

Project Summai

<i>Project Title</i>	<i>Presthaven Sands</i>
<i>Category</i>	<i>Crime & Disorder reduction</i>
<i>Name of Force</i>	<i>North Wales Police Glan Y Don Conwy LL29 8AW</i>
<i>Chief Officer</i>	<i>R Brunstrom, B.Sc.(Hons), M.Sc.</i>
<i>Contact</i>	<i>Chief Inspector Mark Owen, HQ Community Safety Tel 01492 511162 e-mail Mark.Owen@North-wales.police.uk</i>
<i>Nature of the problem</i>	<p><i>Presthaven Sands is a holiday caravan site. It is located on the outer reaches of the North Flintshire policing district and during the summer months in particular, has been a major drain on police resources.</i></p> <p><i>The site can cater for approximately 15,000 residents when fully occupied, the size of a major town in North Wales. It generated crime & public order offences and presents the management of the local area and the division with serious staffing implications.</i></p> <p><i>There is also a significant problem of incomplete or hoax '999' calls. The poor reporting practices utilized by the staff when requesting a police response compound this.</i></p>
<i>Evidence</i>	<p><i>This has been compiled from police data in the main. It has been broken down into crime or disorder as well as some non police data in the form of 'population' figures for customers using the site.</i></p> <p><i>On average there are 24 calls per month at the site. These have been averaged out to represent one hour of an officer's time per call, to provide managers with a guide to the disproportionate demands placed on local policing by the site.</i></p>
<i>Response</i>	<p><i>In most cases, the general response by local police staff was to attend each call and deal with it as a separate and isolated incident. A decision was taken to implement a Problem Oriented policing approach in an attempt to address the underlying causes. This included the creation of a Coordinating group to address the design of the site, target hardening of the caravans and site shops, training for staff in police reporting and dealing with public order incidents and a general cooperative approach.</i></p> <p><i>Police staff utilized new divisional practices in managing the process. Problem solving forms which followed the 'SARA' principle were completed through out the project. These forms are maintained electronically, allowing all those involved to be kept apprised of progress and to allow each officer involved to update progress. Part two of this submission is a print out of the actual North Flintshire POP folder held on the divisional e-mail system. Certain names have been deleted but the information is provided as near as possible to how it appears on the managed divisional system.</i></p>
<i>Impact</i>	<p><i>As a consequence of the cooperative approach, there has been a decrease in recorded crime & disorder incidents whilst at the same time; the management can show a corresponding increase in customer levels.</i></p> <p><i>The initiative has now run the complete season for 2001, which was the initial target set. However, due to the successful partnership both the police and Bourne Leisure intend to maintain it as an ongoing project.</i></p>

Scanning (problem 1/D)

Eastern Division

CDU Ref No.	Territorial Area	Sector
12/2001	North Flintchire	FL9 (HO4)

Description of the Problem *to include the following*

Where does it occur and when? How often and over what period has it occurred?

Incidents of crime (assault, theft etc.), and disorder offences including false or abandoned 999 calls at Presthaven Sands Holiday Park Gronant.

Poor communication systems at the park and the type of incidents causing a severe drain on the local Policing strength during the holiday season.

Objective (What are you trying to achieve?)

To improve the safety and security of staff and public on the site

To improve the response to incidents of disorder, again offering increased safety to staff and the public

To make more effective use of Police resources through the provision of quality information from which deployment decisions can be made.

Initial Response Details (What immediate response has/will take place?)

Liaison has been made with the management to arrange doorstaff registration, defensive tactics training and provide other needed input. CP survey of the site undertaken.

Supervisors comments (S.M.A.R.T.)

This `camp' is a clearly defined incident generator and places significant demand upon the available resources. The time scale is set as the forthcoming summer season. Supported **Ps1309** Firth

**On Inspector's
Monthly return**

YES NO

Person reporting	Department	Date submitted
PC 366 Pashley	Community Safety	6/2/01

SUBMIT TO CRIME & DISORDER UNIT
Eastern Divisional Police HQ

Analysis (Completed by CDU Staff)	Eastern Division	CDU Ref. 12/2001
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What implications does the problem have for the Police ? (I.T. Scan)

a)	Average number of incidents per month	24
b)	Ave Average number of crimes per month	6
c)	Average number of officers attending incident	N/K
d)	Estimated time spent per month dealing with problem	N /K

Suggested options to tackle problem : (To include agencies and contacts within).	
Offender Analysis	See separate analysis tables & information below

Form completed by : PC 284 Jones	Date : 08/02/2001
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Community Safety Office — Analysis			
Victim	Options		
Welcome packs to be reviewed prior to start of season	Increase of lighting and zoning of parking areas. Extra CCTV camera for outside of nightclub complex. Staff training on several matters including defensive tactics, communication issues and door staff registration scheme.		
Location			
Site survey conducted and several strategy meetings held			
Allocated to:	PC 366	F.R. Date:	1/5/01

Operational Information Systems: Call data 1998 to 2000

Month	1998 - 99	1999 - 2000
Apr	18	33
May	21	38
Jun	19	29
Jul	31	66
Aug	39	70
Sep	23	45
Oct	19	29
Nov	2	2
Dec	4	0
Jan	5	1
Feb	6	10
Mar	10	33
TOTAL	197	356r-

Police attendance:

The use of a single hour of officer time was adopted to provide rudimentary management information as to the effect the site was having upon local policing (a *'response generator'*). To provide a guide to the impact that calls to the site have on the police resources, **an average on 1 hour of officer time has been taken per call**. This included travel time for the officer to & from the site and dealing with the incident. (No account is taken of the time spent by control room staff), In many cases the time spent managing the incident is longer than an hour and all public order calls (usually requests that are received at peak periods), are resourced with more than one officer.

Activity log: Insert officer details, date and time spent for each action in hours.

Please include any other agencies utilized if different to proposed solution and the impact they made.

Operational &
Community Safety

Operational responses to be maintained as necessary**UPDATE**

Several strategy meetings held with the manager of the complex, who stated that he felt there had been some under reporting of incidents at the park during the 2000 season.

Parties involved in Strategy meetings with the site staff

Included:

Inspector P Hare,

Sgt. P Firth,

PC 1422 H Madeley, CBM,

PC 1202 Lewis, ALO

PC 366 Pashley, C50

Andrea Pashley 366 (4Hrs)

Site ownership transferred to Bourne Leisure from Haven, and a new general manager Ms Sarah Bishop took up post on 02/01/01. Brief introduction meeting and Survey conducted on Wednesday 3rd January,

PC 1202 and PC 366. (3Hrs).

On Friday 19/01/01 the first strategy meeting held with Ms Bishop, to discuss actions, all agreed with management.

Insp Hare, Sgt Firth,
APS 16 Sinclair PC 366 Pashley

Contact made with Dave Hughes at Yale College regarding the Door staff registration. He is to contact **Sarah Bishop direct.**

Andrea Pashley 366 (2hrs)

Liaison made with site management over **plans to alter foyer area of** entertainment complex. CPTEb principles employed and suggestions for office to be maintained in foyer made which were accepted by the company architect.

A Pashley Pc 366.

23/04/2001

Meeting at Flint police station with 2 staff from 'Jax' security the firm responsible for the security at the club (not general site security).

1. Call handling covered, in particular the quality of information provided, to enable us to make an initial resourcing decision.
2. 015 system and crimes systems viewed and explained.
3. North Flintshire Sgt's introduced.
4. Further meeting to be held as a matter of urgency with site manager Sarah Bishop, site manager, to review the effectiveness of the site security.
5. All 10 Jax site staff are qualified as site level 2 trained, door supervisors

Phil Hare.
Inspector

Contact made again with Sarah Bishop to arrange further training for site security and bar staff in relation to Personal Safety/Defensive Tactics and Incident reporting. Liaison *made* with APS 16 Sinclair to set a date for the training which will take place on site.

A. Pashley PC 366 21/5/01

Meeting held with Sarah Bishop to discuss further issues relating to the door staff training issue. Other issues relating to the low levels of lighting and lack of CCTV coverage of the Shopping area raised and were to be addressed by site management.

At this meeting issues relating to the theft of televisions were raised and several options from target hardening to change of procedures were provided to Ms Bishop. She felt that she would not be able to make any

UPDATE

In relation to the update of Insp. Hare
I had a meeting with Mrs Bishop 20/08/01. She has provided details that shows there has been an increase of people staying at the site by 15,000, compared to figures for year 2000.

The figures are from Jan to Aug and show:
2000 total as 60,742
2001 total as 75,276

These figures do not include the 600 privately owned caravans, 200 of which are let privately by the owners.

Mrs Bishop has welcomed the idea of an end of season debrief

PC 1897 Curry (2 hrs)

Update

An end of season debrief has been arranged for 1100hrs 31/10/01 to take place at Presthaven.

In attendance will be Inspector Hare, PC Pashley, PC Curry, Mrs Bishop General Manager, Oasis Center Manager & the Head of Security.

An invite has been sent to the new Oasis Club Security Company who are due to start on contract next season.

PC 1897 Curry (1 hr)

Update

Spoke with Mrs. Bishop 22/10/01 who has stated that the Security Manager has been dismissed from his post & a temp manager has been installed until the end of the season.

Spoke with Sarah Bishop who confirmed that the money for the new street lighting has been **approved** and the installation of **44** new **lights** will take place during the closed season (these lights are extra to the lights already in situ).

They will be sited in the most vulnerable areas of the park (far end), which have been subject to breaks, and the rest will be in the areas highlighted by PC Pashley.

Mrs **Bishop also confirmed** that the security of the park will be carried out by the Company that attended the end of season de-brief. (Security survey attached)

A representative of Presthaven is now on the Mostyn Pub Watch and will attend regular meetings.

PC 1897 Curry (27/11/01)

PROJECT 12 MONTH REVIEW

29/1/02

Review meeting held at the site General Manager Sarah Bishop, Deputy General Manager, Bar Complex Manager, Insp. Hare and PC 366 Pashley. Review of preparations and action completed following end of season review.

- New street lighting installed
- New procedures for key handling and security in place
- Cleaning procedures for changeover days updated to remove the possibility of unauthorized access into the units
- BT will be requested to begin their hoax 999 campaign around the kiosks on site
- Current CCTV being overhauled and training provided along with 31 tapes on Wed 6/2/02
- SITO training requested and being arranged along with a one day conflict resolution training package from Yale college and NWP respectively
- 12 site wardens to receive crime reduction/problem solving input from PC366 on 10/4/02
- Selected managers/team leaders to receive input on reporting procedures and Police methods of response from Insp. Hare prior to the main season.
- Crime prevention advice leaflet produced by PC366, which will be laminated by the site and fixed in each of the accommodation units prior to season start.

The proposals are to employ experienced contract door staff for the club complex and have new site security employed direct by Bourne. However it is intended to have a greater liaison between the two, including multi skilled staff able to work in different areas of security.

Andrea Pashley PC 366

UPDATE

1st Feb 2002 - Email to BT kiosks requesting that 999 calls warning notices are placed into the public telephone locations, Copies to Andrea Pashley, and Eastern ACR/Eastern ACR Inspector for information.

Inspector Phil Hare

9th February 2002 Monthly

Following a discussion with Mrs. Bishop:

The proposed re-development of the park entrance, which will provide a one-way system in and out of the park, will be completed this year. Thus drastically reducing the number of vehicles left stationary on the road over a blind hill.

I have also agreed to provide a short input to the camp security in relation to unused material i.e. how long they need to keep security logs for, what is likely to happen if they begin to interview suspect offenders etc.

PC 1897 Curry 22/02/02

Following the implementation of a CBM (PC 1897 Curry) for the area, which includes Presthaven, a **sponsored vehicle** was **required**. Presthaven (Bourne Leisure) where approached with a view to them assisting with partial purchase of this vehicle.

Bourne Leisure made an offer of £8000 towards the purchase of a car, which will be, used by local CBM 's, which wi// be sign written with sponsorship details.

PC 1897 Curry

UPDATE

10/4/02.

Training of the site Wardens in the principles of crime prevention and surveying conducted. There are currently only 7 of the proposed 12 wardens

on site. During the session it was disclosed that the alterations suggested and agreed by Bourne

Leisure in relation to the cleaning procedures have not been implemented. It is still regular practice for the cleaners to leave the units unlocked with the doors open to be checked later on by the supervisor, leaving them vulnerable to theft of the TVs etc. Visit to be made to discuss these issues and the problems with assaults over the Easter period with General Manager Sarah Bishop, by Insp. Hare and Pc Pashley.

Pc 366 Pashley 11/4/02

UPDATE
12/04/02

Unscheduled meeting held with site manager, as a result of some early concerns raised about the quality of door supervisors and issues raised by Pc Pashley.

Following actions agreed by all to resolve:-

1. The supervision of the clubs will be contracted out to 'Capes UK Security Services Limited' all accredited door supervisors, w.e.f 13th April 2002.
2. The practice of leaving caravans open for checks by cleaning supervisors will cease, and vans will be locked immediately after cleaning.
3. The value of the Crime reduction/POP's input to wardens will be reviewed as will the commitment by Senior staff to the process, if necessary an additional police input will be arranged for the wardens not present at the last session.
4. BT' hoax 999 warning' posters should have been displayed in all telephone kiosks/locations. Considerable steps have been taken to reduce 'hoax' 'abandoned' and 'silent' 999 calls by the removal of all 6 of the kiosks near to the shopping complex where kids hang around.

5. **Police contact numbers, reporting procedures and initial crime scene management input to be given to heads of security, and lead officer from 'Capes'**
6. **Plain clothes visits and provision of Pub-Watch information including photographs of 'Pub watched' individuals to be arranged.**

Inspector Phil HARE

UPDATE

14th April 2002

Arrangements made for heads of security to attend at Flint Police station for briefing as per action above, and visit to Eastern Area Control Room arranged with Sgt Mark Davies

Inspector Phil Hare

UPDATE

24th April 2002

Review of actions: -

Action 1- complete 'Capes' are now in charge of club security.

Action 5 - complete - Three members of staff have had a 4 hour input, including a visit to Eastern ACR to discuss call handling, call routing, information quality, and Police response priorities.

Site managers following from the meeting have agreed to provide the duty team leader with a mobile telephone, to enable ACR to make direct contact with a supervisor on the site.

Inspector Phil Hare



NORTH WALES POLICE

PRESTHAVEN SANDS

Working in Partnership

We trust you will have a pleasant and enjoyable holiday. To ensure that it is not marred by crime here are a few simple tips.

Caravan Security

- Always close doors, windows and roof lights when you leave your accommodation — even if it's only for a short time
- Be a good neighbour! — Get to know who is staying in the neighbouring caravans. Don't be afraid to report anything suspicious to either the site security or the police.

Vehicle security

- Never leave a car door unlocked or a window or sun roof open — even when just going into a shop for a moment or two
- Don't leave belongings visible in your car. A thief won't know that a bag or coat doesn't contain something valuable.
- In particular never leave the following in your car:
 - Credit/debit cards, chequebooks and cash.
 - Mobile phones 40% of car break-ins involve the theft of a mobile phone.

Money and personal possessions

- Carry wallets in inside or zipped pockets, never let your handbag out of your sight.
- Don't leave valuables such as jewellery in your accommodation. If you have to lock, them out of sight.
- If you have brought bicycles with you, ensure they are securely fastened to an immovable object when left unattended, or lock them inside your accommodation.

FOLLOW THE SITE RULES AND GUIDELINES

THEY ARE IN PLACE FOR YOUR PROTECTION AND SAFETY

Presthaven Sands Project assessment

Incidents & Population

Police attendance:

The use of a single hour of officer time was adopted to provide rudimentary management information as to the effect the site was having upon local policing (a 'response generator'). To provide a guide to the impact that calls to the site have on the police resources, an average on 1 hour of officer time has been taken per call. This included travel time for the officer to & from the site and dealing with the incident. (No account is taken of the time spent by control room staff), In many cases the time spent managing the incident is longer than an hour and all public order calls (usually requests that are received at peak periods), are resourced with **more than one officer.**

Operational Information Systems (OIS) data

Operational Information Systems:
Calls to police 1998 to 2001

Month	1998 - 99	1999 - 2000	2000 - 2001
Apr	18	33	23
May	21	38	27
Jun	19	29	72
Jul	31	66	38*
Aug	39	70	43*
Sep	23	45	26*
Oct	19	29	24
Nov	2	2	5
Dec	4	0	0
Jan	5	1	2
Feb	6	10	0
Mar	10	33	1
TOTAL	197	356 -	261

***SITE POULATION STATISTICS**

There has been an increase of people staying at the site by 15,000, compared to figures for year 2000.

The figures are from Jan to Aug and show:

2000 total as 60,742

2001 total as 75,276

These figures do not include the 600 privately owned caravans, 200 of which are let privately by the owners.

UPDATE -END OF SEASON DEBRIEF

The end of season meeting took place on Wednesday 31 October, together with a review of the response so far to the action plan.

The site manager Sarah Bishop reported a **27Z increase** in the site population between April and September 2001. (*An additional 20k people*).

Police incident data was subject to review following the provision of data from the Crime and Disorder Unit.

O15 incidents from April to Sept (inclusive)

1999 -282 incidents

2000 - 229 incidents

2001 - 233 incidents

In view of the 27% increase in population and potential for a similar increase in calls to the Police, the O15 figures are considered to be a success in terms of demand reduction, ie a **fall of .18Z in calls to the police** from 1999 to 2001 has been **sustained despite a 27Z increase in population**.

75 of the calls made to police in this year are either 'Abandoned 999', 'Hoax 999', or 'silent 999' calls. This will be subject of an action in the revised plan. BT will be involved in reducing hoax callers and the site security has agreed to investigate all abandoned and silent 999 calls. This together with improved lighting in this area will amount to £25-30k being spent over the **winter months, following on** from recommendations made by PC 366 Pashley Community Safety Officer.

Crime Statistics:

The number of crime incidents reported 1st April to 31st July 2001 has seen a 7% fall compared to the same period last year, from 43 to 40. A more significant fall has taken place during July 2001 where 7 crimes have been recorded compared to 14 the year before.

April - September

1999- 92 crimes

2000- 48 crimes (not representative, as underreporting has been identified)

2001- 75 crimes

The season end figures represent a fall of .12Z between 1999 and 2001.

Future actions:

Further measures will be **developed** over the winter **period** to **improve** security at the site.

- One company will take over security of both the Club (registered door supervisors) and the general security of the site.
- 12 live in wardens will be employed to carryout a range of tasks having responsibility for their own areas of the site, duties will include customer care, patrol and security, ground maintenance, each will have access to a personal radio.
- Portable TV's (identified as common denominator in theft/burglary cases) will be marked and secured.
- Key security will be tightened and caravans locked after immediately after cleaning as **opposed to** the current **situation** where caravans are left insecure until reoccupied or checked by a cleaning supervisor,
- The site will join the local area Pub watch scheme, and benefit from the sharing of photographs of banned individuals.
- A crime prevention leaflet will form part of the initial welcome pack to visitors.
- The new site security and door supervisors will receive an input on call handling, conflict resolution, and crime scene management prior to the start of the new season.

The staff and site manager were very complimentary of the support and assistance that *they* had received from the police over the last season, and single *out* **Constable 366 Andrea Pashley C50 and Constable 1897 Curry** for the work they had done in this respect.

One member of the site security summed up the feeling of the meeting:

" I have worked on this site for 9 years now and have never known such an excellent relationship with the police or such a reduction in trouble on the site"

The Presthaven Sands project remains an ongoing initiative in the North F/intshire area.

INSP PHIL HARE