

**OPERATION  
ARRIVAL**

A WESTERN DIVISION  
INITIATIVE



# OPERATION ARRIVAL - SUMMARY

## **Scanning**

Blackpool is one of the busiest holiday resorts in Europe with over 17 million visitors every year and during peak times this can be a problem not least in relation to crime and disorder. Increases in short stay visitors and group parties to the night clubs and hotels brought an increase in disorder to the town. There was also quite clearly a problem in relation to auto crime as more visitors were travelling to Blackpool in private vehicles.

## **Analysis**

- The quantity of licensed premises in the resort caused disorder, which led to instances of violent crime.
- Analysis showed the need to target 16 specific weeks throughout the year. (i.e. public holidays).
- The quantity of hotels in the area resulted in an increase in burglaries during peak periods.
- The resorts' car parks are full at busy periods and this attracts opportunist criminals.
- Blackpool has a third of Lancashire's licensed premises, 95 late night premises in all, with a capacity of 46,000 people.

## **Response**

The Division utilised a whole range of tactics aimed at reducing crime and disorder, particularly auto crime, burglary, violent crime and disorder emanating from licensed premises, and incorporated proven methodologies from other operations.

### **The main tactics were:**

#### **Autocrime and Burglary**

- Sponsorship was obtained locally for the production of crime prevention leaflets.
- Pre planned operations against target criminals and target areas, involving enforcement and disruption.
- High visibility presence on the car parks using volunteers and other resources.
- Distribution of crime prevention literature to car owners.
- The introduction of effective bail conditions for offenders and strict enforcement.

#### **Disorder and Violent Crime**

- Pre event liaison with licensees and doorstaff
- Meeting coaches and vehicles to give advice to groups
- Production and distribution of Blackpool "Code of Conduct" cards
- Increased high visibility of town centre patrols utilising fluorescent 'high viz' jackets and focused foot patrols deployed to specific disorder 'hotspots'.
- Intervention tactics at instances of anti social behaviour at an early stage to diffuse the situation and reduce the potential for serious disorder and/or violent crime.

There has been a particularly high profile local and regional media coverage in order to increase peoples confidence and satisfaction with policing activity and to reduce their 'Fear of Crime'.

## **Assessment**

Feedback both verbal and written was received from numerous sources including - Taxi Drivers Association, Licensees, Visitors, Police Officers and many other members of the community expressing their support for future similar operations.

These operations have seen various reductions in crime ranging from -11% to -40%.

**LANCASHIRE CONSTABULARY**

**WESTERN DIVISION**

**OPERATION ARRIVAL**

**Background- Why the necessity for a major divisional operation?**

Operation Arrival was originally set up as a result of the disproportionate increase in crime and disorder and road casualties in the division, during the summer months. The analysts were tasked from a Divisional Management level to identify the main areas of crime, disorder and road casualties across the division.

The analysts using historical data quickly provided information that showed that during the winter months, crime was fairly static and at a reasonably low level. With the onset of the year's first public holidays (Easter) data showed a large rise in crime, antisocial behaviour and road casualties. The crime figures after the initial increase remained fairly high showing peaks over the previous year's public holidays.

Therefore the main objectives of the operation were to sustain a reduction in the three corporate core service areas of crime, disorder and road casualties throughout the Easter holidays, Bank Holiday weekends, School Holidays and the Illumination period, some 16 weeks in all.

The influx of visitors to the Division over this sixteen week period significantly increased levels of crime and disorder and led to public dissatisfaction which was to the detriment of the resorts reputation and to the residents of the town. It was therefore a priority for the Division and the Local community to target this period and certain "hotspot" areas for reductions.

**Scanning**

Blackpool is one of the busiest holiday resorts in Europe with over 17 million visitors every year and during peak times this can be a problem not least in relation to crime and disorder. Increases in short stay visitors and group parties to the night clubs and hotels brought an increase in disorder problems in the town. There was also quite clearly a problem in relation to auto crime as more visitors were travelling to Blackpool in their own motor vehicles and leaving them within the numerous town centre car parks or poorly lit side streets.

## Analysis

Information was gathered from various sources including

- Historical police and community data relating to crime and disorder
- Blackpool Tourism Office and Hotel and Guest House Association provided information in relation to the Characteristics of the people coming to the Division during the target period.
- The Local Authority through their "Car Park" Scheme identified an increase in the number of short stay visitors and organised parties attending the town. This brought about an increase in car crime due to the full car parks.
- The Town Centre Forum in conjunction with Breweries and Licensees highlighted the increase in disorder within their own premises from the number of single sex groups.
- Local Police enquiries established a large number of the smaller guesthouses were taking in DSS clients and putting rooms under long term let. This caused problems with the less salubrious clientele attracted to this type of establishment.

We expected a rise in the demand for our services due to the following;

' Crime rates within areas of the division are 7 times the national average.

4 Largest car and coach parks in Europe, some 25,000 spaces.

'! 250,000 people visiting Blackpool on a daily basis over the Easter Weekend.

4 90,000 letting bedrooms

-4 95 Late night premises with a total capacity of 46,000 people with 25,000 emerging from clubs within a  $\frac{1}{4}$  mile radius

It was apparent that unless these issues were addressed the problems would escalate and it was also apparent that Police resources alone were not sufficient to combat the problem

The analysts highlighted the three main "hotspot" areas within the town centre of Blackpool where disorder and antisocial behaviour was at a prime. Similarly car park data highlighted those areas target by offenders on a

regular basis. These were used as a starting point for the initial Easter period operation.

It is anticipated that the Operation will run for the duration of the summer with alterations to tactics depending on the nature of the intelligence at that particular time. However the response for the Easter operation was as follows:-

## **Planned Response**

### ***Easter Arrival***

Historically the Easter period shows the first major influx of visitors to the resort and a high profile operation was planned which would set the tone for the remainder of the year. This was the largest operation mounted by the division using more officers and was carried out over the longest time scale. (17 days in all). Analysis showed that extra resources were required in the "hotspot" areas of crime and disorder and in the car park areas. Even with additional funding for 57 extra officers on each bank Holiday, in order to make the greatest impact possible extra manpower needed to be sourced.

Data identified that quieter rural locations, could provide the extra 57 officers without affecting the policing of those areas. This was of great concern to the organisation to ensure the quality of life in those quieter areas was not affected. As a result other agencies were approached to provide additional manpower that could assist and these were:

- Probation service
- « Schools (Duke of Edinburgh Award children)
- Community Action Groups
- Neighbourhood Watch
- Town Centre Forum

It was planned that the Easter Operation would provide the basis for future Arrival operations over forthcoming Bank Holidays and School Holidays.

### *Main Objectives*

Although these objectives were in line with Lancashire Constabularies core service areas, the performance indicators provided for this operation were greater.

-+ <b>Reduction in Crime</b>	<b>10%</b>
-+ <b>Reduction in Nuisance and Disorder</b>	<b>5%</b>
-, <b>Reduction Road Casualties</b>	<b>5%</b>

For the duration of the operation crime was classified as any car crime, violent crime and burglaries.

### Operational Aims

The overall aim of the operation was to direct specific resources at specific problems'

These resources could not be found from within the division and various partnerships were developed to enhance the operation.

### *Partnerships*

- **Local Businesses** — sponsorship was made available for the production of 250,000 crime prevention leaflets and 25,000 code of conduct cards. Also funding was made available to provide a number of high visibility jackets for car park volunteers
- **Local Authority** -- authority was obtained to place AA vehicles on town centre car parks to enhance the high visibility presence during the operation.
- **Neighbourhood Watch** — volunteers manned the car parks and distributed leaflets over the Easter weekend working in conjunction with Traffic Wardens and members of the Special Constabulary.

- **Volunteers** — As above
- **Schools** — As above
- **AA Vehicle Watch** — provided ten mobile response units on the car parks
- **Licensing Trade** — assisted with enforcement of the Street Drinking Bylaw and liaised closely with operational officers over problem groups and provision of intelligence.
- **CCTV** — provided a direct link between the streets and the communications room and provided hard evidence of offences and offenders.
- **Media** — daily liaison both local and national.
- **Intelligence Analysts** provided crucial information on a daily basis regarding crime movements and displacements.
- **Support Unit** — assigned to each team to provide broad based knowledge to enhance operational flexibility.
- **Communications** — dedicated channel for operational commitments.
- **Mounted Police** — High visibility patrols along the promenade and beach
- **Target Team** — provided crucial pre-operational intelligence for the execution of 14 warrants and conducted covert observations on known offenders.
- **CJS** — expedited prompt turnaround of paperwork relating to arrests and bail conditions.
- **Traffic Wardens** -- Provided high visibility in the car parks and supervised volunteers.
- **Air Support** — Provided operational support on a daily basis whenever requested.
- **Dogs** — one dog handler was assigned to each team for experience and to assist in operational commitments.

## Media Liaison

This was the first time the media has been used so extensively in both the planning and execution of an operation within this division. By working closely with the media and Headquarters Information Unit a snowball effect was created resulting in national media interest. Two officers were assigned to liaise with press and TV companies on a daily basis and were tasked with producing an "In your face " media coverage. With the extensive use of the media the two Constabulary Objectives of Public satisfaction and confidence were increased.

- Targeted at local and national level — Blackpool Gazette; Times; Guardian and national press agency.
- Daily updates to local radio stations - Radio Wave and Red Rose Rock, BBC Radio Lancashire.
- Live radio interviews with Police personnel - BBC Radio 4
- "Fly on the Wall" documentary — SKY TV
- Regional TV Coverage

## Response —Crime

14 Warrants were executed in the week prior to the operation in order that known offenders could either be remanded in custody or placed on stringent bail conditions. Known car crime offenders were sent a letter indicating the operation was about to commence.

### *Autocrime and Burglary — main responses*

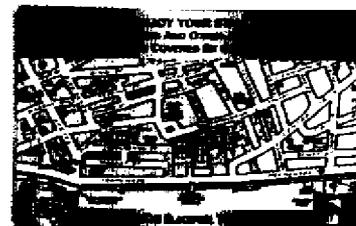
- execution of warrants on known offenders.
- stringent bail conditions followed up by daily curfew checks
- Production and distribution in the Auto Crime "hotspot" areas of 250,000 crime prevention leaflets
- Utilising community groups

## Response - Nuisance and Disorder

Using the Aslan methodology and tactics learnt from other operations the town centre was separated into three zones providing a focal point for officers to target and to assist in analysing crime patterns.

Officers were also deployed during the afternoon and early evening to meet and greet any single sex groups leaving the coach and mini bus parking areas and distribute to them the code of conduct cards. These clearly indicated the type of behaviour, which would not be acceptable. By being seen at this early stage, officers were quickly able to establish and circulate prospective troublemakers or hostile groups.

All officers were encouraged to visit licensed premises and speak to door staff. By utilising the predetermined high visibility policy officers were deployed outside the right premises at the right time, thus reducing the chances of disorder.



## Response -Road Casualties

Road Safety Officers were attached to each Arrival Team to provide experience and knowledge on traffic matters and to give extra flexibility to the team. The officers were tasked with providing a high visibility presence in accident blackspots, which were mainly within the town centre area. As an aside officers patrolling the crime and disorder zones also provided the extra high visibility in the blackspot areas.

Road safety officers were encouraged to provide road side spot check areas on the main routes into Blackpool to target unroadworthy vehicles and provide that immediate high visibility presence to people visiting Blackpool.



## Arrival Teams

The Divisional Management Team provided extra funding to finance an additional 57 staff on each public holiday during the operation. This was in complete contrast to previous years when manpower was often reduced during these periods.

The manpower available was segregated into five teams consisting of

- 4     1 Sergeant and 16 Constables
- Road Safety officer
- 4 members of the Support Unit attached to each team
- Dog handler on each team
- 4     Custody reception team to assist with prisoners

The teams were set up in this way to provide a broad based knowledge and experience to deal with any situation or event.

In addition to the operational teams a structured team of support staff was established to assist the smooth running of the operation. This consisted of;

- Target Unit - used covertly to target high volume offenders
- 3.     CJS (Quick Files)
- SOCO
- Traffic Wardens and Public Enquiry Assistants trained to fingerprint vehicles
- 4     Custody reception team to assist with prisoners

*The whole operation was run as a major incident, which involved officers being actioned to perform specific tasks during their tour of duty. These actions were fed back on a daily basis so that intelligence and future actions could be reassessed.*

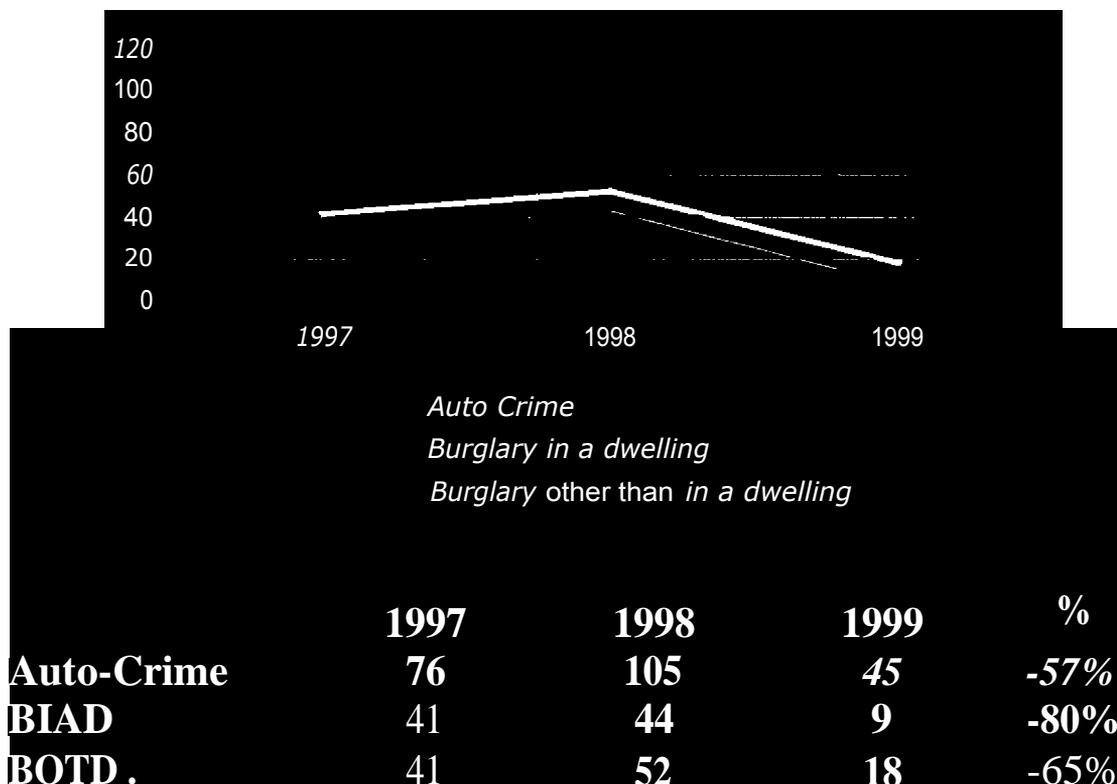
Intelligence and information provided by the Analysts indicated the need to provide a two shift, system, during which hours the majority of the crimes and antisocial behaviour was being committed. As a result the shifts consisted of ;

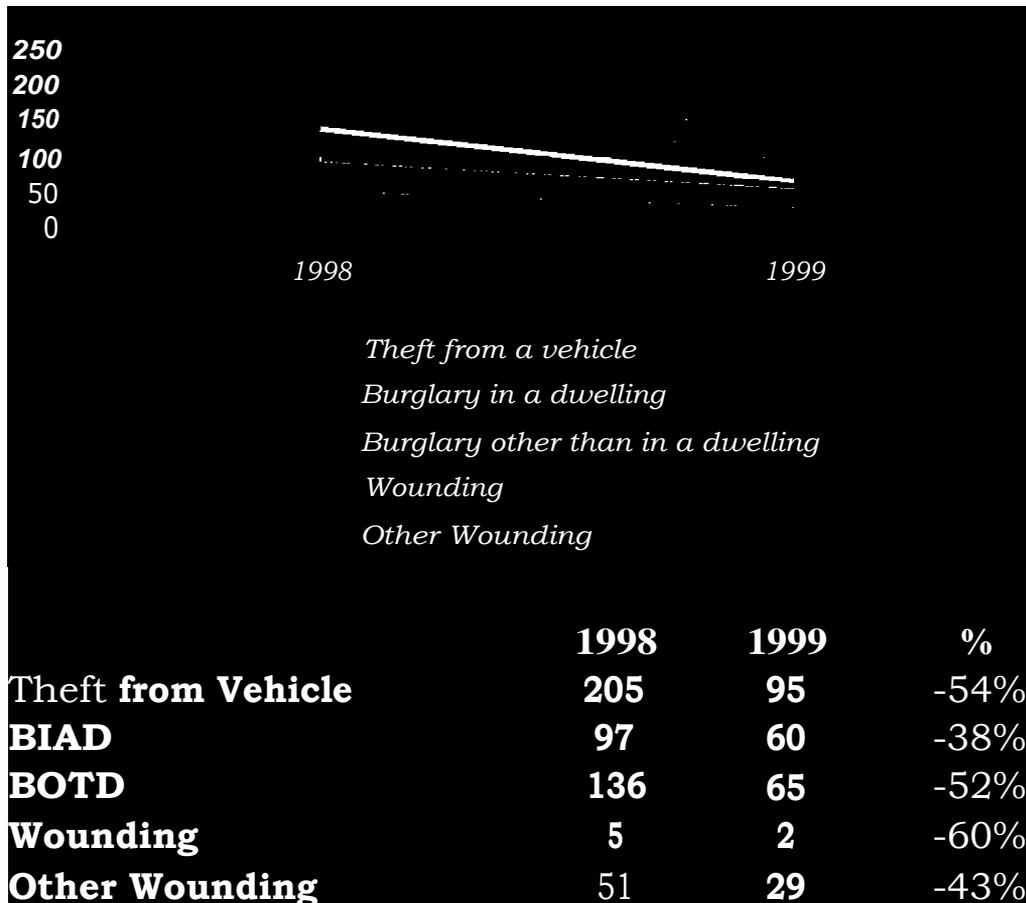
Day - 12 noon until 8.00 p.m. & Night - 8.00 p.m. until 4.00a.m.

The day shift targeted car parks and meeting and greeting party goers and the night shift mainly targeted nuisance and disorder. Prior to deployment all teams were briefed regarding latest intelligence and updated on operational commitments.

**Assessment**

*Easter Weekend results (Friday, Saturday, Sunday, Monday)*





**Outcome**

As can be seen by the above charts the operation was an unprecedented success showing reductions in all areas targeted.

-3 Reduction in Auto Crime and incidents of antisocial behaviour.

3 Benefits of increased staffing levels felt by all geographical areas.

In addition too normal policing activities Operation Arrival was directly responsible for 242 curfew checks, 366 PACE 1's, 204 arrests and 161 intelligence reports. In total an extra 973 personal contacts with criminals or potential criminals by the police.

This reduction has been sustainable and the division is showing continued reduction of approximately 18%. The atmosphere within the town centre and the letters of support to both the press and to the division highlighted the

overall improvement in public satisfaction. Feedback from other agencies including the Local Authority and the Taxi drivers Association have indicated that the operation was a great success.

As part of the assessment officers that took part in the operation and also those who supported in the geographic areas completed questionnaires indicating levels of satisfaction within the division regarding their ability to assist in meeting corporate and divisional objectives. The feedback was positive and indeed the moral within the division was considerably improved.

This is an excellent example of Problem Oriented Policing at a Divisional Level.