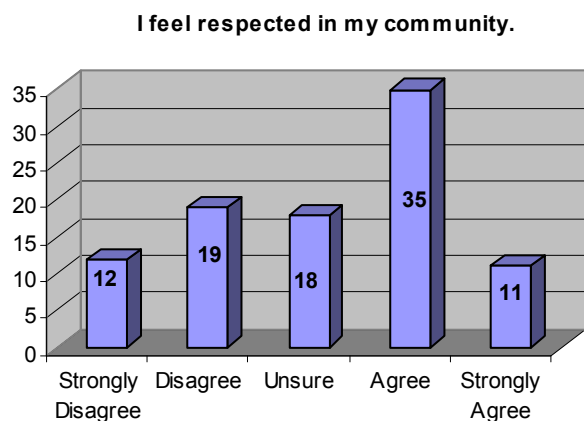
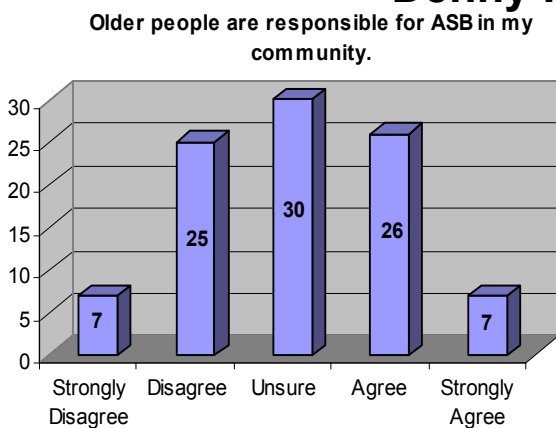
“There is not enough to keep youngsters occupied” (Camelon, 60-70)

“I feel that Antisocial Behaviour is caused by a range of ages, not necessarily young or older people” (Parents Forum)

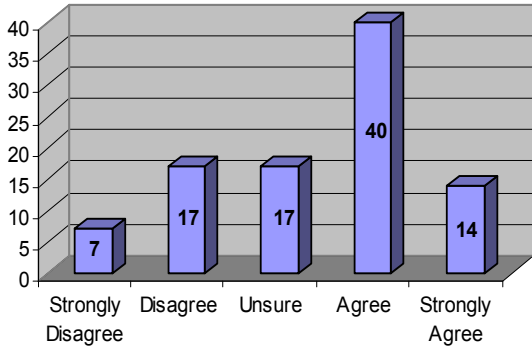
“I feel that Antisocial Behaviour is caused by a range of ages, not necessarily young or older people” (Parents Forum)



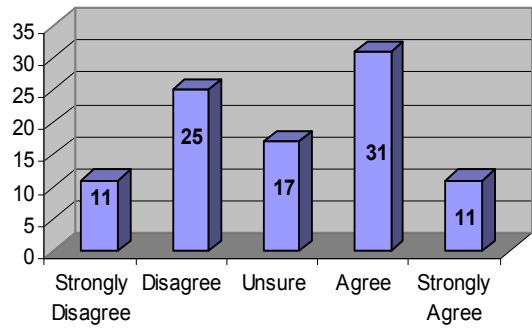
Denny High School



There is respect for older people in my community.

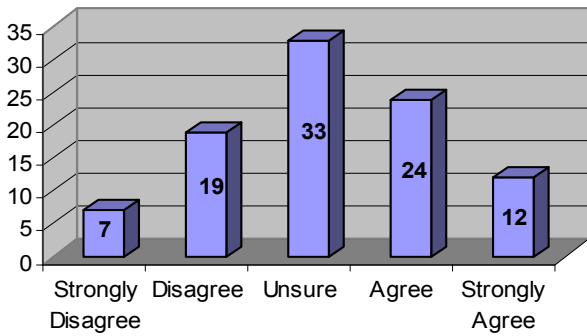


There is respect for younger people in my community.

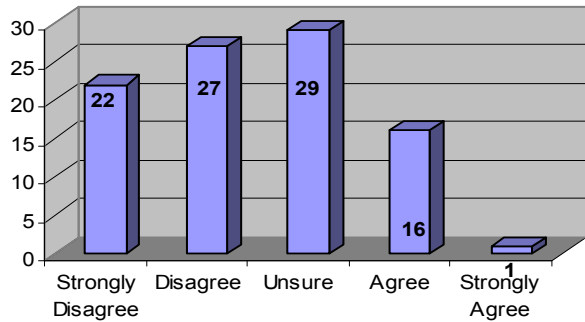


Denny High School

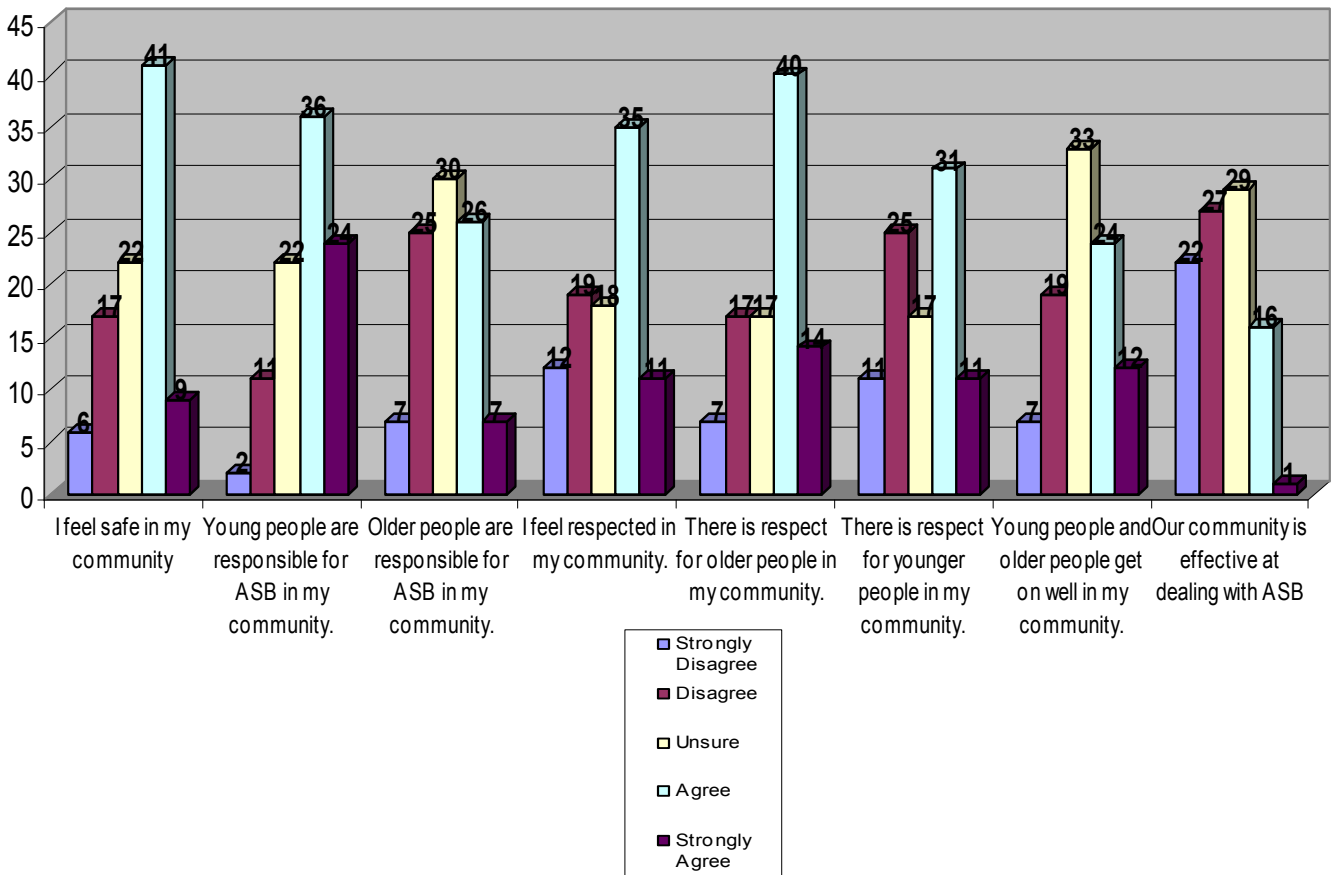
Young people and older people get on well in my community.



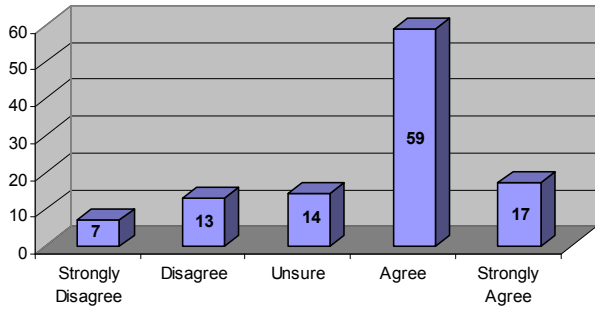
Our community is effective at dealing with ASB



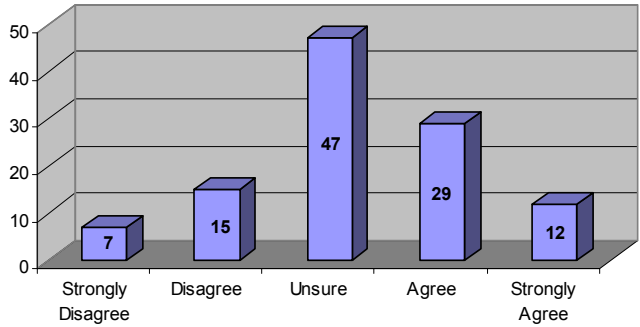
Denny High School



I feel safe in my community

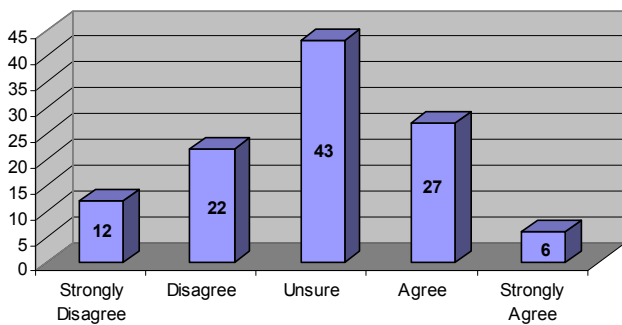


Young people are responsible for ASB in my community.

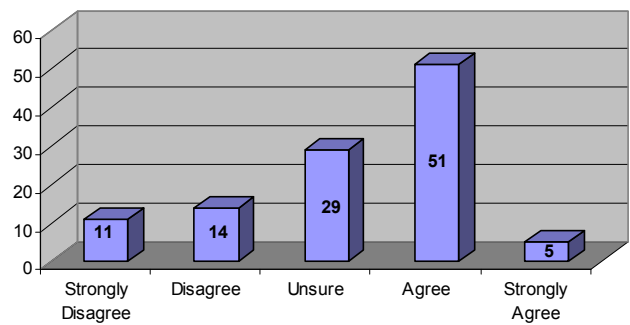


Braes High School

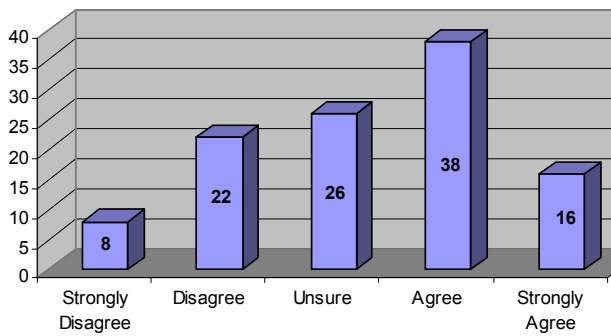
Older people are responsible for ASB in my community.



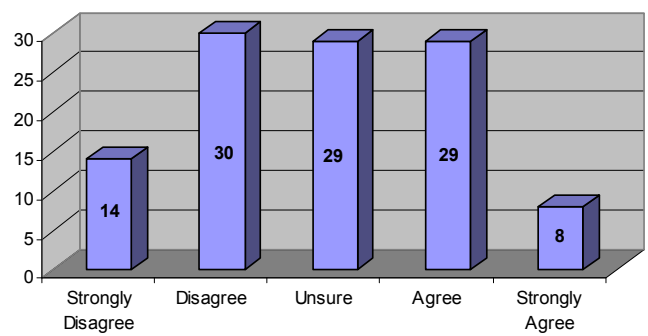
I feel respected in my community.



There is respect for older people in my community.

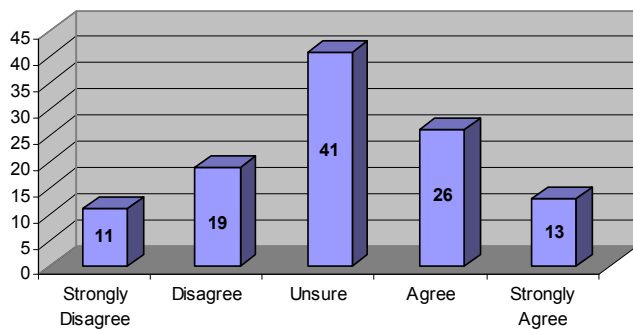


There is respect for younger people in my community.

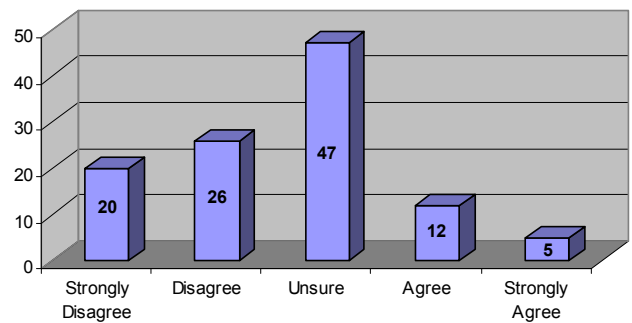


Braes High School

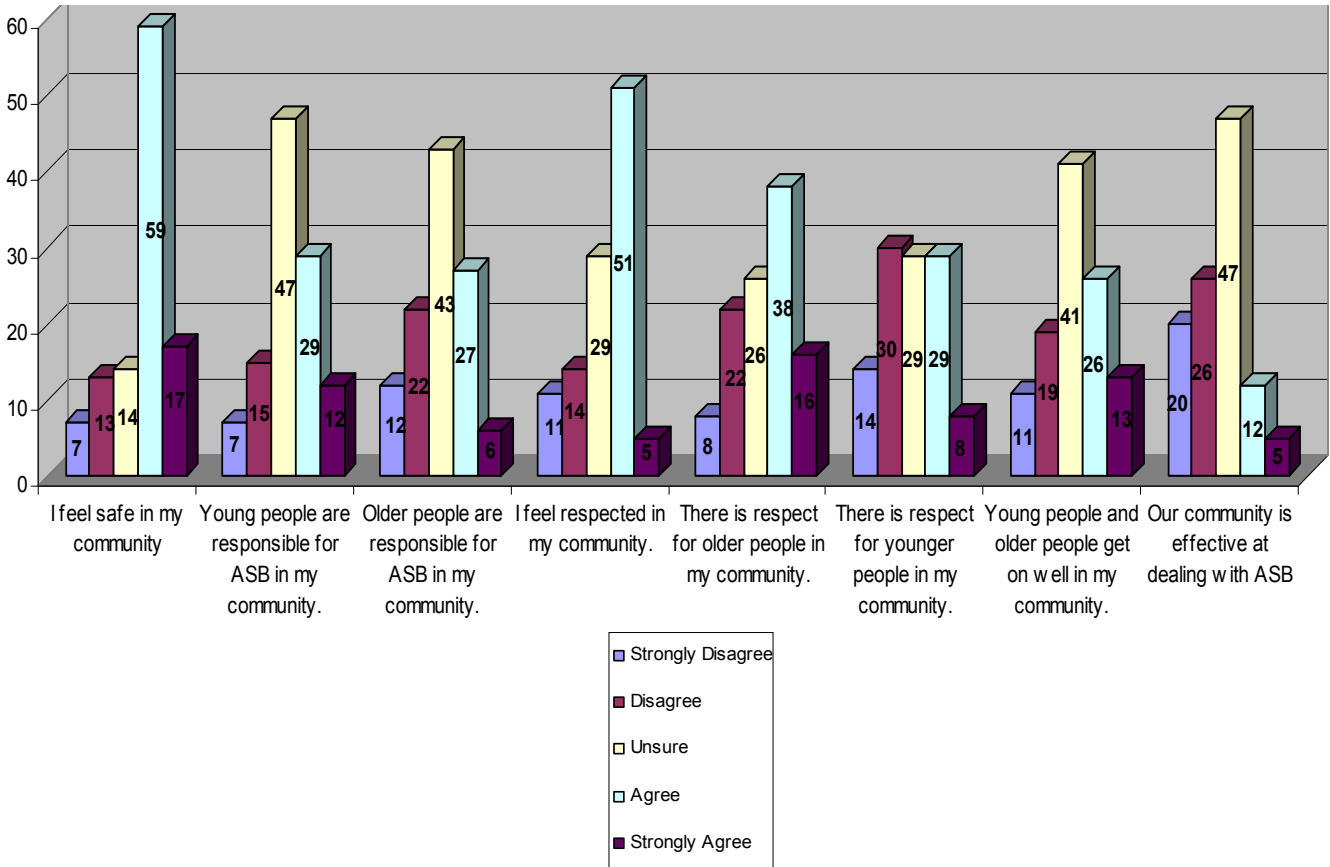
Young people and older people get on well in my community.



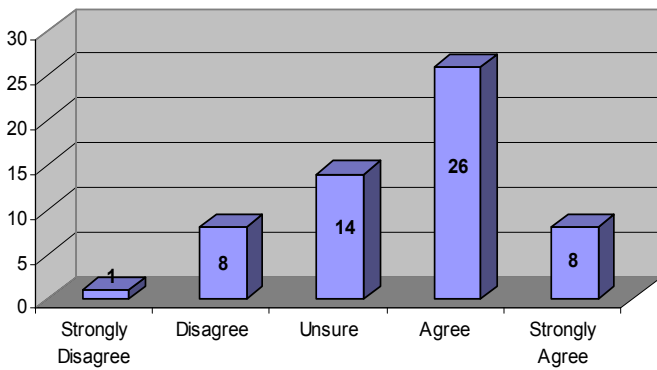
Our community is effective at dealing with ASB



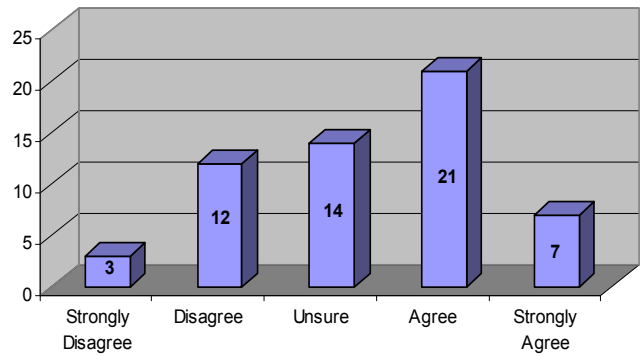
Braes High School



I feel safe in my community

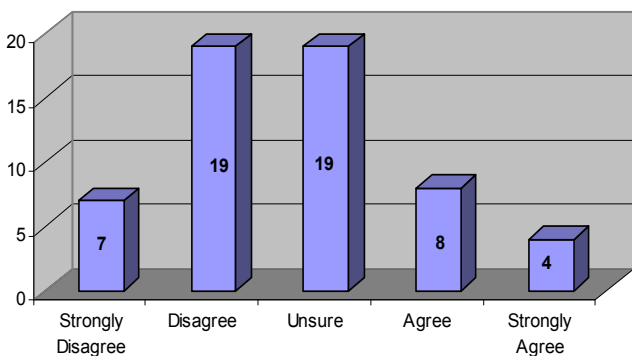


Young people are responsible for ASB in my community.

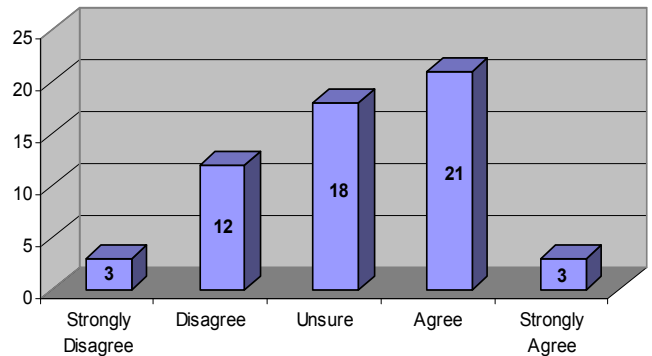


Falkirk High School

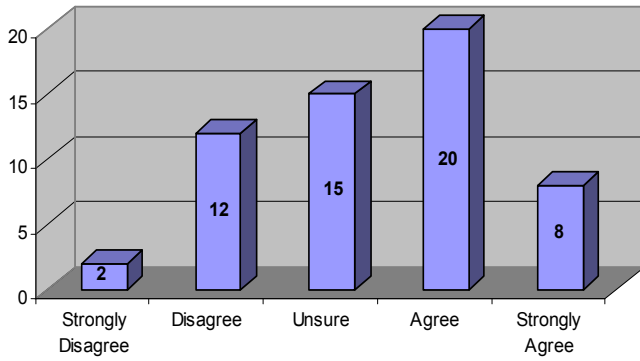
Older people are responsible for ASB in my community.



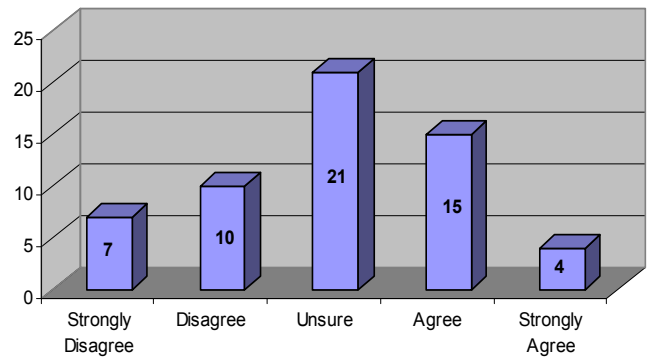
I feel respected in my community.



There is respect for older people in my community.

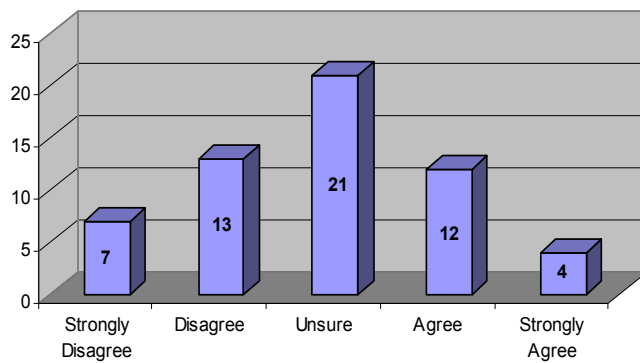


There is respect for younger people in my community.

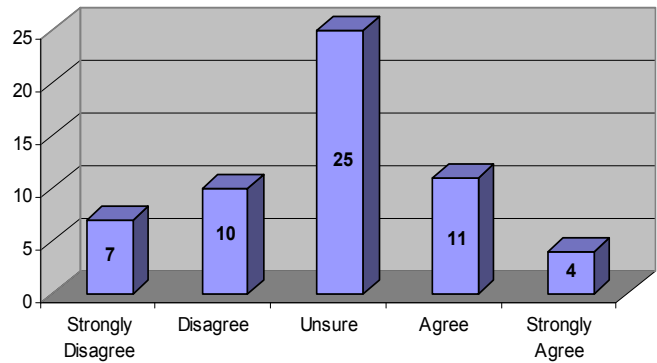


Falkirk High School

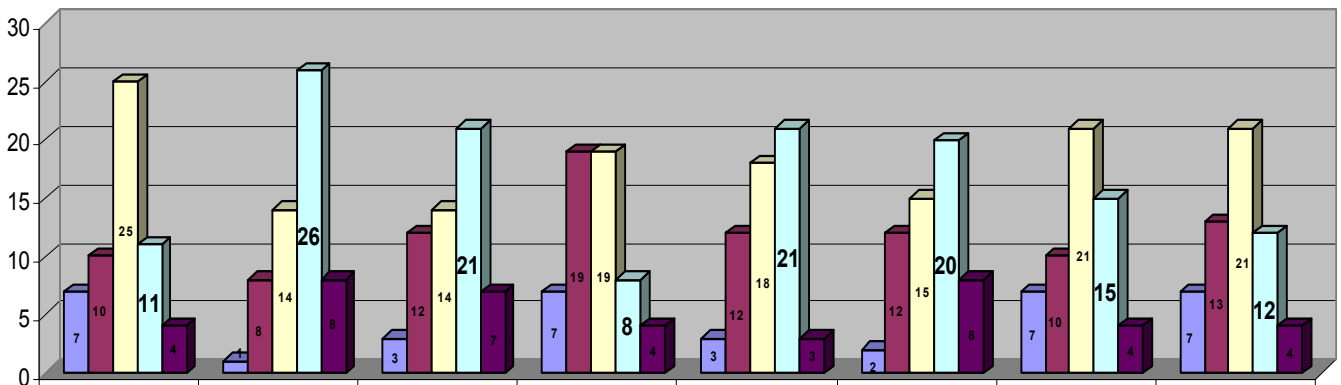
Young people and older people get on well in my community.



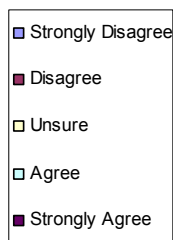
Our community is effective at dealing with ASB



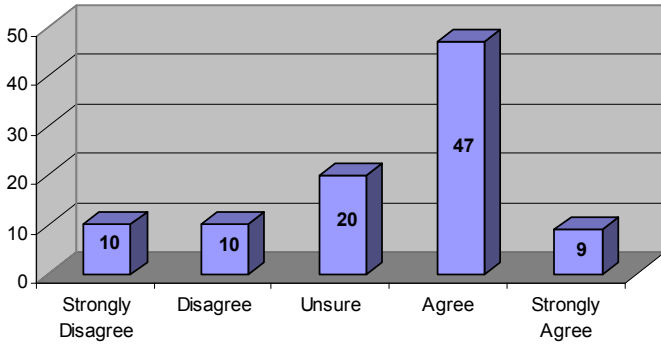
Falkirk High School



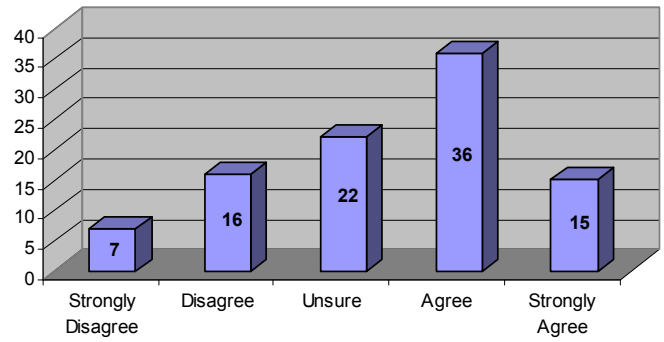
Our community is effective at dealing with ASB I feel safe in my community Young people are responsible for ASB in my community. Older people are responsible for ASB in my community. I feel respected in my community. There is respect for older people in my community. There is respect for younger people in my community. Young people and older people get on well in my community.



I feel safe in my community

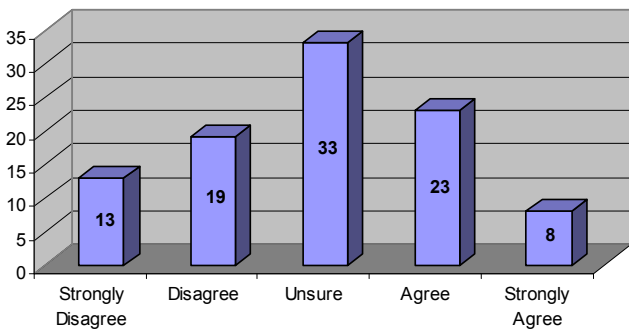


Young people are responsible for ASB in my community.

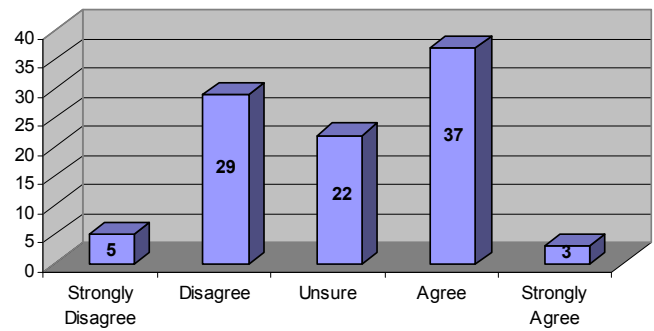


Parent's Forum

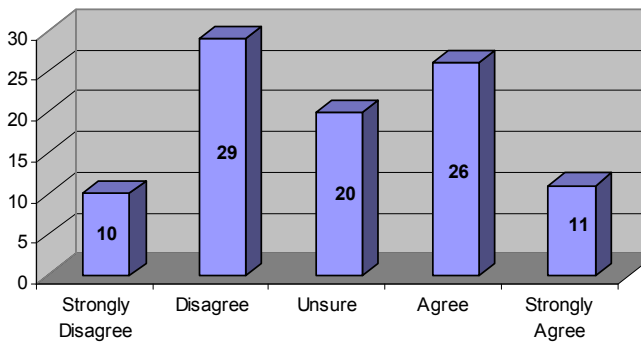
Older people are responsible for ASB in my community.



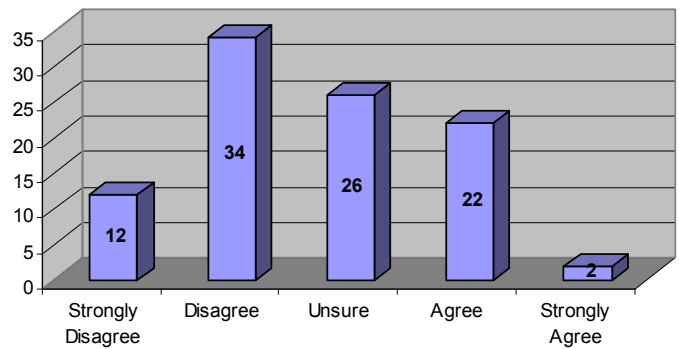
I feel respected in my community.



There is respect for older people in my community.

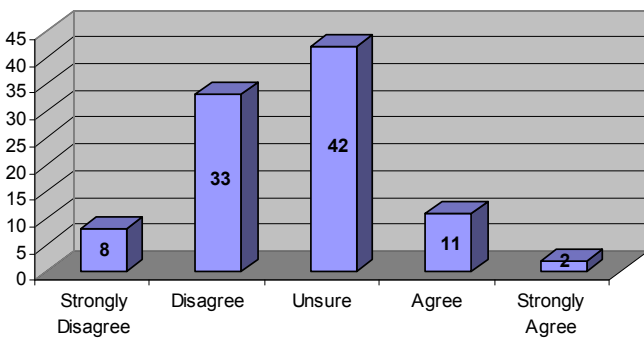


There is respect for younger people in my community.

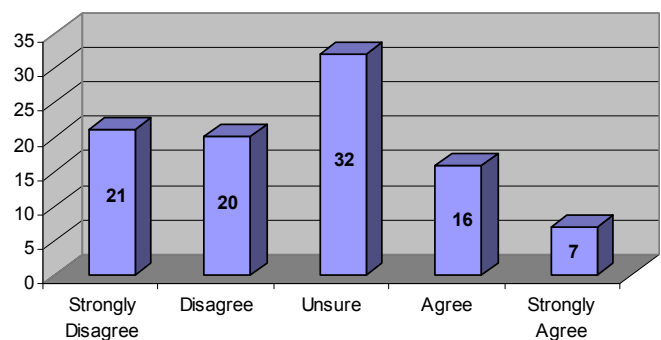


Parent's Forum

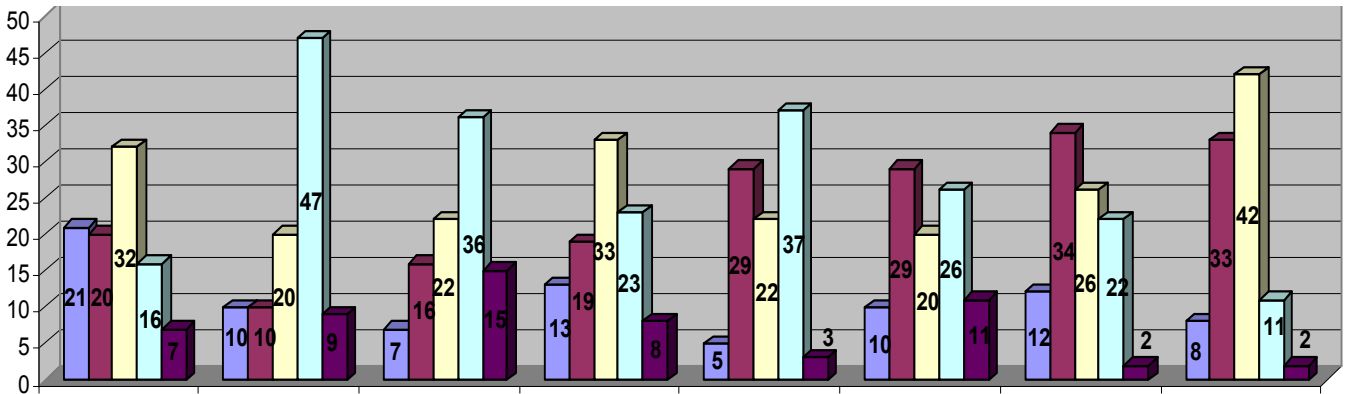
Young people and older people get on well in my community.



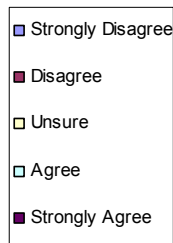
Our community is effective at dealing with ASB



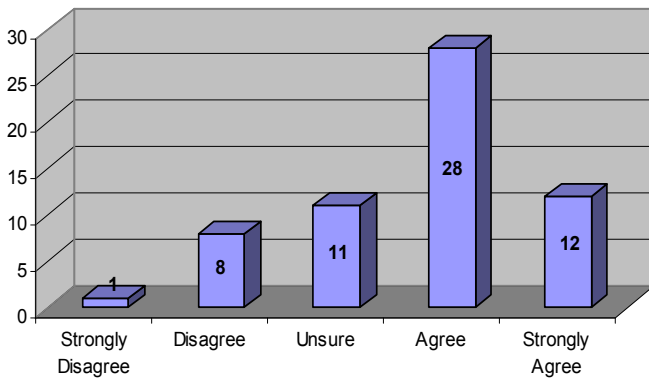
Parent's Forum



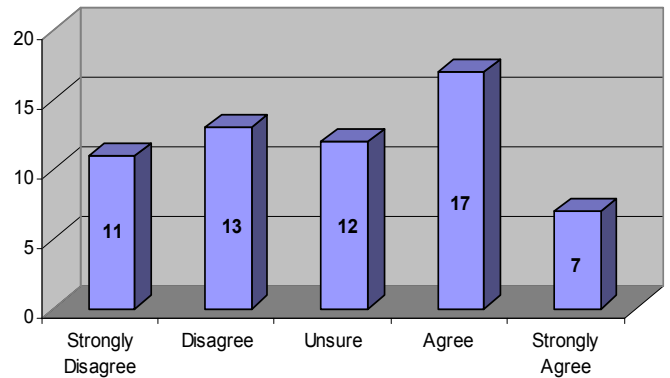
Our community is effective at dealing with ASB
 I feel safe in my community
 Young people are responsible for ASB in my community.
 Older people are responsible for ASB in my community.
 I feel respected in my community.
 There is respect for older people in my community.
 There is respect for younger people in my community.
 Young people and older people get on well in my community.



I feel safe in my community

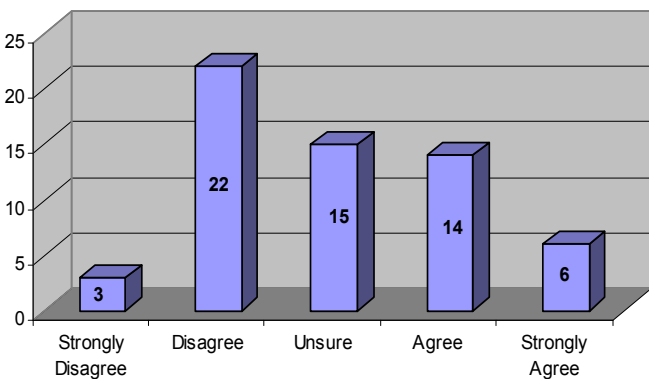


Young people are responsible for ASB in my community.

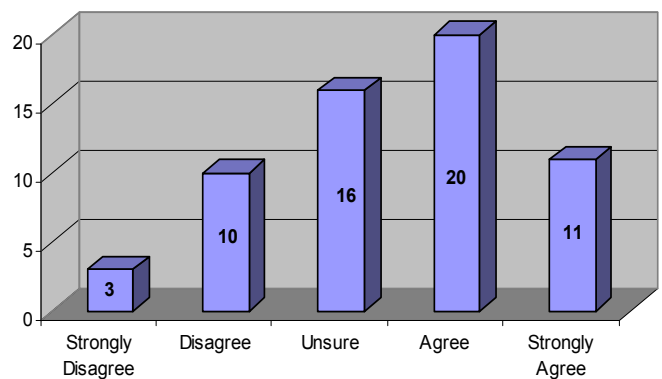


Age Concern

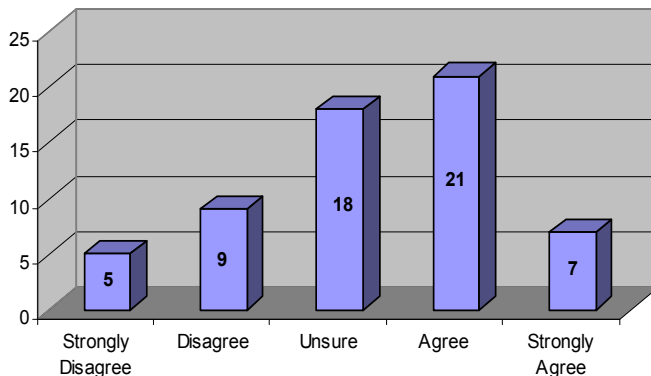
Older people are responsible for ASB in my community.



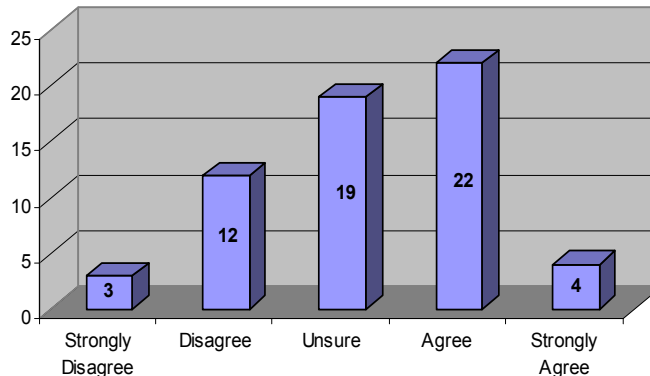
I feel respected in my community.



There is respect for older people in my community.

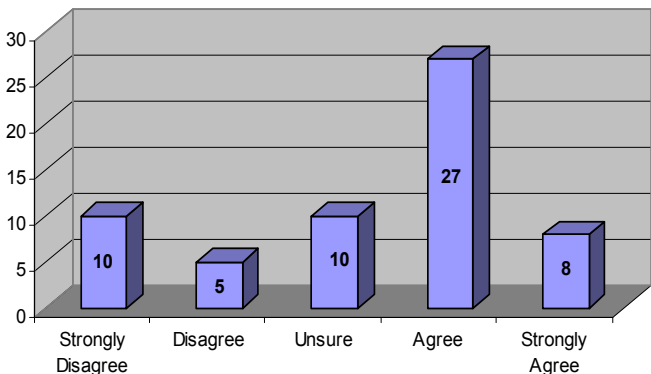


There is respect for younger people in my community.

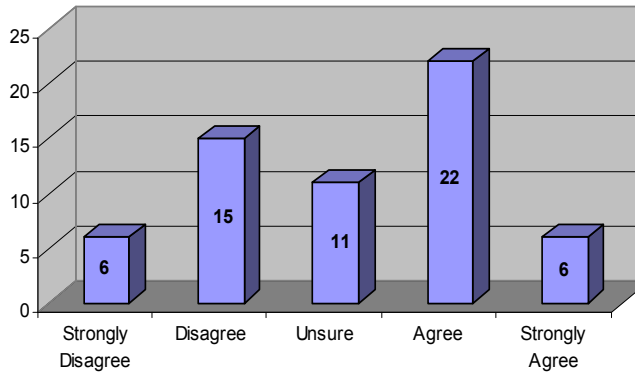


Age Concern

Young people and older people get on well in my community.



Our community is effective at dealing with ASB



Age Concern

