



**UK Housing Awards
Making the case for housing**

'Building Respect within our neighbourhoods'

Date when project commenced: April 2004

In 500 words briefly describe your project including key objectives and outcomes?

Jigsaw North Liverpool (JNL) is an innovative partnership, developed by Liverpool Housing Trust (LHT) which seeks to 'join the pieces together' to create cohesive neighbourhood communities. Jigsaw aspires to have long term impact in some of the most deprived wards in the city.

Key objectives:

- Work with the community, stakeholders and private businesses to enhance and improve the community's physical environment by tackling graffiti, flytipping and improving vacant waste sites
- Address the social agenda by providing transitional employment opportunities, training and ongoing support for local unemployed people
- Engage young people through the Jigsaw Youth Squad (JYS) by encouraging participation in environmental action, developing a sense of civic pride and responsibility for the areas in which they live and reducing antisocial behaviour

Funding for the initial project was £140,000 from the Housing Market Renewal Initiative, New Heartlands, in recognition of the impact of housing market change on neighbourhoods and in order to develop the project to cover the City Centre North area of Liverpool.

A steering group made up of local neighbourhood community councils, police, registered social landlords and local service providers was established to

investigate ways to join up service delivery in North Liverpool and as a result Jigsaw now uses a multi-disciplinary, multi-organisational approach to providing environmental services in the area.

Before Jigsaw, there were a wide range of problems facing the residents of North Liverpool. A survey of residents of the area identified the following main issues:

- Dirty streets
- Young people hanging around
- Rubbish/flytipping and graffiti

Key outcomes:

- Removed long-standing conflict barriers between groups in the local area, with people now working together for the benefit of their neighbourhood
- Significantly reduced fly-tipping in the area as a result of encouraging local businesses to take up trade waste licences – 350 local businesses now have licences compared to less than 200, 12 months ago
- Fly-tipping and graffiti removed up to 7 times faster than before
- Employed more than 20 local people some moved into permanent employment
- Engaged with over 100 young people encouraging citizenship and ownership of their area
- Developed a wide range of youth activities including a visit to the Children's Commissioner of England to voice their opinion; involvement in government focus groups; and undertaking accredited training to contribute to their personal development.
- Saved over £160,000 which has been reinvested in the local area creating further employment opportunities.

(402)

In 500 words briefly describe how your project meets the 6 essential criteria?

- **Demonstrate innovative approaches to problem solving**
- **Include the active involvement/engagement of service users and/or stakeholders**
- **Have a proven record of success**

- **Be able to be replicated elsewhere**
- **Contribute to sustainable change and improvement**
- **Demonstrate a commitment to equality and diversity**

Innovative approaches to problem solving

JYS is the first youth warden programme in Liverpool and the only project of its kind in the North West. It's developed innovative activities to engage with young people and encourage them to take responsibility for their area:

- **Mentoring** - Unlike other youth projects in the area JYS aims to involve, educate and inform resulting in members themselves becoming mentors for younger children.
- **Social cohesion between young and old** – JYS handmade Christmas ornaments and decorated local sheltered schemes

Active involvement/engagement of service users and/or stakeholders

A steering group of key partners including local neighbourhood councils and service providers meet regularly on site where problems are identified and job actioned by breaking down the barriers of accountability and responsibility.

All parties have demonstrated active commitment to a shared cause, providing both staffing and resources.

Proven record of success

- Over 20 local people employed with most of them going onto permanent employment
- 12,000 hours of youth activity
- Engaged with over 250 young people through our dives
- Since the launch of JYS reports of youth disturbance have fallen by 81%.
- 85% of residents report cleaner streets

Able to be replicated elsewhere

- In April this year the JNL was incorporated as a company, Jigsaw Neighbourhood Solutions (JNS), within LHT Group with greater potential for extending into other geographic service areas.
- Extended geographically from Kirkdale and Vauxhall wards in North Liverpool to five other wards in the area

- JYS extended to South Liverpool.
- A JNS pilot has been agreed with Halton Borough Council.

Contribute to sustainable change and improvement

The Jigsaw model for delivering lasting change that makes a positive contribution to neighbourhoods ensures its own sustainability and longer term growth:

- Targeting young people and creating positive diversionary activity, JNL hopes to break the cycle of vandalism and antisocial behaviour.
- Providing training and employment opportunities for local residents, JNL are tackling issues of low educational attainment and third generation unemployment.
- Developing flexible, innovative and inclusive approaches to tackle neighbourhood issues and by working in partnership with the local community and other key stakeholders, the model ensures sustainability through the commitment of its partners.

Commitment to equality and diversity

Jigsaw by its very nature is all about equality and diversity as it is targeting the hard to reach members of the community:

- Jigsaw's Environmental Hit Squad employs people who are marginalised in the job market. JYS and other youth activities engage with some of the hardest to reach young people in Liverpool.
- A Community Regeneration Fund has been set up within Jigsaw to support small community led projects for the sustainability of neighbourhoods through capacity building for local people and enhancing the lives of vulnerable and excluded residents. Projects supported include an asylum seekers and refugees conference, black history month and a football project for young people at risk from exclusion.

(486)

In 300 words describe how your project meets any of the additional criteria?

- **Demonstrate value for money**
- **Show positive approaches to partnership working**
- **Apply and adapt recognised good practice**

Value for money

Since the start of the project we have looked to ensure value for money. Previously the service was overpriced. JNS used a procurement consultant to assist with the tendering process for the employment of the environmental hit squad. The consultant helped change the tender from a contractor model to a local employment model. The resulting cost savings were over £80,000 which was reinvested within the neighbourhood employing local people and a partnership was entered with LCC to provide additional street cleansing in the area.

It is intended that the project will become self-financing.

Positive approaches to partnership working

JNL has been developed through the positive results of partnerships made in North Liverpool. The strength of the partnerships developed through the initial project has contributed to community regeneration and fostered new projects which have, in turn, become product brands in themselves to be developed and promoted in other areas.

By introducing new initiatives for environmental improvement, positive diversionary activities for young people through JYS and training and development opportunities for local residents, the model ensures the sustainability of its partnerships through variation of activities.

The expansion of the project into other areas has been at the request of key partners.

Apply and adapt recognised good practice

Community involvement - It is recognised good practice to involve communities and groups in the regeneration process and to be as inclusive as possible in developing partnerships. Benefits for the community have been documented; it is cleaner, greener and safer.

Capacity building - Confidence and skills within the community have been developed through local employment, youth activity and youth squad accredited training.

Local employment and sustainability - There is scope for long-term impact in terms of deprivation or exclusion i.e. local people back into work, building citizenship through JYS.

(297)

In 200 words summarise why you feel your entry should win a Housing Award?

Jigsaw North Liverpool was founded on the fundamental principal of 'building respect within neighbourhoods'. Successful partnerships have created a sustainable model that can now be incorporated as part of Jigsaw Neighbourhood Solutions within other areas.

Jigsaw will grow through the development of new partnerships and diversification. JNS now incorporates 6 different product areas within the overall brand ranging from tackling antisocial behaviour and community policing (LHT have funded 2 PCSO's within the area) to positive diversionary activity for young people (sponsoring a football team, DJ workshops, film production) and introducing a range of activities for residents such as garden services, handyperson schemes, painting and decorating, void clearance and preparation.

(109)

In a maximum of 30 words, describe your project. (This will be used on a display panel featuring finalists at the presentation together with an image of the project)

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