

# OPERATION FIZZ

Category: Crime and Disorder Reduction  
Force: Lancashire Constabulary  
Endorsing Officer: **Deputy Chief Constable Paul Stephenson QPM**  
Contact Person: **Sergeant Martin Selway**  
**Problem Oriented Policing Co-ordinator**  
**Burnley Police Station**  
**Parker Lane**  
**Burnley**  
**Lancashire**  
**BB11 2BT**

Telephone: **01282 472123**  
Fax: **01282 472116**  
E-Mail: **[martin.selway@lancashire.police.uk](mailto:martin.selway@lancashire.police.uk)**

**Lancashire Constabulary**

**BURNLEY EAST**

**Easter 1000**

**Reduction in Nuisance & Disorder**

**POP**

## Summary

### *Project Title: Operation Fizz*

Burnley East is a geographic area within the Pennine Division of Lancashire Constabulary. Divisional scanning of crime and incident data indicated that incidents of nuisance and disorder would be likely to increase over the Easter 2000 period, as they had done in previous years. The area had a target to reduce incidents of crime and disorder. Burnley East decided to implement an operation to reduce the number of incidents, but also to lay the foundations for a long term sustainable reduction based upon partnership working.

Within a problem solving approach the Geographic area set about analysing the problem and formulating responses. The short term objective would be to reduce incidents of disorder on Burnley Town Centre, and incidents of juvenile nuisance, over the Easter fortnight. This would be achieved by using a combination of raising awareness of the problems, targeted patrol, enforcement and education.

In the short term this was achieved through:

- + a high visibility policing initiative utilising additional police support departments;
- a high profile media launch and awareness raising poster campaign;
- a multi agency enforcement operation combining police, Local Authority and Fire and Rescue Service;
- targeting of hot spots using analysis of incident data;
- commencing use of a juvenile nuisance register to identify those persistently causing nuisance;
- introducing a referral mechanism for drunken offenders to an external advice service.

The campaign would involved relevant external partners and agencies including Burnley Borough Council, Burnley Town Centre Partnership, The Portman Group, Lancashire Fire and Rescue service, Burnley Licensed Victuallers, Burnley Health Care Trust and local taxi organisations.

Having engaged the partners, the aim would be to develop long term sustainable solutions, such as a pub watch scheme and multi-agency case conferences to discuss problem. young people.

After implementing the campaign, there was a 20% reduction in incidents of disorder on the Town Centre and a 25% reduction in reported incidents of juvenile nuisance throughout Burnley East.

More importantly, the foundations were laid to establish a Town Centre Pub Watch Scheme, a juvenile nuisance register was launched and inter-agency partnership working was firmly established.

## **BURNLEY EAST - EASTER 2000 POP OPERATION 'FIZZ'**

### **SCANNING**

The Divisional analysts were tasked by the Operations Superintendent to identify peak periods for crime and disorder in Pennine Division. They identified peak weeks for violent crime and juvenile nuisance in March and April, roughly occurring around the Easter Holiday period. This pattern was established over a three year period. This period combines the school holidays with the lighter nights.

It was reasonable to anticipate a similar pattern in Easter 2000, and in an attempt to prevent an increase in incidents this POP was devised. Our Divisional target was to reduce incidents of nuisance and disorder by 3% over the previous year, and it was obvious that interventions would be required if this was to be achieved.

Although Burnley Town Centre already had a successful CCTV and Community Radio scheme operating, it had no pub watch. The police had successfully lobbied the Local Authority to introduce a registration scheme for doorstaff, but enforcement of licensing matters was haphazard and uncoordinated.

### **ANALYSIS**

The offenders for nuisance were mainly youths in the 12-17 year group. Analysis of incident logging data indicated that most reported nuisance occurred in the residential areas, with the rural beats accounting for a disproportionately high number (12% Easter 1999). The Town centre only accounted for 2% of juvenile nuisance. The peak time for reports was 7-10pm, particularly at weekends. The 'victims' were residents of the neighbourhoods where the groups of youths gathered, and these tended to be concentrated in hot-spot locations. The locations changed over time, but current hot-spots were the shops at Harle Syke, Pike Hill shops and Applecross Drive, and the Brunshaw Esfate shops. It was important to identify those responsible for causing nuisance as the same officer will rarely deal with the same group twice. For this reason, verbal warnings to unidentified youths proved ineffective. Merely targeting the location caused the youths to move onto a different location where the whole process started over again. It was decided the main area to be targeted would be the 'offenders' by ensuring those causing the nuisance were identified and effective responses implemented.

The pattern of reported disorder incidents were different. The main area to focus on was the Town Centre (23% incidents Easter 1999). Research indicates that the offenders are mainly young men aged 16-25 years. The victims were often young men as well, together with other Town centre drinkers. The peak period for disturbances to occur were between 10pm and 4am, particularly Thursday, Friday and Saturday nights. There was a clear link between alcohol and offending: alcohol misuse contributes to 40% of violent crime, 78% of assaults and 88% of criminal

damage cases. The identified hot-spots on the Town centre were Hammerton Street (Mean Cat Daddies Night-club), Lower St. James Street and Parker Lane, i.e. where the night clubs are concentrated. Research by the Divisional analysts indicated that repeat offenders were rare. However, the penalties imposed by the Courts for disorder offences did not provide an effective deterrent to potential offenders. There was no pub watch scheme on the Town Centre. Policing the weekend disorder was seen as a geographic area responsibility, but the size of the problem indicated that it should be a Divisional response.

## **RESPONSE**

A range of responses were identified to tackle the anticipated nuisance and disorder during the campaign period Monday 17 April to Sunday 30<sup>th</sup> April 2000. Where possible, they included using partners - internal and external - for greater effectiveness. The themes for the campaign were:

### **1. Awareness Raising**

Three posters were designed that identified the striking link between crime/disorder and alcohol. These posters were produced in large poster format, A4 notices, and AS notices. All the publicity material was sponsored by the Portman Group (£600) and Burnley Town Centre Partnerships (£100). 40 of the large posters were erected on lamp-posts within the Town centre by Traffic Wardens. Burnley Hackney Drivers Association and Burnley Private Hire Association agreed to display 600 of the AS notices in all taxis/taxi offices over the campaign period. A letter outlining the campaign was sent to all licensees in the Burnley area, requesting their support, and asking them to display the A4 notice in their licensed premises. Burnley General Hospital's Health Promotions Unit mailed a copy of the A4 poster to all doctor's surgeries and Health Centres in Burnley.

### **2. Designated Driver Scheme**

This is a Portman Group scheme known as 'Des', short for designated driver. The idea is to encourage groups to designate a non-drinking driver when going out drinking. As reducing drink driving is a Divisional objective, it was decided to support the scheme and 50 Des promotion packs were supplied by the Portman Group free of charge. Each promotion pack included posters, bar display cards, baseball caps, key rings stickers, window stickers etc. Each of the packs were hand delivered to 50 Town Centre pubs and clubs and this also provided an opportunity to discuss the forthcoming Fizz campaign with the licensee.

### **3. High Visibility Patrol**

A high profile policing operation was run over the Easter period targeting nuisance and disorder hot spots. Mounted Branch were booked to provide two officers to work in Burnley East on 6 occasions during the campaign between Monday 7<sup>th</sup> April and Sunday 30<sup>th</sup> April. These staff were tasked by the Patrol Sergeant to police nuisance hot-spots for the first two hours and the Town Centre for the last two hours. It was essential that the officers were tasked correctly with up to date intelligence regarding their duties. They were encouraged to use the nuisance reporting forms and debriefed prior to departure on their activities.

Section patrols worked overtime from 10pm to 4am on Thursday, Friday and Saturday nights. These officers undertook Town Centre foot patrol and concentrated on disorder hot-spots. The objective was to *prevent* rather than detect disorder.

The Divisional Support Unit were tasked to work Burnley Town centre 10pm-4am on Friday and Saturday evenings.

Special Constables were requested to work any evening, but particularly Thr/Fri/Sat, 8pm-2am, or later. They reported to the Patrol sergeant for deployment to the appropriate hot spot locations.

It was fully realised that this level of policing would not be sustainable over the long term, but the intention was to make a significant impact to re-establish standards of acceptable behaviour and provide high visibility public reassurance.

#### 4. Media

A press launch for the campaign was held at Burnley Police Station at 10am on Monday 17<sup>th</sup> April. The HQ Information Unit provided a press release and a HQ Photographer also attended. Invited partners included representatives from The Portman Group, Burnley Town Centre Partnership, Burnley Borough Council, Lancashire Fire and Rescue Service, Burnley Health Care Trust, Burnley Licensed Victuallers, Burnley Hackney Drivers Association and Burnley Private Hire association.

Regular press updates were provided to the media throughout the campaign and feedback from officers working on initiatives was sought.

#### 5. Enforcement

Joint visits were arranged for visits to licensed Town Centre premises to take place on Thursday 20<sup>th</sup> April 8pm-12midnight, and Friday 28<sup>th</sup> April 8pm-12 midnight.

These visits combined the Police with the Council's Enforcement Officer and the Fire and Rescue service. A range of enforcement issues were examined such as the serving of drunken persons, drinking by underage persons, registration of door-staff, overcrowding and safety issues. A separate briefing note was provided for supervisors undertaking these visits together with a check list.

All other Ward Policing Teams were encouraged to undertake their own visits to their licensed premises during the campaign period. All licensees would have already received a letter from the Geographic Inspector outlining the possibility of visits. All visits were recorded in the 'Visits to Licensed Premises' file.

#### 6. Nuisance Register

The nuisance register scheme was re-launched and every sergeant and PC received their own explanation of the scheme and a copy of the form. Further copies of the form were available in the Report Writing Room. A nominated officer on restricted duties administered the database of names and identified repeat offenders for follow up action. This was initially a letter to the parents of the youth concerned, with any further reoccurrence involving a home visit from a police officer.

This is a valuable scheme that is proven to work. However, it only works if the forms are returned and all officers were encouraged to complete the nuisance

forms, with the Geographic Inspector taking a personal interest. Patrol sergeants briefing Specials or Mounted Officers ensured that the nuisance register scheme was included.

#### 7. Education

The Alcohol Information Centre, located on Bull Street, Burnley produce referral information on their scheme. The Centre was visited and agreed that the leaflet would be made available in the Custody Office and all arrested persons booked in as 'drunk' or had drink' had a leaflet placed into their property bag. A memo regarding this was sent to all custody officers and jailers and was supported by the Criminal Justice Support Inspector.

## ASSESSMENT

PS Selway identified the short term assessment criteria at the outset of the campaign. All officers were requested to provide feedback on what worked well and what did not. Suggestions for improvements and additional responses were also requested. The initial criteria for assessment was defined as:

1. A reduction in the number of incidents of nuisance and disorder Easter 2000, compared with the previous Easter.
2. The number of Nuisance Report Forms received.
3. The number of visits to licensed premises undertaken.
4. Press coverage received.
5. Partnership involvement and feedback..
6. Number of Alcohol Information Centre referrals made.
7. Feedback from operational officers.

Following the campaign the assessment was carried out with the following results.

#### 1. Reduction in the number of incidents of nuisance and disorder in 2000 compared with Easter 1999.

In 1999 there were 30 incidents of disorder reported on Burnley Town Centre (incident classes 40, 41, 45, 46,47). During the operation period this reduced to 24 incidents, a 20% reduction. Juvenile nuisance reports for the Easter period (class 32) reduced from 120 incidents in 1999 to 90 incidents in 2000, a 25% reduction.

#### 2. The number of Nuisance Report Forms received.

During the Easter period 7 Juvenile Nuisance Reports were received detailing 46 youths whose names were added to the Juvenile Nuisance Register. The campaign period was the re-launch for the scheme, and the reports have continued to be submitted since.

#### 3. The number of visits to Licensed premises undertaken.

All 19 licensed premises with a Public Entertainment's Licence received a visit over the Easter period. All visits included a police officer and the Borough Council's Enforcement Officer. The Fire Service were able to join us on one set of visits. In general, the premises visited were being satisfactorily run, a number of

doorstaff had to be advised to renew their door badges.

#### **4. Press Coverage Received.**

The press launch was attended by representatives from the Burnley Express, Lancashire Evening Telegraph, Burnley Citizen, Radio Lancashire and Lancashire Constabularies Context magazine. All papers reported the initiative, and in addition 2 local stations broadcast radio interviews with Inspector Hartley.

#### **5. Partnership involvement and feedback.**

Most of the partnership organisations were able to attend the press launch. The Portman Group sent a representative from London to be present. All partner agencies provided positive feedback about the campaign. There was some minor criticism from licensees from the Padiham area, who considered the scheme should not involve them. There were other underlying reasons for them taking this stance, unrelated to the campaign.

#### **6. Number of Alcohol Information Centre Referrals made.**

100 leaflets were provided for custody staff to supply to arrested persons who had alcohol as a relevant factor in their offending. It is not possible to say with any degree of accuracy how many referrals were followed up.

#### **7. Feedback from operational officers.**

There was a lack of feedback from operation officers, even through it was specifically requested as part of the operational order.

At the time of writing this Tilley award entry, the longer term aims for Operation Fizz have been realised. A successful pub watch scheme has been set up called BAND (Burnley Against Night- time Disorder). A number of offenders have been banned from all participating pub and club premises for offences of violence, disorder or drug dealing. Drug safes have been established at two of the busiest night clubs. A permanent alcohol arrest referral service has been established with a dedicated worker. Police resources have been reallocated to provide an enhanced level of policing for the Town centre on weekends. Regular joint licensing enforcement visits are carried out between police and Local Authority.

Report compiled by PS Martin Selway.

#### **Appendices**

Campaign implementation plan.

Operation Fizz posters x 3.

Partners diagram.

Press coverage.

Letter from Portman Group.



## EASTER 2000 - REDUCTION IN DISORDER & NUISANCE CAMPAIGN

<b>THEME</b>	<b>ACTIONS</b>	<b>ARRANGED BY</b>	<b>IMPLEMENT</b>
AWARENESS RAISING	Drink awareness posters themed crime / assault / drink driving.	PS Selway	Traffic Wardens
	A5 Taxi Notices	PS Selway	Town Centre PCs
	letters to licensees / Des Promotion Packs	Insp Hartley	PC Wilkinson
<b>HIGH VISIBILITY PATROL</b>	Arrange overtime by section patrols - PS/PCs per Fri/Sat	PS Selway	Patrol Sgt
	Special Constables Thrs\Fri/Sat evenings 9-12pm	PS Selway	SDO Smith
	Mounted Branch - 7 evenings 6-10pm target nuisance/disorder	PS Selway	Mounted
	Support Unit Fri/Sat evenings 10pm-4am	PS Selway	Insp Morgan
MEDIA	Liaise HQ Press Office - Caroline Emberton	Insp Hartley	Insp Hartley
	Joint Police/ Fire Brigade 1 Partners launch	Insp Hartley	Insp Hartley
	Regular press updates / releases	Insp Hartley	Insp Hartley
ENFORCEMENT	Joint Police / Council / Fire Brigade visits	PS Selway	Patrol Sgt. PC Sutton Burnley Council Fire Brigade
NUISANCE REGISTER	Implement Nuisance Register	PS Selway	PC Wilkinson
<b>EDUCATION</b>	Alcohol related arrested persons to be given alcohol information service leaflet on release	PS Selway	Custody officers