

May 16, 2000

**Detective Inspector Davison**  
**West Mercia Constabulary**  
**`G' Division (Telford)**

Malinsgate Police Station,  
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16 May 2000

Margaret Kingswood  
PRCU  
Civic House (Room 418)  
Petty France  
London, SW1H 9HD

Subject: Operation Crystal `Policing for the Community'

It is well recognised that throughout the estates and small towns within `G' Division and no doubt throughout West Mercia and indeed the UK, there are a small number of people committing crime, driving whilst drunk or disqualified and generally acting in an anti social manner to the detriment of the vast majority of decent law abiding citizens.

Meanwhile for sometime within the Telford Division and in particular since the introduction of 2000f and Intelligence Led, Geographic Policing, there has existed a culture of promoting and encouraging innovation and creativity in problem solving.

The division has also worked extremely hard and with considerable success in promoting inter-agency protocols, it being recognised that such inter-agency co-operation is vital in achieving our standards and aims.

As these protocols have developed it has become more and more obvious that we have been dealing with the same people and problems in isolation with little co-ordination. This is now no longer the case and we are in a strong position to support the cornrtu together with a pooling of information and resources.

Knowing the systems that we now have in place, I was approached by DC S34 Brian LaCroix with the idea that we choose one of our problem estates, "In order to mounting a multi-agency operation to help the local community restore order in their locality

We chose the Woodside estate, knowing that the local sergeant, 1565 Russel Horswood had the drive, enthusiasm and leadership skills to deliver. AAi k because of the bad reputation of the estate it was felt that if we could succeed in Woodside, w, \_\_ ulk then roll out the operation in whole or in part anywhere in the division at any time.

A small implementation team was set up comprising: o iser (Intelligence Co-ordinator), Sgt Horswood, Sgt 1575 Munro (Public Service Desk) and DC LaCroix. Our task was to decide what were our aims and how best to achieve= - wha departments and outside agencies we needed to bring on board 'air then get their commitment to the operation.

As we approached each agency and police department in turn, their support was readily offered and we then had a number of meetings to agree the part each police department and

agency would play. The contributing agencies and police departments were as follows, details of their role are contained in the operational order enclosed:

1. Benefits Fraud investigation Service
2. Telford and Wrekin Licensing Enforcement
3. DVLA Enforcement Section
4. Telford Fire and Rescue Service (Fire Prevention Advice)
5. Telford and Wrekin Council
  - Stray Dogs
  - Abandoned
  - Fly Tips
  - Landscaping
  - Sensitive or an, Jth tues'
6. Wrekin Housing Trust (Madeley Section)
7. Traffic Inspectorate
8. Television Licensing Administration Enforcement Section
9. Telford Police Intelligence Unit.
10. Pro-active CID
11. Divisional Uniform Support Group
12. Divisional Response Group
13. Madeley Section Geographic Office
14. Divisional Special Constabulary
15. Road Policing Unit (Force Resource)
16. South Telford Beat Managers-

Although as I have already stated the details of each department and agencies involvement is contained in the enclosed operational order, I feel it appropriate to mention the involvement of the Special Constabulary as they were vital to success, bearing in mind that this was as much a heart and minds operation as enforcement. All available Special Constabulary within the Division were to be posted to Woodside for 6 days working carefully defined designated areas. Their brief was to patrol on foot and make contact with the public with a view to every single street seeing a uniform police officer during the 6 days. Success in their case would be measured by how many cups of tea they were offered; they had no enforcement role whatsoever. The response from the Special Constabulary was overwhelming.

The Intelligence Unit was tasked with identifying Woodside Target Criminals and gaining intelligence in order that warrants could be obtained to execute on their known address.

A list of disqualified drivers and known persistent drunk drivers was also produced and persons wanted for offences or unlawfully at large were circulated to participants. The Divisional Analyst provided a Crime Keeping the Peace Information Pack which included activity hotspot information by time of the day / day of the week and location (copy enclosed). Lists of the manufacturers fitted radios/cassettes of popular makes of motor vehicles were supplied to all officers likely to take part in stop checks.

The dates of the operation were set as 0800 hours Monday 21<sup>st</sup> February 2000 to 2359 hours Saturday 26<sup>th</sup> February 2000, with all agencies and police participants being fully briefed at

various stages leading up to commencement. A copy of the operational order and the P. I. Results are enclosed.

The real result though was the support that the police officers and members of the other agencies received from residents of the estate.

People took the view that, for example, benefits and TV licensing cheats should be dealt with, as they abided by the rules and paid their way, so should everyone else. People were particularly pleased to see abandoned vehicles being removed and were reassured by the sight of uniform police officers, as indeed were members of the non police agencies.

A critical multi agency debrief was held at Madeley Police Station and all participants felt the operation was a resounding success. However it was considered that 6 days in one location was too long as the criminal and anti social elements went to ground after the first 2 or 3 days.

With that *in mind* Operation Crystal 2 was planned to take place on 3 separate estates over a 5 day period, this was Sutton Hill on 27<sup>th</sup> and 28<sup>th</sup> March, Brookside on 29 and 30<sup>th</sup> March, revisiting Woodside on 31<sup>st</sup> March.

All of the same agencies and police departments agreed to take part with the addition of the Education Welfare Department.

A copy of the Operational Order and P. I. results is enclosed and once again the operation was a resounding success.

Most pleasing was that on Saturday morning, whilst checking my voicemail, a message had been *left from a member of the public* thanking *us for what we were doing* and asking *us to take the operation throughout Telford*, which is of course exactly what we plan to do.

*In fact* Crystal 3 took place on the Arleston estate on the 11<sup>th</sup>, 12<sup>th</sup> and 13<sup>th</sup> May 2000, with again all agencies and police departments as before taking part, with the addition of the R. S:P.C'.A: who did an educational leaflet drop in the area. A copy of the Operational Order is enclosed but at the time of writing, the P. I. Results are not available.

We are in the constant process of exploring how other agencies or even private organisations may benefit from taking part in Crystal for the further good of the community.

indeed the Army, *which are* looking to recruit for the local T.A. and the **Air Force, who** have a large apprentice school *within the Division* have expressed art

There *is* absolutely *no* doubt that *the vast majority of the public are* looking *the public* agencies to give overt support in improving their quality of life and see this type of operation as exactly that. The greater the support that the agencies give to the public then the greater the support the public will give the agencies.

The operations have received favourable press reports, which are enclosed, and Sgt Horswood, DC LaCroix and a council representative talked about the concept and what we hope to achieve on local radio.

Trevor Davison  
Detective Inspector

## Operation Crystal - Information Pack for Woodside

### Crime

During the period from 1 December to 15<sup>th</sup> February, 163 offences have been recorded on C. R. I. M. E. S. for the Woodside beat. The table below shows the categories of incidents that have occurred: -

	Number of Offences
Criminal Damage	52
TOI/viVI TF	
Misc	21
airglan Dwelling	19
Theft Other	7
11hD	
Burglary Other	4
Drugs	3
Fraud etc	3
Public Disorder	
Indecency	1
Robbery	1

1 ULIH

From this table activity has been centred on Criminal Damage, Vehicle Crime and Burglary Dwellings. The attached sheet showing offences by offence title shows that 21 of the Criminal Damage Offences have been Criminal Damage to Dwellings, there have been 19 TWOC of vehicles, 17 Burglary Dwellings - steal/att. steal, 15 Criminal Damage to MV, 14 Theft from MV and 12 Emotional Domestic Violence incidents.

From the attached charts which show the offences by day of the week and time of day the offences have been first committed, **Mondays** and **Saturdays** with 30 offences apiece followed by **Wednesday** with 26 and **Sunday** with 21 are the worst days of the week for incidents to be first committed. In terms of the hours of the day **1100-1300, 1500-1900 and 2100-0100** have seen more activity than other hours of the day.

With regards to the hotspots of activity for the offences, the worst street was **Willowfield** with 27 offences followed by **Westbourne** with 20, **Wantage** with 11 and **Wilmere Ct** with 11.

## ASBIDisorder

During the same time period as above 44 incidents of ASB/Disorder have occurred in Woodside. The table below shows the final incident type of these incidents: -

Final incident type	Total
Di Gen/Public Nuisance	20
Di Breach Of Peace	8
Di Other Unlisted	7
Di Neighbour Dispute	5
Di Public Place/Street	3
Di Drunkenness	
Grand Total	44

From this table the worst category was General/Public Nuisance with 20 incidents followed by Breach of Peace with 8 and incidents of Other Unlisted.

The attached charts for the keeping the peace figures show that the majority of the incidents have occurred on a **Thursday (9), Tuesday (8), Sunday (7) and Friday (7)**. Looking at the times of the day that the incidents have been reported the hours between **1200-1700 and 1800-2100 have seen** more activity than other hours in the day.

With regards to the streets seeing most activity **Willowfield** as with the Crime was the main activity area with 8 incidents followed by **Park Lane** with 6 and **Westbourne** with 4 (see table below)

Street	Total
Willow field	8
Park La	6
Westbourne	4
Warrensway	3
Waldstone	
Wildwood	3
Murray Dr	7
Walney Ct	2
Wantage	2
Wilmere Ct	2
Beech Rd	1
Madeley Rd	
Parkway	1
Waltondele	1
Waverley	1
Weybridge	1
Womersley	1
Withybrook	
(Blank)	
Grand Total	43

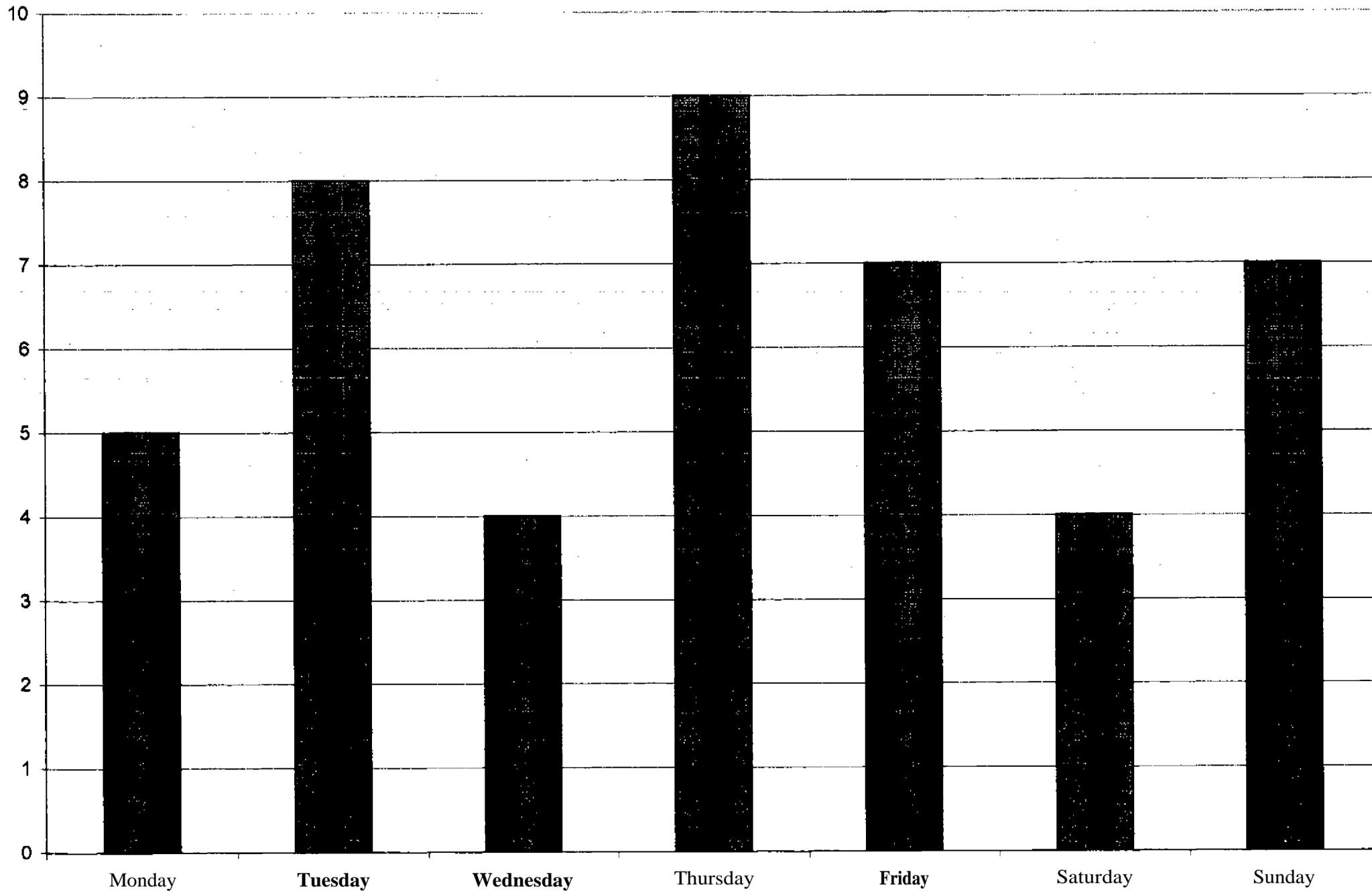
## Overview

In combining the above two groups of activity (Crime and ASBIDisorder) the days of the week/times of day seeing the majority of activity are **Monday (35), Saturday (34), Wednesday (30) and Sunday (28)** between the hours of **1100-1300** and **1500-0100** (with a peak of activity between **1800-2000**) - see attached charts.

In terms of the hotspot locations, **Willowfield** is by far the worst street with 35 offences/keeping the peace incidents, followed by **Westbourne (24), Wantage (13) and Wilmere Ct (13)** (see table below). The operational order shows that Woodside has been divided into 4 coloured areas (Green, Pink, Blue and Red): From this therefore the hotspot areas for Crime and ASBIDisorder are mainly the **Green** and **Red** areas with obviously some activity falling within the other two areas. See the hotspots by streets map for full details.

Street	No of Offences per street
Willowfield	35
Westbourne	24
Wantage	13
Wilmere Ct	13
Walney Ct	11
Woodrows	9
Waverley	9
Warren sway	9
Yieldstone	9
Wildwood	8
Wolverley Ct	7
Park La	7
Woodcroft	6
Wayside	6
Waltondale	5
Wigmores	5
Withybrook	4
Wensley Green	3
Midland Ct	3
Lord Murray Dr	3
Mound Way	3
Wyvem	2
Wellsfield	2
Weybridge	2
Brick Kiln, Bank	1
Newcomen Way	1
Venlock Cl	1
Blank	1
Woodside Av	1
Drummond Cl	1
Beech Rd	1
Madeley Rd	1
Parkway	1

**ASSIDisorder incidents in Woodside by Day of the Week reported - 1st december'99 to 15th February '00**



## Overview

In combining the above two groups of activity (Crime and ASB/Disorder) the days of the week/times of day seeing the majority of activity are **Monday (35), Saturday (34), Wednesday (30) and Sunday (28)** between the hours of **1100-1300** and **1500-0100** (with a peak of activity between **1800-2000**) - see attached charts.

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Street	No of Offences per street
Willowfield	35
Westbourne	24
Wantage	13
Wilmere Ct	13
Walney Ct	11
Woodrows	9
Waverley	9
Warrensway	9
Wealdstone	9
Wildwood	8
Wolverley Ct	7
Park La	7
Woodcroft	6
Wayside	6
Waltondale	5
Wigmores	5
Withybrook	4
Wensley Green	3
Midland Ct	3
Lord Murray Dr	3
Mound Way	2
Wyvern	2
Wellsfield	2
Weybridge	2
Brick Kiln Bank	1
Newcomen Way	1
Wenlock Ct	1
Blank	1
Woodside Av	1
Drummond Cl	1
Beech Rd	1
Madeley Rd	1
Parkway	1

ASBIDisorder in Woodside - 1st December '99 to 15th February '00

Initial incident type	Date	Time	Incident number	Beat	Location 1	Final incident type	Street
DISORDER STREET/PUBLIC PLACE	05-Dec-99	11:25	319183	GA15	29 MADELEY ROAD	DI GEN/PUBLIC NUISANCE	MADELEY RD
BREACH OF PEACE/NUISANCE	09-Dec-99	18:23	320190	GA15	WOODSIDE	DI GEN/PUBLIC NUISANCE	
NEIGHBOUR DISPUTE	11-Dec-99	19:06	320639	GA15	60 LORD MURRAY DRIVE	DI NEIGHBOUR DISPUTE	LORD MURRAY DR
DRUNKENNESS	12-Dec-99	02:18	320710	GA15	267 WESTBOURNE	DI DRUNKENNESS	WESTBOURNE
BREACH OF PEACE/NUISANCE	12-Dec-99	17:41	320811	GA15	PARK WAY SERVICE STATION	DI GEN/PUBLIC NUISANCE	PARKWAY
BREACH OF PEACE/NUISANCE	14-Dec-99	17:07	321303	GA15	WESTBOURNE	DI BREACH OF PEACE	WESTBOURNE
BREACH OF PEACE/NUISANCE	16-Dec-99	18:51	321743	GA15	14 WEALDSTONE	DI BREACH OF PEACE	WEALDSTONE
DISORDER OTHER	17-Dec-99	23:16	322045	GA15	BY THE	DI PUBLIC PLACE/STREET	PARK LA
DISORDER OTHER	17-Dec-99	23:02	322045	GA15	WILLOWFIELD	DI PUBLIC PLACE/STREET	PARK LA
DOMESTIC DISPUTE	20-Dec-99	22:17	322735	GA15	149 WILLOWFIELD	DI OTHER UNLISTED	WILLOWFIELD
ALARM - INTRUDER	21-Dec-99	20:57	322953	GA15	WOODSIDE YOUTH CLUB	DI PUBLIC PLACE/STREET	PARK LA
BREACH OF PEACE/NUISANCE	22-Dec-99	23:09	323203	GA15	66 WEALDSTONE	DI OTHER UNLISTED	WEALDSTONE
BREACH OF PEACE/NUISANCE	23-Dec-99	21:12	323411	GA15	42 WILLOWFIELD	DI OTHER UNLISTED	WILLOWFIELD
BREACH OF PEACE/NUISANCE	24-Dec-99	08:42	323518	GA15	224 WILLOWFIELD	DI GEN/PUBLIC NUISANCE	WILLOWFIELD
DISORDER STREET/PUBLIC PLACE	24-Dec-99	23:28	323716	GA15	1 WALNEY COURT	DI PUBLIC PLACE/STREET	WALNEY CT
NEIGHBOUR DISPUTE	26-Dec-99	13:03	323959	GA15	224 WILLOWFIELD	DI NEIGHBOUR DISPUTE	WILLOWFIELD
BREACH OF PEACE/NUISANCE	27-Dec-99	10:04	324118	GA15	2 WARRENSWAY	DI GEN/PUBLIC NUISANCE	WARRENSWAY
DOMESTIC DISPUTE	28-Dec-99	03:49	324282	GA15	128 WILLOWFIELD	DI BREACH OF PEACE	WILLOWFIELD
BREACH OF PEACE/NUISANCE	30-Dec-99	13:41	324797	GA15	1 BARN COTTAGES	DI BREACH OF PEACE	PARK LA
BREACH OF PEACE/NUISANCE	31-Dec-99	11:50	325002	GA15	1 BARN COTTAGES	DI OTHER UNLISTED	PARK LA
BREACH OF PEACE/NUISANCE	01-Jan-00	20:32	325402	GA15	1 PARK LANE	DI BREACH OF PEACE	PARK LA
BREACH OF PEACE/NUISANCE	02-Jan-00	19:12	325597	GA15	1 WILLOWFIELD	DI GEN/PUBLIC NUISANCE	WILLOWFIELD
SUSPICIOUS INCIDENT	04-Jan-00	12:40	325958	GA15	45 WEYBRIDGE	DI OTHER UNLISTED	WEYBRIDGE
BREACH OF PEACE/NUISANCE	06-Jan-00	12:57	326450	GA15	36 WALNEY COURT	DI BREACH OF PEACE	WALNEY CT
BREACH OF PEACE/NUISANCE	08-Jan-00	18:36	326763	GA15	16 WILMERE COURT	DI GEN/PUBLIC NUISANCE	WILMERE CT
BREACH OF PEACE/NUISANCE	11-Jan-00	18:01	326763	GA15	23 WILMERE COURT	DI GEN/PUBLIC NUISANCE	WILMERE CT
BREACH OF PEACE/NUISANCE	14-Jan-00	15:55	328335	GA15	41 LORD MURRAY DRIVE	DI GEN/PUBLIC NUISANCE	LORD MURRAY DR
BREACH OF PEACE/NUISANCE	17-Jan-00	13:38	328953	GA15	116 WARRENSWAY	DI OTHER UNLISTED	WARRENSWAY
BREACH OF PEACE/NUISANCE	18-Jan-00	15:41	329216	GA15	59 WIGMORES	DI GEN/PUBLIC NUISANCE	WIGMORES
BREACH OF PEACE/NUISANCE	19-Jan-00	19:22	329504	GA15	84 WARRENSWAY	DI GEN/PUBLIC NUISANCE	WARRENSWAY
NEIGHBOUR DISPUTE	21-Jan-00	21:42	330060	GA15	29 WESTBOURNE	DI NEIGHBOUR DISPUTE	WESTBOURNE
BREACH OF PEACE/NUISANCE	23-Jan-00	21:00	330534	GA15	144 WILDWOOD	DI GEN/PUBLIC NUISANCE	WILDWOOD
BREACH OF PEACE/NUISANCE	25-Jan-00	10:57	330864	GA15	16 WILDWOOD	DI GEN/PUBLIC NUISANCE	WILDWOOD
NEIGHBOUR DISPUTE	25-Jan-00	19:00	330981	GA15	38 WEALDSTONE	DI NEIGHBOUR DISPUTE	WEALDSTONE
BREACH OF PEACE/NUISANCE	26-Jan-00	20:13	331203	GA15	57 WALTONDALE	DI GEN/PUBLIC NUISANCE	WALTONDALE
BREACH OF PEACE/NUISANCE	27-Jan-00	20:49	331451	GA15	134 WILDWOOD	DI BREACH OF PEACE	WILDWOOD
BREACH OF PEACE/NUISANCE	30-Jan-00	00:49	332013	GA15	BP GARAGE	DI GEN/PUBLIC NUISANCE	PARK LA
BREACH OF PEACE/NUISANCE	31-Jan-00	16:32	332417	GA15	64 WESTBOURNE	DI GEN/PUBLIC NUISANCE	WESTBOURNE
BREACH OF PEACE/NUISANCE	02-Feb-00	16:14	332916	GA15	WANTAGE	DI GEN/PUBLIC NUISANCE	WANTAGE
BREACH OF PEACE/NUISANCE	03-Feb-00	17:57	333201	GA15	53 WAVERLEY	DI GEN/PUBLIC NUISANCE	WAVERLEY
DOMESTIC DISPUTE	04-Feb-00	16:29	333423	GA15	144 WILLOWFIELD	DI OTHER UNLISTED	WILLOWFIELD
BREACH OF PEACE/NUISANCE	07-Feb-00	19:10	334199	GA15	53 WITHYBROOK	DI GEN/PUBLIC NUISANCE	WITHYBROOK
DOMESTIC DISPUTE	10-Feb-00	00:24	334758	GA15	176 WANTAGE	DI GEN/PUBLIC NUISANCE	WANTAGE
DOMESTIC DISPUTE	12-Feb-00	20:27	335472	GA15	23 BEECH ROAD	DI OTHER UNLISTED	BEECH RD

## **OPERATIONAL ORDER**

### **OPERATION 'CRYSTAL'**

#### **1.0 INFORMATION**

1.1 In various estates and small towns within 'G' Division there are small numbers of people committing crime, driving whilst disqualified, drink driving and generally acting in an anti-social manner to the detriment of the vast majority of decent law abiding citizens.

#### **2.0 INTENTION**

2.1 To create a programme of concentrated joint agency activity over a 6 day period which, once commenced, will be able to be implemented on given dates at any desired location.

2.2 The first of these inter-agency operations will take place on Woodside commencing 0800 hours on Monday 21st February to 2359 hours on Saturday 26th February 2000.

2.3 Warrants will be executed on target criminals, persons outstanding on Court warrants will be arrested, disruption targets will be given added focus and bail conditions will be vigorously policed.

2.4 Those who drive whilst disqualified, drink drive or drive in an erratic, careless manner or allow their vehicles to fall into a dangerous condition will also be subject of added attention.

2.5 Abandoned vehicles, stray dogs, litter, unauthorised tips and vandalised property will also be dealt with, along with any type of anti social behaviour.

2.6 All licensing matters will be rigorously enforced.

2.7 *Fire Prevention Advice* will be *given\_*

### 3.0 **METHOD**

3.1 Prior to the nominated period the Intelligence Unit will produce target packages of Woodside based criminals so that the Pro-active C.I.D. can obtain Warrants to be executed during the 6 day operation with the assistance of elements of the Uniform Support Group.

3.2 .. *Other* member's of the *U.S.G.* will *accompany* local *housing officers* who will *open* all *void garages* and *examine them for* suspected stolen property.

3.3 All available Special Constables on the Division will be concentrated on Woodside between 0800 hours to 2359 hours on each day.

They will patrol in pairs on foot with the aim of visiting, walking and talking, every street on the estate. .

3.4 As well as the normal patrol staff, the Madeley Section will parade additional officers to be available for high profile uniform foot patrol and the rigorous policing of conditional bail and disruption targets.

3.5 . Six traffic department motorcyclists will patrol the estate in two groups during the period of 0800 hours to 2200 hours as traffic enforcement.

In addition, other members *of the Road Policing Unit* will *be on the estate* targeting identified disqualified drink drivers.

3.6 A list of the manufacturer fitted radio appropriate to the make of motor vehicle will be available for all officers when checking vehicles. (Appendix A).

3.7 Prior to the operational period, patrolling Police Officers will identify abandoned vehicles and have 7 day notices placed upon.

3.8 Between 0800 hours 21st February 2000 and 2359 hours 26th February 2000, patrolling officers will report to Control Room all instances of high levels of litter, Unauthorised tips, vandalised public property, broken street lighting, graffiti and stray dogs to Control Room.

3.9 The Divisional Control Room will have a list of all contributing agencies together with named contacts, telephone numbers and hours of availability. (Appendix 'B')

3.10 Agents of the D.V.L.A. will be on Woodside to identify and deal with motor vehicles which do not display a current road fund licence.

3.11 The D.H.S.S. Benefits Agency will concentrate their efforts on the Woodside estate during the period of the operation.

3.12 *The Telford Fire Service Fire Prevention Unit will be on the Estate, probably 3 out of the 6 days of the Operation.*

3.13 The local Council Licensing authorities will rigorously enforce all areas of licensing, i.e. liquor, betting and gaming etc.

3.14 Officers responsible for the licensing of taxis will also check on taxis operating in Woodside.

3.15 Paedophiles living on Woodside will be personally visited by the local Beat Manager.

3.16 Sgt. 1305 Russ HORSWOOD will be in charge of the operation under the command of Detective Inspector Trevor DAVISON.

#### 4.0 **ADMINISTRATION**

4.1 Sufficient numbers of designated Custody Officers and assistants will be on duty to deal with the anticipated increase in prisoners.

4.2 The Crown Prosecution Service and Magistrates Courts will have been pre-warned to expect an increase in persons arrested, as have the C.J.S.U.

4.3 A copy of the Operational Order has been forwarded to Force Control Room.

4.4 All officers will take their break at Madeley Police Station unless engaged with prisoner(s) at Malinsgate and must supply their own refreshments.

4.5 A list of nominated personnel and their period of duty and designation is attached at Appendix 'C' and 'D'.

#### 5.0 **COMMUNICATION**

5.1 Divisional officers will use normal issue personal radios on Channel 26.

5.2 Traffic officers will operate on Force radio.

6.0 **HEALTH & SAFETY**

6.1 All officers will be adequately briefed as to their duties and will be in possession of P.P.E.

6.2 Only appropriately trained officers will be employed in specialist tasks.

A handwritten signature in black ink, appearing to read 'Trevor Davison', written in a cursive style.

Trevor Davison  
Detective Inspector

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**ADDENDUM**

It should be noted that Madeley officers will be available for normal duty commitments *and are not involved in this operation.*

## OPERATION CRYSTAL

### APPENDIX 'B'

#### Contributing Agencies

Benefit Fraud Investigation Service

Elaine DUNSON  
Manager  
Office: 01952 207490

Telford & Wrekin Licensing  
Enforcement (Taxis)

Trevor TURNER  
Jim WILLIAMS  
Office: 01952 202536  
Mobile: 0467 618306

DVLA Enforcement Section  
(Thursday 24.2.2000 only)

Jenny HATCH  
Office: 0121 7710497

Telford Fire and Rescue Service  
(Wednesday 23.2.2000) 1100 x 1400  
Thursday 24.2.2000) 1100 x 1400

SDO Dave PICKEN  
Tel: 01952 200964

Telford & Wrekin Council

Tel: 01952 617171

Dogs

Barry ROBERTSON

Abandoned .Vehicles

Sophie TIPPER

Fly Tips / Litter

Keith SLATER

Landscape Issues

Tony BARNESLEY

Sensitive issues or any other issues )  
)

Mick DUCE /  
Mark GREAVES

Madeley Housing

Bob GLEAVE  
01952 684440

TV Licensing

Alison MOUNTNEY  
01530 560770

**Traffic Inspectorate**

Sue ELLEWELL  
01743 462530

**OPERATIONAL 'CRYSTAL'**

**APPENDIX 'C'**

**Officers and duty designation**

1 <b>RESPONSE GROUP</b>	<b>DESIGNATION</b>
21/C2/2000 - 1800 hours x 0200 hours Sergeant 3020 Williamson P.C.352 Green	To target disqualified drunk drivers and those who drive in an erratic, careless manner.
22/C2/2000 - 1800 hours x 0200 hours Sergeant 3020 Williamson P.C. 352 Green	
23/0212000 - 1 800 hours x 0200 hours Sergeant 3020 Williamson P.C.352 Green	
24/02'2000 - 1800 hours x 0200 hours Sergeant 3020 Williamson P.C. 158 Lake	
25/ 212G00 - 1800 hours x 0200 hours Sergeant 3020 Williamson P.C.. 158 Lake	
26/G~2000 - 1800 hours x 0200 hours Sergeant 3020 Williamson P.C. 158 Lake	

2 <u>ROAD POLIC' UNIT</u>	<u>DESIGNATION</u>
<p><u>21/02/2000 - 0800 hours x 1600 hours</u>  Sgt 505 Holland  PC 508 Brogan  PC 1797 Briscoe  PC 19 Mountain  PC 1179 Millington</p>	<p>To target disqualified and drunk drivers and those who drive in an erratic, careless manner.</p> <p>Assist multi agency officers at Road checks</p>
<p><u>22/C2/2C<sup>Y</sup>JO -0800 hours x 1600 hours</u>  Sgt. 505 Holland  PC 5.08 Brogan  PC 1797 Briscoe  PC 19 Mountain  PC 1179 Millington</p>	
<p><u>23/02/2000 - 0800 hours x 1600 hours</u>  Sgt. 505 Holland  PC 508 Brogan  PC 1797 Briscoe  PC 19 Mountain  PC '1179 Millington  PC 182 Wall  PC 1561 Pond  PC 1775 Watkins  PC 493 Walker  PC 1551 Pearce</p>	
<p><u>24/02/2000 - 0800 hours x 1600 hours</u></p> <p>PC 182 Wall  PC 1561 Pound  PC 1775 Watkins  PC 493 Walker  PC 1551 Pearce</p>	
<p><u>24/C212CO0 - 1400 hours x 2200 hours</u></p> <p>Sgt. 505 Holland  PC 508 Brogan  PC 1797 Briscoe  PC 19 <b>Mountain</b>  PC <b>1179 Millington</b></p>	

3	25/02/2000 - 0800 hours x 1600 hours	
	PC 182 Wall PC 1561 Pound PC 1775 Watkins PC 493 Walker PC 1551 Pearce	
	25/02/2000 - 1400 hours x 2200 hours	
	Sgt. 505 Holland PC 508 Brogan PC 1797 Briscoe PC 19 Mountain PC 1179 Millington	
	<b>MADELEY SECTION OFFICERS</b>	<b>DESIGNATION</b>
21/02/2000 = 0800 hours x 1600 hours		
	P.C. 1830 Graves = as above P.C: 2232 Evans = as above P.C 291 Lambert 0800 hours x 1800 hours P.C. 2104 Davies 1000 hours x 1800 hours P.C. 335 Teece 1000 hours x 200Q hours P.C. 2114 Collins 1200 hours x 2200 hours P.C. 706 Rutter 2000 hours x 0200 hours P.C. 928 Sayers = as above	To carry out duties as directed by Sergeant 1305 Horswood, but in particular rigorously Police disruption targets, conditional bail, paedophiles and persons on Police watch.
22/02/2000 = 0800 hours x 1600 hours		
	P.C. 291 Lambert = as above P.C. 128 Harrower = as above P.C. 1830 Graves 0800 hours x 1800 hours P.C. 335 Teece 1000 hours x 1800 hours P.C. 1861 Gardner 1000 hours x 2000 hours P.C. 2114 Collins 1200 hours x 2200 hours P.C_ 2104 Davies = as above P.C.. 928 Sayers 2000 hours x 0200 hours	

23/02/2000 - 0800 hours x 1600 hours	
<p>P.C. 1830 Graves = as above  P.C. 135 Howells = as above  P.C. 291 Lambert - 0800 hours x 1800 hours  P.C. 2104 Davies = as above  P.C. 2114 Collins - 1000 hours x 1800 hours  P. C. 1861 Gardner = as above  P.C. 32.15 Collis-Smith 1000 hrs x 2000 hrs  P.C. 3031 Mallinson - 1200',hrs x 2200 hrs  P.C. 3087 Black = as above  P.C. 706 Rutter - 2000 hours x 0200 hours</p>	
24/02/2000 - 0800 hours x 1600 hours	
<p><b>P.C.</b> 29.1 Lambert = as above  P.C. 1526 Jones = as above  P.C. 2114 Collins - 0800 hours x 1800 hours  P.C. 183.3 Graves = as above  P.C. 3215 Collis-Smith 1000 hrs x 1800 hrs  P.C. 2104 Davies - 1000 hours x 2000 hours  P.C. 3087 Black - 1200 hours x 2200 hours  P.C. 3031 Mallinson = as above .  P.C. 706 Rutter - 2000 hours x 0200 hours  P.C. 928 Sayers</p>	
25/02/2000: - 0800 hours x 1600 hours	
<p>P.C. 630 Houghton = as above  P. C. 128 Harrower = as above  P.C. 732 Murdoch - 0800 hours x 1800 hours  P.C.. 1830 Graves - 1000 hours x 1800 hours  P.C. 29I Lambert - 1000 hours x 2000 hours  P.C. 2256 Dulson - 1200 hours x 2200 hours  P.C. 2104 Dawes = as above  P.C. 706 Rutter - 2000 hours x 0200 hours  P.C. 928 Sayers = as above</p>	
26/02/2000 - 0800 hours x 1600'hours	
<p>P.C. 1830 Graves = as above  P.C.. 630 Houghton = 0800 hours <b>x 1800 hrs</b>  <b>P.C 291 Lambert = 1000 hours x 1800 hours</b>  P.C. 842 Downes = 1200 hours x 2200 hours  P.C.. 706 Rutter = 2000 hours x 0200 hours  <b>P.C. 928 Sayers = as above</b></p>	

<u>UNIFORM SUPPORT GROUP</u>		<u>DESIGNATION</u>
21/02/2000 - 26/02/2000 = 1100 hours x 2000 hours		
	Ser <sup>e</sup> eant 200 Cowley P.C. 2188 Abbey P.C. 270 Dunn P.C. 1911 Benjamin P.C. 1871 Parker	As directed by DI Davison and to assist Pro-active CID, as appropriate
21/02/2000 - 26/02/2000 = 0800 hours x 1600 hours		
	P.C. 162 Hylton P.C. 933 Mathison	To visit void houses and garages with Council officers with a view to identifying stolen property, etc.
5	<u>PRO-ACTIVE CID</u>	<u>DESIGNATION'</u>
21/02/2000 - 26/02/2000 (As required)		
	DS I302 Jones (Not 26/02) DS 800 Hicks DC 216 Kerr (Not 25102) * DC 65S Weale DC 1552 Armstrong (Not 26/02) DC 184S Darlington (Not 26/02) DC 1574 Preece (Not 26102) DC 2183 Hammond (Not 21/02 & 26/02) DC 496 Tobutt (Not 24102 & 26/02) DC I96 Burgoyne (Not 26102) * DC I089 Jackson	To execute warrants on identified targets and to carry out such duties as directed by DI Davison
	* DC 65,3 Weale & DC 1089 Jackson to work 0:800 hours x 1600 hours as interview team	

6	<b>SPECIAL CONSTABULARY</b>	
	<p><u>Monday 21st February</u>  WSC 51.00 Palmer = 1900 hours x 2200 hours  SC 4479 Frank = as above  SC 4 567 Keady = as above  WSC 4537 Kelsey = as above    SC 4559 Blackham = as above</p> <p><u>Tuesday 22nd February</u>  WSC 5682 Leech = 1900 hours x 2200 hours  WSC 4537 Sturrock = as above  SC 5 997 Thompson = 1600 hours x 2200 hrs  SC 4472 Nock = 1900 hours x 2200 hours  SC 4306 Cubberley = 1900 hours x 2300 hrs  SO 5665 Williams = 1900 hours x 2300 hours  SC 4589 Blackham = as above</p> <p><u>Wednesday 23rd February</u>  WSC 4573 Newton = 1900 hours x 2200 hrs  SC 4483 Foulkes = as above  SC =539 Blackham = 1900 hours x 2300 hrs</p> <p><u>Thursday 24th February</u>    SC 5997 Thompson = 1600 hours x 2200 hrs  SC <b>4477</b> Turner = 1900 hours x 2200 hours  SC 4567 Keady = as above  SDU Maley as above  WSC 4513 Kelsey = as above</p> <p><u>Friday 25th February</u>  SO {193 Barrass = 1900 hours x 2200 hours  WSC 4537 Sturrock = as above  SC 4177 Morrey = 1200 hours x 1600 hours  SC 4472 Nock = 1900 hours x 2300 hours  SC 4306 Cubberley = 1900 hours x 2300 hrs  SO 5665 Williams = as above  SO 4419 Clee = 1400 hours x 2200 hours</p>	<p>To perform high profile patrol in pairs and to walk and talk with members of the public and as directed by Sergeant Horswood.</p>
	<b>NONE POLICE AGENCIES</b>	<b>DESIGNATION</b>
7	<b>BEHFTTS AGENCY</b>	<p>With the assistance of uniform Police officers, target persons suspected of benefits fraud.</p>

8	<b>D` LA ENFORCEMENT OFFICERS</b>	Between 0800 hours x 1600 hours on Thursday 24th February will be available to clamp vehicles not displaying R.F.L.
9	<b>LOCAL COUNCIL LICENSING AUTHORITIES - SGT. HOMMERSLEY</b>	To rigorously enforce licensing regulations
10	<b>HOL`SLNG AGENCY</b>	UL USG officers, visit all void properties and garages with a view to identifying stolen property or any other criminality which may be taking place on such properties.
11	<b>TAXI LICENSING AUTHORITIES</b>	Check all taxis operating in the area to ensure they are properly licensed, or to take action against any who are not.
12	<b>LOCAL AUTHORITY</b>	To deal with all matters relating to graffiti, excessive litter, lighting, abandoned vehicles, stray dogs etc.
13	<b>TELFORD FIRE AND RESCUE SERVICE</b>	To station Fire Prevention vehicle on estate during 3 days of the operation.

## **OPERATION CRYSTAL**

### Addendum to Appendix 'C'

#### 6 Special Constabulary

##### Monday 21st February

SC 4168 JONES 0800 x 0600

SC 4291 PERRY 1700 x 1359

##### Tuesday 22nd February

SO 4201 BECKE 1600 x 2200

##### Wednesday 23rd February

SC 4037 EVERTON 1400 x 2200

SC 4291 PERRY 1700 x 2359

SC 4291 JONES 1800 x 2359

SC 4417 EVANS 1800 x 2359

##### Thursday 24th February

SC 4512 ALEXANDER 1000 x 1600

SO 4335 PEARSON 1000 x 1600

SO 4201 BECKE 1600 x 2359

SC 4588 HANCOX 2000 x 2359

##### Friday 25th February

SC 4588 HANCOX 2000 x 2359

##### Saturday 26th February

SC 4168 JONES 0800 x 1600

**Appendix 'D'****Special Constabulary by Sectors**

Monday 21st February		
Greer- Sector	1900 hours x 2200 hours As above	WSC 5100 Palmer SC 4479 Frank
Pink Sector	1900 hours x 2200 hours As above	SC 4567 Keady WSC 4537 Kelsey
Blue Sector	1900 hours x 2300 hours As above	es SC 4589 Blackham +
Tuesday 22nd February		
Red Sector	1900 hours x 2200 hours As above  1600 hours x 2200 hours	WSC 5682 Leech WSC 4537 Sturrock  SC 5997 Thompson
Pink Sector	1900 hours x 2200 hours 1900 hours x 2200 hours	SC 4472 Nock SC 4306 Cubberley
Blue Sector	1900 hours x 2300 hours As above	SO 5665 Williams SC 4589 Blackham
Wednesday 23rd February		
All Sectors	1900 hours x 2200 hours	WSC 4573 Newton SC 4433 Foulkes SC 4589 Blackham
Thursday 24th February		
Green Sector	1900 hours x 2200 hours As above 1600 hours x 2200 hours	es SC 4477 Turner SC 5997 Thompson
Red Sector	1900 hours x 2200 hours	SC 4567 Keady SDO Brialey WSC 4513 Kelsey

Friday, 25th February		
Pink Sector	1900 hours x 2200 hours As above	SO <b>4198 Barrass</b> WSC 4537 Sturrock
Blue Sector	1900 hours x 2300 hours As above	SC 4472 Nock SC 4306 Cubberley
Red Sector	1900 hours x 2200 hours As above	SO 5665 Williams SO 4419 Clee
Green Sector	1200 hours x 1600 hours 1400 hours x 1600 hours	SC 4177 Morray SO 4419 Clee
* SC 4177 Morray 1200 hours x 1400 hours to patrol IX Regular officer		
ROAD POLICE UNTT		
On Tuesday 22nd February to pay particular attention to Green Sector		
On Thursday 24th February, 1400 hours to 2200 hours, group to pay particular attention to Blue and Pink Sector		

## OPERATION CRYSTAL

### Addendum to Appendix 'D'

#### Soecial Constabulary by Sectors

##### Monday 21st February

Fed. Sector	0800 x 1600	SC 4168 JONES
		To be accompanied by regular officer.
	1700 x 2359	SC 4291 PERRY
		To be accompanied by regular officer.

##### Tuesday 22nd February

Red: Sector	1600 x 2200	SO 4201 BECKE
		To accompany SC 5997 THOMPSON.

##### Wednesday 23rd February

All Sectors	1400 x 2200'	SC 4037 EVERTON until 1900 hrs to be accompanied by a regular officer, thereafter in company with SC 4589 BLACKHAM.
All Sectors	1700 x 2359	SC 4291 PERRY
	1800 x 2359	SC 4168 JONES
	1800 x 2359	SC 4417 EVANS

##### Thursday 24th February

Fink Sector	1000 x 1600	WSC 4512 ALEXANDER
	1000 x 1600	SO 4335 PEARSON
Elue Sector	1600 x 2359	SO 4201 BECKE
	2000 x 2359	SC 4588 HANCOX to link up with SO BECKE.

##### Friday 25th February

Elue Sector	2000 x 2300	SC4588 HANCOX to link up with SC NOCK and SC CUBBERLEY.
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##### Saturday 26th February

All Sectors	0800 x 1600	<b>SC 4168</b> JONES to be accompanied by a regular officer.
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## Operation Crystal 1 Performance Indicators

<b>Subject</b>	<b>Organisation</b>	<b>Total</b>
Persons arrested on Warrant	Police	8
Persons arrested for crime	Police	21
Persons arrested for Traffic Offences	Police	4
Persons arrested for Drug Offences	Police	4
Persons arrested for Anti Social Behaviour	Police	11
Persons Reported for Summons	Police	39
Vehicles Removed (7 Day Orders)	Council	54 + 11 queries
Vehicles Clamped	DVLA	10
Persons Reported Re TV Licensing	TV Licensing Authority	19
Vehicles Inspected	Traffic Inspectorate	<b>280</b>
Persons Taken off Benefits	Benefits Agency	3
Persons Stop Checked 1 Searched	Police	41
HO!RTI1 Forms Issued	Police	63
CLE2/6 Forms Submitted	Police	<b>39</b>
B52 Vehicle Defect Form Submitted	Police	2
RTA5 Screening Breath Tests Submitted	Police	23
<b>Taxis Reported</b>	Council Licensing Officer	14 + 4 stop notices, 2 no badges & 1 registration plates
Void Garages Entered	Police I Local Authority	133
Property Recovered from Void Garages *	Police I Local Authority	5
Intelligence Reports	Police	16

\* Amongst the property recovered were: 1 Motorcycle  
**5 Motor Vehicles**  
 2 Pedal Cycles which amount to the **approximate value of £8,500**



**WEST MERCIA  
CONSTABULARY**

IN PARTNERSHIP WITH THE COMMUNITY



***Operation Crystal  
Policing for the Community  
Brookside Information Pack***

**Operation Crystal Brookside**  
**Information based on period between 1<sup>st</sup> January and 21<sup>st</sup> March 2000**

During the above period there have been **285** offences and incidents of Anti Social Behaviour and Disorder recorded on C.R.I.M.E.S. and 01S. The attached sheet shows all of the offences that have been recorded on C.R.I.M.E.S.. **Looking at the type of incidents that have been committed (Figure 1) the main area of activity in Brookside has been Anti Social Behaviour/Disorder with DI Gen/Public Nuisances topping the list with DI Other Unlisted not far behind. The main type of crime has been Criminal Damage, followed by Vehicle Crime and Offences Against Person/Domestic Violence**

**Figure 1: - Offences, Anti Social Behaviour and Disorder in Brookside**

Offence Title	Total
DI Gen/Public Nuisance	<b>58</b>
Theft From Motor Vehicle	30
Criminal Damage-Dwelling <b>#5000 &amp; Under</b>	24
DI Other Unlisted	21
Criminal Damage-Vehicle <b>#5000 &amp; Under</b>	20
DI Breach Of Peace	17
Emotional-Domestic Violence Incident	13
Burglary Dwelling -Steal/Att Steal	11
Take MNEh WIO Consent Owner Twoc	9
Burglary Not Dwelling - StealAtt Steal	8
Common Assault By Beating	8
Assault Occasion Abh	6
Theft Not Otherwise Coded	6
Common Assault	5
Criminal Damage-Building Not Dwelling <b>#5000 &amp; Under</b>	5
Physical-Domestic Violence Incident	<b>4</b>
Affray	<b>3</b>
Attempt Burglary Not Dwelling W/1 Steal	3
DI Public Place/Street	3
Theft Of Motor Vehicle	3
Attempt Burglary Dwelling WII Steal	2
Burglary Dwelling W/I Steal	2
Child Incident - Child Neglect	2
Child Incident - Emotional Abuse	2
DI Drunkenness	2
DI Neighbour Dispute	2
Indecent Exposure WII To Insult Female	2
Robbery-Personal Property	2
1996 Act-Assault On Police Officer	1
Arson Not MNEh W/I To Endanger Life	1
Attempt Theft From Motor Vehicle	1
Breach Of Peace-Bind Over Required	1
Burglary Not Dwelling W/I Steal	1
Cause Fear/Violence-Words/Behav-S4 Po 86	1
Criminal Damage-Other Prop <b>#5000 &amp; Under</b>	1
Manner Whereby Breach Of Peace Is <b>Likely</b>	1
Theft Of Mail Bag/Postal Packet	1
Theft Of Pedal Cycle	1
Violent Disorder	1
Vulnerable Adult Incident	1
Grand Total	<b>285</b>

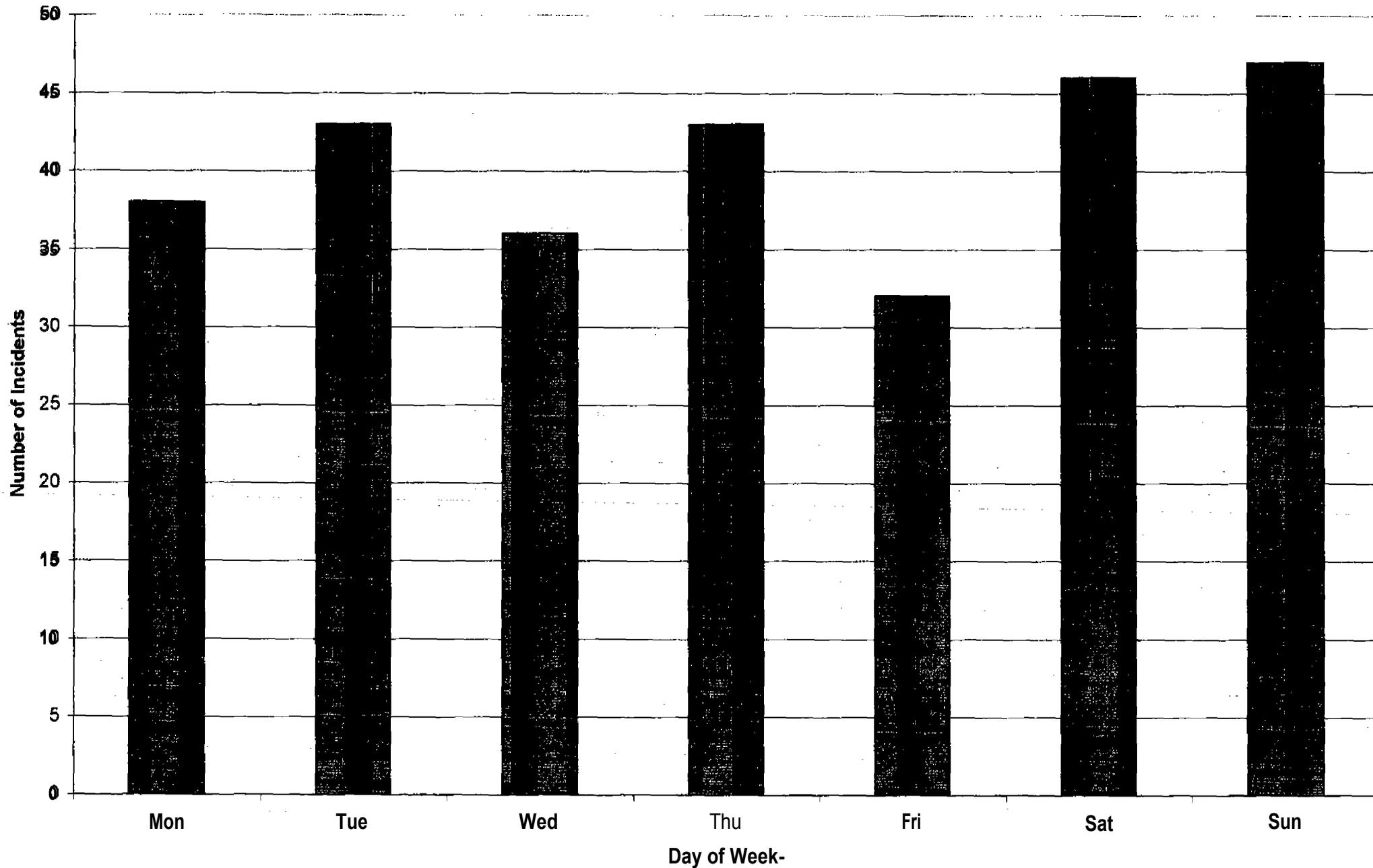
With regards to the time of **day/day** of the **week** Figures 2, 3 and 4 (attached) show that the **weekends see most activity with 46 incidents/offences first committed/reported on a Saturday and 47 on a Sunday. Tuesday's and Thursdays also see activity with 43 incidents/offences first committed/reported.** in terms of the time windows in which the incidents are first committed/reported Figure 3 shows that there is a **peak in activity between 1600-2000 hours and a lower peak between 2100-0200 hours.**

In terms of the hotspots of activity figure 5 below shows **that Burford has seen by far the most offences/incidents followed by Bishopdale, Blakemore and Burtondale.** The attached map shows that all of the streets on the main Brookside estate have seen activity. **The main focus is obviously on Burford and the streets, which surround the schools, community centre and shops (repeat victims of crime/anti social behaviour).** A target patrol (OIS 341706 - attached) was set up for the Brookside estate on 9<sup>th</sup> March in order to combat youth related Anti Social Behaviour and criminal activity, which has been directed towards the public, **shopkeepers** and security (**1800-2000** hours). There was **also a target patrol** for Buckingham Crescent, which was **set up on 9<sup>th</sup> March.** The patrol **was requested at 1900** until the end of the week (1213/00) because of problems with youths in the street (OIS 341787 refers). The OIS log has been closed but this may **be an area to keep a check on** when patrolling to ensure that **problems have not returned.**

**Figure 5: - Offences, Anti Social Behaviour and Disorder in Brookside Hill by street - 1st January to 21st March '00**

Address	Total
Burford	81
Bishopdale	26
Blakemore	19
Burtondale	19
Beaconsfield	14
Briarwood	14
Brindleyford	14
Bembridge	12
Brereton	11
Brackenfield	8
Brookside Av	8
Birchmore	7
Burnside	7
Briary Bank	6
Buckingham Cres	6
Bridgwood	5
Mount Pleasant Dr	4
Teal Cl (Not on map)	4
Cygnets Dr	3
Boumbrook Gdns	2
Chapmans Cl	2
Lake End Dr	2
Malory Dr (Not on map)	2
Silkin Way	2
(blank)	2
Calcott (Not on map)	1
Grange Av	1
Heron Cl	1
Holmer La (Not o map)	1
Viscount Av (Not on map)	1
Grand Total	<b>285</b>

**Figure 2: - Offences, Anti Social Behaviour and Disorder in Brookside by day first committed/reported - 1st January to 21st March 2000**



**Number of Incidents**

	o	o	o	o	o	o	o
6900-0000							
691-0-001.0							
<b>6920-00Z0</b>							
69£0-00£0							
<b>69b0-00V0</b>							
<b>6990-0050</b>							
<b>6990-0090</b>							
<b>69L0-0OLO</b>							
<b>6590-0080</b>							
<b>6960-0060</b>							
<b>6901.-0001-</b>							
69 L L-00 L I							
6SZL-00ZL							
69EL-00£6							
651 L-00tiL							
6991-0091							
699L-009 L							
69LL-00L 1							
<b>699L-009 L</b>							
696 L-0061							
6502-0002							
<b>6912-00 LZ</b>							
69ZZ-00ZZ							
69£Z-00CZ							

**Behaviour and Disorder in Brookside by hour first committed/reported - 1st January to 21st March 2000**

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**Figure 4: - Offences, Anti Social Behaviour and Disorder in Brookside by day of week/hour of day first committed/reported - 1st January to 21st March 2000**

Hour of day first committed/reported	Day of week first committed/reported							Grand Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
<b>0000-0059</b>	<b>2</b>	<b>3</b>	1	<b>2</b>	<b>3</b>	<b>5</b>	3	19
0100-0159	1	5		1	2	<b>4</b>	<b>6</b>	19
<b>0200-0259</b>	1			1	3	<b>4</b>	1	10
<b>0300-0359</b>				1	1		1	3
<b>0400-0459</b>		<b>2</b>			1			<b>3</b>
<b>0500-0559</b>								0
<b>0600-0659</b>		1		-			-	1
0700-0759					1		1	2
<b>0800-0859</b>	1	2	1	1			1	6
<b>0900-0959</b>		1	<b>2</b>	3		1		7
<b>1000-1059</b>	2		1			1	1	5
1100-1159								
1200-1259				1		3		<b>4</b>
<b>1300-1359</b>	1	3	1	1	1	1		8
<b>1400-1459</b>	2	1		1		1	4	9
<b>1500-1559</b>	1	<b>2</b>	1	1		2	2	10
	2	2	3		2	3	2	20
1700-1759	4	1	6	5	3	<b>4</b>	6	<b>29</b>
<b>1800-1859</b>	<b>3</b>	<b>5</b>	<b>4</b>	3	7	2	6	<b>30</b>
<b>1900-1959</b>	3	1	3	5	1	7	3	<b>23</b>
2000-2059	<b>3</b>	<b>5</b>	3	<b>3</b>		1	<b>2</b>	17
2100-2159	5	4	5	2	1	3	1	21
<b>2200-2259</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	3	1	<b>2</b>	17
<b>2300-2359</b>	5	2	2	3	2	3	<b>4</b>	21
Grand Total	<b>38</b>	<b>43</b>	<b>36</b>	<b>43</b>	32	<b>46</b>	47	<b>285</b>



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*Operation Crystal*  
*Policing for the Community*  
***Sutton Hill Information Pack***

**Operation Crystal - Sutton Hill**  
**Information based on period between 1<sup>st</sup> January and 21<sup>st</sup> March 2000**

During the above period there have been 156 offences and incidents of Anti Social Behaviour and Disorder recorded on C.R.I.M.E.S. and OIS. The attached sheet shows all of the offences that have been recorded on C.R.I.M.E.S. Looking at the type of incidents that have been committed (Figure 1) the main type of crime has been Vehicle Crime, followed by Criminal Damage, Burglary Dwellings and Domestic Disputes.

**Figure 1: - Offences, Anti Social Behaviour and Disorder in Sutton Hill**

Offence Title	Total
Theft From Motor Vehicle	23
Emotional-Domestic Violence Incident	11
Criminal Damage-Dwelling #5000 & Under	10
Burglary Dwelling -Steal/Aft Steal	9
Criminal Damage-Vehicle #5000 & Under	9
Take Mil/eh W/O Consent Owner Twoc	8
DI Other Unlisted	7
Theft Of Motor Vehicle	7
DI Gen/Public Nuisance	6
DI Neighbour Dispute	6
Physical-Domestic Violence Incident	6
Common Assault By Beating	5
DI Breach of Peace	5
Assault Occasion Abh	4
Criminal Damage-Building Not Dwelling #5000 & Under	4
Arson Motor Vehicle	3
Attempt Burglary Dwelling W/I Steal	3
Burglary Dwelling W/I Steal	3
Burglary Not Dwelling W/I Steal	3
Theft Not Otherwise Coded	3
1996 Act-Assault On Police Officer	2
Attempt Theft Of Motor Vehicle	2
Possess Control Drug-Class B-Cann Resin	2
Possess Control. Drug-Class B-Cannabis	2
Theft In Dwelling Not Auto Machine/Meter	2
Agg Veh Take-Drive-Damage Only Agg Factor	1
Arson Not Motor Vehicle	1
DI Public Place/Steet	1
HarassAlarm/Distress-Words/Behav S:5	1
Indecent Assault On Female Under 14	1
Make Off W/O Payment	1
Murder-Victim 1 Yr Old Or Over	1
Permit Premises Use For Smoke Cannabis	1
Send Obscene Article -Post	1
Theft Walk-In	1
Violent Disorder	1
Grand Total	156

With regards to the time of day/day of the week Figures 2, 3 and 4 (attached) show that days towards the end of the week, the weekend and Mondays see the majority of incidents (Monday 30, Saturday 27, Thursday 23, Friday 21 and Sunday 21). In terms of the time windows in which the incidents could have first occurred/were reported the overnight hours between 1800-0100 see the majority of the incidents, with smaller peaks between 0900-1000 and 1200-1300 as people leave the home to go to work/out for the afternoon.

In terms of the hotspots of activity figure 5 below shows that **Southgate has seen the most offences/incidents followed by Summerhill, Stebbings, Spring Meadow and Stonedale.** The attached map shows that the majority of the incidents have occurred **on streets within the main Sutton Hill estate, particularly in the north (Southgate/Summerhill and Stonedale/Spring Meadow/Stebbing)**

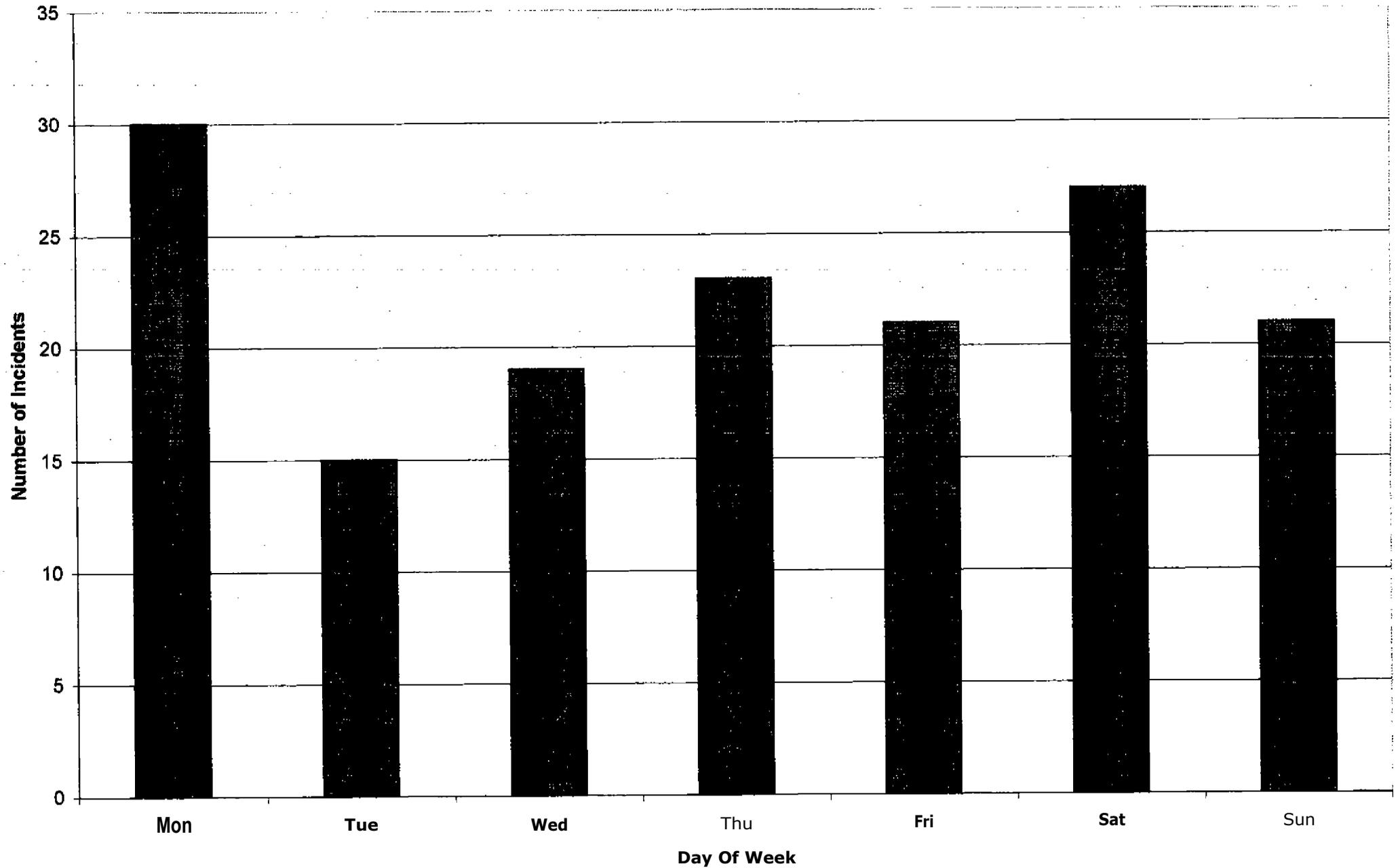
**Figure 5: - Offences, Anti Social Behaviour and Disorder in Sutton Hill by street - 1st January to 21st March '00**

<b>Street</b>	<b>Total</b>
Southgate	22
Summerhill	18
Stebbing	14
Spring Meadow	13
Stonedale	12
Southfield	9
Shawfield Cl	8
Smallwood	8
Sunnymead	7
Severn Walk	6
Stanwyck	6
Great Hay Dr	5
Sandcroft	5
Singleton	4
Maythome Cl (Not on map)	3
blank	3
Bridgnorth Rd	2
Selbourne	.2
Solway Dr	2
Carnoustie Dr	1
Reynards Meadow	1
Selkirk Dr	1
Sheridan Way	1
Springhill Gres	1
Stokesay Green	1
Toll House La (Not on map)	1
<b>Grand Total</b>	<b>156</b>

A number of properties have suffered from more than one offence during the time period under consideration. The main addresses for the revictimisations are (3 or more incidents) :-

- Telford Golf and Country Moat House - Vehide Crime
- 147 Southgate - Criminal Damage-Vehicle #5000 & Under, Burglary Dwelling -SteaVAtt Steal and Arson Motor Vehicle
- 37 Summerhill - Domestic Violence and Criminal Damage
- 72 Severn Walk - Domestic Violence and Assault on Police Officer
- Alexander Fleming School - Criminal Damage
- + 81 Summerhill - Criminal Damage and Burglary Dwelling

**Figure 2: - Offences, Anti Social Behaviour and Disorder in Sutton Hill by day of week first committed/reported 1st January to 21st March 2000**





**Figure 4: - Offences, Anti Social Behaviour and Disorder in Sutton Hill by day of week/hour of day first committed/reported - 1st January to 21st March 2000**

Hour of Day First Committed/Reported	Day of Week First Committed/Reported							Grand Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
0000-0059	1		1	1		3	1	8
0100-0159			1			1		2
<b>0200-0259</b>	1							1
<b>0300-0359</b>						1		1
<b>0400-0459</b>						1		1
<b>0500-0559</b>								0
<b>0600-0659</b>			1				1	2
0700-0759			1	1	1			3
<b>0800-0859</b>			1					1
<b>0900-0959</b>	1	3		1		2		7
1000-1059				1				1
1100-1159	1		1		1			3
1200-1259	3		1	1		1	1	7
<b>1300-1359</b>						1		1
1400-1459		3				2	1	6
<b>1500-1559</b>		1	1	2		1	1	6
<b>1600-1659</b>	2			1	2	3		8
1700-1759	2			4	2	1	3	12
<b>1800-1859</b>	2	3	3	3	3	4	1	19
<b>1900-1959</b>	1		3	2	2	1	2	11
2000-2059	4	1	2	3	1	2	3	16
2100-2159	2	2		2	3	2	4	15
2200-2259	7	1	1		1		2	12
2300-2359	3	1	2	1	4	1	1	13
Grand Total	30	15	19	23	21	27	21	156

## **OPERATIONAL ORDER**

### **OPERATION 'CRYSTAL' 2**

#### **1.0 INFORMATION**

1.1 In various estates and small towns within 'G' Division there are small numbers of people committing crime, driving whilst disqualified, drink driving and generally acting in an anti-social manner to the detriment of the vast majority of decent law abiding citizens.

#### **2.0 INTENTION**

2.1 To create a programme of concentrated joint agency activity over a 5 day period which, once commenced, will be able to be implemented on given dates at any desired location.

2.2 The second of these inter-agency operations will take place on Sutton Hill commencing 0800 hours, Monday 27th March and Tuesday 28th March 2000 until 2359 hours. Followed by Brookside, commencing 0800 hours on Wednesday, 29th March and Thursday, 30th March 2000, finishing in Woodside on Friday 31st March 2000 again at 2359 hours.

2.3 Warrants will be executed on target criminals, persons outstanding on Court warrants will be arrested, disruption targets will be given added focus and bail conditions will be vigorously policed.

2.4 Those who drive whilst disqualified, drink drive or drive in an erratic, careless manner or allow their vehicles to fall into a dangerous condition will also be subject of added attention.

2.5 Abandoned vehicles, stray dogs, litter, unauthorised tips and vandalised property will also be dealt with, along with any type of anti social behaviour.

2.6 All licensing matters will be rigorously enforced.

2.7 All truants will be visited by the Education Welfare Officers.

2.8 Television Licence dodgers will be proactively sought.

2.9 Private Hire Vehicles, Hackney Carriages and Taxi Drivers will be stop-checked and interviewed by Local Authority Licensing Enforcement Officers.

2.10 Police Community Safety personnel will visit the targeted areas and identify crime reduction landscaping issues.

2.11 To maximise the full potential of the Operation with a dedicated **Press Officer**

### 3.0 **METHOD**

3.1 Prior to the nominated period the Intelligence Unit will produce target packages of Woodside based criminals so that the Pro-active C.I.D. can obtain Warrants to be executed during the 5 day operation with the assistance of elements of the Uniform Support Group.

3.2 Other members of the U.S.G. will accompany local housing officers who will open all void garages and, examine them for suspected stolen property. They will also enter all void houses and gather any intelligence of suspected letter drops for the D.S.S.

3.3 All available Special Constables on the Division will be concentrated on the 3 site areas between 0800 hours to 2359 hours on each day. They will patrol in pairs on foot with the aim of visiting, walking and talking, every street on the estates.

3.4 As well as the normal patrol staff, the Madeley Section will parade additional officers to be available for high profile uniform foot patrol and the rigorous policing of conditional bail and disruption targets.

3.5 Six traffic department motorcyclists will patrol the estate in two groups during the period of 0800 hours to 2200 hours as traffic enforcement.

In addition, other members of the Road Policing Unit will be on the estate targeting identified disqualified drink drivers.

3.6 A list of the manufacturer's fitted radio appropriate to the make of motor vehicle will be available for all officers when checking vehicles (Appendix 'A').

3.7 Prior to the operational period, patrolling Police Officers will identify abandoned vehicles and have 7 day notices placed upon.

3.8 Between 0800 hours 27th March 2000 and 2359 hours 31st March 2000, patrolling officers will report to Control Room all instances, of high levels of litter, unauthorised tips, vandalised public property, broken street lighting, graffiti and stray dogs to Control Room.

3.9 The Divisional Control Room will have a list of all contributing agencies together with named contacts, telephone numbers and hours of availability. (Appendix 'B')

3.10 Agents of the D.V.L.A. will be on Woodside to identify and deal with motor vehicles which do not display a current road fund licence.

3.11 The D.H.S.S. Benefits Agency will concentrate their efforts on the Sutton Hill and Brookside estates during the period of the operation.

3.12 The Local Education Welfare Officer will visit all young persons at home, who have not attended school during the Operation.

3.13 The local Council Licensing authorities will rigorously enforce all areas of licensing, i.e. liquor, betting and gaming etc.

3.14 Officers responsible for the licensing of taxis will also check on taxis operating in Woodside.

3.15 Paedophiles living on Woodside will be personally visited by the local Beat Manager.

3.16 All victims of Domestic Violence and subject of a Police/Cocoon Watch will be regularly visited by Madeley Officers

3.17 'Sergeant 1305 Russ HORSWOOD will be in charge of the operation under the command of Detective Inspector Trevor DAVISON.

#### 4.0 **ADMINISTRATION**

4.1 Sufficient numbers of designated Custody Officers and assistants will be on duty to deal with the anticipated increase in prisoners.

4.2 The Crown Prosecution Service and Magistrates Courts will have been pre-warned to expect an increase in persons arrested, as have the C.J.S.U.

4.3 A copy of the Operational Order has been forwarded to Force Control Room.

4.4 All officers will take their break at Madeley Police Station unless engaged with prisoner(s) at Malinsgate and must supply their own refreshments.

4.5 All relevant paperwork will be submitted through Sergeant 1305 HORSWOOD who will collate all results from the Operation.

4.6 PC Michael POYNTON (Telford Press Officer) to maximise the full potential of the Operation.

4.7 Hire vehicles to be booked through Divisional Finance for use by :-

- i) Special Constabulary
- ii) Uniform Support Group

#### 5.0 **COMMUNICATION**

5.1 Divisional officers will use normal issue personal radios on Channel 26.

5.2 Traffic officers will operate on Force radio.

**6.0 HEALTH&SAFETY**

6.1 All officers will be adequately briefed as to their duties and will be in possession of P.P.E.

6.2 Only appropriately trained officers will be employed in specialist tasks.

Trevor Davison  
Detective Inspector

**ADDENDUM**

It should be noted that Madeley Officers will be available for normal duty commitments and are not involved in this operation.

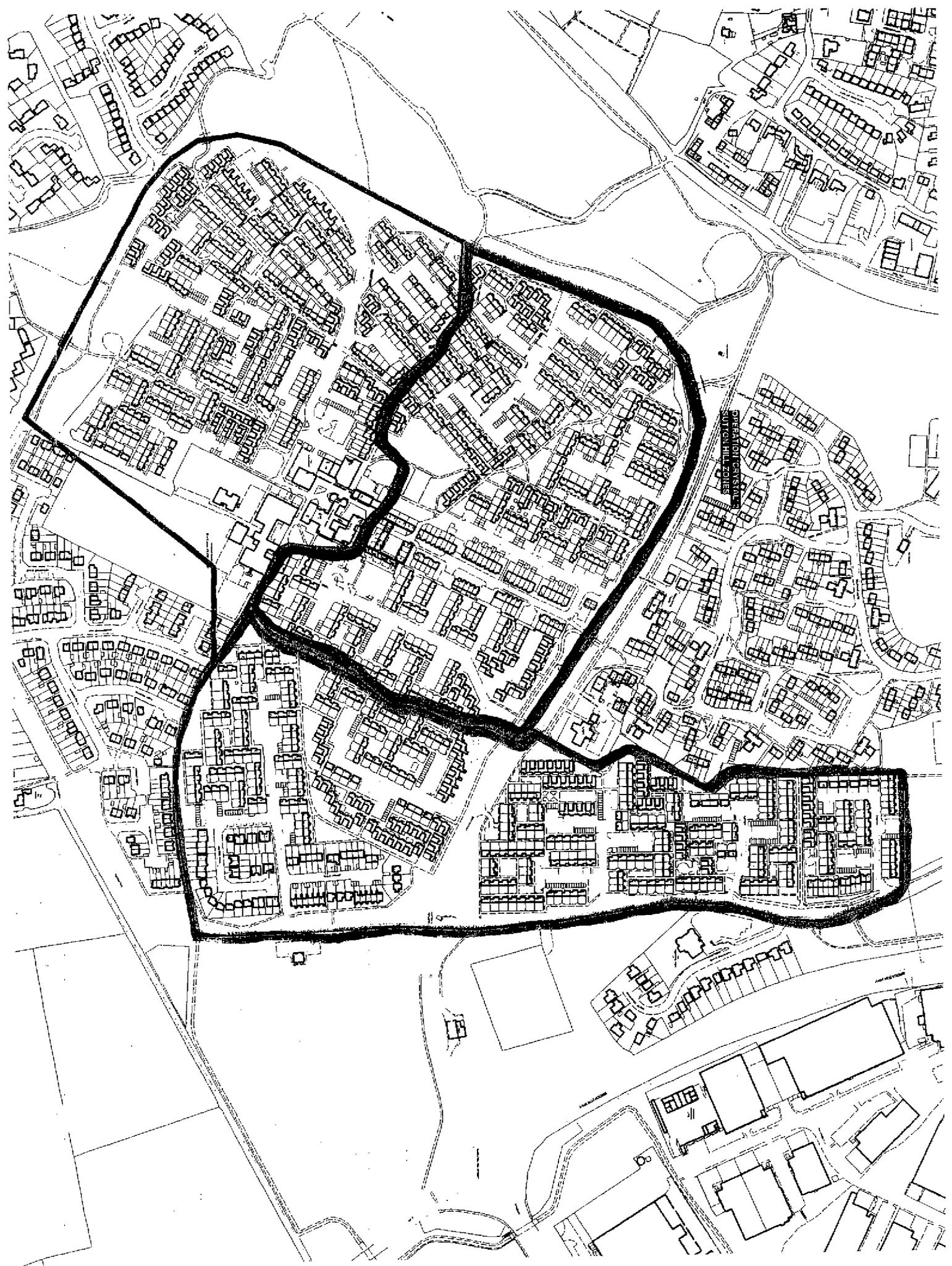
## OPERATIONAL 'CRYSTAL'

### APPENDIX 'C'

#### Officers and Duty , Role and Responsibility

	<b>RESPONSE GROUP</b>	<b>DESIGNATION</b>
		To target disqualified drunk drivers and those who drive in an erratic careless manner.
<b>2</b>	<b>ROAD POLICING UNIT</b>	To target disqualified drunk drivers and those who drive in an erratic careless manner.  Assist multi-agency officers at road checks
<b>3</b>	<b>MADELEY SECTION OFFICERS</b>	To carry out duties as directed by Sergeant 1305 HORSWOOD, but in particular rigorously police disruption targets, conditional bail, paedophiles and persons on police watch.
<b>4</b>	<b>UNIFORM SUPPORT GROUP</b>	As directed by DI DAVISON and to assist Proactive CID as appropriate.  To arrest all persons wanted on warrant, and to visit void houses etc.
<b>5</b>	<b>PROACTIVE CID</b>	To execute warrants on identified targets and to carry out such duties as directed by DI DAVISON.

6	<b>SPECIAL CONSTABULARY</b>	To perform high profile patrol in pairs and to walk and talk with members of the public and as directed by Sergeant HORSWOOD.
7	<b>EDUCATION WELFARE OFFICER</b>	To rigorously enforce all young persons subject of truancy
\$	<b>DVLA ENFORCEMENT OFFICERS</b>	To proactively seek out offences of not displaying a current RFL
9	<b>LOCAL COUNCIL LICENSING AUTHORITIES - SGT HOMMERSLEY</b>	To rigorously enforce Licensing Regulations
10	<b>HOUSING AGENCY</b>	USG officers, visit all void properties and garages with a view to identifying stolen property or any other criminality which may be taking place on such properties
11	<b>TAX LICENSING AUTHORITIES</b>	Check all taxis operating in the area to ensure they are properly licensed, or to take action against any who are not.
12	<b>LOCAL AUTHORITY</b>	To deal with all matters relating to graffiti, excessive litter, lighting, abandoned vehicles, stray dogs etc.



**Operation Crustal 2**  
**Performance Indicators**

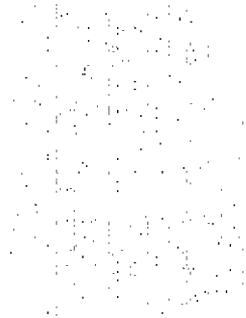
<b>Subject</b>	<b>Organisation</b>	<b>Total</b>
Persons arrested on Warrant	Police	2
Persons arrested for crime	Police	17
Persons arrested for Traffic Offences	Police	5
Persons arrested for Escape from Lawful Custody	Police	1
Persons arrested for Anti Social Behaviour	Police	10
Persons Reported for no VEL	Police	67
Vehicles Removed (7 Day Orders)	Council	79*
Stop notices issued for CON and USE offences	Council - Taxi Enforcement	15
Licences suspended for CON and USE offences	Council - Taxi Enforcement	2
Persons Reported Re TV Licensing	TV Licensing Authority	98
Vehicles Inspected	Traffic Inspectorate	<b>84</b>
Vehicles inspected which were defective or resulted in a breach of driver's hours or tachograph regulations	Vehicle Inspectorate	19
Persons absent from school - visited at home	Education Welfare	91**
Persons given advice for speeding	Police	3
Persons reported on WMRT/10	Police	<b>4</b>
Persons Stop Checked / Searched	Police	19
HORT/1 Forms Issued	Police	37
VDRS Forms Issued	Police	9
Fixed Penalty Notice Issued	Police	16
Void Garages Entered	Police I Local Authority	64
Value of Property Recovered from Void Garages	Police / Local Authority	£600
Stolen Property recovered	Police	£1800
Intelligence Reports	Police	18
All convicted Sex Offenders and person's subject of police watches were visited by police and bail conditions were rigorously enforced.	Police	

\* Vehicles removed from: **Sutton Hill - 38**  
Brookside - 14  
Woodside - 27

\*k **Location of homes visited where person absent from school: Sutton Hill - 13**  
**Brookside - 28**  
Woodside - 50



**WEST MERCIA  
CONSTABULARY**  
IN PARTNERSHIP WITH THE COMMUNITY



*Operation Crystal*  
*Policing for the Community*  
*Arkston Information Pack*

**Operation Crystal- Arleston (exclucina Wreldn Retail Parks  
Information based on period between 1 January and 3' May 2000**

During the **above period** there have **been** 252 offences and incidents of Anti Social **Behaviour and Disorder** recorded on C.R.I.M.E.S. and OM. The attached sheet shows all of the offences that have been recorded on C.R.I.M.E.S. Looking at the type of incidents that have been committed (Figure 1) the **main type of crime/incident has been Hoax/Nuisance Telephone Calls, Nuisance Behaviour, Burglary Dwellings, Domestic Disputes, Criminal Damage and Vehicle Crime.**

**Figure 1: - Offences, Anti Social Behaviour and Disorder in Arleston**

Offence Tale	Total
DI Hoax Telephone Call	26
DI Gen/Public Nuisance	24
Burglary Dwelling -Steal/Att Steal	21
DI Domestic Dispute	20
DI Nuisance Telephone Calls	20
Criminal <b>Damage-Dwelling #5000</b> & Under	16
Criminal Damage-Vehicle <b>#5000</b> & Under	16
Theft From Motor Vehicle	12
Burglary Not Dwelling - Steal/Att Steal	10
Emotional-Domestic Violence Incident	9
DI Breath Of Peace	8
DI Other Unlisted	8
DI Neighbour Dispute	7
Attempt Burglary Dwelling W/I Steal	6
Criminal Damage-Other Prop <b>#5000</b> & Under	4
Assault Occasion Abh	3
Common Assault	3
Criminal <b>Damage-Building</b> Not Dwelling <b>#5000</b> & Under	3
DI Disturb Public Place/Street	3
Theft Not Otherwise Coded	3
Agg Veh Take-Take-Damage Only Agg Factor	2
Attempt Theft Of Motor Vehicle	2
Burglary Dwelling W/I Steal	2
DI Public Place/Street	2
Physical-Domestic Violence Incident	2
Arson Motor Vehicle	1
Attempt Burglary Not Dwelling W/I Steal	1
Attempt Theft From MotorVehide	1
Bind Over After Arrest-Breach Of Peace Committed	1
Breath Of Peace- Justice Peace Act	1
Breach Of Peace-Bind Over Required	1
Burglary Not Dwelling W/I Steal	1
Child Incident - Sexual Abuse	1
DI Domestic Violence	1
DI Drunkenness	1
DI Noisy Party	1
DI Threatening Telephone Call	1
Harass/Alann/Distress-Words/Behav S_5	1
Make Off W/O Payment	1
Take MNeh W/O Consent Owner Twoc	1
Theft In Dwelling Not Auto Machine/Meter	1
Theft Of Motor Vehicle	1
Theft Of Pedal Cycle	1
Use Pub Telecom System Cause Annoyance	1
Wounding	1
Grand Total	252

With regards to the time of **day/day** of the week Figures 2, 3 and 4 (attached) show that days towards the **end of the week**, see the majority of incidents (Friday **41**, Saturday **48** and Sunday **41**). In terms of the time windows in which the incidents could have first occurred/were reported **the evening hours between 1900-2300** see the majority of the incidents, with smaller peaks between **1400-1800**.

In terms of the hotspots of activity figure 5 below shows that **Kingsland has seen the most offences/incidents followed by Arleston Av, Churchill Rd, Windsor Rd and Harvey Cres**. The attached map shows that the majority of the incidents have occurred **in the GREEN ZONE and RED ZONE**, this is **not to say that the BLUE ZONE does not see its fair share of activity**.

**Figure 5: - Offences, Anti Social Behaviour and Disorder in Arleston Hill by street**

Street	Total
Kingsland	<b>34</b>
Arleston Av	21
Churchill Rd	20
Windsor Rd	20
Harvey Cres	17
Dawley Rd	<b>13</b>
Abbey Rd	10
Princess Av	9
John Broad Av	8
Manor Rise	8
Mount Gilbert	8
Hayes Rd	7
Highway View	7
(blank)	7
Kingsway Cres	6
Arleston La	5
Charles Rd	5
Oaks Cres	5
St <b>Giles</b> Cl	5
Woollam Rd	5
Primrose Gr	4
Bayley Rd	3
Festival Gdns	3
Toll Rd	3
Windsor Flats	3
Golf Links La	2
Lidgates Green	2
Manor Rd	2
Old Hall Cl	2
Stone Cres	2
Arleston Ct	1
Avondale Rd	1
Christine Av	1
Forester Gr	1
Holyhead Rd	1
Hombeam Cl	1
Grand Total	<b>252</b>

Currently there is a Target Patrol on for Harvey Crescent due to tensions being high on this estate. There are various feud's involving a number of families with the potential for further damage, assaults and public disorder etc. Times 1700 - 0200 hrs (OIS **356549** attached - request from PC Singh)

Figure 2 - *Offences and Disorder incidents in Arlestone on C.R.I.M.E.S. and OIS - 1st January to 3rd May '00*

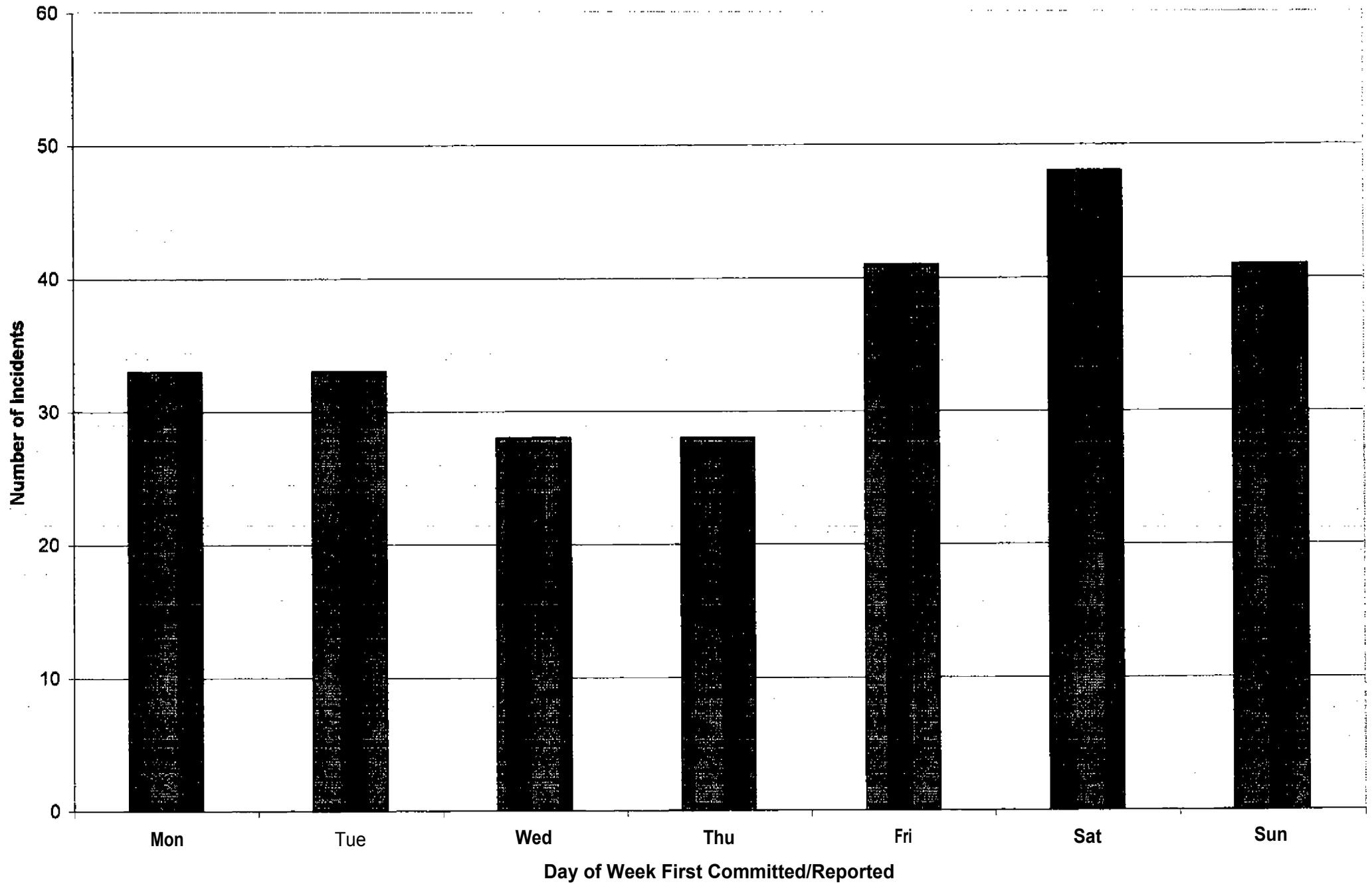


Figure 3 - Offences and Disorder incidents in Arlestone on C.R.I.M.E.S. and OIS - 1st January to 3rd May '00

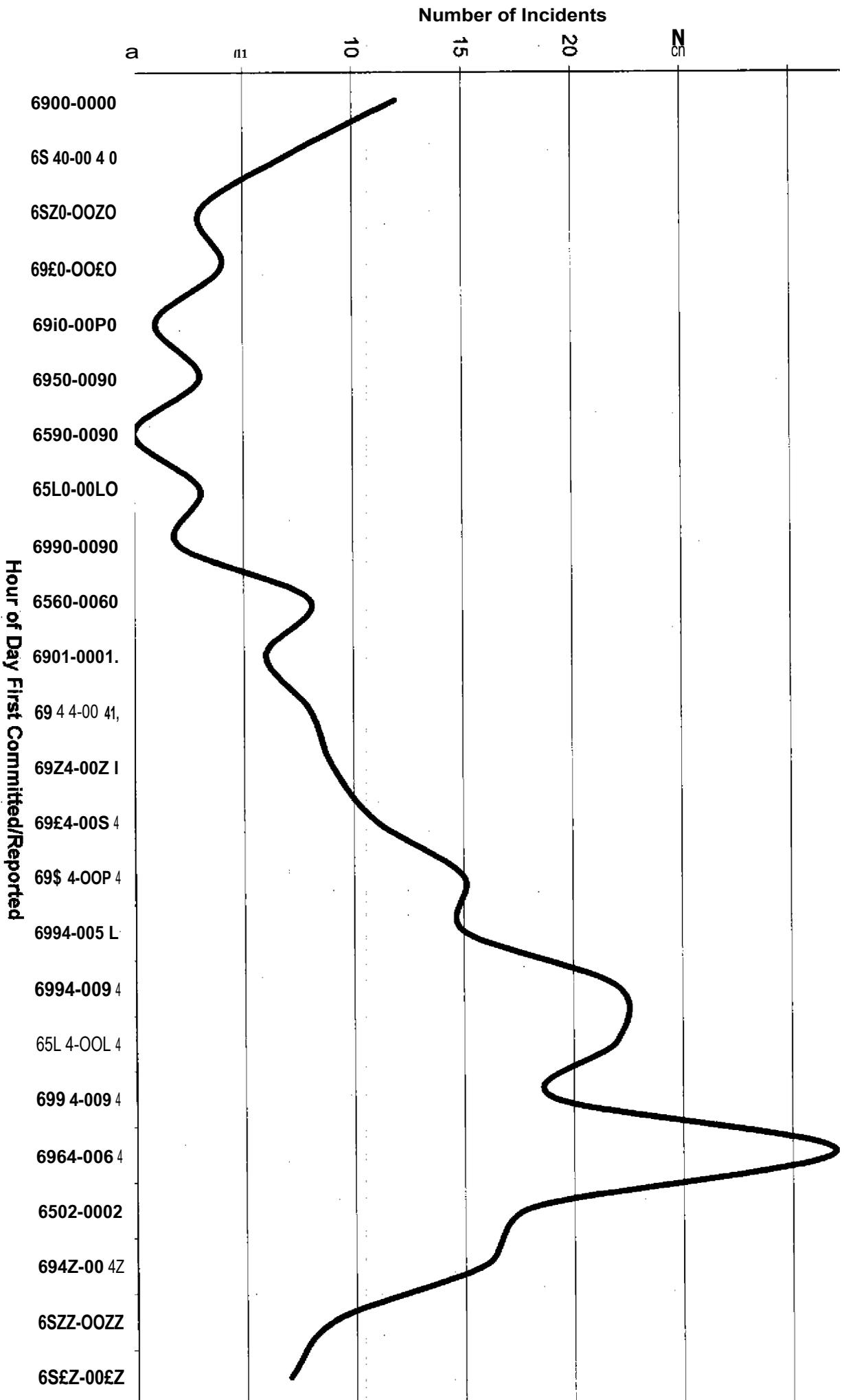


Figure 4 - Offences and Disorder incidents in Arleston on C.R.I.M.E.S. and 01S -1st January to 3rd May '00

Hour of Day	Day of Week							Grand Total
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
0000-0059	3		2		1	5	1	12
0100-0159	1				1	2	3	7
<b>0200-0259</b>						2	1	3
<b>0300-0359</b>			2	1	1			4
<b>0400-0459</b>						1		1
<b>0500-0559</b>				1	2			3
<b>0600-0859</b>								0
0700-0759			2	1				3
<b>0800-0859</b>		1			1			2
<b>0900-0959</b>	4		1	1			2	8
<b>1000-1059</b>			2		1		3	8
<b>1100-1159</b>		4	1		2	1		8
<b>1200-1259</b>		3	1		1	1	3	9
<b>1300-1359</b>	1		2	1		6	1	11
<b>1400-1459</b>	3		3	3		3	3	15
<b>1500-1559</b>	3	1	1	2	2	4	2	15
<b>1800-1659</b>	1	4	5	3	4	2	3	22
1700-1759	1	3		4	4	3	5	22
<b>1800-1859</b>	2	2		2	6	4	3	19
1900-1959	4	5	2	4	9	5	3	32
<b>2000-2059</b>	4	7	1		3	2	1	18
<b>2100-2159</b>	4	2		1	2	4	3	16
<b>2200-2259</b>	1			4	1		3	9
<b>2300-2359</b>	1	1	1			3	1	7
<b>Grand Total</b>	<b>33</b>	<b>33</b>	<b>28</b>	28	41	<b>48</b>	<b>41</b>	<b>252</b>

## **OPERATIONAL ORDER**

### **OPERATION 'CRYSTAL' 3**

#### **1.0 INFORMATION**

1.1 In various estates and small towns within 'G' Division there are small numbers of people committing crime, driving whilst disqualified, drink driving and generally acting in an anti-social manner to the detriment of the vast majority of decent law abiding citizens.

#### **2.0 INTENTION**

2.1 To create a programme of concentrated joint agency activity over a 5 day period which, once commenced, will be able to be implemented on given dates at any desired location.

2.2 The third of these inter-agency operations will take place on Arlestone commencing 0800 hours, Thursday 11th May 2000 until 2359 hours, Saturday, 13th May 2000.

2.3 Warrants will be executed on target criminals, persons outstanding on Court warrants will be arrested, disruption targets will be given added focus and bail conditions will be vigorously policed.

2.4 Those who drive whilst disqualified, drink drive or drive in an erratic, careless manner or allow their vehicles to fall into a dangerous condition will also be subject of added attention.

2.5 Abandoned vehicles, stray dogs, litter, unauthorised tips and vandalised property will also be dealt with, along with any type of anti social behaviour.

2.6 All licensing matters will be rigorously enforced.

2.7 All truants will be visited by the Education Welfare Officers.

2.8 Television Licence dodgers will be proactively sought.

2.9 Private Hire Vehicles, Hackney Carriages and Taxi Drivers will be stop-checked and interviewed by Local Authority Licensing Enforcement Officers.

2.10 Police Community Safety personnel will visit the targeted areas and identify crime reduction landscaping issues.

2.11 To maximise the full potential of the Operation with a dedicated Press Officer.

2.12 Trading Standards Officers will target vehicles utilised in the transportation of livestock.

2.13 R.S.P.C.A. will deliver educational leaflets to all addresses in Arleston re advice on the newting and identity chipping of animals.

### 3.0 **METHOD**

3.1 Prior to the nominated period the Intelligence Unit will produce target packages of Arleston based criminals so that the Pro-active C.I.D. can obtain Warrants to be executed during the 5 day operation with the assistance of elements of the Uniform Support Group.

3.2 Other members of the U.S.G. will accompany local housing officers who will open all void garages and examine them for suspected stolen property. They will also enter all void houses and gather any intelligence of suspected letter drops for the D.S.S. In addition Wrekin Housing Trust Officers will leaflet all their tenants to raise the awareness of what the Trust can do for them.

3.3 All available Special Constables on the Division will be concentrated on the site area between 0800 hours to 2359 hours on each day. They will patrol in pairs on foot with the aim of visiting, walking and talking, every street on the estates.

3.4 As well as the normal patrol staff, the Wellington Section will parade additional officers to be available for high profile uniform foot patrol and the rigorous policing of conditional bail and disruption targets.

3.5 Six traffic department motorcyclists will patrol the estate in two groups during the period of 0800 hours to 2200 hours as traffic enforcement.  
In addition, other members of the Road Policing Unit will be on the estate targeting identified disqualified drink drivers.

3.6 A list of the manufacturer's fitted radio appropriate to the make of motor vehicle will be available for all officers when checking vehicles - (Appendix 'A').

3.7 Prior to the operational period, patrolling Police Officers will identify abandoned vehicles and have 7 day notices placed upon.

3.8 Between 0800 hours 11th May 2000 and 2359 hours 13th May 2000, patrolling officers will report to Control Room all instances of high levels of litter, unauthorised tips, vandalised public property, broken street lighting, graffiti and stray dogs to Control Room.

3.9 The Divisional Control Room will have a list of all contributing agencies together with named contacts, telephone numbers and hours of availability.  
(Appendix 'B')

3.10 Agents of the D.V. L.A. will be on Arleston to identify and deal with motor vehicles which do not display a current road fund licence.

3.11 The D.H.S.S. Benefits Agency will concentrate their efforts on the Arleston estate during the period of the operation.

3.12 The Local Education Welfare Officer will visit all young persons at home, who have not attended school during the Operation.

3.13 The local Council Licensing authorities will rigorously enforce all areas of licensing, i.e. liquor, betting and gaming etc.

3.14 Officers responsible for the licensing of taxis will also check on taxis operating in Arleston.

3.15 Officers from Trading Standards to operate a road check of over-loaded vehicles, and to identify/target counterfeit goods outlets.

3.16 Paedophiles living on Arleston will be personally visited by the local Beat Manager.

3.17 All victims of Domestic Violence and subject of a Police/Cocoon Watch will be regularly visited by Wellington Officers

3.18 Trading Standards Officers will inspect all vehicles involved in the transportation of animals.

3.18 R.S.P.C.A. will leaflet-drop the Arleston area with educational literature. This being the first step to provide a drop-in centre in the area for neutering and identity chipping pets.

3.19 Sergeant 1305 Russ HORSWOOD will be in charge of the operation under the command of Detective Inspector Trevor DAVISON.

#### 4.0 **ADMINISTRATION**

4.1 Sufficient numbers of designated Custody Officers and assistants will be on duty to deal with the anticipated increase in prisoners.

4.2 The Crown Prosecution Service and Magistrates Courts will have been pre-warned to expect an increase in persons arrested, as have the C.J.S.U.

4.3 A copy of the Operational Order has been forwarded to Force Control Room.

4.4 All officers will take their break at Wellington Police Station unless engaged with prisoners) at Malinsgate and must supply their own refreshments.

4.5 All relevant paperwork will be submitted through Sergeant 1305 HORSWOOD who will collate all results from the Operation.

4.6 PC Michael POYNTON (Telford Press Officer) to maximise the full potential of the Operation.

4.7 Hire vehicles to be booked through Divisional Finance for use by

- i) Special Constabulary
- ii) Uniform Support Group

## 5.0 **COMMUNICATION**

5.1 Divisional officers will use normal issue personal radios on Channel 49.

5.2 Traffic officers will operate on Force radio.

## 6.0 **HEALTH&SAFETY**

6.1 All officers will be adequately briefed as to their duties and will be in possession of P.P.E.

6.2 Only appropriately trained officers will be employed in specialist tasks.

Trevor Davison  
Detective Inspector

## **ADDENDUM**

It should be noted that Wellington Officers will be available for normal duty commitments and are not involved in this operation.

## OPERATION CRYSTAL

### APPENDIX

#### Contributing Agencies

Benefit Fraud Investigation Service

Elaine DUNSON  
Manager  
Office: 01952 207490

Telford & Wrekin Licensing  
Enforcement (Taxis)

Trevor TURNER  
Jim WILLIAMS  
Office: 01952 202536  
Mobile: 0467 618306

DVLA Enforcement Section

Jenny HATCH  
Office: 0121 7710497

#### Telford & Wrekin Council

Tel: 01952 617171

Dogs

Barry ROBERTSON

Abandoned Vehicles

Sophie TIPPER

Fly Tips / Litter

Keith SLATER

Landscape Issues

Tony BARNESLEY

Sensitive issues or any other issues )  
)

Mick DUCE /  
Mark GREAVES

Brookside Housing

Joyce STANTON  
01952 660065  
0973 658422

Madeley Housing

Bob GLEAVE  
01952 684440

TV Licensing

Brian JONES  
0802 917469

Traffic Inspectorate

Sue ELLEWELL  
01743 462530

Education Welfare Officers

Dorothy ELLIOTT  
01952 522609

**OPERATION 'CRYSTAL' 3**

**APPENDIX 'C'**

**Officers and Duty , Role and Responsibility**

	<b>RESPONSE GROUP</b>	<b>DESIGNATION</b>
		To target disqualified drunk drivers and those who drive in an erratic careless manner.
<b>2</b>	<b>ROAD POLICING UNIT</b>	To target disqualified drunk drivers and those who drive in an erratic careless manner.  Assist multi-agency officers at road checks
<b>3</b>	<b>MADELEY SECTION OFFICERS</b>	To carry out duties as directed by Sergeant 1305 HORSWOOD, but in particular rigorously police disruption targets, conditional bail, paedophiles and persons on police watch.
<b>4</b>	<b>UNIFORM SUPPORT GROUP</b>	As directed by DI DAVISON and to assist Proactive CID as appropriate.  To arrest all persons wanted on warrant, and to visit void houses etc.
<b>5</b>	<b>PROACTIVE_CID</b>	To execute warrants on identified targets and to carry out such duties as directed by DI DAVISON.

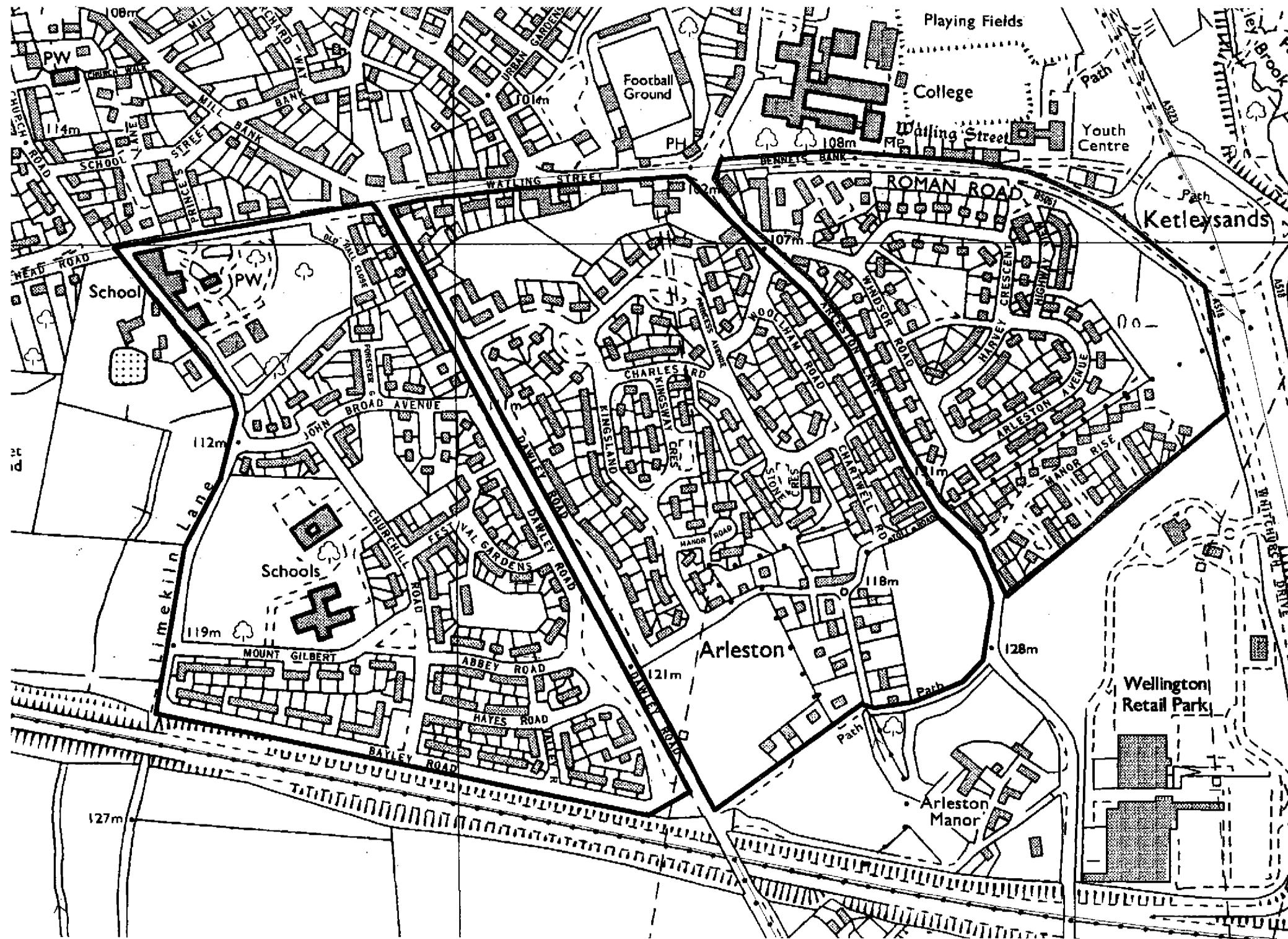
s	<b>SPECIAL CONSTABULARY</b>	To perform high profile patrol in pairs and to walk and talk with members of the public and as directed by Sergeant HORSWOOD.
7	<b>EDUCATION WELFARE OFFICER</b>	To rigorously enforce all young persons subject of truancy
g	<b>DVLA ENFORCEMENT OFFICERS</b>	To proactively seek out offences of not displaying a current RFL
9	<b>LOCAL COUNCIL LICENSING AUTHORITIES - SGT HOMMERSLEY</b>	To rigorously enforce Licensing Regulations
10	<b>HOUSING AGENCY</b>	I/L USG officers, visit all void properties and garages with a view to identifying stolen property or any other criminality which may be taking place on such properties
11	<b>TAX LICENSING AUTHORITIES</b>	Check all taxis operating in the area to ensure they are properly licensed, or to take action against any who are not.
12	<b>LOCAL AUTHORITY</b>	To deal with all matters relating to graffiti, excessive litter, lighting, abandoned vehicles, stray dogs etc.
13	<b>TRADING STANDARDS</b>	To target and identify overloaded vehicles and check for counterfeit goods
14	R.S.P.C.A.	A leaflet-drop to all addresses in the area with a view to the education of the newting and the identity chipping of pets to the public

**APPENDIX 'D'**

**Special Constabulary by Sectors**

1		
Pink Sector	1800 hours x 2200 hours	
Blue Sector	1800 hours x 2200 hours	
Red Sector .	1800 hours x 2200 hours	
Green Sector	1800 hours x 2200 hours	
Tuesday. 28th March 2000		
Pink Sector	1800 hours x 2200 hours	
Blue Sector	1800 hours x 2200 hours	
Red Sector	1800 hours x 2200 hours	
Green Sector	1800 hours x 2200 hours	

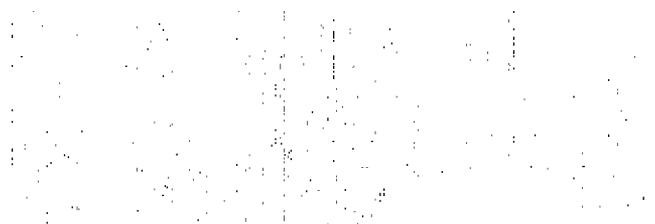
Wednesday 29th March 2000		
Pink Sector	1800 hours x 2200 hours	
Blue Sector	1800 hours x 2200 hours	
Red Sector	1800 hours x 2200 hours	
Green Sector	1800 hours x 2200 hours	
Thursday, 30th March 2000		
Pink Sector	1800 hours x 2200 hours	
Blue Sector	1800 hours x 2200 hours	
Red Sector		
Green Sector		
Friday, 31st March 2000		
Pink Sector	1800 hours x 2200 hours	
Blue Sector	1800 hours x 2200 hours	
Red Sector	1800 hours x 2200 hours	
Green Sector	1800 hours x 2200 hours	





**WEST MERCIA  
CONSTABULARY**

IN PARTNERSHIP WITH THE COMMUNITY



***Operation Crystal  
Policing for the Community  
Press Releases & Cuttings***

PC Michel Roynton  
Press Officer  
01952 24888 Ext: 5039



# Press Release

## Operation Crystal

Date 01 March 2000

In villages, estates and small towns within the Telford Division, there are a small number of people committing offences or acting in an anti-social manner which affects the quality of life of the vast majority of the inhabitants.

In the 5-year scheme of its type, Telford Police joined with a number of other agencies, including Telford & Wrekin Council, DVLA, TV Licensing Authority, Traffic Inspectorate, Benefits Agency and the Fire Brigade, to identify problems and resolve them to the benefit of the community.

The scheme is planned to be used throughout the Divisional area on a rolling programme.

Between **Monday 21st February and 26th February**, the inter-agency group was put into action in the Woodside estate in Telford. The plan was to target disqualified drivers, cars in a dangerous condition, abandoned vehicles, **stray dogs, litter and vandalised property, amongst others.**

**As a result, 48 people were arrested for a variety of reasons, including Warrants, Crime, Traffic Offences, Drugs and Anti-Social Behaviour, 39 people were reported for summons and 23 drivers were given breath tests. The DVLA clamped 10 vehicles and the Traffic Inspectorate inspected 90 vehicles. 19 people were reported for failing to have TV Licences and 133 void garages were identified and entered, with property being recovered from 5, which included 1 motorcycle, 5 motor vehicles and 2 pedal cycles.**

**54 vehicles had seven day notices placed on them, for removal by the Council and 14 taxi drivers were reported for licensing offences.**

**Crime Stoppers Telephone 0800 555111**

Detective Inspector Trevor Davison said, " This operation has been an overwhelming success as the figures clearly show. It shows what can be achieved when all agencies work closely together.

We do not believe that it is fair for the massive majority of the population to suffer because of the selfish activities of a minority and we will be continuing with this scheme in other areas.

As the staff involved have commented of the positive reaction of the public to our joint efforts and this has been very satisfying. It is important for people to realise that we will not ignore so-called "petty" crime as we realise the impact that it has on the law-abiding citizens and we plan to continue this kind of activity which targets quality of life issues."

Shropshire

# 50 arrested in half-term blitz on anti social crime

By James Befield

Nearly 50 people from  
Aate have been arrested in a half term

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A week-long blitz on "crime and anti-social behaviour on Telford housing estates has resulted in 35 people being arrested.

They were arrested for a range of offences, including anti-social behaviour, criminal damage and disrupting road safety in the multi-agency blitz in Sutton Hill, Brookside and

Woodside last week.

Stolen property worth more than £2,000 was also recovered from a number of houses and garages on the estates.

Telford police worked alongside the Telford & Wrekin Council, the Benefits Agency, the Traffic Inspectorate, TV Licensing and the DVLA as part of the scheme, codenamed Operation Crystal.

Detective - Inspector Trevor Davison, who led the scheme, said the second Operation Crystal had been another success and would continue to be carried out in both new areas and ones already targeted by the agencies.

"We are trying to improve the quality of life for people who live on these estates.

"We want to give the estates back to the people who live on them."

Operation Crystal was the second swoop by police and other agencies this year as part of an on-going "quality of life" crackdown.

It involved a high profile police presence and targeted residents' concerns, such as abandoned vehicles, litter, vandalised properties, driving offences, crime and anti-social activity.

### Drivers

A spokesman for Telford Police said 67 vehicles had been found to have no road tax, 37 drivers were given document checks, nine were given a warning about vehicle defects and made to correct them and a further 16 were given fixed penalty notices.

He added 64 garages had been entered and 79 people given seven day notices to remove dumped cars from the area:-

Already 38 cars had been removed from Sutton Hill, 27 from Woodside and 14 from Brookside, he added.

Education welfare representatives from Telford & Wrekin Council also carried out checks on 91 pupils absent from school during the week.

A further 84 heavy goods vehicle drivers were spoken to, with 19 of them found to have defective lorries or to be in breach of their hours.

"In February around 50 people were arrested when officers visited Woodside.

An "estimated" £18,500 worth of property was recovered which police believe may have been stolen and four people were arrested on drugs charges.

# Police estates blitz leads to 35 arrests

By Lucy Inett

# Massive police blitz in bid to clean up estate

A week-long blitz on crime and anti social behaviour was launched today on a Telford housing estate.

**By Arthur**

It is the second swoop by police and other agencies this year as part of an on-going "quality of life" crackdown. The continuation of Operation Crystal got under way in the Sutton Hill area today and was expected to move to several other housing estates during the week.

a high-profile police-presence

and targets residents' concerns such as abandoned vehicles, litter, vandalised properties, driving offences, crime and anti-social activity.

The multi-agency project involves local police, Telford Council Housing Trust, the Benefits Agency, the Licensing Authorities, the Traffic Inspectorate, the DVLA, and TV Licensing.

Detective Inspector Trevor Davison who is leading the operation said there were a small number of people on estates and small communities in the Telford area responsible for crime and adopting an anti-social manner.

This affects the quality of life of the vast majority of inhabitants in these areas and the current operation follows the success of the recent action at Woodside; he said In February around 60 people were

arrested when officers swept in. Woodside: estimated £8,600 worth of property was recovered which police believe may have been stolen, and four people were arrested on drugs charges. A total of 14 taxi drivers were reported for licensing offences and three were ordered off the roads. A total of 39 people were reported anti-social behaviour ere reported for not having a licence.

## Tubing into the licence cheats

Nearly 100 people were caught watching television without a licence during a week-long blitz on crime and anti-social behaviour in Telford.

A total of 98 householders were found not to have the licences during Operation Crystal, a multi-agency scheme to help improve the lives of people on housing estates in the town. They now face fines of up to £1,000 and appearances before magistrates.

TV Licensing "joined forces with Telford Police, Telford & Wrekin Council and a host of other agencies for last week's crackdown in Sutton Hill, Woodside and Brookside.

Doug Mullin, regional manager for TV Licensing for Wales and West, said the result was excellent and illustrated that people who continued to watch television without having a licence would be caught.

"As well as being a criminal offence, TV licence evasion is unfair on the rest of us who pay our way.

"We will continue to support Operation Crystal and I would warn anyone who still needs a TV licence to buy one before it's too late. Our inquiry officers are always operating in the Telford area.

A total of 35 people were arrested during the scheme, the second Operation Crystal this year for a range of offences.

Stolen property worth more than £2,000 was also recovered from a number of houses and garages on the estates.

In February about 50 people were arrested when officers visited Woodside.

An "estimated" £8,500 worth of property was recovered which police believe may have been stolen and, **four people** were arrested on drugs charges.



Alyson Mountney  
Regional Communications | am  
Tel 01530 560770  
mobile 07881 923631



**Fax**

Yoe DI Davison

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Sgt Russ Horswood at Madoley asked me to compile a brief report outlining TV Licensing's support for Operation Crystal, Which Mows.

I hope this is at you require, but if you need any further information please contact me on the number above.

As you will see from the report, TV Licensing has benefited greatly from being involved in Operation Crystal, and we will continue to support the initiative,

Regards,

Alyson Mourrtney



## **Operation Crystal and TV Licensing**

**Operation Crystal has given TV Licensing the opportunity for some concentrated enforcement activity in areas where it is traditionally difficult to get results. The first two operations have seen, on average, one evader caught every hour. Statements were taken from a total of 19 evaders over two days during the first operation in Woodside, and 98 statements taken over five days during the second operation in Brookside, Sutton Hill and Woodside.**

**During the operation, residents seemed more likely to answer the door than usual, leading to a more positive outcome from enquiries. It is felt that this was due to the general increase in the presence of police and representatives from the other agencies.**

In terms of public relations, the initiative has been very successful in raising the profile of TV Licensing locally through newspaper, radio and television publicity. This has enabled us to reinforce our key message that TV licence evasion is an offence and evaders will be caught, while promoting our wide range of easy payment methods to suit individual needs.

**Licence dodgers are not only cheating the system, they are cheating their honest neighbours. For the law-abiding majority, Operation Crystal has reinforced the message that evasion of legal responsibilities is unacceptable and will not be tolerated,**

**Working in partnership with Telford Police and other agencies has been extremely beneficial. TV Licensing will continue to support multi-agency initiatives in Telford and the wider area.**

**Aiyson Mountney, Regional Communications Manager - Midlands, TV Licensing.  
10<sup>th</sup> April 2000.**



3 April 2000

**98 licence dodgers caught in second Operation Crystal**

Telford's second Operation Crystal saw nearly 20 viewers a day caught watching TV without a licence,

Concentrated activity by enquiry officers in Sutton Hill, Brookside and Woodside saw a total of 98 evaders caught over five days last week.

TV Licensing joined forces with Telford Police, Telford and Wrekin Council and a host of other agencies for the crackdown, aimed at improving the quality of life for the majority of law-abiding residents.

Doug Mullin, Regional Manager for Wales and West, said: "This is an excellent result for us and shows that people who continue to watch TV without a licence will be caught.

"As well as being a criminal offence, TV licence evasion is unfair on the rest of us who pay our way. There are a number of easy ways to spread the cost of a TV licence.

We will continue to support Operation Crystal, and I would warn anyone who still needs a TV licence to buy **one** before it's too **late**. Our enquiry officers are always operating in the **Telford area**."

**-more follows-**

**TV.**  
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Under the Wireless Telegraphy Act 1949 (as amended) a television licence is required to install or use any equipment capable of receiving television broadcast services. **Evaders** face a trip to their local magistrates' court and a fine of up to £1,000\_

Enquiry officers use the very latest in portable detection equipment, which detects evaders in seconds, even in flats., The detection teams are backed up by TV Licensing's computer database, which contains up to date information on the licence status of 26 million addresses throughout the UK.

-ends-

For further information, **please** contact:

Alyson Mountney  
Regional Communications Manager - Midlands  
Tel: 01530 560770  
Mobile: 07881 923531

#### **Notes to editors**

A colour TV licence costs £104. There are several ways to pay:

##### **Debit card:**

- Simply call 08705 22 66 66 and pay by debit card. This facility accepts payment from a range of debit cards including Switch, **Delta and Connect**.

##### **Direct Debit:**

- Phone 08705 22 66 66 to set up a monthly, quarterly or annual Direct Debit payment over the telephone.

##### **By post:**

- Simply send a cheque **made payable** to TV Licensing to the following address: TV Licensing, Freepost BS6689, Bristol BS1 3YJ.

##### **At any post office:**

- Pay by cash or cheque at any post office or **save** towards **your next licence** using **N Licence Savings Stamps**.

**E~E coey**

D. I. Trevor Davison  
The Intelligence Cell  
Telford Police Station  
Malinsgate  
Telford  
TF3 4HW

**Carl Longland**  
**Head of Mobility & Development**

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e mail [env.economy@wrekin.gov.uk](mailto:env.economy@wrekin.gov.uk)

Telephone: (01952) 202536  
Contact : T.V.Turner  
Your Ref : OP. Crystal 2  
Our Ref : ocr2  
Date 3 April 2000

Dear Insp. Davison

Re: Operation Crystal 2 - 27<sup>th</sup> to 31<sup>st</sup> March 2000.

Once again can I thank you for inviting representatives from Licensing to participate in the second phase of Op. Crystal.

I am able to confirm that a total of fifteen Stop Notices were issued: involving breaches of Constructions & Use Regulations and Council conditions. ( I enclose a detailed copy of what was found after basic "topside" checks on vehicles and drivers.)

I can also report that one Private Hire Vehicle was taken off the road with an Immediate Suspension Certificate issued under Sect. 68 LG(MP) ACT 197E ( the vehicle must be brought up to the required standard and re-tested at Councils Transport Workshops before being allowed back into service "For Hire & Reward")

In addition; four Private Hire drivers will receive warning letters regarding not being in possession of their badges identifying them as Licensed by the authority and the owners of fourteen Private Hire vehicles will receive warning letters relating to breaches of C & U Regs and Council conditions. ( copies of these letters will lie on the file for possible future reference)

I look forward to future exercises which I know are planned for other areas within the District. Please keep me informed and I will do my utmost to ensure I am in attendance. -

Yours Sincerely



T.V. Turner

Licensing Enforcement Officer

Copies to :- Mr. G. Emmerson - Eng. Pol. & Mob. Manager  
Insp. K. Howes - Head of Partnership Dept. Telford Police  
P.S. R. Horswood - Madeley Police Station



**TELFORD**  
**& WREKIN COUNCIL**

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**John Gilbert**

**Head of Leisure, Culture & Community Services**

Madeley Council Shop, 67 High Street,  
Telford TF7 5AU

Telephone 01952 684440 Fax 01952 583513

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DIINSP DAVISON,  
MALINSGATE POLICE STN.  
TELFORD. .

15 MAY 2000

Dear Sir,

In my role as the Team Leader for the Regeneration South Telford I would like to congratulate your officers for the success of OPERATION CRYSTAL, both on Woodside and on Sutton Hill.

I feel the multi-agency approach to problem solving is exactly the sort of approach that the Neighbourhood Action Team was set up for. It is hoped that by adopting Operation Crystal to Telford with a view to returning the quality of life back to the Community It also clearly shows that all the qualities are met not only through enforcement, but also through education, with the result that both enviromental and social needs are met.

Thanking you once again,

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**Jaz BEDESHA**

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**Norman Rollo, Corporate Director:**  
**Leisure & Contractor Services**