

**FRONT PAGE**

MANOR CROSS PROJECT

CRIME and DISORDER REDUCTION PROJECT

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## **PREFACE**

Domestic Burglary is firmly on the National agenda and evidence suggests that by focusing on Repeat Victimisation and guardianship can bring significant reductions. As for the development of Domestic Burglary, crime has come a long way and assists with the improvement of victim care by the Police Service.

As a result of a number of regional conferences burglary has been adopted as a performance indicator for the Police. Our understanding of this implication leads myself as Crime Reduction Officer, within South Yorkshire Police to implement and adopt a radical and pro-active response to a crime that effects the community in a devastating manner. This role and responsibility gives ownership and leads the community in taking that ownership.

In order to do this I reflected on the pragmatic approach that the service takes in responding to reducing ,th<sup>y</sup>, crime and research that led myself reflecting on the word "*pragmatic*" and how we responded to each individual problem .as it arises, instead of approaching them with one general principle.

In what follows, I will try to clarify the process used by myself and ether statutory agencies and to give distinction at this stage I will call the paper :

### **THE MANOR CROSS PROJECT REVIEW:**



## **THE AUTHOR**

I was born in 1966 and at the age of seventeen began work as an apprentice Auto -- electrician with a small: company in the North of England. It was. during this time that I took a keen interest in policing and in 1990 recruited into the Metropolitan Police Service. It was during this time that I served in areas that suffered great poverty and social unrest. The Author has served within specialized units which have included; Auto-crime, Burglary, Vice, Drugs Team, Child Protection, Domestic Violence and finally my current post – Crime Reduction, South Yorkshire Police.

I was recently asked "what drives me on each day ?" and had to pause for a moment whilst considering my answer. It certainly was not the 5.30am morning call or the 12hr days dealing with constant crime problems, no it's the belief that at some stage in our lives we will all be impacted by crime, and if I can reduce that amount impacted then I will be giving something back into the community.

It is with this in mind that this paper is based because without ownership of a project from the very start I strongly believe that we plan to fail. This project intends not to fail and to return the community back to the community.

## **INTRODUCTION**

All social groups make rules and attempt,; at some times and under some circumstances, to enforce them. Social rules therefore are seen as right for some and not others. This project focuses on those that rules and community involvement do not "fit in" and how the cycle of criminality evolves for them and effects the greater population that abides by such rules.

On joining the then named Crime Prevention department I began to establish :how we evaluate and deal with the problem of Burglary Dwelling; This analysis revealed an alarming detail, a double the national average burglary, rOtC, and more importantly a high repeat rate of burglary concentrated on an estate - Parsons Cross.

The then method of approach showed no radical change and had little or no structured approach or diagnostic reasoning which resulted in highie of its k and more importantly little or no: public support. I do not serve to be critical about this approach but felt that we as a police service needed to address this and introduce methods that had been proven and written about . by eminent criminologists.

The current standing fOr,;responding as a department was the repeat victim model, **BRONZE -- SIL 1'ER – GOLD.**

*This model is best explained as follows;*

**Crime Analysis is given its research by entering the address into its Crime Management system which can search on an address field and gives a hit count appropriate to the amount of incidents at that address. Subsequently we can establish whether an address has been targeted by burglary once, twice etc. This then results with the responses graded;**

### **BRONZE**

- *Letter to victim detailing crime number and officer dealing*
- *Crime pack containing literature giving advice on how to prevent future crime*

### **SILVER**

- *As Bronze except home address survey offered*
- *Technical support offered /Target hardening*
- *CCTV*

### **GOLD**

- *As Bronze and Silver*
- *CCTV*
- *OPERATIONAL TARGET*

**Appropriately at the time of my posting I was asked to develop approaches to burglary and lower the repeat victim syndrome evident mainly within the Parsons Cross area. The first step was to name the department -Crime Reduction. This was the first positive step toward a positive change and one supported by like-minded colleagues within headquarters. This response gave me the incentive to begin research at how we can reduce burglary.**

**The first step was to seek advice from a friend and eminent criminologist, Mr Andrew Costello from the University of Sheffield. It was without doubt that I developed my theory and understanding of the criminal and gain some insight as to the time parameter that an offender will commit a crime and then later re-offend. At this stage I wish to formally pass on my thanks to Andrew who has committed time and effort to this project.**

## **RESEARCH**

This quarter shows the working of how the University and myself established the problem at large. In order to do this we concentrated on two areas that had similar dynamics;

**Sheffield North;** Known as Parson Cross, showing 6150 dwellings in the 91 census primarily struggling households, single households, pensioners, high unemployment. A predominantly white area and have a disproportionate number of the most prolific burglars resident in this area.

**Sheffield South;** Known as Manor, showing 2688 dwellings with all the same traits as Parson Cross with a mix of ethnic backgrounds.

On completion of the data 1010 properties within both areas had been subject to repeat victimisation in the past five years with rates varying from two to seven times. On a review of the profile of the most prolific 100 burglars identified and completed by the Probation service all were using drugs. All are heroin or crack cocaine users and disclose a very high daily level of dwelling house burglary.

Sheffield has changed dramatically over the last thirty years when heavy industry formed the main infrastructure of employment throughout the city. Steel manufacturers employed more people than any other employer within the city and steel production was at a high. Due to much varied market economies this has changed so that the number of steel producing companies have been reduced and the number of people employed by those industries has: reduced, dramatically. Ironically in the year 2000 the amount of steel produced today outstripped what it was thirty years ago, technology has meant that more steel can be produced with far less people and thus employment is at a high in certain parts of the city and it is clear that employment and social provision facilities are lacking in parts of the city.

Currently 530,000 people live in the city and over 250,000 people reside within the Parson cross estate of Sheffield. Parson Cross is believed to be the largest council estate in Europe, covers 10 square miles and forms one of the policing sectors of the Sheffield North Police district known as J district. This policing district covers over 250,000 people and is the largest policing district within South Yorkshire Police.

In 1972 the American psychologist Oscar Newman wrote research on urban development in his book, *Defensible Space*. Part of his research included designing housing and street layout in such a way as to offer the maximum informal surveillance of surroundings. This meant that passers-by walking or driving within

a street would be *clearly able to see* the frontage of properties and that there were no hidden blind spots or targets

In 1961 Jane Jacobs a journalist wrote her book *the Death and Life of Great American Cities*, this was a tirade against the town planners who in her opinion were in effect creating more problems than they were solving. In her opinion the planners who were attempting to control social engineering through slum clearances and redevelopment but were actually creating monolithic utopias of the future. She further argued that a traditional urban neighborhood characterized by houses on streets rather than pigeonhole properties would create population stability, this together with social mix and diversity was far more likely to create crime free environments.

Jacobs stated that "*Public peace is not kept primarily by the Police it is kept by an intricate almost unconscious network of voluntary controls and standards among people themselves*"

The combination of poor design of properties and layouts and government expenditure dealing with the consequences of crime rather than its prevention continues to add spiraling crime problems.

In 1988 Grimshaw et al researched the cost of the Criminal Law System as 8,770 million pounds as compared with just 16 million pounds spent on Crime Reduction.

Both The Manor and Parson Cross are two such estates that act as a warren for the criminal and design assists with the ease to which they can commit crime. Parson Cross has well over 400 burglaries a year with some victims suffering well in excess of three burglaries within a twelve-month period.

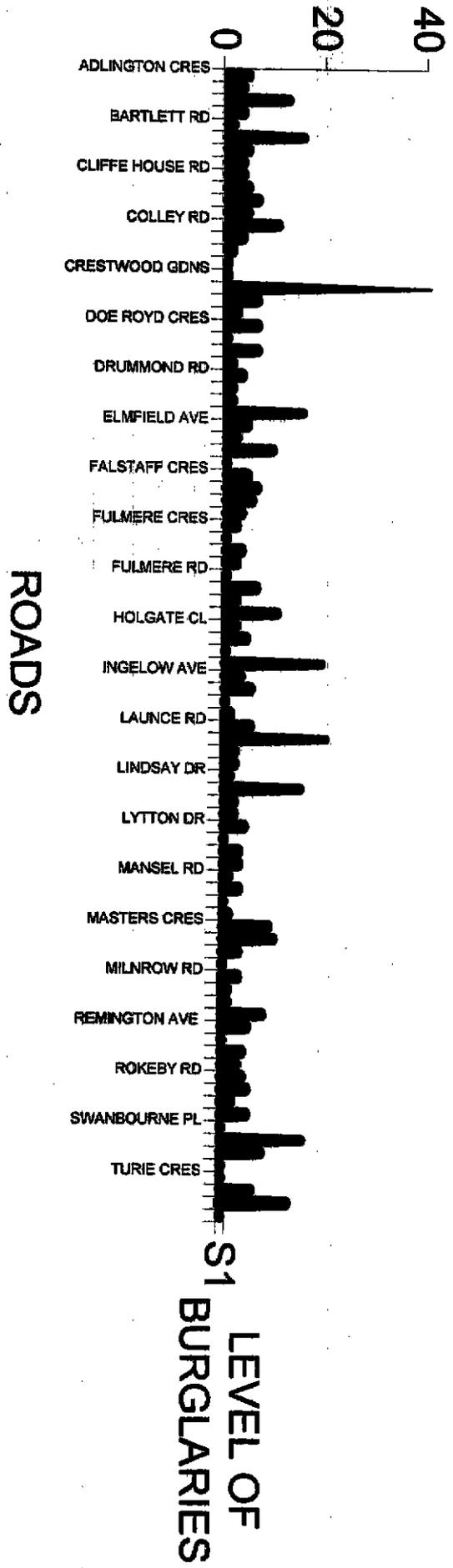
Graffiti is evident almost everywhere. Some properties have been fitted with metal shutters to prevent further burglary and to reduce risk of Arson attack.

## CRIME STATISTICS

The following crime statistics have been obtained *from South Yorkshire Police and give an overview of the total reported crime for the period 1.1.99 to 31.12.99 for the Parson cross area.*

**DOMESTIC BURGLARIES PARSON CROSS ESTATE, SHEFFIELD**

**1.1.1999-31.12.1999**



The British crime surveys completed in 1982, 1984, 1988, 1992 suggest that over 400% of crime is not reported to the Police and therefore statistics are a useful guide they should be considered with these facts in mind. The reasons for non-reporting are many and varied, complacency being just one example, no insurance cover being another.

In addition to crime statistics it is very important to obtain the views of the local people as *they are best*. placed to give advice on the problems they encounter daily. The views of the local people can be best obtained by this method and then compared with crime data from the Police service. This project reflects public view and support and gives them a sense of ownership and subsequent guardianship, thus reducing crime.

Target hardening is a terminology that is used to establish physical provisions on properties that may reduce, the opportunity for, crime. The critical balance is to consider *the physical security aspect together with its cost effectiveness. Design often determines crime and within isolated areas will not alone reduce why it is* with this in mind and having conducted research I wished to input resources at an early stage rather than "waiting for the horse to bolt syndrome" before any crime reduction is drip-fed into that household. The effectiveness of any target-hardening scheme relies on the time factor of turn round being reduced from non-specific to within a 72hr period or sooner if possible. This effects the **Vii\$**; return to a weak point and the guardianship of the occupier who now remains lured and less vulnerable.

In 1993 Smith and Heal produced a Department of the Environment handbook. The summary of their work concluded that sweeping changes introduced, <sup>1\*</sup> a standard package are less effective than a range of improvements carefully attuned to local circumstances.

The effectiveness of any Crime Reduction or community safety improvements is dependent on the commitment and control of local people. This can only be achieved through interaction and commitment of its residents and various **dies** that work together.

In 1961 Jane Jacobs included within her book the following quotation "The principal co-ordination needed comes down to co-ordination of ambient services within localised places". This is at once the most difficult kind of co-ordination and the most necessary.

**PROPOSED INTRODUCTION**

Upon knowledge of the problem the next stage was to discuss the intervention as to how best to deal with the problem; It was subsequently decided that the project be a layered multi agency project linking both statutory and voluntary organisations. Linking with schemes and projects already in existence, providing added value by funding new areas of work and also new provision of services targeted, at domestic burglary and burglars. The project has two main strands. Firstly community based interventions directed at target hardening and community safety activity. Secondly targeted work aimed at offenders. These aims extend the remit of the prolific offender scheme by the provision of dedicated drugs intervention. Targeted intelligence led policing operations will be aimed at burglars, handlers and drug dealers operating in the targeted areas. It is intended that the project run for 16 months, the first 4 months to allow for development, refinement of procedures and protocols and also recruitment of staff.

## **B ini rand Nil**

*This post will allow for co-ordination within the scheme itself act as a focal point and enable the project to draw down on schemes that are taking place across the area involving Police, Probation, Council, Voluntary Sector, DAT; Prolific Offender work and link in with victim support services It will also allow the project to develop within the two communities using the networks already in place building a strong vibrant community safety ethos based around the NOW model. By providing training resources and co-ordination. Also examine ways of making a member of the project elements more sustainable by identifying funding schemes.*

*Drugs interventions. 25 prolific burglars in the area will be provided by Police, Probation and Drugs Services and targeted by a drugs worker, who will be located with the Prolific Offender Project. Fast track access to treatment services will be included as will be required as will IT support and equipment to enable the Drugs Worker to provide an effective and evaluated service to this group of offenders.*

### **Target hardening:-**

- 1) To target harden up to 600 properties in two areas that have been subject to offences of burglary or who are repeat victims, within 72 hours of offence taking place (this allows the Council to repair the property immediately). Evidence has shown that this measure if carried out properly can reduce domestic burglary and repeat victimisation drastically.**
- 2) To target harden 200 properties that have been identified as being from the highest levels of repeat victimisation in the past 5 years**
- 3) The householders will be contacted by the Neighbourhood Watch Worker with a view to establishing 40 new NHW schemes across the project. Match funding will be sought from SBB monies to extend the target hardening**

### Environmental Audits:-

- I) *A minimum 6/500 of the properties identified as subject to **meat** victimisation will be visited with **crime prevention and environmental audits** being carried out to identify weaknesses in either security and or **environmental features**. Action plans will then be drawn up to address the weaknesses. Two laptop computers will be purchased for the Crime Prevention Officers carrying out this work to enable them to produce bespoke crime prevention surveys and have access to data and information whilst on site visits.*

*Targeted intelligence led **POV** operations. Twenty targeted policing operations will be mounted in the project area aimed at active domestic burglars, their handlers and drug dealers in the time frame of the project*

## FUNDING

On the 16<sup>th</sup> May 2000 the application was submitted for funding under round 2 of the Burglary Initiative – Home Office. An award to the sum of £ 267,226 was offered across The Probation Service – Police Service – and NACRO.

Having obtained funding I began to manage the project and subsequent report writing to the Home Office. This was to prove: the most important and key issue as later stated on within this report.

### Practical Work... & How Successful is the scheme ?

One of the next steps to be taken in resolving, the problem; was to research police records to obtain relevant information about the victim ; or particular area of concern. This took on many forms from computer analysis down to local intelligence indexes. Once collated other agencies supplemented police data and by working with statutory and voluntary agencies we are able to place a greater ownership on the project and subsequent problem.

In addition and as on-going analysis, students from the University were utilised to carry out an audit on probable areas of concern re potential burglary.; This assisted Mr Costello and myself in establishing the peak areas for ; crime and later as the .

project developed allocate funds to carry out environmental work to increase natural surveillance.

As a result of research using Crime Management Systems and using the Computer Analyst f was able to obtain addresses that had been targeted by suspects consistently over five years in both areas of the Old Parson Cross and The Manor. This process was based on theory that by disrupting previous patterns; of offending an address receives an almost immediate guardian and reduces crime.

Letters requesting authority were forwarded to these addresses ;and; a signature obtained to carry out subsequent work. Any non-replies were contacted by myself and requested to take part. All parties agreed.

(<sup>cop</sup>y attached )

Within the application to the Home Office a time scale of 12hrs. was placed.. This proved well within reach of the project and every address to date has ;been. upgraded within 24hrs. Some address'' the team has arrived prior to the. inveeti sting officer and carried out the 'required work. The situation at present is *that I: have been* able to trawl our live network and contact the reporting victim almost immediately after This has proven a. good PR exercise with the community and a very positive response with many letters of appreciation.

This service extended to not only council owned property but Private and Housing association. The work itself is carried out by trained technicians from: MACRO with a supervisor assisting and ensuring quality of work. The hardware installed is as follows;

- Five Lever Mortice locks
- Window Locks
- + Snap Locks
- Door frame protector
- Door protector
- + Rack bolts
- Property marking

## ***MEDIA***

On the Id<sup>s</sup> October 2000 the scheme received its initial launch ;with, media in attendance. The launch itself allowed the press and local agencies to! *be fully aware* of the scheme and its intended quest to reduce the crime of Burg . This tactic proved a very positive response with the media. who very kindly moniir the project and release instances of good practice and partnership working that does work

To date the scheme has reached varied audiences and recognition given by the Home Office and Chartered Institute of Housing for good practice and partnership working. I now attend the institute and have outlined this scheme and good practice to a wider audience to spread this good practice.

The media has played a valued part within this project and I wish to pass on my thanks to Paul Whitehouse of The Star newspaper for his honest report writing and on-going support.

### HAS IT WORKED?

Crime analysis is an exploratory process and to appreciate this approach I have sought expert advice from colleagues, in particular Gary Birchall – Crime Analyst, South Yorkshire Police and Andrew Costello, University of Sheffield.

It therefore follows that people that carry out crime analysis need, above all to know what the requesting officer needs. In this paper it follows a preventive process.

The preventive process involves a number of stages, which are directed toward particular, local, crime problems and involves obtaining, detailed information to identify patterns of offending. I believe that the analytical process begins long prior to the initial process of application. This project set about doing exactly that.

Part one of the project aimed to obtain detail to why an area has high RN and whether there were any time parameters on repeat offending. This balanced with work on offenders prolific in this field serves to deal with the source of a problem i.e. drugs.

The second part of the scheme wishes to focus on addresses: and improve the quality of living and standard to which the City Council repair burglary dwellings. This has brought great strength to the scheme, as we do not repair good onto bad. If a window is broken then the aim is repair within 24hrs. This allows no further entry and repeat crime and reduces the broken window theory.

The third stage involves the employment of a dedicated worker that concentrate on both areas as neighbourhood watch advisor. This has been a new, positive for all on the project as they work independent to the Neighbourhood Watch Association, yet working in partnership with them. This has proved great success with early indications showing several schemes already; in place that can be sustained.

The final stage is ensuring that crime does not displace into Other areas of the district. In this I have placed systems in place and using mapping systems utilized and provided by Gary Birchall monitoring can take place.

The project aimed to reduce burglary within both target areas by 25% by March 2001. This period of 6 months has proved very positive and reflected reduction of 40%. The only problem has been the reduced burglary rate has meant that I have had to address the down time instigated by the burglary rate. In respect of, the technicians carrying out the work. This has been addressed by taking in addresses either side of the address target hardened, which again has proved very positive.

The final stage now is to apply environment work to addresses that have been highlighted by the University students. This will act to lessen Natural surveillance and reduce potential further crimes of burglary when supported by other mechanisms.

### **CONCLUSIONS**

As stated Burglary has become a social problem within society. How We as a Police Service respond in reducing this problem has to be using Crime Reduction theories. I believe that this project has had an impact within the community and improved the community's standard of living. It is with pride that I continue this ambition that one day reported crime of Burglary Dwelling will cease. Until that day I will continue to commit and drive this project.

The Manor Cross Project serves to give the community a reduced burglary rate, an improved area, drugs intervention and more importantly build back communities.

**ANDREW BEST**

**CRIME REDUCTION OFFICER.**

*[Faint, illegible text or stamp]*