SME-city

Share My European City

Project number:
HOME/2011/ISEC/AG/4000002589

Final methodological evaluation
of the SME-city project

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1. INTRODUCTION

The Sme-city project is funded by the Prevention of and Fight against Crime Programme to reach two of the main objectives of the Programme:

- To stimulate, promote and develop horizontal methods and tools necessary for strategically preventing and fighting crime and guaranteeing security and public order
- To promote and develop coordination, cooperation and mutual understanding among law enforcement agencies, other national authorities and related Union bodies

The main aim is the prevention of crime, including urban, juvenile and environmental crime through a partnership based on private-public target (municipality, higher education institutions, private research-education and social inclusion and rehabilitation services).

The action provides the implementation of innovative actions, methods and tools to study and prevent crimes committed in urban areas by young people under the effects of alcohol and drugs and the development of effective approaches and methods to support replication, sustainability and transferability.

We started mapping in three territories of Perugia, London and Valladolid the key areas which were hot spots for conflicts, antisocial behavior and juvenile crime. The results emerged from the mapping, involving different kind of stakeholders, showed a totally new context in which the action of SME-city project had to be developed respect to the moment when the application form had been written. After an accurate investigation of the needs of the stakeholders involved, the partners have identified some common grounds:

1. re-building a shared meaning of the common urban space within the community, which is the prerequisite for developing awareness amongst the various users of the space, particularly in relation to anti-social behaviors.

2. enlarging the target group (not only the bars and the young people) but a composite set involving: citizens, representatives of the numerous associations and citizens committees, representatives of the public authorities and the law enforcement bodies.

3. putting the stakeholders in contact and setting up a dialogue amongst them, growing the participation of the community as a whole.

In this report we explain the Sme-city background and the context on which we worked and the evolution of the project from its starting until the final conference, in terms of research, evaluation, activities and results.

We try also to reflect about the future development of Sme-city to commend the achieved results and to find new shared strategies for a community approach to conflicts in public spaces.

2. SME-City: METHODOLOGICAL APPROACH

2.1. The context of crime and anti-social behaviour

SME City began life as a project that was rooted in the notion that urban crime and anti-social behaviour is essentially a 'youth' problem, in line with a popular perception that crime generally and 'youth crime' in particular is widespread, and increasing. It is difficult to find hard evidence to confirm or deny this prevailing perception. Systematic comparative data is undermined by variability across member states on definitions of youth crime and by the lack of a co-ordinated pan-European approach to recording and monitoring youth crime. However, by putting together the results of a range of sources (Eurostat, 2012; Junger-Tas et al. 2010; European Crime Prevention Monitor 2012; Tavares et al, 2012) [1][2] it is possible to get a broad picture of the situation. These data include European statistical surveys, country statistical surveys and the reports of self-reported surveys like the International Self-Report Study (ISRD). The data do seem to suggest that levels of crime as a whole have been steadily falling in the EU – by around 12% between 2003 and 2012 in the EU as a whole according to Eurostat figures, although some countries, including Belgium, Hungary and Romania, recorded increases in crime levels. Youth offending shows a similar pattern and has four key characteristics. Firstly, in terms of the level of youth crime, the research suggests that most crimes are in fact committed by adults (over 24 years old). As an indication, of the approximately 630,000 prisoners serving sentences in EU prisons in 2010, around 145,000 were young people under 24 (Eurostat, 2010) - although it should be stressed that conviction rates compared to crimes committed vary enormously, and that young people are less likely to receive a custodial sentence than adults. Secondly, youth crime is predominately 'minor' in scope and scale, with very few young people committing serious or large scale crimes. Thirdly, the rates of re-offending are high, with levels around 70% in some countries. Fourthly, the rate and type of youth crime shows significant variation across member states. The prevalence rates in the cities in Central and Eastern Europe are lower than in cities in Western Europe and the Anglo-Saxon countries. The ISRD-2 surveys, for example, show The Netherlands (29.3%) and Germany (29.0%) score the highest prevalence, whereas Austria has the lowest rate (22.1%). The cities in Central and Eastern Europe show a similar prevalence rate of 20.6%. Cities in Hungary (27.0%) and the Czech Republic (24.5%) have the highest rates, whereas cities in Poland (16.3%) show the lowest rates of total delinquency reported. Overall, the lowest prevalence rates are reported in the cities of the Mediterranean countries (18.7%), the lowest rates being found in Portugal (14.5%).

Figures from the UK British Crime Survey [3] show that 76% of all detected crime was committed by people over 18 years of age, and offenders over the age of 21 were responsible for 60% of all convictions for crime. The data also show that the rate of youth crime has been falling over the last two

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[1] Junger-Tas, J. Marshall, I. Enzmann, D. Killias,M. Steketee, M. & Gruszczynska, B (eds). (2010). *Juvenile Delinquency in Europe and Beyond: Results of the Second International Self-report Delinquency Study*. New York: Springer

[2] Tavares, C. & Bulut, F. (2012). *Crime and Criminal Justice. Statistics in focus, 6/2012*. Eurostat: European Union.

[3] British Crime Survey, 2012

decades, albeit slowly, and with some variation over the period. That said, offending by young people is relatively common, with some self-report studies showing that a third of young males under 18 commit at least one offence in a twelve month period.[4] In turn, the 18-24 age group was responsible for 26% of all offences recorded in the UK during 2010, and this group represented 28% of all the 'cautions' issued. [5] The 'Top Four' cautions issued were for causing harassment; drunk and disorderly offences; low value theft (mainly shoplifting from retail outlets) and criminal damage. From these data, it is therefore possible, at least on the surface, to begin to draw a connection between relatively low level 'nuisance' crime, the lifestyles of young people and processes that generate conflict in communities.

However, these relationships are complex and by no means clear. Indeed, a striking feature of the patterns that can be derived from statistics generated through the justice system is that young people themselves constitute the largest group of victims of crime, with 28% of recorded crime during 2012 perpetrated on young people in the 18-24 age group, according to the British Crime Survey. It is therefore not surprising that it is this age group that feels itself most threatened and most at risk of crime.

Measurement of perceptions of crime underlines how difficult it is to grasp objectively the true picture of crime and anti-social bejaviour. What the data show is that people's perceptions of the incidence and penetration of crime, and their perceptions of the extent to which they are at risk of crime, are significantly exaggerated, when set against actual levels of recorded crime. For example, the 2012 British Crime Survey showed that 69% of those sampled thought that knife crime has increased a lot; 51% thought that gun crime had increased a lot and 35% thought that rates of vandalism had increased a lot – yet official statistics for the period suggest that none of these perceptions can be borne out by the facts. Similarly, data on perceptions of the level and threat of anti-social behaviour – the category most associated with young people and conflict – show that around 30% of those surveyed thought rubbish and litter on streets; teenagers hanging around on streets; drugs; drunken and rowdy behaviour and vandalism and graffiti are big problems for communities, although the actual levels of recorded incidents in these categories are relatively low.

What these data suggest is that crime and conflict are social and cultural constructions. Perceptions of crime and conflict are shaped by, and mediated through, complex dynamics that are associated with socio-economic structures, like education and economic status, as well as 'discursive' factors like the way crime and conflict are presented in cultural production, particularly through communications media. To illustrate this, an analysis of the 2012 survey data on perceptions of crime, carried out by the UK Home Office [6] showed that perceptions of crime vary according to factors like age – with people in the 18-24 age group showing the highest levels of perceived risk of crime – geographical location – with higher levels of perceived risk in urban areas – and socio-economic status – with higher levels of perceived risk shown in urban areas with high levels of social deprivation. Moreover, logistical

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[4] Home Office (2000) *Youth Crime: Findings from the 1998/1999 Youth Lifestyles Survey* Home Office Research Study 209, London: Home Office
[5] British Crime Survey, 2012
[6] Home Office (2011) User Guide to Home office Crime Statistics

regression analysis of the data showed that the two main predictors of perceptions of crime were level of educational qualification and type of newspaper readership.

This illustrates the crucial role played by ideological factors in shaping conflict situations, and the role of communications media in the processes through which particular social groups – like young people – become labelled and stereotyped. The sociologist Stanley Cohen, in his seminal work 'Folk Devils and Moral Panics' (Cohen, 1973) showed convincingly how 'youth culture' has been consistently defined in popular culture and in the media as a threat to societal values and interests. [7] Yet it is not simply the 'labelling process' itself that creates associations in the public mind between youth and deviancy. Some sociologists, including Cohen, have argued that young people themselves adopt a 'conformist' position to the 'delinquency' label assigned to them and, through peer pressure, adopt forms of deviant behaviour (such as truancy or underage drinking) that amplifies their deviance. Social control agencies in turn act out their ideological constructions of crime and conflict. The police hold a construction of both crime and criminals. They have ideas about who is most likely to commit certain types of crime and use this mental map as a guide for their work. The more the idea of an association between young males and crime becomes established, the more the process of criminalisation begins to resemble a self-fulfilling prophecy – young males need to be policed because of their heavy involvement in crime. The more young people are then closely policed (Livesey, 2003). [8]

A more radical analysis of this 'discursive' dimension of crime and conflict portrays the construction of crime as part of the 'dividing practices' that the state organises and applies to exert 'control over the mechanisms of discipline'. By monopolising the means through which discourses about crime, conflict and punishment are framed, the state can then monopolise the means of 'exercising power over men, of controlling their relations, of separating out their dangerous mixtures' (Foucault, 1975). [9] Building on Foucault's work, more recent studies have focused on the concept of 'governmentality' as a key factor in understanding how youth crime is understood and addressed. The argument is that the dominant discourse in European policy and practice in the field of youth crime now is a 'new penology' at the heart of which lies risk-assessed preventative interventions targeted at the offender's 'life course'. The underlying thinking that has shaped this new penology argues that since persistent offenders are responsible for a large proportion of the total number of offences in any given jurisdiction, there are important benefits to be gained in the early treatment of people who show evidence of being 'at risk', i.e. who display some of the factors that evidence-based research shows predicts later persistence (Bottoms, 2006). [10] The argument, in other words, is that in order to prevent crime you have to catch it early – by focusing on young people. These 'risk factors' have been documented consistently in a range of studies and cover five main groups: pre-natal and peri-natal factors (early child-bearing; low income, poor housing, absent fathers and poor child-rearing methods); personality factors (impulsivity, hyperactivity, restlessness); intelligence and attainment (low intelligence, poor school performance);

[7] Cohen, S. (1973). *Folk Devils and Moral Panics.* St Albans: Paladin

[8] Livesey, C (2003) Patterns of Crime www.sociology.org.uk

[9] Foucualt, M (1995) *Discipline & Punish: The Birth of the Prison, NY: Vintage Books*

[10] Bottoms A. E. (2006). Crime prevention for youth at risk: some theoretical considerations. In Cornell S (ed.). *Resource Material Series No. 68* (pp. 21-34). Tokyo: United Nations Asia and Far East Institute for the Prevention of Crime and Treatment of Offenders.

parental supervision (harsh or erratic parental discipline; rejecting parental attitudes and behaviour; parental conflict); socio-economic factors (low family income; poor housing); peer situation (delinquent friends; school influences; community influences) (Farrington, 1996 [11]; Rutter et al, 1998; [12] Wikström and Loeber, 2000; [13] Hawkins et al., 2000). [14]

This thinking has had a significant influence on how youth crime is currently considered and addressed. As Muncie (2006) observes: "Numerous authors have remarked upon the impact that these processes have had in a growing homogenisation of criminal justice across western societies, driven in particular by the transfer of punitive penal policies from the USA."

A prevailing trend in many countries where youth crime has become 'problematised', noted by Muncie and other writers, is the focus on 'responsibilisation'. At its core, the concept of responsibilisation defines a crime control strategy which on the one hand aims to make offenders take responsibility for their actions and their consequences but at the same time encourages businesses, social enterprises and communities to also take responsibility by taking a more active role in offending prevention (Garland, 2001; Muncie, 2006). [15] [16] Responsibilisation is one of the practices of what Foucault termed 'governmentality'. Governmentality reinforces the strategies and systems of control practiced by governmental agencies by making it possible for other agencies, and for individuals themselves, to become 'auto-regulating'. As Muncie argues: "It is now commonplace to accept that since the 1960's penal-welfarism has been systematically undermined by the development of forms of neo-liberal (or 'advanced liberal') governance. This has been broadly characterized as placing less emphasis on social contexts, state protection and rehabilitation and more on prescriptions of individual responsibility, an active citizenry and governing at a distance" (Muncie, op. cit.).

Responsibilisation - defined by O'Malley as "a process whereby subjects are rendered individually responsible for a task which previously would have been the responsibility of another – usually a state agency – or would not have been recognised as a responsibility at all" (O'Malley, 1996) - allows government to formulate and apply indirect techniques for leading and controlling individuals without being responsible for them. Through the application of these techniques, individuals become responsibilised into understanding social pathologies such as unemployment, poor health and crime, not as problems that require the state to intervene but as individual issues that can be solved through self-care. As Muncie has suggested, responsibilisation has always been about applying techniques of governmentality more assiduously to those on the margins – the young working class; minority communities and families with low income. The argument is that risk assessment is a key 'technique of governmentality' that has emerged as neo-liberalism has come to dominate youth justice policy.

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[11] Farrington, D. P. (1996). Understanding and preventing youth crime. *Rowntree Social Policy Research 93*
[12] Rutter, M., Gille, H. Hagell, A. (1998). *Antisocial Behaviour by Young People*. Cambridge: Cambridge University Press
[13] Wikström, P.O. & Loeber, R. (2000). Do disadvantaged neighborhoods cause well-adjusted children to become adolescent delinquents? *Criminology 38*, 1109–1142
[14] Hawkins, J.D. Catalano, R.F. & Miller, J. Y. (1992). Risk and Protective Factors for Alcohol and Other Drug Problems in Adolescence and Early Adulthood: Implications for Substance Abuse Prevention. *Psychological Bulletin, 112 (1),* 64-105
[15] Garland, D. (2001). *The Culture of Control*. Oxford: University Press
[16] Muncie, J. (2006). Governing Young People; coherence and contradiction in contemporary youth justice. *Critical Social Policy, 26 (4),* 770-793

Working class youth are more likely to be subjected to risk assessment since their 'objective' socio-economic and socio-cultural position is more problematic and hence more 'prone to risk'.

However, it is not only the state and its agencies who socially construct crime. We all apply different 'constructions of reality' to conflict and crime, based on the interplay between 'situational' dynamics and the representation of these dynamics in communicative practices. On the one hand, young people, because of their 'objective situation' as young people, are more likely to live in urban areas which provide more opportunities for crime: more shops, offices, businesses, cars, houses, street corners, drug venues. Their lifestyle provides access to drinking, clubbing and similar activities. This provides opportunity structures for conflict. At the same time, young people's construction of their situation is filtered through their self-image, perhaps reflected in a strong sense of the seductiveness of short-term gratification, and by a less considered and individualistic perception of the personal consequences of conflict and crime. This construction is reinforced through communicative practices – the shared sense of being with, and acting like, other young people with similar lifestyles. In contrast, the lifestyle that kicks in as a result of the transition to a more work-focussed life that people typically over the age of 25 experience is characterised by the taking on of new roles such as wage-earner, parent, spouse. These changes in situational position lead to a reduction in the opportunities for 'hedonistic' lifestyle behaviours like clubbing and a consequent reduction in the opportunity structures available to get into conflict. Accompanying this situational change is a change in self-image, characterised by an increased perception of responsibility and fuller consideration of the possible consequences of being involved in conflict and crime. This is in turn reinforced through changes in communicative practices – the decreasing level and influence of contemporaries and the corresponding increase in the influence of a core group of 'significant others' – partners, children, work colleagues – in how their everyday life is constructed.

2.2 Implications for the SME-City methodological approach

The foregoing discussion suggests three key issues that needed to be taken into consideration in designing the methodology for SME-City. Firstly, there is a prevailing tendency in policy and research to homogenise young people – to put them all into one category and treat them as if they were all the same. However, many studies show that there is significant variability and diversity in young people's lifeworlds, lifestyles and life experiences, not least in terms of key age transitions for example between 16 and 18 and between 18 and 21. The methodology therefore needed to reflect the different contexts and scenarios in which young people live. Secondly, young people do not occupy spaces in a vacuum. Their lived experience will be shaped by their relationships and interactions with other actors within their territory. The methodology therefore needed to avoid centralising young people as 'the problem' and to understand how young people's interactions with other key actors in urban spaces affect the nature of social relationships and of conflict. Thirdly, the role of agencies of the state – and of intermediaries to whom the state devolves authority for risk assessment and 'responsibilisation' of young people – is crucial in understanding how crime and anti-social behaviour happen and how they

can be addressed. The methodology therefore needed to understand and capture the role played by these agencies and intermediaries and to find ways of constructively working with them.

The implications of these issues for the SME-City methodological approach is that the territorial dimension of urban conflict had to be considered in terms of the interaction between two different kinds of space: 'situational space' – defined as the 'objective' or spatially-anchored lifeworld in which the project target group – young people – are located and within which they interact with other social actors -and 'discursive space' – defined as the 'subjective' or hermeneutic lifeworld in which young people and the social actors they engage with construct *meanings* about these interactions.

This is illustrated schematically in Figure 1

Youth and Crime policies

Media construction of crime

- Education authorities
- College groups
- Learning discourses

Educational space

Work space

- Job aspirations
- Employment status
- Risk factors

Moral panics

Home space

Social space

- Neighborhood
- Residents
- Control Agents

- Peer Groups
- Peer pressures
- Lifestyle

Social Media

Economic trends and discourses

Governmentality

Figure 1: Schematic of situational and discursive spaces

In Figure 1, the 'situational spaces' that shape the lifeworld of young people who live in inner cities are depicted in the inner circle of the diagram. For the purpose of illustration, four such spaces are defined: the educational space in which young people learn and which also provides a space for socialisation; the

work space in which young people are ether actively engaged in employment (full-time or part-time) or are developing strategies for their future employment; the home space, which demarcates the physical space in which they live and its surrounding environment and the social space which shapes their social interactions. Associated with each of these situational spaces are 'discursive spaces' that embody narratives of these situational spaces. These narratives embody 'meanings' about young people, their attitudes, their behaviours and their lifestyles which are constructed by young people themselves, by their direct interaction with other actors and by the cultural signifiers these other actors attribute to young people even if they are not directly engaged with young people on a day to day basis. In addition, the broader socio-cultural external environment – depicted by the blue outer circle in the diagram will also shape the construction of both situational and discursive spaces through dynamics like prevailing economic circumstances; political perspectives and policies on youth and crime; the representation of crime in popular culture and in communications media and more complex social and cultural dynamics that give rise to labelling and stereotyping.

One increasingly important dynamic in recent years that affects the nature of these situational and discursive spaces has been the penetration of new technologies – particularly social media – into everyday life, especially the lives of young people. On a pragmatic level, social media have increased in dominance as a powerful tool through which young people navigate their lifeworlds and organise their lifestyles. This has a particular relevance for understanding crime and conflict, as evidenced by the example of the London Riots in the summer of 2011, which showed that young people who were rioting were using BlackBerry Messenger (BBM) to stay one step ahead of the police.[17]

At a broader level, sociologists point to profound changes in social and cultural structures and relations associated with the rise of the 'Knowledge Society'. Post-modern theories based on 'life politics' suggest that changes in post-industrial society have eroded the power of the old institutions like family and community to shape identity, values and roles. Beck's theory of 'reflexive modernisation' argues that these changes have led to the emergence of the 'risk' society. As the old institutions lose their power, each individual must learn to navigate society for themselves. The most vulnerable groups in this are the old and the young. Young people have to navigate this 'risk society' with little support from increasingly fragile social structures including their own family, and in nation states that have restricted welfare provision for young people. These restrictions have been exacerbated in recent years by the financial crisis and the austerity measures that have been imposed on the economies of many member states. Giddens argued that risk and uncertainty are the hallmarks of a 'runaway world'. Young people are forced to interpret diverse, unpredictable experiences in order to establish their own coherent biographies. [18] [19] [20]

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[17] The Guardian, 9th August 2011

[18] Beck U, Giddens A, Lash S (1994) *Reflexive Modernization. Politics, Tradition and Aesthetics in the Modern Social Order.* Blackwell. Oxford

[19] EGRIS: European Group for Integrated Social Research (2001). Misleading trajectories: Transition dilemmas of young adults in Europe. Journal of Youth Studies, 4(1), 101-18.

[20] Tulloch, J & D Lupton (2003). *Risk and everyday life.* London: Sage.

2.3 SME-City Methodological Approach

Against this background, the methodological approach developed for SME City was based on the need to i) capture and make sense of the complex interactions between situational and discursive spaces, ii) capture and make sense of the constructions and *meanings* of crime and conflict and iii) work collaboratively with the different actors and stakeholders involved to develop ways of addressing conflict to develop a shared and 'co-produced' strategy for managing conflict and anti-social behaviour. The methodology developed therefore combined three main methods:

- lifeworld analysis

- collaborative sensemaking activities

- action research

Lifeworld analysis

The overall methodological approach is grounded in phenomenological theory, method and practice. It aimed to empirically explore examples and varieties of lived experiences, especially in the form of anecdotes, narratives, stories and other lived experience accounts that are rooted in the 'lifeworld' of young people living in urban areas (Patton, 1995)[21] , (Cresswell, 1998). [22] The starting point of this methodology was to map this lifeworld in terms of four analytical dimensions: temporality (how people experience time), spatiality (the boundaries of both the situational and discursive spaces actors occupy), embodiment (how people use their bodies as skills that are acquired by dealing with things and situations) and (how shared meanings are constructed and how the individual constructs a sense of their individual self-awareness through empathy and engagement with the 'Other'). [23] A key task for the lifeworld analysis approach used in SME-City was to explore how notions of 'conflict' are defined through 'communicative practices' within particular territorial areas. It particularly focuses on the ways in which home life; the family environment; 'street life'; peer groups and peer interactivity influences the processes through which conflict occurs and how it is managed, i.e. 'what is the lived experience of conflict' (Giorgi, 1970). [24]

Collaborative sensemaking activities

The objective of the second element of the SME Methodology was to use the results of the lifeworld analysis to work with the key actors and stakeholder groups in the urban locations in which SME City was working in order to promote a shared 'vision' on the causes of conflict and how they could be addressed. The rationale for the method is that since the main dynamics that lead to conflict in urban

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[21] Patton, M. Q. (1990). Qualitative Evaluation and Research Methods (2nd ed.). Newbury Park, CA: Sage.

[22] Creswell, J. W. (1998). Qualitative inquiry and research design: Choosing among five traditions. Thousand Oaks, CA: Sage.

[23] Willig C (2001) Interpretative phenomenology. Introducing Qualitative Research in Psychology: Adventures in Theory and Method, pp. 65–69. Milton Keynes, Bucks.: Open University

[24] Giorgi, A. Toward phenomenologically based research in psychology. Journal of Phenomenological Psychology, 1970, 1, 75-98

spaces are shaped by contested spaces, contested meanings and contested practices within these spaces, then conflict can only be resolved through a process of 'sensemaking' in which these spaces, meanings and practices become shared (Weick, 2005) [25] (Figure 2).

Sensemaking

Shared Spaces - Shared Meanings
- Shared Practices
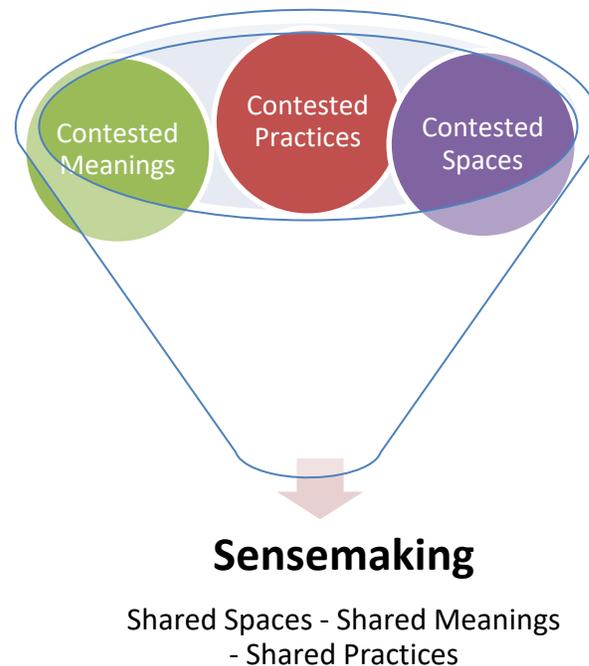
Figure 2: Sensemaking in the SME City context

The method used to promote sensemaking was based on action learning sets. These take the conventional 'focus group' consultation format but apply a more dynamic mode of engagement in which participants in the discussions take more collaborative role in the 'co-production of ideas'. This approach was selected because:

- it encourages interaction, knowledge sharing and co-learning between participants

- it enables 'hidden' factors and dynamics – such as values and belief systems – that underlie the conflict to be surfaced and explored

- it enables the different 'voices' of different stakeholder groups to be heard

- it supports 'sensemaking' and promotes a common perspective and position.

Action Learning Sets involve 'small group work' with groups representing key actors and stakeholders. Group work is co-ordinated by a facilitator in order to generate practical learning by reflecting on experiences in a structured way. Participants critically reflect on assumptions and beliefs that underlie

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[25] Weick, K (2005) Organizing and the Process of Sensemaking, Journal Organization Science, 16, 4, 409-421

their understandings and assumptions about the 'presenting problem' and how it can be improved. Critical reflection can be powerful because attention is directed to the root of the problem and transforms perspectives. People recognise that their perceptions may be flawed because they are filtered through views, beliefs, attitudes and feelings inherited from family, school, peer groups, professional training and society. Critical thinking brings real issues to the fore and subjects them to scrutiny – allowing participants to call into question the rationale underlying their actions and to examine problems from multiple perspectives. Re-formulation of the presenting problem will occur when people uncover misperceptions, norms and expectations that are often hidden. Action Learning Sets often involve 'role playing', where participants 'step into the shoes' of others (Revans, 1982) [26] , (Pedler, 1997). [27]

Action Research

The third element in the SME methodology was action research. Action research endeavours to achieve an improved understanding `of a practice, improved understanding of a situation and the improved revision of practice …. through collaboration between researchers and practitioners' (Carr and Kemmis, 1986) [28] and via 'a cycle of empirical enquiry that is both grounded in theory and supported by evidence' (Reason and Bradbury, 2001). [29] It offers a dual approach to both 'understanding' and also 'promoting change' within a 'turbulent' environment, as in the case of anti-social behaviour, which reflects contrasting and often contested conceptual and methodological positions and which is volatile. As elaborated by Rapoport (1970) action research is a merger of academic social science with practice considering 'both the practical concerns of people in immediate problematic situations and the goals of social science by joint collaboration'. [30] As conceptualised by Kurt Lewin (1946), the action research cycle of planning, acting, observing and reflecting is seen as more suited to work with this volatility, than are more classic experimental approaches.[31] In the SME City case, the methodology adopts Lewin's 'cycle of action learning' (Figure 3). It begins with defining the 'presenting problem' – conflict and anti-social behaviour in inner cities; then explores the presenting problem by researching crime and disorder in city centres from the diverse points of view of all sections of the community – looking at the problem through the eyes of young people, residents and workers, business-people, tourists, politicians and police. On the basis of the understanding derived from empirical analysis of the problem, the next stage of the action research cycle involves planning practical experiments to explore the hypotheses that emerge from the research. These experiments are 'action based'. They engage the key actors involved in the problem in co-designing possible solutions. The central objective of these experiments is to promote changes to the situation that causes the problem through action.

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[26] Revans, R (1982) "What is Action Learning?", Journal of Management Development, Vol. 1 : 3, pp.64 - 75

[27] Pedler, M. (1997) Action Learning in Practice, 3rd edn. Aldershot, Gower

[28] Carr, W. and Kemmis, S. 1986, Becoming Critical. London: Falmer

[29] Reason, P. and Bradbury. 2001. Introduction: Inquiry and Participation in Search of a World Worthy of Human Aspiration. In Reason, P. and Bradbury, H. 2001. *Handbook of Action Research.* London: Sage

30 Rapport, R.N. (1970). Three Dilemmas in Action Research. Human Relations 23: 499-513.

31 Lewin, K. 1946. Action Research and Minority Problems. Journal of Social Issues 2: 34-6.
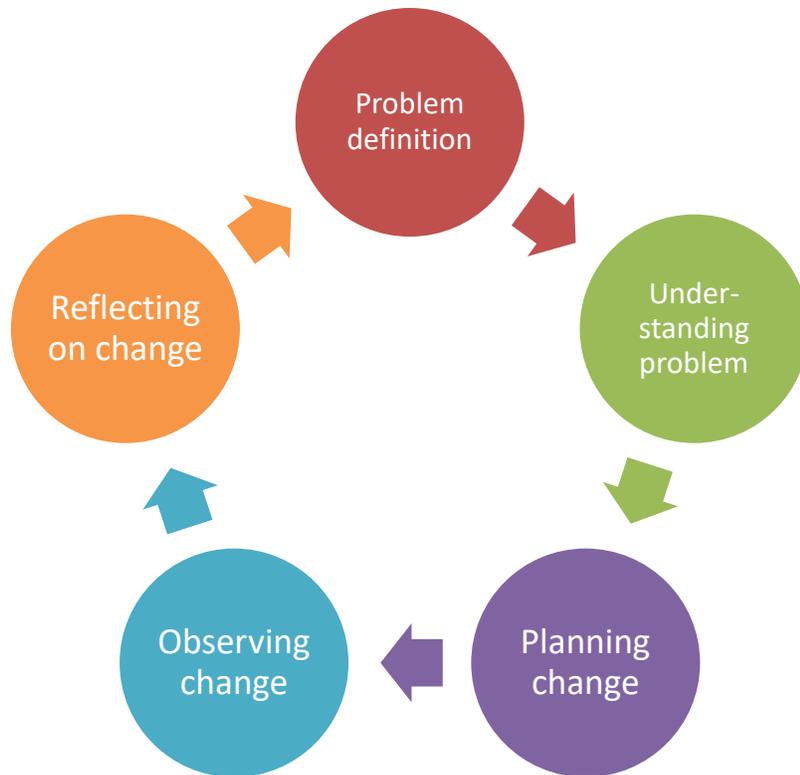
Figure 3: The Action Research Cycle (Lewin, 1946).

The next stage entails evaluating whether and in what ways the solutions applied to promote change work, both by observing what happens and by intervening if necessary in the experiment to address issues and problems that emerge as the experiment progresses. The final stage in the cycle is to reflect on and apply the learning derived from observation and evaluation to re-frame the original problem.

2.4 Implementation of the Methodology

The overall approach outlined above was implemented through a research design that entailed five phases and sets of activities. This design is illustrated in Figure 4. As Figure 4 shows, the implementation plan follows five stages:

- Rapid Appraisal

- Community collaboration

- Action research experiments

- Evaluation and learning

- Re-framing the problem.

The objective of the Rapid Appraisal was to better understand the 'landscape' in which conflict situations develop in a range of contrasting inner city locations in the three SME City cities - London, Perugia and Valladolid, with a particular focus on the 'night time economy'. The methodology used in the Rapid Appraisal consisted of four activities:

- An 'Environmental audit' – an analysis of social, economic and demographic data and crime patterns, together with an assessment of the policies implemented to address urban crime, anti-social behaviour and disorder

- Observation of the incidence and pattern of urban crime, anti-social behaviour and disorder in the inner city areas in the three cities.

- Street Interviews with a selected sample of people within the locations visited.

- Stakeholder interviews with bar managers, shop owners and managers, youth workers, senior police officers and police officers working on the street.
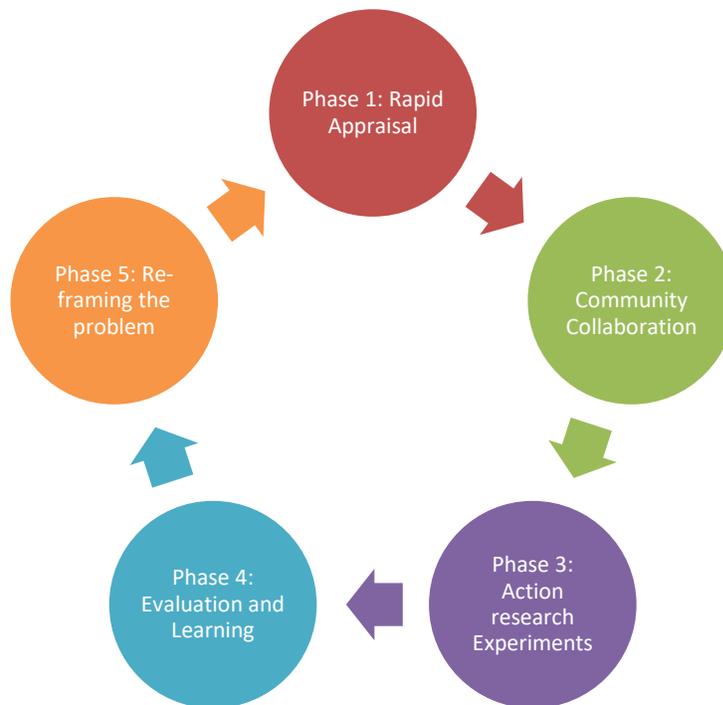
Figure 4: Implementing the SME City methodology

The Community Collaboration activity used the results of the Rapid Appraisal to consult with key agencies and groups in the community – including the Council, the police, residents associations, youth organisations and local businesses. This consultation process varied in the three cities but was based on the 'sensemaking' model outlined in Section 2.3 above. The objectives of this stage were to disseminate the results of the Rapid Appraisal to the key stakeholders targeted in the project; to use the results to

further raise awareness of the project and to engage the stakeholders in more active participation in the project; to use the results to develop the next phase of the project – the action research pilot. The key outcome of this stage was the development by the different community groups involved of specific ideas or 'storyboards' for action research experiments aimed at reducing conflict and anti-social behaviour in the three cities.

In the next stage of the project, the ideas generated through the community collaboration activity were assessed – using criteria like feasibility, cost-effectiveness, level of innovation and transferability – and the most promising ideas were selected and worked up into an action research design and implementation plan. This plan was then carried out in selected locations in the three cities.

The implementation of the action research 'pilots' included an evaluation activity which combined both a 'formative' (ongoing) element and a 'summative' (ex-post) element. The evaluation approach was based on 'realistic evaluation' (Pawson and Tilley, 1997) [32] and incorporated a 'theory of change' methodology (Weiss, 1995; Sullivan and Stewart, 2006). [33] [34]   A realistic evaluation approach is essentially about testing a theory about what 'might cause change', even though that theory may not be explicit.   One of the tasks of a realistic evaluation is therefore to make the theories within an intervention explicit, by developing clear hypotheses about how, and for whom, the project might 'work'. The implementation of the project, and the evaluation of it, then tests those hypotheses. This means collecting data, not just about intervention impacts, but also the processes of the intervention implementation, as well as data about the specific mechanisms that might be creating change. To do this, the realistic evaluation approach relies particularly on the use of 'theory of change' modelling. With theory of change, the focus is on understanding how key actors within SME City construct the objectives, expected outcomes and impacts of practices aimed at reducing anti-social behaviour; how these are then expressed, implicitly or explicitly, as 'causal pathways' that are embedded in the 'vision' of SME City and how these can be assessed using appropriate evaluation tools.

Finally, the learning from the evaluation results was applied to develop a proposal for a 'Network of Friendly Cities' in order to support the dissemination and further development of new ways of tackling anti-social behaviour in inner cities.

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[32] Pawson R and N Tilley (1997) Realistic Evaluation, Sage, London

[33] Weiss, C 1995. "Nothing as Practical as Good Theory: Exploring Theory-Based Evaluation for Comprehensive Community Initiatives for Children and Families." In New Approaches to Evaluating Community Initiatives: Concepts, Methods, and Contexts, ed. James P. Connell et al. Washington, DC: Aspen Institute

[34] Sullivan H and M Stewart (2006), Who Owns the Theory of Change? Evaluation, Vol. 12, No. 2, 179-199

3 SME-City at the local level

3.1 The pilot locations

The SME actions were targeted at specific urban (sub) areas in London, Valladolid and Perugia which were chosen to be the focus of the research process done at project initial phase.

In **London** a first phase of the methodological approach – the 'Scoping' activity – focused on identifying sub-locations within the city of London that could then serve as the locations for more detailed mapping.   This involved desk research based on 'small area analysis' which used the data available from existing statistical databases that cover geographical and territorial areas at the level of 'Super Output Areas (SOAs)'. [1]   SOAs provide key data – mainly derived from the national Census - for mapping and assessing potential sub-areas of 'tension'. These include: Data relating to economic activity, poverty and the provision of selected welfare benefits; Information on educational attainment, school absence, enrolment to higher education and numbers of students;   Housing demand and supply, tenure and condition;   Overall size and structure of the population;   Data on crime. The second task of the scoping activity applied a similar method of statistical analysis using data on criminal activity. In London, this is collected by the Metropolitan Police and is available at a much finer level of granularity, down to specific streets within the SOA's. The crime statistics are categorised by type. The categories used in the London scoping activity were those that are commonly used to measure 'youth crime', i.e.:

- Anti-social behaviour

- Criminal damage and arson

- Public disorder and weapons

- Drugs

On the basis of the results of the analysis of these data, six sub-areas were selected for more detailed mapping:

·   Area A: Dalston, London Borough of Hackney

·   Area B: Hackney Central, London Borough of Hackney

·   Area C: Shoreditch, London Borough of Hackney

·   Area D: Holloway, London Borough of Islington

·   Area E: West End Central, London Borough of Westminster

·   Area F: Camden Town, London Borough of Camden

Map nr 1 - London sub-areas

Perugia is a city of 162.986 inhabitants in a Geographic area of 449,92 km². Around 14% of the total population is aged 15-30 and around 13% is of non Italian origins (The largest ethnic groups coming from Romania (15,7%), Albania (12,4%), Equador (10,2), Morocco (7,7), Perù (5,9%), Ucraina (5,8). In Perugia, the initial research phase of SME project covered the whole area of the city through desk-analysis (data on crimes, population, poverty, presence of conflicts as reported by newspapers) but also through direct observations.

In Perugia, after the first explorative phase, the area of the Old City Centre was selected for more detailed mapping. The concerned area has around 15.000 inhabitants distributed over 10 km² and resulted to be an area where many conflicts arise from the coexistence of residential buildings and bar and night clubs populated up to late at night by different typologies of citizens mostly coming from outsider areas. The economy of the Old City centre area is characterized by the presence of and small business including restaurants, pubs, shops, law offices and other professional activities. The area counts the presence of the University for Foreigners and **of most of the faculties (all but 2)** of the the Università degli Studi di PErugia (University of Perugia), which counts around 34.000 students.

Map nr 2 - Perugia City Centre areas

Valladolid   is a Spanish municipality located in the northwest of the Iberian Peninsula, the capital of the province of Valladolid and belonging to the autonomous community of Castilla y León. The city is the seat of the Junta of Castilla y León and the Cortes of Castilla y León. It has a total area of 197.91 square km. The city counts 310.294 Inhabitants, 19.156 youngsters (18-24 years) which compose the 6,17% of population, 11845 secondary schools students and 26.798 higher education (University) students. The city is divided in 12 districts and 42 statistical areas. The main economic sector of Valladolid is the service sector, which employs 104,168 people, representing 72.7% of Valladolid's workers which are registered in the Social Security. In addition, 82.5% of the workplaces in the city correspond to tertiary sector companies. The branch with the largest number of establishments is the retail trade of non-food products, which accounts for over 50% of the total. As for the poverty rate, rates have grown at national, regional and local levels in the last years. Based on an article published on "El Día de Valladolid" on May 31, 2013, over 70,000 people are currently living on the edge of poverty and about 13,000 are immersed in it, representing 26% of the population, only in a capital city where the number of unemployed people reaches 31,286.

In Valladolid, A first desk research phase brought to the identification of some hot-spots for complaints regarding the presence of antisocial behaviours mostly linked to alcohol consumption by young people

and the areas for which the public expenditures to repair damages due to ASB where higher. This initial phase brough to the identification of 23 zones on which the more detailed mapping phase later was focused.

4.2. Issues and needs addressed in London

In London a Rapid Appraisal on the selection of inner city areas was carried out in May and June 2013. The objective of the Rapid Appraisal was to better understand the 'landscape' in which conflict situations develop in a range of contrasting inner city locations, with a particular focus on the 'night time economy'. In essence, the aim of a Rapid Appraisal is to paint a picture of the 'landscape' of the selected study areas in a short timeframe. It consisted of:

- An 'Environmental audit'

- Observation

- Interviews

The research showed that in each of the territories analyzed, tensions were being generated as a result of **competition between space, and the usage of space, in each territory**.

All the areas covered by the mapping presented instances of **urban 'conflict'.** These can be distinguished between specific types of crime (for example violent assault); incidents of anti-social behaviour (for example graffiti, rowdy behaviour) and more generalised incidents of 'disorder' (for example street drinking). The nature and pattern of these urban conflict can also be interpreted with reference to particular 'conflict scenarios' which cover: conflicts of space; gang-related conflict; conflict situations created by the absence or inadequacy of social services; traditional crime; anti-social behaviour-related crime.

Young people are more likely to be the perpetrators of crime, anti-social behaviour and disorder in inner urban locations, as well as more likely to be victims of these incidents. The highest levels of anti-social behaviour are found in night time economy locations.

 However, the actual recorded level of these incidents is **less than the perceived level**, and the level of 'fear' of crime, anti-social behaviour and disorder. Actual and 'perceived' levels and patterns of crime are to some extent influenced **by how 'offenders' and 'offending' is socially constructed.** This in turn is linked to factors like age, culture and power.

Other types of 'urban crime' appear to reflect particular 'micro-territories', with, in the case of our Rapid Appraisal areas, the 'centres' for drugs located in Shoreditch, Camden Town and Leicester Square/Soho; the centres for violence, gangs and theft in Hackney Central and Holloway and alcohol-related anti-social behaviour and violence in the West End.

These micro-territories also show an 'ecological pattern', with particular types of offending behaviour developing and taking root over time and persisting over time, despite attempts to eradicate them.

The presence of a large student population has no obvious effect on patterns of urban offending or of youth offending. Students are just one of a complex range of sub-groups who operate in inner city areas and in night time economies. They do not constitute a 'special case'.

4.3. Issues and needs addressed in Perugia

The research phase (Rapid Appraisal) was carried out from April to September 2014 through a series of different means:

- Street interviews

- Observations

- Street Theatre -based dialogue

- Meeting with stakeholders

Precisely, 15 street observations were held from 21.30 to 02.00 and 5 street observations from 16.00 to 20.00. In total we covered 100 Km, identifying 7 thematic homogeneous areas and observing 3 Conflictual areas. Nr 2 cases of clear conflictuality were observed and 3 public meetings.
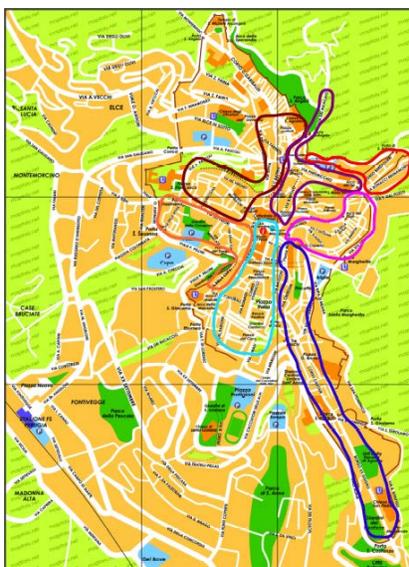
Map nr 3. The mapped areas

Furthermore , we examined 30 newspapers on the topic "safety" and observed 3 gatherings involving more than 100 people and 8 gatherings involving more than 20 people loitering outside the bars . We met, in the street, around 40 people and we mapped 12 citizens committees having a first acquaintance approach with 10 of them. Finally, nr 2. "street theatre actions" were performed.

The research's results showed:

a) A negative representation of the city by the newspapers

b) Perceived problems highly linked to the phenomenon of drug dealing and the consumption of drugs in the public space of the historical centre areas.

Growing conflicts   related to the presence and the use of the public space by drug dealers are being counterbalanced by a growing number of neighbourhood organisations set up by citizens. The latter, however, showed weak social links and scarce communicative capacity.

The strategies identified can be resumed as follows:

a) Pro-social behaviors related to the re-appropriation of the territory

b) reconstructing the community to isolate micro-criminality)

4.4 Issues and needs addressed in Valladolid

After the desk research that allowed completing the chapters 1 and 2, a specific methodology to address the fieldwork phase of the initial mapping of the project was designed. The aim is to identify public spaces in the city of Valladolid where social conflict motivated by the abuse of alcohol and / or drugs can be detected. Thus, we proceeded by using the following methodology:

1. Locating the areas and sub-areas which are most affected by alcohol consumption in public thoroughfares and getting a more detailed profile of the consumers in these areas (age, sex, whether they are repeat offenders in consumption or not...) through newsletters and sanction reports from the Municipal Police. To do this task we used the Excel database.

2. Once we knew the main consume areas, we did a unique mapping and visited all areas in order to perform a detailed analysis of each one of them by filling a description record of the area to be analyzed and we took pictures to complement and document the area.

3. Once all the consume areas have been researched, we proceeded to conduct interviews to citizens through some of the areas and different stakeholders which were there to find, from a closer point of view to the citizen, the current problems of the scanned area.

The results of the research are showed comparatively below:

Table nr 1. Compared findings from the Appraisal phase

Source of evidence	Level and pattern of problems	Causes of problems	How problems addressed
Environmental Audit	**Italy** The most evident problems are linked to the phenomenon of drug dealing and the consumption of drugs in the public space of the historical centre areas. There are conflicts involving the citizens living in the area who protest for the noise and for the young people's behaviours in the street (alcohol consumption etc.) **Spain** Social conflict between different groups (Young people, residents of the neighborhoods, police..) on the use of public spaces (squares, parks,..) due to street drinking phenomenon (botellon) Public expenditure in the concerned public spaces is is high and those spaces where "botellon" is practice have got	**Italy** The problematic issues are favoured by the urban development that the historical areas of the city underwent in the last decade. The main changes concerns the abandon of the area by the part of most of the former inhabitants (for different reasons, including Italian gentrification). The decreased number of inhabitants increases the risk of micro-criminality connected to drugs consumption and dealing. **Spain** The conflict is mainly due to the behaviour of adolescents who consume alcohol in the streets as their main leisure weekend activity. The abuse of alcohol drinking in the public spaces produce ASB and vandalism in urban furniture and gardening.	**Italy** There are several tools used to try to reduce these conflicts: those of administrative nature (measures involving the bars and the consumers, like fines, etc.), and those in which police puts pressure on areas of conflict. Furthermore, there are actions by the part of citizens groups, associations, committees, etc.. promoting different activities in the micro-areas related to their living. **Spain** Need of raising the awareness of alcohol drinking consequences in every level among adolescents (physical and mental health, social and family relationships, future of youngsters, legal consequences, etc) and providing cultural and social

	degraded and abandoned. **UK** High levels of ASB in key night time economy locations Other types of crime in particular 'micro-territories' or ecologies Student population has no effect on patterns of crime	This fact produce a high costs of maintenance to the City Council. The rest of groups living in the surroundings have abandoned those places, because they are dirty and degraded, people feel unsaved there. **UK** Regeneration, leading to expanding night time economies and greater opportunity for crime and disorder. Societal problems – poor education, unemployment – that make young people vulnerable Low family and community cohesion and resilience	opportunities in the very same places, showing different uses of the spaces and alternative leisure activities **UK** 'Hybrid' approach combining robust enforcement instruments (DPPO's; ASB's; DEZ's) with 'softer' measures to improve well-being of those at risk; reduce the vulnerability of 'at risk' groups, and strengthen family and community resilience and cohesion Evidence-based risk assessment and targeting 'Joined up' partnership working
Observation	**Italy** Drug dealing business in various alleys of the medieval city centre and consumption of heroin in the narrow streets close to the place where the pushers are. **SPAIN** **The same findings as in the** Environmental Audit **UK** Low level of crime and ASB in	**Italy** The space is used or better misused by the drug dealers, most of whom are of North-African origins. Kebab shops and other small business have developed lately. These are places where the North African communities (included the drug dealers) gather during the evening. **SPAIN** Degraded public spaces, damages in urban furniture	**Italy** None identified SPAIN Same solutions as above. **UK** None identified

	general Conflict and ASB clustered in particular 'micro-territories' Vandalism and conflict main categories of problem	and gardening. During weekend nights spaces are full of youngsters drinking. The rest of the week spaces are empty, nobody uses the spaces. **UK** None identified	
Street Interviews	**Italy** Drug, violence, lack of knowledge on appropriate behaviours, lack of care of the public space. The problems perceived vary in relation to the socio-cultural profile of the persons interviewed and overall, to the place of residence of the latter. The common point is the problem of drug dealing. **SPAIN** Neighbors of those areas have stopped using the spaces and feel insecured. There are many complaints regarding the noises at night and the damage of the areas.Little business of those areas are disappointed (bar tendres, shop keepers, etc), they also suffer vadalisms from time to time and this practice damage their business. Nevertheless there are not significant conflicts.	**Italy** Increasing of migration and abandon of the residential areas of the historical centre. The presence of drug dealers is favoured by the estate owners who are keen on renting their flat without regular contract, at higher rates. Key elements of the conflict are the public services for assisting drug addicted persons dove si assistono i tossici (CABS e Punto Ristoro Sociale). Night life is perceived as closely linked to drug and alcohol consumption. The residents (**the drug dealers**) are too much supported by the public administration. The conflicts are perceived in different ways, each groups has stereotypes of the other groups. **SPAIN**	**Italy** More actions by the part of police on the territory. Stronger actions administrative level. More public service sto access the centre and more economic ones. More parking, more activities, rents more economic. Repopulating the centre area. **SPAIN** **Awareness raising campaigns among youngsters regarding alcohol drinking, vandalism and alternative ways of leisure.** **Organization of creative leisure activities for every publics, with the collaborations of neighbors, shopkeepers, bartenders, associations of**

	UK Alcohol, violence; drugs and theft are main problems Problems vary according to location 'Micro-location' differences within locations Problems vary according to socio-cultural profile	The groups living in the surroundings of the spaces have abandoned those places, because they are dirty and degraded and people feel unsaved there. **UK** Structural factors - homelessness, parenting issues and alcohol-related issues. Crime and ASB are 'socially constructed' – both 'intrinsically' (e.g. young people offend because they are powerless) and 'extrinsically' (e.g. young people are labelled by authority as problematic) Perceptions of 'difference' and 'otherness' create tensions that lead to conflict	**the areas, young associations, etc.** **UK** More robust policing and law enforcement Indirect interventions to reduce risk factors
Stakeholder interviews	**Italy** Drugs, violence, law collaborative level by the part of the local administration. Lack of policies focused on economic development of the central area. **SPAIN** Alcohol drinking among adolescents provokes school failure, mental health problems, social isolation, familiar conflicts, etc. Urban furniture and gardening damage, degraded areas. High	**Italy** Young people are not the problem but a resource. The problem is drugs and the proliferation of this market. Wrong image of the city. Political trend that does not benefit from the elimination of this problem. Other elements are not leading to the solution of the problem (rental in black, high price of local rents, fewer students, difficult and not economical access to the centre, etc.).	**Italy** Increase participation by the part of public administration, residents, business owners etc. To create new activities and cultural opportunities in the city centre. More robust presence of police in the central area, stronger control on the rents, more initiative on education and prevention. **SPAIN** Awareness raising among

	costs for the municipality **UK** Alcohol, violence; drugs and theft are main problems Problems vary according to location 'Micro-location' differences within locations – but more narrowly defined as 'purposes of use'	**SPAIN** Street drinking has become the most popular way of leisure among youngsters, they do it because "it is trendy" and everybody does it. Most of them are not aware about its consequences. **UK** Parenting factors, homelessness and education; 'mental health issues Multi-dimensional analysis of causes of crime and ASB Young people have no hope	youngsters. Collaboration and involvement of public administration, residents, business owners, etc. to promote and create new activities and cultural opportunities in those areas **UK** High-visibility police interventions Partnership working between stakeholders ***Improvements required:*** more robust policing interventions More investment in prevention initiatives, education and regeneration
Police interviews	**Italy** Non realised **SPAIN** There are not violent conflicts but there are many vandalism crimes. High number of denounces for street alcohol drinking of youngsters under the legal age (18). **UK** Multi-dimensional problem ASB linked to conflicts of space;	**Italy** Non realised **SPAIN** The current economic situation with high unemployment rates. Street drinking is a practice consider normal among youngsters and families as well, there is a relative social tolerance towards this fact. **UK** Conflicts of space associated	**Italy** Non realised **SPAIN** Police participation in awareness talks in high schools, work with parents and families to control and prevent ASB. Close relationship with the neighborhood, including the youngsters. Surveillance in hot spots areas

gang issues; filling gaps left by social services; traditional crime; ASB-related crime ASB linked to intolerance, labelling and demonization Levels and patterns shaped by 'micro-environments' Crime and ASB ecological and persistent over time	with changing usages of territory and buildings Structural factors - poverty, unemployment, poor housing Low family and community cohesion and resilience	**UK** Specific policies and legislation: Crime and Disorder Act, Criminal Justice Act, Anti-Social Behaviour Act, Violent Crime Reduction Act. Specific enforcement instruments: DPPO's; ASBO's; DEZ's etc. Instruments are adapted to suit circumstances in different scenarios and locations Robust policing combined with 'softer' approaches based on addressing 'risk factors' *Improvements required:* Better balance between aggressive policing and 'softer' strategies More investment in early interventions Concerns that 'targeting' and 'performance' culture is fuelling more confrontation between police and street

4 HOW SME-City WAS IMPLEMENTED

5.1 Project action plan

SME City action plan was designed using the methodological frame of the Theory of Change, that is to say, an outcome map was developed for each context which depicted the relationships between the identified needs, the initiative strategies and intended results.

The rapid appraisal and the mapping revealed that the contexts of Perugia, London and Valladolid were very different. Each city had diverse needs to be addressed, and then each city sought to different outcomes. For that reason three strategies or project action plans were produced giving response to the concrete needs of each context, sharing the framework of the Theory of Change.

London's rapid appraisal showed that in each of the territories analyzed, tensions were being generated as a result of competition between space, and the usage of space, in each territory. Against this background, the challenge for SME-City was to work with these dynamics of contestation and to explore ways in which contested spaces, meanings and practices can move towards 'sensemaking', i.e. shared spaces, shared meanings and shared practices.
An action learning, and action research approach was seen as potentially the most promising way of achieving this objective. The strategy in London used the Action Learning approach, and was divided in five phases of activities, corresponding to the 'learning cycle' phases: 1. engagement of participants; 2. consultation syndicates; 3. organization of open space event; 4. experiments and evaluation; and 5. Community change event.

Perugia action plan was designed in response of the contextual needs identified in the area of the Old City Centre in Perugia, which was the intervention area. In the initial research phase it was found out that in this specific part of the city conflicts were growing due to the use of the public space, for instance to the presence of drug dealers in the alleys and the public squares; in the other hand the city was living a very lively moment for what concerned participation of citizens, demonstrated by the growing number of neighborhood committees and associations. However these bottom up and grassroots initiatives were very much characterized by weak social links and poor communicative capacity. Perugia action plan took advantage of the social fabric and movements already active in the city and tried to sum efforts and coordinate activities with them.

Valladolid action plan was design on response to the extended problem of street drinking among young people that leads to anti-social behavior, conflicts with neighbors and vandalism. Besides, previous studies relating the habits of alcohol drinking in the streets had revealed that in Valladolid, street drinking is practiced mostly by adolescents and that the age of starting drinking is 14 years old. This early age of drinkers worsen this phenomenon from a social, educational and healthy point of view. For that reason the strategy was planned from a double perspective educational and urban. On one hand

the project aimed to aware youth people about risks and consequences of alcohol drinking, and to propose them new ways of leisure in open places, alternative to street drinking. On the other hand the project wanted to promote new uses of public spaces and to create new collaborations among the different stakeholders of the hotspot areas, making them safer and more comfortable.

Below we present the three action plans produced for London, Perugia and Valladolid contexts.

SME-City
Theory of Change Model for London site

Theories of change	Expected changes	Objectives/Goals	Activities	Outputs	Outcomes/ Impacts	Indicators	Means of Verification
Contested spaces create tensions in inner cities which leads to increased levels of disorder and anti-social behaviour	Spaces in Hackney's 'night time areas' become more open and shared	To reduce the level and pattern of tension in Hackney's 'night time areas' by introducing participative action research initiatives that support sharing and open-ness in the usage of space	1.Carry out Rapid Appraisal research to map level and pattern of tension	1. Rapid Appraisal Report	1. Dissemination of Rapid Appraisal Report and utilisation of Results to produce SME City Action Plan for London	Report accepted by 2 internal peer reviewers and 2 external reviewers	Peer Review of Report External review of Report
			2. Implement Consultation Syndicates to disseminate results to community stakeholders and work with them to develop ideas for action research	2. 4 Consultation Syndicates targeted at 4 key stakeholder groups	2. At least 20 stakeholders attending and at least 4 ideas for an action research experiment produced	No. of stakeholders attending Consultation syndicates No. of ideas produced	Analysis of attendance data Content analysis of event reports
			3. Implement 1 Open Space event to integrate ideas from the Consultation Syndicates	3. 1 Open Space event involving all 4 stakeholder groups	3. At least 20 stakeholders attending and at least 1 firm proposal for an action research experiment	No. of stakeholders attending Consultation syndicates No. of proposals produced	Analysis of attendance data Content analysis of event report
			4. Carry out action research experiments and evaluate the results	4. Implementation and evaluation of at least 1 action research experiment	4. Increase in level of open-ness and sharing of space in experimental areas Decrease in level of tension in experimental areas	Incidence of examples of shared activities in experimental areas % of stakeholders perceiving increased level of safety, open-ness and enjoyment Reduction in incidents of tension, disorder	Observation analysis in experimental areas Stakeholder surveys

Theories of change	Expected changes	Objectives/Goals	Activities	Outputs	Outcomes/ Impacts	Indicators	Means of Verification
						and anti-social behaviour % of stakeholders perceiving reduced levels of tension, disorder and anti-social behaviour	
Different social and cultural groups invest urban space with different meanings. This leads to conflicts of meaning and creates tensions that shape both perceptions of disorder and anti-social behaviour and its level and pattern.	Improved understandings of the symbolic and cultural processes that lead to tension, disorder and anti-social behaviour in Hackney's 'night time areas. Increased consensus on strategies to reduce tension. Reduced labelling and demonization of particular groups by other groups.	To identify the different meanings associated with space in Hackney's night time economy areas and how these are shaped. To deepen understandings of how these meanings contribute to tensions in these areas. To support 'sensemaking' between the different stakeholders.	1.Carry out Rapid Appraisal research to map symbolic meanings associated with urban spaces and how these are shaped	1. Rapid Appraisal Report	1. Utilisation of Rapid Appraisal Results to produce procedure for Consultation syndicates	Report accepted by 2 internal peer reviewers and 2 external reviewers	Peer Review of Report External review of Report
			2. Implement Consultation Syndicates to further explore findings on meanings and tensions	2. Report on Consultation Syndicates	2. Improved understanding of symbolic and cultural processes that lead to tension, disorder and anti-social behaviour	% attendees reporting increased understanding of point of view of other groups	Content analysis of event discussions. Analysis of event evaluation data
			3. Implement 1 Open Space event to support sensemaking	3. Report on Open Space event	3. Increased sensemaking between different stakeholder groups. Participation of groups in collaborative action research	% attendees reporting increased willingness to participate in collaborative action research % attendees committing to collaborative projects	Content analysis of event discussions. Analysis of event evaluation data
			4. Carry out action research experiments and evaluate the results	4. Implementation and evaluation of at least 1 action	4. Increase in level of stakeholder collaboration in action research	No. and range of stakeholders collaborating in action research.	Process evaluation of action research

Theories of change	Expected changes	Objectives/Goals	Activities	Outputs	Outcomes/Impacts	Indicators	Means of Verification
				research experiment	areas. Increase in level of sensemaking and shared understanding. Decrease in level of tension in experimental areas	Level of interaction between stakeholder groups. % participants reporting increased shared understanding. % participants reporting decrease in level of tension in action research areas.	pilots. Stakeholder Focus groups. Stakeholder surveys.
Low levels of knowledge sharing and exchange of practices between different stakeholder groups create barriers to a shared vision of how tension and conflict can be effectively addressed.	Increased evidence-based knowledge on the dynamics that create tension in Hackney's night time economy areas. Increased knowledge and practice-sharing between local stakeholders and with external stakeholders. Convergence in strategic vision for future policy and practice.	To improve the evidence base on the causes of tension, disorder and anti-social behaviour in night-time economies and on 'what works' in addressing these issues. To increase knowledge and practice exchange between internal and external stakeholders. To develop the foundations for a European-wide 'Space-Friendly Cities Network'.	1. Implement awareness-raising, engagement and dissemination action on-line and through other media	1. Adapted web-site for London site, linked to overall project site, linked to social media tools. 2. Adapted project flyer, summary leaflets and publicity material. 3.Consultation syndicates and Open Space event	Raised awareness of SME-City in local area and beyond. Extensive engagement of range of stakeholder groups in the project. Dissemination of initial project results. Participation of range of stakeholders n project actions	No. of items of publicity distributed. No. of visits to web-site. No. of registered users. No. of visits to Facebook and Twitter pages. No. of posts on these pages and on the web-site. No. of participants in syndicates, Open Space event and action research activities.	Analysis of dissemination material data. Analysis of website and social media utilisation data. Analysis of events evaluation data.
			2.Produce and disseminate deliverables on project results	Rapid Appraisal Report. Report on Consultation Syndicates and Open Space	Increase in evidence base on disorder and anti-social behaviour in inner cities	No. of deliverables produced. No. of copies distributed	Analysis of dissemination data

				event. Report on evaluation of action research experiments			
			3.Implement dissemination and exploitation events	1. Community Change Event to present evaluation results and develop Community Action Plan 2. Final Project Conference	Increase in participation of community in actions to reduce disorder and anti-social behaviour. Increase in knowledge base on urban disorder and anti-social behaviour	No. of participants to community change event. % of participants rating event as effective No. of participants to conference. % of participants rating conference as effective	Analysis of event participation data. Analysis of event evaluation data
			3. Set up EU 'Space Friendly Cities' network	1.Exchange visits between the 3 SME-City participating cities 2. Launch of network	Increase in exchange of knowledge and practices between internal and external stakeholders Development of shared strategic vision at EU level	No. of participants at exchange events. Increase in level of collaboration between stakeholders in participating cities No. of additional cities expressing interest in joining Network	Analysis of participation Data

SME-City
Theory of Change Model for Perugia site

Theories of change	Expected changes	Objectives/Goals	Activities	Expected /Actual Outputs	Outcomes/ Impacts	Indicators	Means of Verification
Contested spaces create tensions in inner cities which lead to increased levels of disorder and anti-social behaviour.	The stakeholders and the people active or living in the concerned neighbourhood and their public spaces regain the **capacity to influence** the way these spaces are used.	**Increase the capacity of the different** stakeholders to: 1. read the significance of their actions in the public spaces and communicate them effectively to the others 2.dialogue and share experiences 3. organizing and managing actions and resources	1. Carry out Rapid appraisal research to map levels and patterns of tension.	Rapid appraisal report completed	Dissemination of Rapid appraisal report and utilization for project's final report	Report accepted by internal peer reviewers	Peer review of Report and external review
			2. Carry out Focus groups involving the different stakeholders (citizens committees, associations) working in the identified areas	2. Carry out Focus groups involving the different stakeholders (citizens committees, associations) working in the identified areas	Nr of focus groups and participation of different stakeholders	Interest and motivation in participating in the activities Increased awareness Positive opinions	Nr. Positive answers Nr Positive opinions Nr behaviours that indicate dialogue
			3. Communicate the actions posting on the blog and on the facebook group	Nr channels Nr posts	The information is variegated and diversified. The target is diversified.	Nr of persons reached by the information and their socio-cultural profile.	Questionnaires (ie. Survery Monckey on line questionnaires)

			4. Involving the bar tenders and the other business on the organisation of micro-events organised and managed by themselves, with the help of the SME to reach successful communication.	Nr. of micro-events	Multiply the chances that stakeholders have to meet each other and dialogue	Nr events Nr of persons and their socio-cultural profile.	Registration and observations
			5. Editorial board of the free press Luoghi Comuni, aimed at giving voice (narrating) the positive aspects of what is going on in the public spaces of Perugia thanks to participation. The Editorial Board implies the organisation of Public meetings and Action learning groups	Nr persons involved and reached.	Increased capacity of conflict analysis and problem solving by the part of the participants and the stakeholders. Identification of places or objects that can become new references points for the territorial communities. Development of a common language, amongst different subjects, and the capability to mutual understanding.	Nr of participants Quality of feedback	Data collection Questionnaires

Theories of change	Expected changes	Objectives/Goals	Activities	Outputs	Outcomes/ Impacts	Indicators	Means of Verification
Contested spaces create tensions in inner cities which leads to increased levels of disorder and anti-social behaviour.	Citizens living in a specific area regain the capability to interact and sharing decisions around their common public space	Stimulate co-living processes, co-managing, co-ownership and co-reading of the common public spaces within specific living areas: Porta San't Angelo, Porta Pesa, Porta Eburnea in the City of Perugia.	6. Realization of nr 3 projects of "Neighborhood gate-keeping"- In three different areas of the old city (Porta San't Angelo, Porta Pesa, Porta Eburnea)- The Neighborhood gate-keeping (NG) is a disadvantaged person living in the area charged by SME project and chosen in a participatory way together with the inhabitants. The NG has an explicit and an implicit mission. The former is to take care of the common spaces of the area (gardening cleaning, (also Dangerous waste if the case), repairing, solving small tasks on behalf of the	The 3 NG are operating in the areas . SME is modelizing the results of this experimentation Some public spaces have been re-open and restored for public use. (a Toilet and a Garden)	Increased ownership of the public spaces concerned Increased capacity of co-manage the common areas Increased capacity of co-living and dialogue	The quality of the feedback given by the interviewed persons The experiment has been replicated in the city of Foligno, thanks to the communication and dissemination activities of SME. Some citizens are authonomously deciding to activate the NG autonomously in other areas	Questionnaires held to the people living in the areas

			inhabitants. The implicit mission is not only that of becoming a sort of "antenna" and reference point within the neighbourhood but overall stimulating the processes described in the goals: -co-ownership -co-management -shared decisions making				

SME-City
Theory of Change Model for Valladolid site

Theories of change	Expected changes	Objectives/Goals	Activities	Outputs	Outcomes/Impacts	Indicators	Means of Verification
Social conflict between different groups (Young people, neighbors,..) on public spaces (squares, parks,..) due to Street drinking (botellón)	Shared use of common spaces	Identifying the problematic areas, the current conflicts and possible solutions	Identification of hot spot areas degraded by street drinking	Mapping of hot spot areas	Hot spot areas identified to plan actions in them	Local police reports about conflictive areas	Direct observation Analysis of the nº of fines on these areas
			Carry out Rapid appraisal research to map levels and patterns of tension and possible solutions	Rapid appraisal report completed	Dissemination of Rapid appraisal report and utilization for project's final report	Report accepted by internal peer reviewers	Peer review of Report and external review
		To reduce the conflict between different social groups motivated by botellón	Contact, engage and gather the different stakeholders in hotspot areas to collaborate in activities organization	Neighborhood stakeholders work together in the organization of activities	Collaboration and agreements of different groups of the identified neighborhoods	Interest and motivation in participating in the activities

Increased awareness

Positive opinions | Nr. Positive answers Nr Positive opinions

Nr behaviours that indicate dialogue

Nr of future actions organized together |
| Social conflict between different groups (Young people, neighbors,..) on public spaces (squares, parks,..) due to Street drinking (botellón) | | | Development of cultural events (theatre, concerts, open art,…) on two spaces detected on initial mapping and where street drinking is practiced | Urban recovery of public spaces damaged by the street drinking | Change the mentality of some social groups concerning the use of the selected public spaces | Nº of participants (attendance to the events) % of reduction of Street drinking fines on these areas | Direct observation Analysis of the nº of fines on the areas |

Theories of change	Expected changes	Objectives/Goals	Activities	Outputs	Outcomes/ Impacts	Indicators	Means of Verification
The majority of Street drinkers and those committing anti-social behavior are adolescents.	1. Reduction of alcohol drinking habit among adolescents	Awareness raising among adolescents about the risks and consequences of abusive alcohol drinking	6 Informative events on public places (secondary schools, social centers,…) about costs motivated by damages on urban furniture linked to Street drinking (botellón) on public spaces and responsibilities for the youngsters and/or parents	Adolescents are informed about risks and consequences of abusive alcohol drinking (physical and mental health, social, educational, etc.)	Change in alcohol drinking habits among adolescents	Number of youngsters having attending the workshops that have made significant questions during the sessions Numbers of youngsters that have write emails asking for more info. Answers to questionnaires	Questionnaires used during the sessions E-mails received Reports from the workshops
	2. Appropriated use of urban furniture	Reduction of ASB linked to Street drinking (botellón) on public spaces		Reduction of costs linked to ASB on street drinking areas	Change the mentality of some social groups concerning the damage on urban furniture	% of reduction of Street drinking fines on the identified areas	Direct observation Analysis of the damage costs for the next year

5.2   Implementation of the action plan in London

Objectives of the London pilot

The main objectives of the London pilot were:

- to carry out research to assess the level and nature of crime and anti-social behaviour in inner city areas in London – particularly 'night time economies, to identify the factors contributing to crime and anti-social behaviour, to identify potential ways of managing and reducing crime and anti-social behaviour
- to engage with diverse community groups in London to explore the results of the research; collaborate with them to develop ideas for action research experiments to address crime and anti-social behaviour; develop new cross-sectoral and cross-community partnerships to address crime and anti-social behaviour
- to select the most promising ideas for action research experiments to address crime and anti-social behaviour; to implement them; to evaluate the results
- to apply the learning from the pilot to developing a European network for research and practice in the field of urban crime and anti-social behaviour.

Project activities

The activities carried out to achieve the above objectives were as follows:

- In Phase 1 we researched crime and disorder in city centres from the diverse points of view of all sections of the community – looking at the problem through the eyes of young people, residents and workers, business-people, tourists, politicians and police. We also collected and analysed data on crime and anti-social behaviour in six different inner city locations. The research produced some key findings about patterns of crime and anti-social behaviour, the factors that contribute to conflict in inner cities, and how conflict might be reduced

- In Phase 2 we used the results of the research to consult with over 250 people from a wide range of agencies and groups in the community – including the Council, the police, residents associations, youth organisations and local businesses. We then ran four Community Workshops (Consultation Syndicates) with different groups in Hackney. We followed up these workshops with some individual interviews. This work came up with some ideas for 'action research pilots' to reduce conflict, crime and anti-social behaviour in Hackney.
- In Phase 3 we selected two of the most promising ideas and have put them into practice in two 'action research' pilots. Pilot 1 – 'Strani Eventi' (Strange Events) – involved two community festivals in Gillett Square, Hackney. The main objective of the festivals were to encourage greater diversity and shared use of what is nominally a public space in Hackney, but which in practice has largely been given over to the activities of Dalston's 'night time economy'. The aim was to explore whether and in what ways these kinds of spaces can be opened up to a broader spectrum of the community, and whether different 'uses' of space can co-exist. Pilot 2 – 'Innovating Social Innovation' is aimed at 'intermediaries' and other actors who work directly with community groups – particularly young people - to reduce social exclusion and develop community cohesion. This pilot aims to contribute to increasing the effectiveness of these intermediaries by delivering a short, but intensive, learning programme. The programme draws on the latest research and practices from the European Union and beyond to provide an immersive experience in the field of social innovation.
- In Phase 4 we analysed data collected from evaluating the pilots and have applied the results to report on the key conclusions and implications going forward.

London Pilot 1: Community Festivals

Pilot 1 (of two London pilots) involved two related community events in Gillett Square, Hackney. The main objective of the events was to encourage greater diversity and shared use of what is nominally a public space in Hackney, but which in practice has largely been given over to the activities of Dalston's 'night time economy'. The aim was to explore whether and in what ways these kinds of spaces can be opened up to a broader spectrum of the community, and whether different 'uses' of space can co-exist.

Event 1 formed part of a broader Festival, promoted by Hackney Council, called 'Hackney 1'. This is a 'traditional' street festival involving a carnival type event together with mainly music performances delivered on an open air stage in front of Hackney Town Hall. The SME City contribution involved delivering an 'event within the event' in Gillett Square. This 'mini festival' incorporated a family area and children's play area in the square, together with a 'Mixology' workshop involving mixing non-alcoholic cocktails using members of the audience as 'co-mixers'.

Event 2 – 'Something Different' – took place a week later, again in Gillett Square. This was a much larger, multi-activity event, involving occupation, involvement and inclusion in a Community Space, by as wide a range of the local Community as possible. The event combined entertainments (Music, Performance, Interactive Art etc), workshops, food sharing, Dance, Play and Creative workshops - and involved diverse community groups in Hackney. The overall aim was to assess whether opening the space to a wider spectrum of the community – and engaging them in taking ownership of the space – would increase mutual awareness, participation and have an this impact on social cohesion, awareness and public behaviour. A second objective was to create new opportunities for collaborative enterprises within the local community. The composition of the event was as follows:

Background events (running continuously in the square, with audience participation)

Universal Board Games – community board games

Velvet Loop Theatre Group – interactive theatre

Kids Play Space and Play Equipment

Bling Wear – Community Graffiti and Mural

Community Foodsharing

Orlando Harrison's Tarot Experience – Tarot card reading

Foreground events (stage performances)

Cardboard Citizens (theatre group of ex-homeless people)

Ozan Figani   (traditional Turkish/Kurdish music)

Derya Alibaoglu and Youth Orchestra (traditional Turkish/Kurdish music)

Curtis Walker (stand up comedian)

Asher Xss Ess (rap)

Anarchistwood (retro punk)

ShezAr (R&B)

Results of Pilot 1

For both events, the evaluation approach combined:

- Observation analysis
- Audience Feedback Survey

- Street Interviews.

Drawing together the results of the observation analysis, audience feedback survey and street survey, the main conclusions of the evaluation of the SME City London Pilot 1 are as follows:

- The two Pilot 1 events attracted a significant audience – sampled at around 1,000 for each event, with an average audience size of around 225.
- The pilot succeeded in its primary aim of bringing together a diverse range of members of Hackney's diverse community. Broadly half the audience in both events were from black and ethnic backgrounds. Both events attracted a wide demographic, and both were broadly split between male and female participants.
- The crowds at both events were predominantly actively engaged and involved in the activities. The audiences comprised a diverse mix of families and sub-groups, defined mainly by age and interest, and there was a high level of social interaction between members of the audience and between the audience and performers/activities.
- A number of examples of positive behaviour were observed. These included interaction between family groups from different backgrounds within the play area; people engaging with each other within a game environment; people engaging with different groups in the interactive theatre and exploring issues around the use of space and the sharing of space.
- Very few incidents of anti-social behaviour were observed in the events. The Something Different event attracted a number of street drinkers. However, this group got engaged in the event in a positive way.
- The audience response assessment shows a high level of positive response for the events, with high ratings on all of the assessment measures applied - i.e.: arousal (interest, grabbing attention); understanding of the event; intellectual stimulation; enjoyment; emotional involvement; social interaction.
- This was reinforced by street interviews. Over 90% of respondents said participating in the events had made them feel part of a community; over 90% said it felt good to mix with people they wouldn't normally mix with; 95% said it felt good to share streets and public spaces with other people and over 80% said taking part in the events made them more aware of the diversity of the community.
- These experiences translate into positive outcomes. All of the respondents surveyed said they had enjoyed taking part in the events; all of the respondents surveyed said the events had encouraged people to explore new ways of doing things; over 95% said the event showed that public spaces can be shared by more people; over 90% said that taking part in the event makes people more tolerant of each other. 85% of respondents said they thought the events were a way of reducing anti-social behaviour.
- The evidence suggests that the Pilot 1 experiment has good potential sustainability. When asked 'Would you take part in a similar event in the future?', 96% of those surveyed who attended the 'Something Different' event reported 'Yes' and only 4% said 'No'; 100% of those surveyed who attended the 'Hackney One' event reported 'Yes' and 0% said 'No'.

London Pilot 2: Innovating Social Innovation

Pilot 2 – 'Innovating Social Innovation' is aimed at 'intermediaries' and other actors who work directly with community groups – particularly young people - to reduce social exclusion and develop community cohesion. This pilot aims to contribute to increasing the effectiveness of these intermediaries by delivering a short, but intensive, learning programme. The programme draws on the latest research and practices from the European Union and beyond to provide an immersive experience in the field of social innovation. It integrates a range of research projects that have been carried out over the past five years under various European Union initiatives and presents and applies the results in interactive workshops.

The workshop programme focuses on three key themes:

- Theme 1 – 'Navigating the Landscape'. The focus of this theme is on immersion in the current state of the art in social innovation for marginalised young people. Presentations review theory and practice in the field; good practice case examples of social innovation; key findings and key messages from the evidence base. Small group interactive sessions engage participants in applying the results to their own practices.
- Theme 2 – 'What works?' The focus of this theme is on success factors, barriers to success and impacts assessment. Presentations identify what works under which conditions, drawing on the learning from good practice cases and will review methods and techniques used in evaluating social innovation. Small group interactive sessions engage participants in applying the results to improve their own service delivery and evaluation approaches.
- Theme 3 – 'Developing Organisational Intelligence'. The focus of this theme is on supporting organisational innovation in the field of services for marginalised young people. Presentations cover the 'IGUANA' organisational innovation approach. Small group interactive sessions engage participants in applying the IGUANA organisational intelligence self-assessment tools to identify ways in which their organisations can further develop their innovation capacity.

The expected outcomes are:

- Dissemination of new knowledge. The workshop presents the results of over 150 'good practice' cases of social innovation for marginalised young people. These cases have been profiled and analysed to reflect current 'state of the art' in the field. Participants can get up to date with the latest methods and techniques that are being used.
- Identifying and promoting success factors in social innovation. The research shows 'what works, for whom, under which circumstances'. Workshop participants can apply what has been learned from real-world practices to add value to their own practice.
- Technological development. The workshop has a particular focus on 'new technologies' as a catalyst for social innovation. Participants can explore what these technologies can do and what they can't.
- Supporting the development of an evaluation culture in the field. The research looked in particular at impacts assessment in social innovation. Participants can learn about the most effective ways of measuring outcomes and impacts.
- Developing the intelligent organisation. The projects have developed methods and tools to support 'organisational intelligence'. Participants can work with these methods and tools to help their organisations innovate more effectively.

5.3   Implementation of the action plan in Perugia

The activities were performed in several neighborhoods in the Old City Centre of Perugia where many conflicts exist related to the use of the public space and the presence of antisocial behaviors that affected the ownership of the places by the part of the citizens and the residents. In response to these conflictual situation spontaneous citizens committees and associations had already started to work for the re-valorization of the neighborhood and the empowerment of the community. However these bottom up and grassroots initiatives were very much characterized by weak social links and poor communicative capacity.

The project has join, canalized and created synergies with those groups of citizens supporting their initiatives, coordinating actions and organizing new activities with them.

- **Creation of Social Multimedia e-Comunication (SMeC).**

This activity responded to the objective of promoting and enhancing the communication between the different stakeholders operating in the neighborhood of the city centre and contributing to create a shared narrative of the common space in order to enable people to share opportunities and modalities of participation to the life of the city.

It has served for the following purposes:

- Help the associations and the people to tell the world what goes on in the city centre, putting at disposal competences and technical resources.
- Analyze, compare the different routes of citizens participation, with the help of cultural animators and mediators
- Contribute to developing a common narrative of the city through an online and offline free press- printed monthly with 1000 copies, called "Luoghi Comuni";

The Free Press Luoghi Comuni represents a tool of the project Share my City in Perugia, through which it was possible to perform a social mediation action in order to aggregate various actors working and operating in the city centre.

This activity is addressed to any citizen, association, citizens' committee, public administration, shops and little business of the city centre. I was expected to enhance communication and circulation of information about all the positive events and initiatives happening in the Old City Centre Neighborhood, at horizontal (amongst the associations, the committees, etc.) and at vertical level (from grassroots activities to the public administration; from the grassroots activities to the general population).

By the moment 10 different organizations are collaborating in the activity: The Association Rivivi il Borgo Sant'Antonio; Stamperia del Borgo (printing house), Association Porta Eburnea, Association Vivi il Borgo Sant'Angelo, Comitato Piazza Grimana e Dintorni, Association. Via dei Priori, ADISU (university hostel), Comitato Filosofiamo, Urban Centre Perugia and Associazione Fiorivano le Viole.

During project duration more than 11.000 copies of the Review Luoghi Comuni were distributed. The SMEc agency has also its own facebook page with 1049 contacts at the very moment (https://www.facebook.com/smecperugia?fref=ts)

- **Community /Neighbourhood Gatekeeper (Portieri Sociali)**

This is an activity of social mediation. We introduced the profile of the Social Gatekeeper (or Community Gatekeeper) in some neighborhoods of the old city in the following process:

- Analyzing the needs and the resources of the neighborhood.
- Co-build the idea of the social gatekeeper with the inhabitants
- Identifying a person who would take care of the needs of the persons and that of the space, acting as a mediator, a factotum, a reference point.
- Offering this person (often a disadvantaged one) a job for a period

The Community Gatekeeper is like a "neighborhood totem", in charge of:

- Building everyday relations, contacts, collaborations
- Representing a model of bottom up response to the needs of the people living in the urban territories

The idea springs from the idea of "Community Work" and symbolizes the collaboration between the public administration and organizations such as little business and citizens associations; it furthermore Symbolizes the fact that urban security can be regained thanks to collaboration and bottom-up initiatives. Finally it Represents the sense of belonging of a community.

Three Social Gatekeeping projects were placed in 3 different neighborhoods of the old city centre.

With the figure of the Gatekeeper it was expected to increase or (re)-built social cohesion in the areas, to establish collaborative relations amongst citizens relating their own living and working place, to regained ownership of the public space by the part of the citizens, and to stimulate (from bottom-up) care and keeping of the public spaces.

This activity has been made with collaboration of five neighbor's organizations from the hot spot areas (Ass. Rivivi il Borgo Sant'Antonio, Ass. Porta Eburnea, Ass. Vivi il Borgo Sant'Angelo, Comitato Piazza Grimana e Dintorni and Ass. Via dei Priori) and the Stamperia del Borgo (printing house) and the university hostel ADISU.

- **Strani Eventi (Strage events)**

The Strani Eventi was an initiative held from May 2014 to July 2014. The Strani Eventi have foreseen the organization of cultural events in the public spaces of the Old City Centre of Perugia, with the participation of a widely differentiated set of local actors which reflect the multi-stakeholders approach pursued by Share my City for enhancing dialogue and participation.

The initiative was totally innovative in our area because it entailed a series of innovative organizational measures that were let by the more general objectives of Share my City to enhance participation and direct involvement of different kind of actors in order to promote ownership of the public space and reduce anti-social behaviors in the concerned areas.

The *Strani Eventi* festival involved more than 16 associations, 32 businesses and the direct participation of more than 150 people in the organization of 14 events which engaged more than 4000 persons

To evaluate the results of this activity in terms of potential increase of social participation and social cohesion we used a questionnaire delivered to 40 persons. The feedback revealed in a very straightforward way that different kind of persons evaluated the activity as positively contributing to a requalification of the public spaces and to the naissance of collaborative links amongst the various actors. The people interviewed through the questionnaire expressed feedbacks like the following: "This type of events help solve   problems linked to misuse of public spaces"

In fact, the organization of the Strani Eventi Festival has entailed the setting up of an articulated set of collaborations amongst local associations, committees and little business such as bars, bakeries, restaurants, artisans' shops etc. The Strange Events festival promoted the naissance of a Network of Friendly Places in Perugia. The collaborations activated within the organization of the Strange Events festival were the first enrolled members in Perugia.

5.4   Implementation of the action plan in Valladolid

Two different kind of actions were performed in Valladolid, as far as SME-City sought for a double purpose: to prevent and reduce alcohol drinking among youngsters and to revitalize degraded areas by "botellón" (street drinking)

- **Awareness workshops for adolescents**: Talks and workshops about the risks and consequences of alcohol drinking and antisocial behavior.

  The workshops were addressed to adolescents between 12 and 18 years old and performed in high schools, with the aim of preventing and reducing the alcohol consumption and the ASB among adolescents who are the group of people that mostly practice *botellón.*

  Six talks were given in collaboration with Local Police and students from the European University Miguel de Cervantes, which talked with high school students creating a space of confidence and relax during around one hour.
  During the sessions youngsters felt comfortable to talk about their own experiences relating "botellon", achieving a high level of participation, raising many questions and exchanging their points of view.

  The Police part made a different impact. Adolescents did not know almost anything about the fines and other legal consequences that the use of alcohol under 18 (legal age for drinking in Spain) and the antisocial behavior may carry out to them. They seemed very interested on that issue and made many questions of concrete cases to the Police.

  At the end of the sessions an email account was provided to them in the case they would like to make for further questions.

  The expected results of this activity were to make adolescents aware of the importance of the consequences of alcohol drinking from many perspectives:
  - Physical and mental health: the brain and the rest of their organs are not totally mature yet. Alcohol abuse may cause serious damages in their development.
  - Educational: Botellon advances the alcohol consumption and eases addiction and provokes early school leaving.
  - Relational: Alcohol drinking use to carry out problems and conflicts with friends and family and may lead to isolation.
  - Social: Adolescents are the near future of society, the extended use of alcohol as the main leisure activity supposes a risk for the society as a whole.
  - Legal: Alcohol and ABS have legal consequences for adolescents, even if they are not legally adults.
  This activity was complementary with the antidrug local plan, promoted by the City Council of Valladolid, whose objective is to encourage youngster to stop consuming drugs and alcohol through the proposal of alternative leisure activities.

- **Cultural-participatory activities.**

Different stakeholders of the neighborhoods of the identified zones collaborated in the organization of cultural activities with the common aim of revitalizing those degraded areas, promoting different and shared uses of them.

Some of activities were promoted by the stakeholders; Intras supported or collaborated in the organization of them, creating synergies with SME-City project.

The target group of these activities was the neighbors of the hotspot areas identified in the mapping. The activities were very diverse and addressed to every age and sociocultural background; this is a summary of them:

o *Cantarranas Day.* A one-day urban festival organized in collaboration with the little business of the Catarranas square. Many activities were performed from 12.00 in the morning to 20.00: storytelling for children, DJ session, shows for children and adults, jaimas, kimono workshop, origami, yoga, open-micro, etc. 26th April 2014

o *Street Concert in Portugalete square*. In collaboration with Valladolid Municipalty and the program of alternative spare at night VallaNoche - 17th May 2014.

o *Pecha-Kucha Night 20x20*. Public street presentations of 20 images in 20 seconds. Organized in collaboration with bartenders. 27th June 2014

o *Espacio Mental Festival*. Inter-generational activities in Campo Grande Park. Children activities in the afternoon (make-up, masks creation, storytelling, magic show, etc. And concert   in the evening (groups Calle 61, Dehra2, Tuxedo, Fellows, Los Cru). Organised in collaboration with La Revolución Delirante. 4th July 2014.

o *LoveStore* Open showroom space for selling second hand clothes and handcraft products created by people with mental health challenges.   Organized in collaboration with the creative space La Atómica**,** Pilarina hecho a mano atelier, the shops Planeta Urbano**,** Estación Futura and Hangover Style. 3rd-5th October 2014

o *Cultural Day in Parque del Mediodía*. Collective graffiti painting and parallel cultural activities (gymkhana for children, domino tournament, urban dancing, concerts, etc.) organized in collaboration with 4 associations in the neighborhood and with the municipality. 18th October 2014.

These activities aimed to revitalize the degraded areas by *botellón* and to promote new leisure activities there.

The strategy used was the promotion of synergies and new collaborations of stakeholders, promoting mutual knowledge and strengthen the social fabric of those areas. Many groups had coincident purposes and interests relating the degraded zones but were not adding efforts.

The collaboration in the organization of activities has created a sense of vicinity reinforcing the neighborhood social links. Especially some activities like the Cantarranas day and the Graffiti painting that have created a real network which is planning future activities in order to keep the zones alive.

5 SME-City PROJECT RESULTS

5.1 Introduction

Share My European City project activities were realised in three cities: Perugia in Italy, Valladolid in Spain and London (Hackney) in United Kingdom.

Partners in the project responsible for the action were: Borgorete Sociale Cooperative in Perugia, INTRAS Foundation in Valladolid and Arcola Research Limited Liability Partnership in London. They were supported in organizational and methodological aspects by the coordinator of the project – Comune di Perugia, (Italy), Forum Italiano per la Sicurezza Urbana (FISU) (Italy) – dissemination leader and Wyższa Szkoła Biznesu i Nauk o Zdrowiu (Poland) – evaluation leader..

Main aims of the project were:
- To prevent urban crimes and anti-social behaviours through awareness raising and active residents of the cities protagonism activities (in particular, young people);
- To recover environmental/urban crimes and offenders through social cleaning activities for ex- and potential offenders;
- To conduct research and evaluation of crime prevention through the identification of pilot indicator to evaluate crime prevention policies and activities;
- To disseminate pilot activities and results of the project.

Methodology chosen and applied in this project was Theory of Change. This methodology is often used for planning, developing and evaluating social change. The reason of its popularity may be the fact that it firstly defines objectives to be achieved and then maps backwards to identify necessary preconditions. Partners chose Theory of Change for Share My European City project for the same reason – the aims of the project were set in the beginning, the next step was to decide what activities should be taken to reach defined goals (see: chapter 2).

As the main aim of the project was to prevent juvenile crimes at first it may seem that the most visible result of the project would be reducing the number of crimes committed and anti-social behaviours performed in the project areas. However, this number depends on many factors and not all of them are connected to the project itself. What is more, the change in the number of crimes and anti-social behaviours by raising awareness and changing stakeholder's attitude is a long process and it may not be noticed within two years of project.

Therefore Partners decided to present all the project outcomes and outputs. That shows the main aim – reducing the number of crimes and anti-social behaviours in contested areas by raising awareness and changing the attitudes of stakeholders, although hard to measure is being achieved.

Details about project activities and their results are presented below.

5.2 Patricipation: comparative results

Project activities were targeted at different and diversified social and demographical groups. This part presents detailed information about groups and individuals who took part in SME-city activities in three project cities.

Chosen indicators are following: social and demographical groups to whom project actions were addressed, number of participants in events, changes in the number of participants in events during the project, observed diversity in socio-demographical profile of participants.

Table 5.2.1 Presentation of SME-city project results regarding participation in the project activities

	PERUGIA	VALLADOLID	LONDON
Social and demographical groups to whom project actions were addressed	The activities were directed and addressed to a variety of social and demographical groups: • Young people • Business owners • Members of local associations • Citizens committees	The activities were addressed to: • Adolescents • Different groups living in the hot spot areas: - families with children - elder people, - shopkeepers, - neighbour associations; - youth associations; etc	Pilot 1: 'Community festivals' - the activities targeted four main groups: • Young people – particularly those from disadvantaged communities • Members of the business community • Institutional actors – police, social services, local authority • Community organisations and residents associations Pilot 2- 'Innovating Social Innovation' – a training programme targeted at intermediaries – 'third sector' organisations working with young people and their communities
Number of participants in events	Borgorete realized 3 different typologies of social mediation activities: 1.The creation of SMEc, a multimedia Communication Agency: • *Luoghi Comuni* – free press was distributed more than 1000 copies for a number (11000 so far). • The Editorial Board organized focus	Awareness workshops: 240 adolescents. 6 cultural street activities: Around 700 participants in total (including organizers and publics) Organizers were: employees of Intras (2 for each activity); volunteers 3 or 4 (depending on the activity); citizens belonging to 2 neighbourhood associations;	1. Pilot 1 involved two related community events: • 'Hackney 1' - This 'mini festival' incorporated a family area and children's play area in the square, together with a 'Mixology' workshop involving mixing non-alcoholic cocktails during street festiwal: 248 participants on average, around 1000 during the whole event • 'Something Different' –the

		15 commercials and bars.	event combined entertainments (Music, Performance, Interactive Art etc), workshops, food sharing, Dance, Play and Creative workshops. 195 participants on average, around 1200 during the whole event
	groups involving 30 persons in total 2.The Festival Strange Events Involved more than 60 organisations, 16 volunteers who helped in the organisation of the festival and more than 4000 participants. • Initiation of the Network for Friendly Places in Perugia 3.Community Gatekeeper - involved the participation of more than local committees/associations • The facebook page of the SMEc agency has more than 1000 contacts		2. Pilot 2 – Innovating Social Innovation: the training programme recruited 10 participants from organisations providing services to support disadvantaged young people
Changes in the number of participants in events during the project	We can say that the project increased participation in the city of Perugia progressively The different stakeholders changed progressively the modus operandi and acquired the ability to act in a collaborative way This was verified through the documented participation to the meetings organised by th eEditioral Board of Luoghi Comuni, for instance, as well as within the focus groups	Events had different number of participants but that changes depended on the season and type of activity, not on the project.	Changes in the number of participants in the events were not essential. Although 'Something Different' have bigger overall number of participants, 'Hackney 1' managed to keep more visitors at the same time.
Observed diversity in socio-demographical profile of participants	Young people were the major component. Families and older people did take part both to the organisation and the attendance of the Strange Events festival	Cultural street activities had mainly participation of young people and families with children.	Both Community Festival events attracted participants of different ages, from diverse backgrounds, with around half the audience reporting they were from black and ethnic backgrounds. This compares with only 6% of participants at the comparison event organised in the same area at almost the same time. Pilot 2 – 'Innovating Social Innovation' was targeted at organisations and the profile of participants was not a relevant

			issue.

In three project cities similar activities have been performed and similar groups were targeted. Project activities were addressed to: young people, business owners, local citizen committees and associations etc. Additionally, one of London pilot were targeted at intermediaries – organisations working with young people in conflicted areas.

Participation in project activities varied between project cities from 700 participants (all together) in street activities in Valladolid to 4000 participants (all together) in Perugia. Although in Perugia Partners observed increase in participation during the project, in Valladolid and London there were no such observation – participation depended on season and type of activities and changes were not essential. In all three cities diversity in socio - demographical profile of participants (different age, family situation and ethnic backgrounds) were noticed.

5.3. Action results

Results of SME-city project activities were visible while performing the action and afterwards. Action result part focuses on results observed and measured during the project activities.

Chosen indicators are following: activities performed according to the project, most and least popular activities, participants' reactions observed, stakeholders' initiatives during the events (bottom-up), symptoms of cooperation between different groups observed during events, stakeholders' opinion given during and right after events

Table 5.3.1 Presentation of SME-city project results regarding action results

	PERUGIA	VALLADOLID	LONDON
Activities performed according to the project	All the activities foreseen originally by the project were realized, albeit the latter were changed as of the contents and the micro-objectives from the initial project proposal. The Strani Eventi was an initiative held from May 2014 to July 2014. The Strani Eventi have foreseen the organisation of cultural events in the public spaces of the Old City Centre, with the participation of a widely differentiated set of local actors which reflect the multi-stakeholders approach pursued by Share my City for	Awareness workshops for adolescents 6 cultural street activities: • Collaboration in CreaVa14 project (March 2014): Collective exposition in the streets, bars, shops and other public spaces of new artists and artisans of Valladolid. 10 different public spaces became 'galleries' and 27 creative people participated with paintings, pictures, video and many other kind of works. • Cantarranas Day. One day of cultural activities in this	Comprehensive research on causes of conflict and anti-social behaviour Four Consultation Syndicates Two action research pilots: Pilot 1 (of two London pilots) involved two related community events in Gillett Square, Hackney: • 'Hackney 1' - This 'mini festival' incorporated a family area and children's play area in the square, together with a 'Mixology' workshop involving mixing non-alcoholic cocktails using members of the audience as 'co-mixers' during street festival with

	enhancing dialogue and participation. The Strani Eventi festival involved more than 16 associations, 32 business and the direct participation of more than 150 people in the organization of 14 events which engaged more than 4000 persons.	little square, one of the key areas, promoting new uses of this space. In collaboration with shopkeepers and bartenders of the square (April 2014) • Rock Concert in Portugalete square. In collaboration with the Municipal Plan Antidrug. (May 2014) • PechaKucha Night in Plaza Wattemberg. Presentation style in which 20 slides are shown for 20 seconds each (six minutes and 40 seconds in total). The format, which keeps presentations concise and fast-paced, powers multiple-speaker events called PechaKucha Nights. (June 2014) • Festival Espacio Mental. Intergenerational festival with different kind of activities addressed to different ages (July 2014). In collaboration with the association La Revolución Delirante. • Collective graffiti painting in Parque del Mediodía, with parallel activities organized and promoted by neighbourhood associations. (October 2014)	music performances delivered on an open air stage in front of Hackney. • 'Something Different' – the event combined entertainments (Music, Performance, Interactive Art etc), workshops, food sharing, Dance, Play and Creative workshops. Pilot 2 – Innovating Social Innovation: the training programme
Most and least popular activities	All the activities were of success amongst the targeted final beneficiaries and intermediate beneficiaries. The most popular one is the Strange Events, with more than 4000 participants.	Most popular: Informative workshops Least popular: Collective graffiti	The Community festival activities have a similar number of participants. During 'Something different' two specific events were particularly valued: the Velvet Loop interactive theatre (cited by 8% of the respondents) and

			Universal Board Games (cited by 6% of the respondents). Feedback from participants in the 'Innovating Social Innovation' programme was very positive. All participants said the programme would contribute to adding value to their work.
Participants' reactions observed	An increasingly stronger participatory attitude was observed during all the three typologies of events.	**Awareness workshops for adolescents:** These sessions created a relaxed and confident atmosphere where youngsters felt comfortable to talk about their own experiences relating "botellon", they have been very participative, making many questions and exchanging their points of view. Adolescents seemed very interested in fines and other legal consequences of use of alcohol under legal age for drinking and made many questions of concrete cases to the Police. The 90% found the activity very interesting. They considered the talk have provide much information unknown for them in an amusing way (82%) The 78% admitted that the sessions gave them a different perspective of alcohol drinking. We have been asked for giving some more workshops in the present course •**Cultural-participatory activities:** Many people of different ages have participated in every activity, they showed to be enjoying and to feel comfortable and secure in the activity venues. Some new acknowledgements had	The crowd at the 'Something Different' and 'Hackney One/Mixology' events were actively engaged and involved in the activities. In the case of Hackney One, the audience were mainly individuals and families. Observed active positive behaviour mainly focused on the interaction between family groups from different backgrounds within the play area. In Something Different, the audience was split between sub-groups (defined mainly by age and interest – e.g. type of music) and a more cohesive and collective interaction with the activities and the performers. The diversity of activities on offer allowed a range of different social interactions to take place – the community Board games allowed people to engage with each other within a game environment; the interactive theatre (Velvet Loop) took people out of their everyday world and got them to participate with people they had never met in an exercise that allowed them to explore issues around the use of space and the sharing of space. Very few incidents of anti-social behaviour were observed in any of the events. The Something Different event

		happened during the events among different groups and stakeholders. Also people from other neighborhoods have participated and discovered the public places and what is going on in other areas of the city.	attracted a number of street drinkers, some of whom were quite noisy. However, the street drinkers ultimately got engaged in the event in a positive way.
Stakeholders' initiatives during the events (bottom-up)	The Organisation of Strange events promoted that different kind of stakeholders were cooperating together in order to be assigned a small fund for the organisation of the event.	Collaboration in the organization of activities. Some of them were proposed directly by them and supported by the project (Cantarranas day and collective graffiti, i.e.)	All stakeholders were actively engaged in the activities as a result of using an 'action research' model, i.e. they were involved in research, activity design, activity implementation and evaluation
Symptoms of cooperation between different groups observed during events	Symptoms of cooperation have been observed between different groups. Different groups of people have collaborated to the organisation of the Strange Events: citizens of different ages and backgrounds, different associations and grass-roots organisations including the citizens and neighbourhood committees. This process reinforced territorial relationships and promoted inclusive processes in virtue of the fact of working together for common aims.

The same can be said for the case of Social Gatekeeper. The participants involved in the action are the stakeholders that operate in the neighbourhood : local business, local associations, the school and the citizens themselves. The nr of direct participants is around 35 per neighbourhood. Symptoms of cooperation can be deduced from the extent to which the different actors | Different groups have collaborated together in the organization and execution of actions.: different neighbourhood associations; the Youth Department of the City Council; little business sited on the areas (shops, restaurants and cafés); groups of volunteers (Scouts and Intras volunteers). These new collaborations have provided mutual knowledge of different stakeholders creating a sense of group and reinforcing the neighborhood social links. Especially some activities like the Cantarranas day and the Graffiti painting that have created a real network which is planning future activities in order to keep the zones alive. | Hackney One: positive interaction between family groups from different backgrounds within the play area. Something Different – people from different backgrounds took part in proposed activities together. Innovating Social Innovation – the programme brough together representatives of diverse organisations working in the field of social inclusion and allowed them to exchange ideas and experiences |

	participated to the focus groups, periodical meetings and consultations. In the case of Luoghi Comuni, the participation of the different actors (stakeholders) showed concretely in the Editorial Board meetings and the article published in the Free Press		
Stakeholders' opinion given during and right after events	The feedback given from questionnaires, interviews and direct observation used for evaluation were extremely positive. the fact that people evaluated positively the experiences in relation to Increasing level of discussion and reflection on urban security Increasing capacity to respond to problems linked to antisocial behaviours and insecurity Increasing capacity to co-design the use of public spaces **Strange Events** Positive opinions expressed by the people who replied to the questionnaires. Statements specifically concerning the relationship between these kind of initiatives and the reduction of Anti-Social Behaviours Percentages 70% felt the event as a tool to requalify urban areas. 80% found the event very interesting **Social gatekeeper** Very positive opinions regarding the positive relationship between the	General satisfaction with the events. The collaboration with other groups in has discovered each other. Feeling of vicinity. Over the 95% of the participants in the events declared that these kinds of activities create a sense of vicinity and help meeting each other's in the neighborhood and give an added value to the zones increasing the feeling of comfort and security. The 90% of the adolescents found the workshops very interesting. They considered the talk have provide much information unknown for them in an amusing way (82%) The 78% admitted that the sessions gave them a different perspective of alcohol drinking. Two high schools have asked for the workshops in the present course.	In the Community Festivals, stakeholders' opinions were collected using questionnaires and surveys. Over 50% of the 'Something different' audience found the event very interesting, attention grabbing and enjoyable. Over 40% of the audience said the event got them emotionally involved and stimulated them to learn something new. 30% said the event had made them feel a lot more involved in their community and 30% said the event had made them feel very much more involved in their community. A similar audience response was identified for the Hackney One event, though this audience felt emotionally involved and more involved in their community.

	existence of the Community Gatekeeper and the increasing of safety, participation and qualification of the territories. **Free press editorial board** Very positive. The opinions concerned specifically the relationship between the activities of Luoghi Comuni and the enhancement of the participation on the one hand and the reduction of the sense of insecurity on the other hand.	57	

Cultural street events were realised in all three project cities. The number of events varied within the project cities: 14 in Perugia, 7 in Valladolid and 2 in London. Partners realised also different pilot activities: focus groups (all), creation multimedia Communication Agency (Perugia), establishing Community Gatekeepers (Perugia), Network for Friendly places (Perugia), awareness workshop (Valladolid), and training programme for organisations working in conflicted areas (London).

Active participation was observed during all of the events organised due to the project. Increased interest during the workshop, open attitude towards other participants during the street events, interaction and cooperation between different social groups or even active engagement of street drinkers were noticed. During the project stakeholders showed their own initiative and cooperated for the organisation of the event. The feedback given by stakeholders was very positive in all three cities. Most of participants declared high level of satisfaction and interest. They also claimed project activities made them feel more involved in the community. What is more, huge part of them admitted that project gave them new perspective on social issues.

5.3 Outcomes – physical outcomes, attitudes and perceptions

Results of SME-city project activities are seen and noticed after performing project activities. There are physical outcomes visible in the contested public spaces. There are also some attitudes, perceptions and points of view changed thanks to project action.

Chosen indicators are following: physical outcomes in the contested area, changes in the number of ASB in contested area after performing project activities, symptoms of cooperation between different groups observed after events, stakeholders' opinion given after, stakeholders' initiatives after the events (bottom-up).

Table 5.4.1 Presentation of SME-city project results regarding action outcomes

	PERUGIA	VALLADOLID	LONDON
Physical outcomes in the contested area	14 events realised 1000 copies of the free press	Actual recovery of the amphitheatre with graffiti. New network born in one of the areas. 6 events realised.	Re-design of public space in Gillett Square using community graffiti, community mural, play area and food sharing (temporary)
Changes in the number of ASB in contested area after performing project activities	We didn't observe these data – there are too many intervening variables to measure the attribution effect of the action research	Data collected at local level on the costs relating the ABS conducts in the contested areas in 2014 are not available at this moment. Last data is from 2013, before the perform of the activities	No data collected on this outcome – there are too many intervening variables to measure the attribution effect of the action research
Symptoms of cooperation between different groups observed after events	Co-participation and collaboration to the activities Participation to the Network for Friendly Places	Groups engaged in events are planning of future events. The Municipality is programming more cultural events in the areas in collaboration with some of the groups (neighbour and youth associations, business in the areas, etc.)	New partnerships formed between institutional actors, intermediaries New training programme developed for intermediaries
Stakeholders' opinion given after	Stakeholders opinion was investigate through questionnaires, telephone interviews, direct observations SME MULTIMEDIA COMMUNICATION AND LUOGHI COMUNI EDITORIAL BOARD Results showed that people evaluated positively the experience of Luoghi Comuni in relation to (some of the topics reported)	Public areas can be shared by different groups. They feel safe in the area most of the times. Hope cultural events will continue. They hope (but they do not very sure) ABS will be reduced This kind of collaboration makes easy to interact with other groups	Over 90% of respondents said participating in the events had made them feel part of a community; over 90% said it felt good to mix with people they wouldn't normally mix with; 95% said it felt good to share streets and public spaces with other people and over 80% said taking part in the events made them more aware of the diversity of the community. All of the respondents said the events had encouraged people to

	Increasing level of discussion and reflection on urban security Increasing capacity to respond to problems linked to antisocial behaviours and insecurity Increasing capacity to co-design the use of public spaces STRANGE EVENTS People generally evaluated the events positively in relation to aspects like: "This type of events help solve problems linked to misuse of public spaces" COMMUNITY GATEKEEPING According to feedback given: GATEKEEPING project is an initiative which contributes to : • Render the area more safe • More clean • Reduce antisocial behavoiour • Increase cultural initiatives in the area		explore new ways of doing things; over 95% said the event showed that public spaces can be shared by more people; over 90% said that taking part in the event makes people more tolerant of each other. 85% of respondents said they thought the events were a way of reducing anti-social behaviour. 96% of those surveyed who attended the 'Something Different' 100% of those who attended the 'Hackney One' declared they would attend in similar event in the future.
Stakeholders' initiatives after the events (bottom-up)	Before the events the Stakeholders didn't communicate amongst them and with the citizens. After the SME actions they begin to set up cooperation processes and expressed the will to be part of the Network for Firendly Places created by SME	In some cases they are willing to organize new events. The municipality is programming cultural events in one of the recovered areas in the framework of one of its youth programmes.	There is interest from stakeholders in running similar Festivals in the future The intermediary training programme may continue after the project

In all three cities physical results of project activities are now visible: Perugia has now free press informing on cultural and social issues in the cities, Valladolid has a recovered amphitheatre in Parque del Mediodia, and London has re-designed public space in Gilett Square.

Although the changes in anti-social behaviours number have not yet been noted, there are symptoms of changing attitudes and awareness of stakeholders. They show interest and engagement in local issues, new

partnerships and collaborations have been established. Opinions given by stakeholders also changed: they now declare they would like to take part in other cultural street events and mix with other social groups. Stakeholders are willing to participate and organise more events to improve sharing public space.

6. Conclusions and future development of SME City.

The Share My European City research project set out to investigate the causes of ant-social behaviour in our European urban environments, with a view to producing new tools and methods for approaching, understanding and resolving this. The initial focus of this was on young people and youth drinking culture, however as initial research and data analysis progressed, it became clear that 'anti – social behaviour' is a complex phenomenon, not necessarily or exclusively related to youth or drinking culture, with young people frequently demonised in the production of dialogue relating to social tensions. Whilst specific circumstances definitely favour a youth bias, as in the 'botellon' phenomenon observed in Spain, other complex factors involving contestation in the realms of perception, communication, meanings, use and ownership of public spaces, and of behaviour in these spaces, are at play. As such, all sections of our increasingly diverse communities are involved, as is the machinery of state, that ultimately controls (through legislation and policing) the meanings attributed to and definitions of 'anti social behaviour', the dialogues involved are complex and fluid between all protagonists, and involve complexities that relate not only to immediately measurable behavioural events, but also to creation dynamics and dialogues influenced by; power dialogues and differentials (*Foucault 1991, Gaventa 2003*)[35] [36], including economic factors, as well as dialogues of difference, meaning, belonging (*Anderson 1991*)[37] and conceptions of spaces ('fields of practise' after *Bourdieu 1980*)[38], all of which are affected by issues relating to the attributed or perceived value of social and cultural capital (*Bourdieu 1980, 1986)[39]* in sub groupings within our diverse and rapidly changing urban populations.

In order to simplify, in the interests of producing something useful, SMeCity's analytical framework of contestation involving use, meanings and dialogues in public spaces, whilst applying a theory of change evaluation coupled with an action research methodology, has generated some valuable results, insights and pilot actions. The focus and methodology has varied according to local context in the three cities, generating an interesting comparative framework and learning and development dialogue as the project progressed. These in turn, have led us to the point where we are able to offer some useful conclusions and proposals for conflict prevention and management in our European cities and communities.

6.1 Review of project objectives and theory of change.

A discussion of objectives and process in the light of a theory of change methodology: A journey, evaluated and adjusted as we travelled, an ongoing process.

As discussed elsewhere in this report the key objectives were to better understand the causes of conflict and anti-social behaviour in our European urban centres, with a view to producing new tools and methods, to address the issues. As such, SME City, through a theory of change model, has taken a two year reflexive journey through the urban environment and local problems in three diverse European contexts.

As a result of this, underlying causal relations have been identified: contestation in space, meanings and practises. In dialogue with the communities involved, this project has developed and applied a range of

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[35] Foucault, M. (1991). Discipline and Punish: the birth of a prison. London, Penguin.
[36] Gaventa, John (2003) *Power after Lukes: a review of the literature*, Brighton: Institute of Development Studies.
[37] Anderson, Benedict (1991). Imagined Communities, London, Verso.
[38] Bourdieu, P. (1980). The Logic of Practice. Stanford, Stanford University Press.
[39] Bourdieu, P. (1986). 'The Forms of Capital'. Handbook of Theory and Research for the Sociology of Capital. J. G. Richardson. New York, Greenwood Press: 241-58.

contextualised actions in all 3 sites, to help resolve these issues of contestation by encouraging 'sensemaking' and shared conceptions of spaces, meanings and practises.

The process has been a reflexive one throughout with ongoing evaluation and adjustment in the light of this and its TOC model. Local context and input has been a key ingredient, as has 'bottom up' empowerment and inclusion, education, dissemination, actions, events and dialogue, and the development of community actions and tools that enable community contact and sensemaking. In effect actions that build and create community and cohesion, and, create the conditions for community resolution of contestation through increased awareness, dialogue, participation, interest and transparency. Essentially the process has been very much that of a journey, with our eyes simultaneously on an evolving destination and our current space in time, whilst also looking back down the pathways that have led us to this point, and evaluating those paths and how they may have been improved on and affect our onward journey.

Key phases, pointers and adjustments in direction of travel are clearly outlined in earlier chapters of this report (Ch.'s 2, 3, and 5).

6.2 Lessons learned.

For more detailed information on the implementation of this projects actions and results in each of the study locations, please refer back to the detailed action research outlines in Chapter 5 of this report. The methodology used in the SME City is discussed and explained in depth in Chapter 2, the discussion below draws on the factors outlined in both these chapters, as they relate to the overall project aims, output and proposals for moving forward with the original objectives of this project. In each of the Cities that took part in this study the main lessons and simplified approaches that have come out of this are outlined below.

Perugia: Whilst pursuing the study goals and managing the SME City project overall, Perugia identified and attempted to address a number of issues relating to public order, use and ownership of public spaces. Key issues here were poor communication, the need to support, connect with and innovate grass roots organizations already working for improved understanding, communication and community cohesion. In addition a number of actions were identified and piloted that would support improved community communication, participation, understanding and cohesion.

London: In London, partly due to the difference in size and population demographics, employed a wide range of approaches including actions that encouraged dialogue, communication and awareness raising, whilst working with existing organizations whose goals matched those of SME Cities objectives.

Vallodolid: In Vallodolid, the primary focus was the 'botellon' phenomenon in Spanish youth culture. The approach was one of primarily facilitating knowledge sharing, education and communication, whilst also promoting more inclusive, innovative and collaborative use of key public spaces. Thus supporting and encouraging 'sensemaking' and change.

Throughout this project, all three research locations, have worked together to shape actions and research goals, locally contextualised and designed through consultation with community stakeholders. It has been clear in all cases that actions need to be engaging, interesting and that community design, reflecting local understandings and needs, is an essential ingredient for successful outcomes.

As stated earlier in this concluding section it is clear from our experience on this study, and many others (refs?), that our urban environments are undergoing ever increasing rates of change. It is also clear that 'community' is a complex phenomenon, undergoing constant creation/destruction dynamics that are finely balanced and subject to extensive local contextualization, which is also in flux. Solutions to these issues would appear to lie in understanding, enabling and empowering actions that promote creation and cohesion dynamics and conversations, whilst understanding, defusing and resolving the forces of conflict and destruction.

Key factors:

- Ongoing research, evaluation and dissemination – communication and a collaborative approach – 3 phases, constant input and innovation required in terms of understanding and provision of service that enables empowerment and collaboration.

- The importance of ongoing discussions and understandings in terms of societal flux and dialogues of meaning

- Collaborative enterprises

- Creation of the conditions for an ongoing creative dynamic

- Action Communication and understanding are keys

- Diversity and inclusion

- Community creation is an ongoing collaborative enterprise and is the anti dote to community conflict

- Empowerment and bottom up initiatives, with research, knowledge and communication tools

- Creative, inclusive and engaging collaborative actions have a positive and community building effect as well as providing awareness raising opportunities and a shared sense of space and belonging.

6.3 Next steps: developing a 'Network of Friendly Cities'.

'Friendly Cities' Network:

Our fast moving and dynamically changing inner city communities are in a state of perpetual motion, innovation and flux. All have complex and frequently changing population demographics; in terms of structure, socio-cultural dynamics, and economics. The vision for a 'Friendly Cities Network' is that its creation would aim to work with the community dynamic, contributing to and supporting the necessary social creation, renewal and maintenance dynamics, helping to build and maintain, healthy, happy and 'friendly cities' and communities.

Keys to this would include; the support and development of organizations, groups and actions that promote community cohesion, encourage communication, interaction and awareness; to discourage, mediate and defuse the divisive effects of conflict in all its forms. As such, we need to work to implement the strategies indicated by the SME City in a continuous and innovative manner, to support the above, and in part to mediate the unintended but sometimes negative impact of bureaucratic, institutional and market forces that, whatever their primary purpose, can also have the side effect of increasing isolation, division, a restricted view, and intolerance in society.

The SME City Project experience, suggests that in order to support and create a 'network' of friendly places, we need to implement an 'action research' program and additional supporting proposals with that as its aim. Important aspects of this include action oriented, programs and technologies, innovative funding, promotion of the exchange of social and cultural capital in all its various forms and perceived values. This would be achieved through shared actions, the identification of, support and encouragement of enterprises and practises that promote and encourage community cohesion, increased awareness and understanding, supported by a rolling research program and state of the art knowledge base.

A vision for a 'Friendly Cities' network is set out below:

To support Cities to begin to develop applicable action oriented policies, structures and funding to:

- **Address conflict**

- **Engage marginalised groups**

- **Promote community cohesion**

Operationally (to do this) we propose:

- **Knowledge and Experience sharing between Cities**

    - administration

    - research community

    - 3rd Sector and community organizations.

- **Developing and disseminating research**

    - With viable and practical actions

    - Building research capacity

    - Enabling and funding access and network

    - State of the art resource library and continuous development

- **Exploring ways of supporting and using 'Social Innovation Technologies'**

- **Policy Advocacy –** lobbying for support and knowledge diffusion

- **Financial Sourcing Models**

    o Identifying and sourcing

    o crowdfunding

- **Exchange visits**

- **Create an environment and the conditions for Replication and Sustainability.**