

Tilley Award Nomination 2002

YOUTH RELATED DISORDER AND ANTI - SOCIAL BEHAVIOUR

CATEGORY: CRIME & DISORDER REDUCTION

WEST MIDLANDS POLICE.

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OPERATION MANAGER
H2 OPERATIONAL COMMAND UNIT

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Summary

Project Title: Youth Related Disorder and Anti-Social Behaviour

The Problem Identified:

During February, 2002 Willenhall Sector of the H2 Operational Command Unit (OCU) identified an increase in the number of youths (aged between 14-17 years) congregating around the High Road area of Willenhall during weekends. The number gathering ranged from a small handful up to a maximum of approximately 40 youths. The sheer number of youths gathering in the street, around the local Public House and Off-Licences was a recipe for disorder and there was evidence of empty alcohol containers strewn around the area.

The problem was initially tackled through high profile patrol at weekends and the distribution of 25 letters to parents/guardians of youths found congregating, informing them that their children had been found in an anti-social 'Hot Spot'. Local Licensee's were advised regarding compliance with the Licensing Law and covert patrol conducted did not identify any breaches.

During the first week of March, 2002, a spokesperson for residents of Greadier Street, off High Road, Willenhall announced that he'd got a 200 strong petition from other local residents complaining about the nuisance and anti-social behaviour being caused by the youths congregating.

On 12th March, 2002, the Willenhall Sector Inspector, together with Sergeant Southam, one of the Beat Managers for the area, attended a meeting with the spokesperson from Greadier Street and two local Licensees (one from an Off-Licence and one from the local Public House). As a result of the meeting, it was clear that the problem with anti-social behaviour in the area was greater than that evident through police patrol observations and that reported.

The central issue was the large number of anti-social youths drinking alcohol in the street and intimidating local customers to buy alcohol for them. It was suggested that youths were also purchasing alcohol under age, from the rear of one of the Off-Licences, which backs on to a canal towpath. The empty alcohol containers were littering the locality. Youths were also frequenting the rear car park of the local Public House causing a nuisance to customers. This, together with the noise from these youths, was affecting residents' quality of life.

The Evidence:

From the meeting with key community members it was evident that not all incidents had been reported to the police i.e. that of intimidation of residents visiting the Off-Licences to purchase alcohol, the depositing of litter, the noise/nuisance caused to occupiers of residential premises. As a result, the Police records reflected an inaccurate picture of the extent of the problem, and did not highlight a Hot spot area. The petition of 200 names clearly supported this.

Evidence supporting the problem was further obtained from an examination of the issues surrounding the Location, Victims and Offenders. An analysis of the crime and disorder related incidents actually reported to the police in terms of their location, time, day and month was examined alongside these issues.

Location:

There are 3 x Off-Licences and 1 x Public House all within 100 yards of each other, which was acting as a magnet for local youths.

The rear of the Public House backs on to the canal towpath and fencing was broken down leaving the rear car park vulnerable and easily accessible from the path.

There was poor street lighting in and around Greadier Street, encouraging youths to congregate unnoticed.

Victims:

There was no Neighbourhood Watch within the area.

Although Pub Watch had been promoted throughout the Sector prior to Christmas 2001, none of the Licencees had taken this up.

Offenders:

The information provided suggested that most of the youths responsible were from Willenhall Comprehensive School on the neighbouring estate.

Problem Response:

The Aim of the Project was to reduce the level of disorder and anti-social behaviour that would improve the quality of life for residents.

Its success would be measured through the degree of incidents reported following implementation and feedback from the local community.

The following problem solving approach was agreed with and involved all parties present at the meeting, as well as other external agencies:

- 1) Remove the magnetism of the 3 x Off-Licenses and 1 x Public House.
- 2) Address the issue of alleged unlawful sale of alcohol to youths in the area in collaboration with Trading Standards.
- 3) Liaise with the Local Authority (L.A.) to clean the area up and remove unsightly litter.
- 4) Conduct an assessment of the area to 'Design out Crime' which would include recommendations to the L.A. for appropriate improvements to the area.
- 5) Utilise disruption tactics in the locality.
- 6) Increase high profile police patrol to deter and detect offenders.
- 7) Promote awareness of the Aim of the project with the local community.
- 8) Promote Neighbourhood Watch.
- 9) Brief the local Comprehensive School on the extent of the problem and promote a zero tolerance stance in the area.

The Response Impact:

By 21st March, 2002, a letter was received from the spokesperson for the residents thanking the police for their actions.

By 21st April, 2002, the anti-social problem had been completely eradicated from this location. In support of this, since implementation of this Approach, there has been a significant downward trend of crime in Greadier Street and High Road. Of those reported, there are none that can be attributed to anti-social behaviour. There were no reported incidents of disorder during April, 2002 and there has been only one during May, 2002.

The spokesperson and resident who initially promoted the 200 strong petition has now become a Neighbourhood Watch Co-ordinator for the area, along with several other interested parties.

The Beat Manager, Sergeant Southam has received numerous `phone calls from residents confirming the outcome and thanking the police profusely for improving their quality of life.

This Problem Solving Approach has demonstrated Best Practice in dealing with anti-social behaviour and has now formed a Disorder/Nuisance Youth Action Plan for other Beat Managers on the Sector.

A handwritten signature in black ink that reads "Angela Kelly". The signature is written in a cursive style with a long horizontal flourish underneath the name.

Angela Kelly
Sector Inspector
112 Operational Command Unit -- Willenhall

Project Description

This document identifies the main Aim of the Project and how its success would be measured. It outlines details of a youth related disorder and anti-social behaviour problem that occurred on the High Road area of Willenhall on the H2 OCU. The Problem Solving Approach adopted utilised S.A.R.A., each element of which is explained followed by the action taken to address the issues established. The report concludes with the result and identification of best practice.

Aim: The Aim of the Project was to reduce the level of youth related disorder and anti-social to improve the quality of life for residents.

Its success would be measured through the degree of incidents reported following implementation and feedback from the local community.

The Problem:

During February, 2002 Willenhall Sector identified an increase in the number of youths (aged between 14-17 years) congregating around the High Road area of Willenhall during weekends. The number gathering ranged from a small handful up to a maximum of approximately 40 youths. The sheer number of youths gathering in the street, around the local Public House and Off-Licences was a recipe for disorder and there was evidence of empty alcohol containers strewn around the area.

The problem was initially tackled through high profile patrol at weekends and the distribution of 25 letters to parents/guardians of youths found congregating, informing them that their children had been found in an anti-social 'Hot Spot'. Local Licensee's were advised re. compliance with the Licensing Law and covert patrol conducted did not identify any breaches.

In the first week of March, 2002, a spokesperson for residents of Greadier Street, off High Road, Willenhall announced that he'd got a 200 strong petition from other local residents complaining about the nuisance, disorder and anti-social behaviour being caused by the youths congregating.

On 12th March, 2002, the Willenhall Sector Inspector, together with Sergeant Southam, one of the Beat Managers for the area, attended a meeting with the spokesperson from Greadier Street and two local Licensees (one from an Off-Licence and one from the local Public House). During the meeting, it was evident that not all incidents had been reported to the police, resulting in police records reflecting an inaccurate picture of the extent of the problem. As a consequence, the area had not been identified as a 'Hot Spot' in comparison to other areas across the Sector.

Evidence supporting the problem was further obtained from an examination of the issues surrounding the Location, Victims and Offenders together with the key community members present at the meeting.

The central issue was the large number of youths congregating in the locality, intimidating local customers to buy alcohol for them and drinking alcohol in the street. It was suggested that youths were also purchasing alcohol under age, from the rear of one of the Off-Licences, which backs on to a canal towpath. The empty alcohol containers were littering the locality. Youths were also congregating outside local residential premises and the rear car park of the local Public House causing a nuisance to customers. This, together with the noise from these youths, was affecting residents' quality of life.

The petition of 200 names clearly supported the issues raised.

Utilising SARA, a problem solving approach was adopted, discussed and agreed at the meeting.

Problem Definition:

Location:

There are 3 x Off-Licences and 1 x Public House all on High Road and within 100 yards of each other. These were acting as a magnet for local youths.

Local residents and customers to the Off-Licences were being intimidated by youths outside the premises to purchase alcohol for them. There was also information that youths were purchasing alcohol under age from a canal towpath backing on to the rear of one of the Off-Licences.

Youths congregating in this area were dispersing around residential streets nearby, in particular Greadier Street, resulting in the depositing of empty alcohol containers amongst other litter and an increase in noise nuisance.

The empty alcohol containers evident in the vicinity supported the reports of alcohol consumption in the street.

The rear of the Public House backs on to the canal towpath and fencing was broken down leaving the rear car park vulnerable and easily accessible from the path. This was resulting in an increase in youths on the Pub car park and attempts by youths to gain access to the Pub to purchase alcohol through intimidation of residents and to use the toilet facilities. This was also creating unease amongst customers who'd left their vehicles on the car park, fearing vandalism may occur.

There was poor street lighting in and around Greadier Street, encouraging youths to congregate unnoticed. This was also creating an unsafe feeling amongst residents.

An examination by the OCU Analyst of actual crime and disorder incidents reported to the police was mapped out.

The first map (**Appendix A**) shows all reported crimes in the location since 01/01/2001. This didn't highlight any particular problem in the area, identifying only 20 offences in total, and various in nature. (See key on left of diagram)

The second map (**Appendix B**) shows the OASIS reports since 01/01/2001. Only logs showing youth disorder are shown. Key to the left of the diagram shows that there have been 61 such incidents. It should be noted that in some incidences there is only one cross at a location although this represents numerous incidents. These repeat locations are as follows;

Greadier Street, off High Road	17 Incidents
Costcutter (off-Licence), High Road	18 Incidents
82 High Rd	16 Incidents

These 61 incidents were all regarding youth disorder in the area, with other OASIS logs excluded. There does appear to be some correlation between the locations of the reported youth disorder and the crime reported.

A further examination of the time and days disorder incidents were reported was conducted. This analysis identified that most calls were made between 1800hrs and 2200hrs (**Appendix C**). It also highlighted weekend offending with most incidents occurring on a Friday and Saturday, tapering off slightly on a Sunday and increasing again on a Monday (**Appendix D**).

An analysis of the number of monthly disorder related calls since 01/01/2001 revealed an interesting picture (**Appendix E**). Reported incidents were not so prevalent during the summer months when one would have expected youth disorder and anti-social behaviour to escalate however, were evident around the winter months. An increase in reported incidents was evident from October, 2001 and was clearly increasing up to and including March, 2002. The escalation during February and March, 2002 could have been attributed to a high profile and intensified policing operation being conducted on the neighbouring estate during these months, resulting in youth displacement.

Action:

In order to remove the magnetism of the Off-Licences and Public House to local youths, all Licensees were personally visited and strongly advised by the Beat Manager regarding the unlawful sale of alcohol to persons under age. This was reinforced by letter.

Trading Standards Department were contacted and a joint operation agreed between the Police and Trading Standards regarding the sale of alcohol to minors.

The spokesperson for the residents undertook to liaise with the local Councilor with a view to getting the empty alcohol containers and other litter in the vicinity cleared away. The aim being to promote a feeling amongst the local community of a less run-down area.

The OCU Crime Reduction Officer was required to conduct an assessment of the area and recommend requirements to 'Design Out Crime' (including issues of improved street lighting and repair of fencing). Copy of this assessment is to be forwarded to the Local Authority for prioritisation and implementation of the recommendations towards improving the safety of the area.

Highly visible fluorescent Disruption Posters promoting a Police Operation in the area were utilised and erected on lampposts within the target location.

To ensure maximum impact and achieve the Action Plan, it was recognised that the Beat Manager's Team alone could not manage the policing required for the area. To address this, the support of the Special Constabulary was called upon to achieve both overt and covert police patrol in the area during the peak periods and weekdays identified in the analysis.

Through the computerised Briefing System, details of the problem and patrolling requirements were also conveyed to other officers on the Sector, for targeted patrols and details of youths stopped to be forwarded to Sergeant Southam, the Beat Manager. This action sought to reduce the fear of intimidation of local residents and customers of the licensed premises as well as deterring and identifying offenders.

Victims:

There was no Neighbourhood Watch within the area to promote crime reduction or detection or reduce the fear of crime.

Although Pub Watch had been promoted throughout the Sector prior to Christmas 2001, none of the Licencees had pursued this.

Action:

A letter was prepared highlighting the problem in the area (**Appendix F**), encouraging people to provide information and 'name and shame' offenders. Crime Stoppers was also promoted. The letter was supported by information on Neighbourhood Watch and encouraged people to form such a group. 50 letters were distributed through the Public

House and other persons at the meeting, to customers of the Public House and residents in the target area.

The Licencees undertook to liaise with each other and local shopkeepers regarding any problems arising.

Offenders:

The information provided by residents suggested that most of the youths responsible for the disorder and anti-social behaviour were from Willenhall Comprehensive School on the neighbouring estate. This was supported by police observations through attendance at incidents.

Action:

The Headmaster of Willenhall Comprehensive School was personally visited by the Beat Manager, Sergeant Southam and briefed on the extent of the problem. The Headmaster addressed the issue during assembly, promoting the zero tolerance stance being adopted by the police in the area.

100 letters were distributed at Willenhall Comprehensive School warning of Police Action – and a `Three Strike Philosophy' that was being adopted (**Appendix G**).

Summary of the `Three Strike Philosophy':

`Strike One' Offender found at problem location/'Hot spot'. Details to be taken and a letter of advice sent via the OCU Young Persons Officer, to their home address for the attention of the parent/guardian.

`Strike Two' Offender again found at problem location/'Hot spot'. Officer (ideally not below the rank of Sergeant) to visit offender and their parent/guardian at their home address and warn verbally regarding future conduct.

`Strike Three' Offender again found at problem location/'Hot Spot'. Consideration to be given to offences of Public Nuisance at Common Law, Public Order Act, Crime & Disorder Act. ASBO proceedings to commence if appropriate.

Details of youths found congregating in the target area were obtained and forwarded to the OCU's Young Persons Officer for recording and appropriate letters to be distributed.

Result:

Evaluation of the outcome of this Project has been achieved through examination of crime and disorder incidents reported. Management and daily reviewing of the operation and results was conducted by the Beat Manager.

It was agreed from the outset, at the meeting on 12th March, 2002 with concerned parties that weekly feedback on progress made would be provided to the residents' spokesperson. As he received feedback from residents, this facilitated a joint evaluation of both a quantitative and qualitative nature in relation to the success or failure of tactics adopted.

By 21st March, 2002, a letter was received from the spokesperson for the residents thanking the police for their actions.

By 21st April, 2002, the anti-social problem had been completely eradicated from this location. In support of this, since implementation of the Approach outlined, there has been a significant downward trend of crime in Greadier Street and High Road. Of those reported, there are none that can be attributed to anti-social behaviour.

This result has been achieved despite the fact that the outcome of the Trading Standards Operation and implementation of recommendations in relation to the 'Designing Out Crime' Assessment are still awaited.

The monthly analysis of reported disorder incidents (**Appendix E**) clearly identifies there had been no reported incidents during April 2002 and only one in May 2002.

The local spokesperson who initially promoted the 200 strong petition has now become a Neighbourhood Watch Co-ordinator for the area, along with several other interested parties.

Sergeant Southam, Beat Manager, has received numerous 'phone calls from residents confirming the outcome and thanking the police profusely for improving their quality of life.

This Problem Solving Approach has demonstrated Best Practice in dealing with youth related disorder and anti-social behaviour through a systematic analysis of the problem utilising the S.A.R.A. approach. The analysis has been enhanced through collaboration with local residents and maintaining effective communication with concerned parties. This is considered an essential element to achieving a successful outcome of the Problem Solving Approach (P.O.P.). As such, the P.O.P. system used in this instance could be adopted in other such cases. The result in this case speaks for itself.

This Project and operation has now been summarised by Sergeant Southam (Beat Manager) and has formed a Disorder/Nuisance Youth Action Plan for other Beat Managers on the Willenhall Sector to adopt in relation to their 'Hot Spots' **(Appendix H)**.

This report is submitted for consideration of this Project conducted by Sergeant Southam (Beat Manager) being nominated for The Tilley Award 2002.

A handwritten signature in black ink that reads "Angela Kelly". The signature is written in a cursive style with a long horizontal flourish extending to the right.

Angela Kelly
Sector Inspector
H2 Operational Command Unit - Willenhall

Appendix

Appendix A Crimes Reported since 01/01/01

Appendix B Disorder Incidents Reported since 01/01/01

Appendix C Time Analysis

Appendix D Day Analysis

Appendix E Month Analysis

Appendix F Letter to Residents

Appendix G Letter to Pupils

Appendix H Disorder/Nuisance Youth Action Plan

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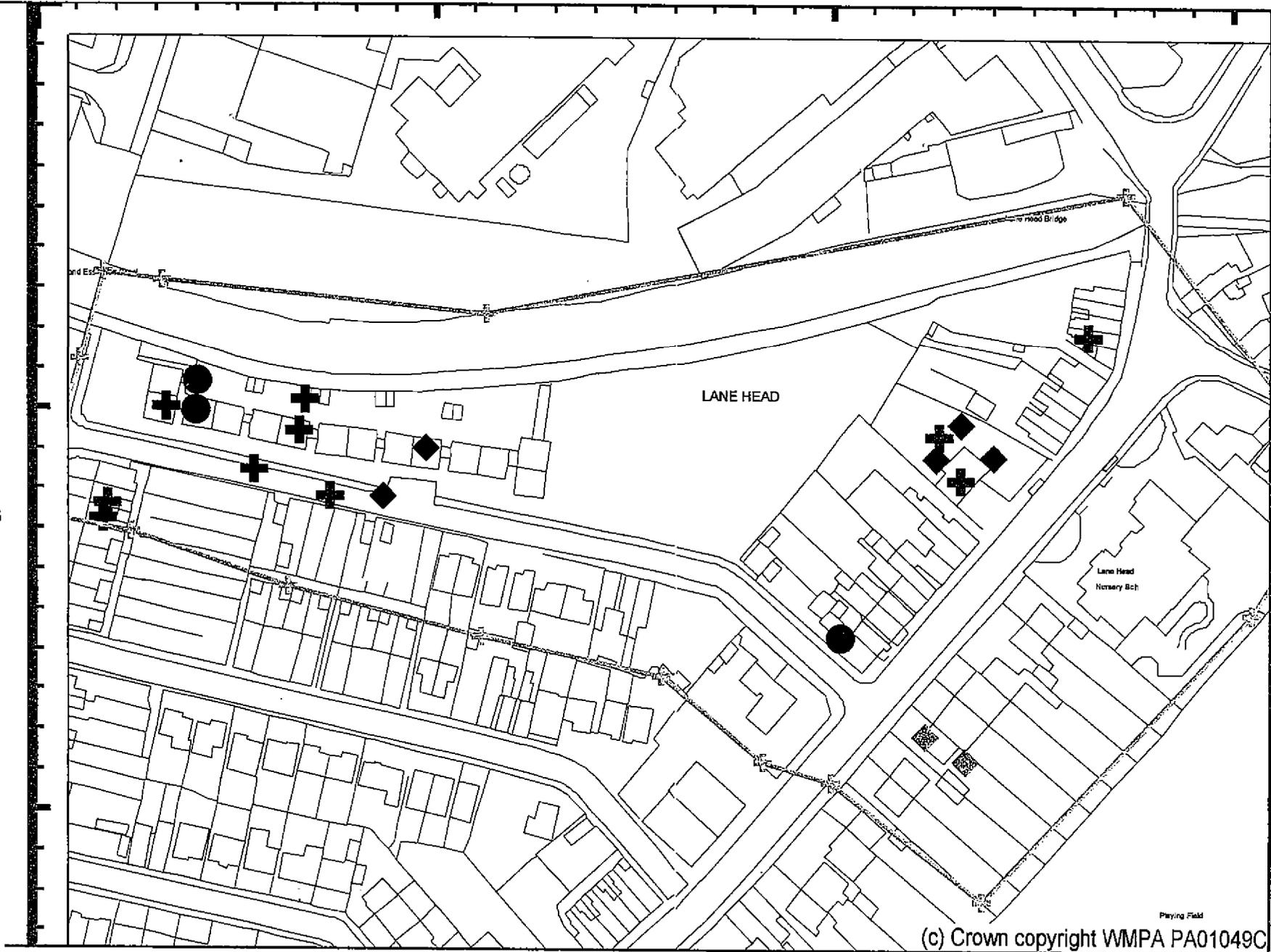
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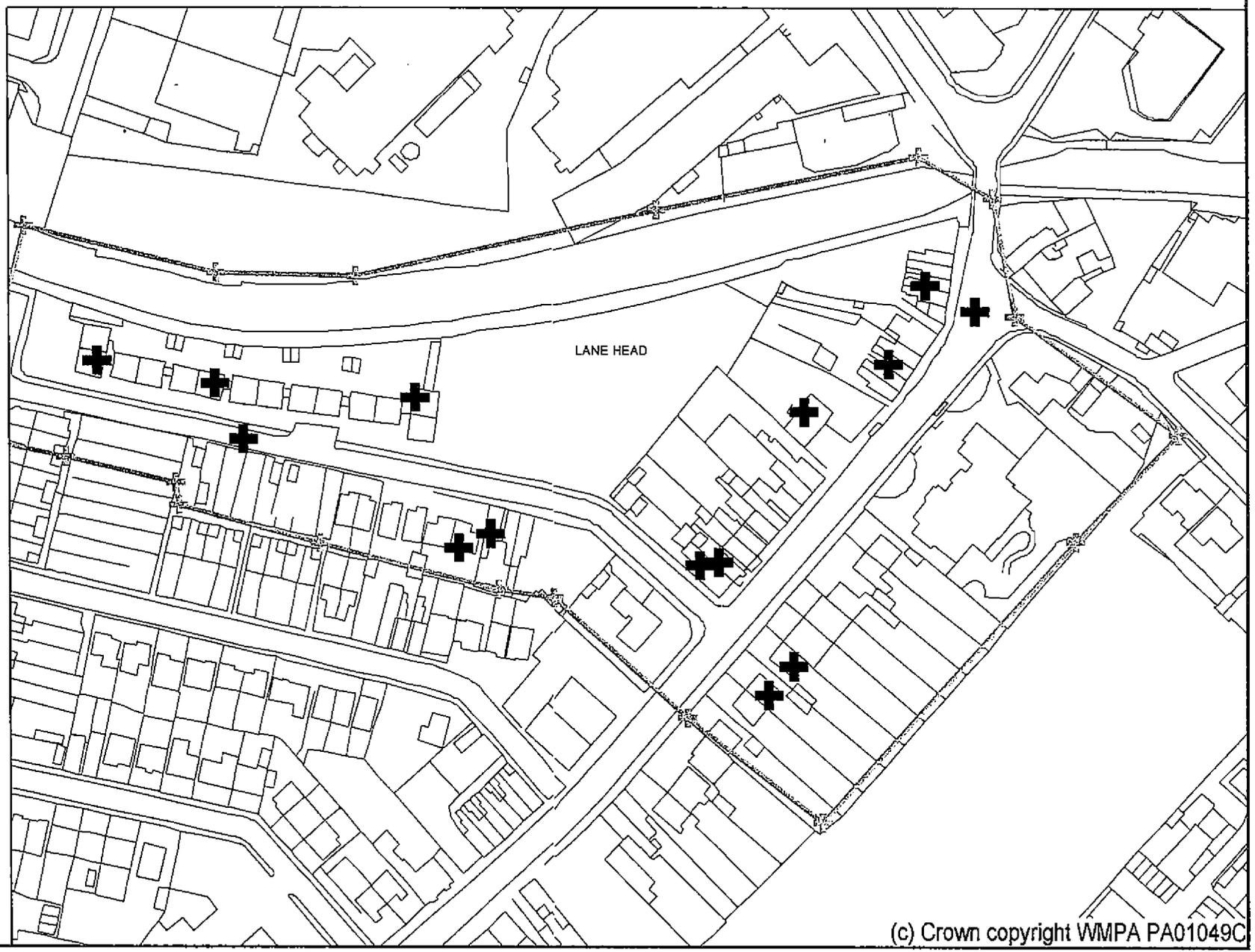
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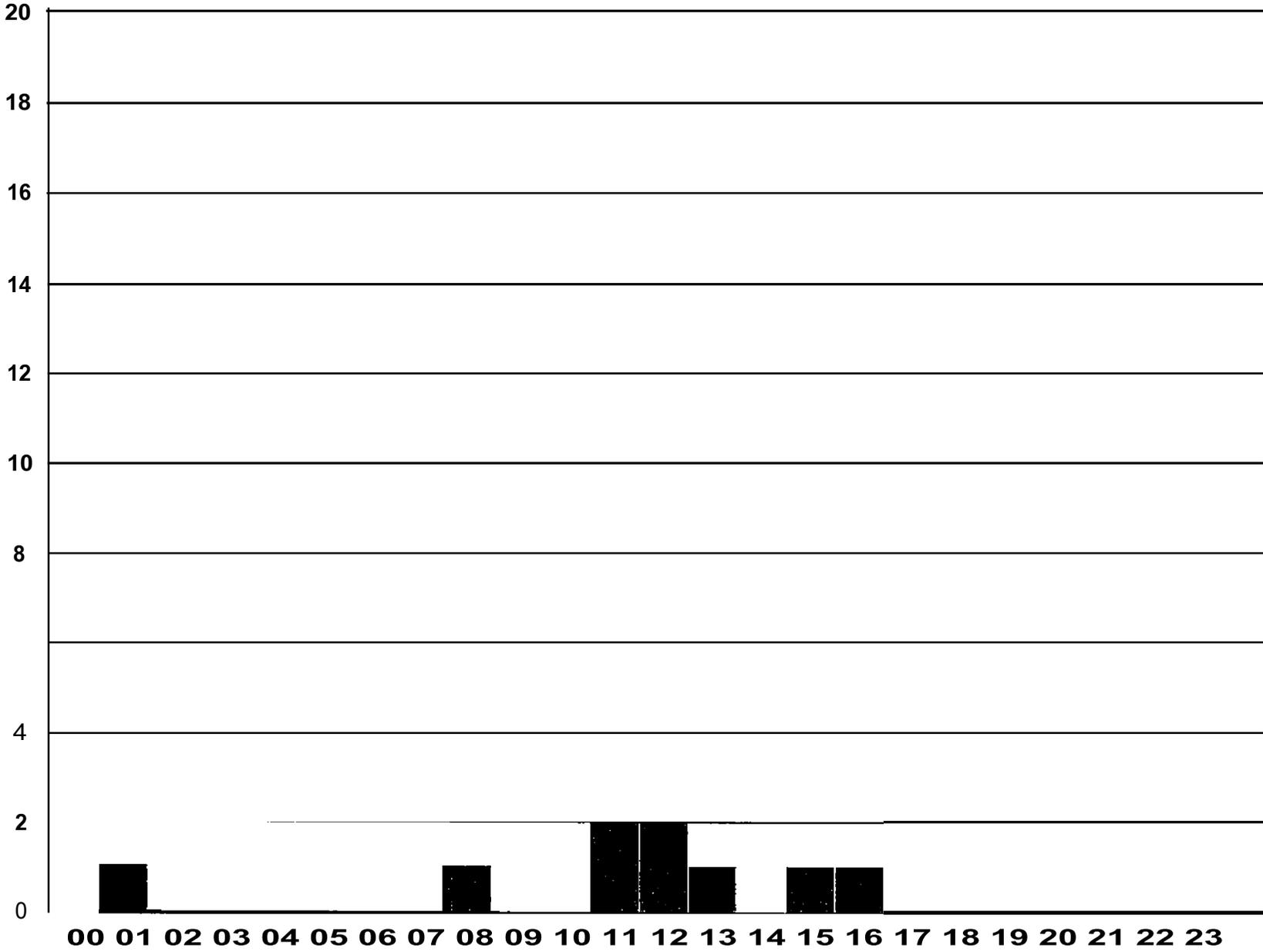
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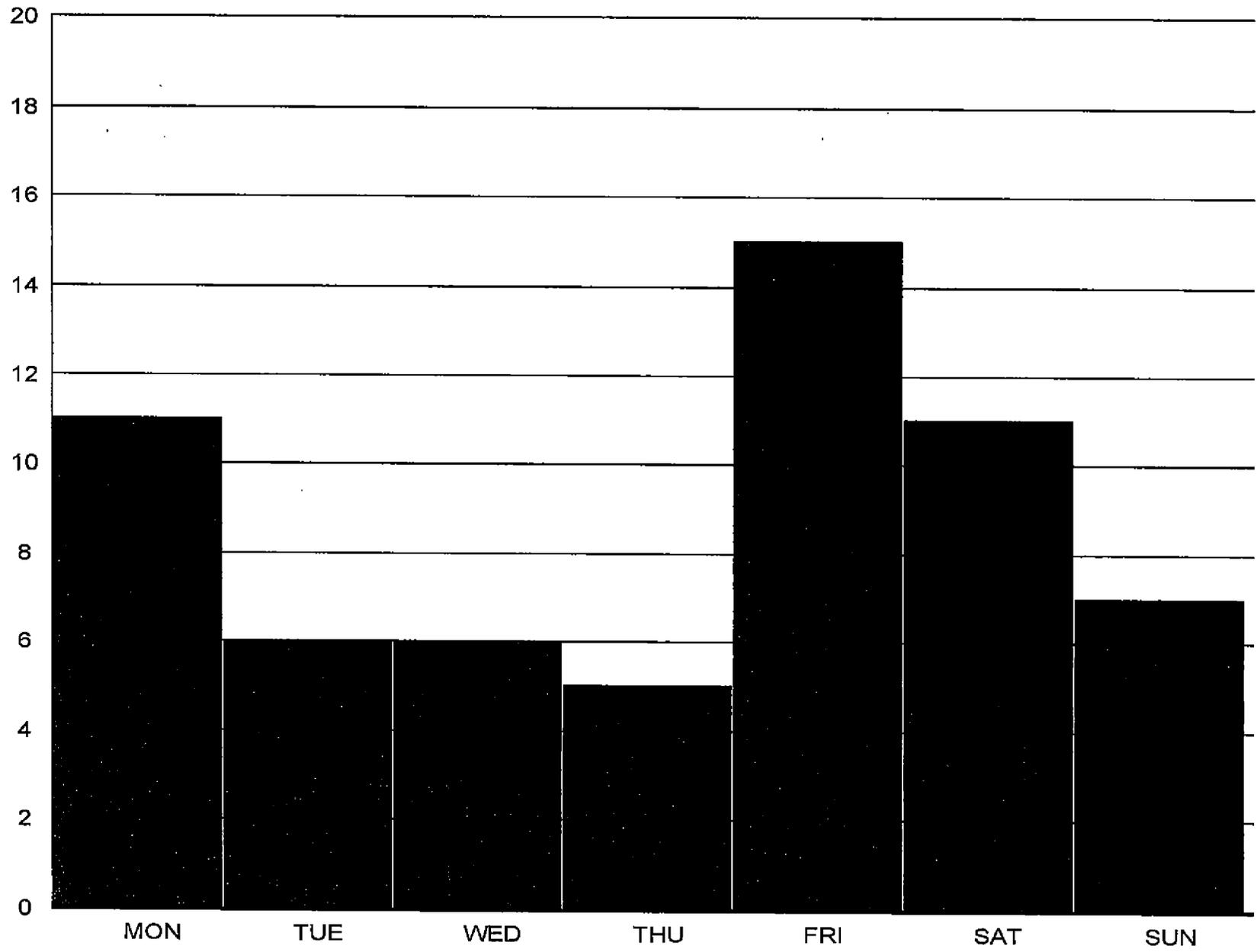
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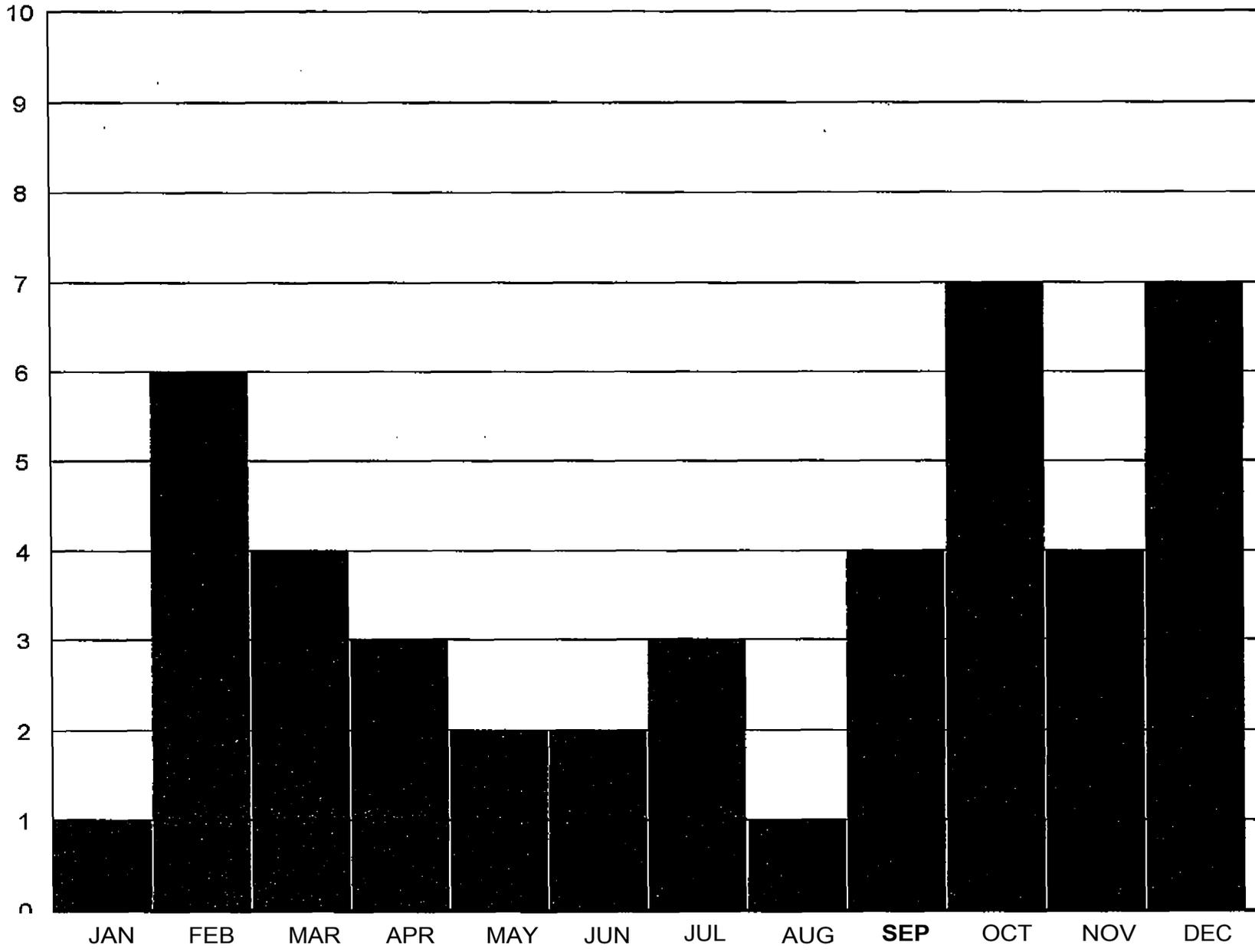
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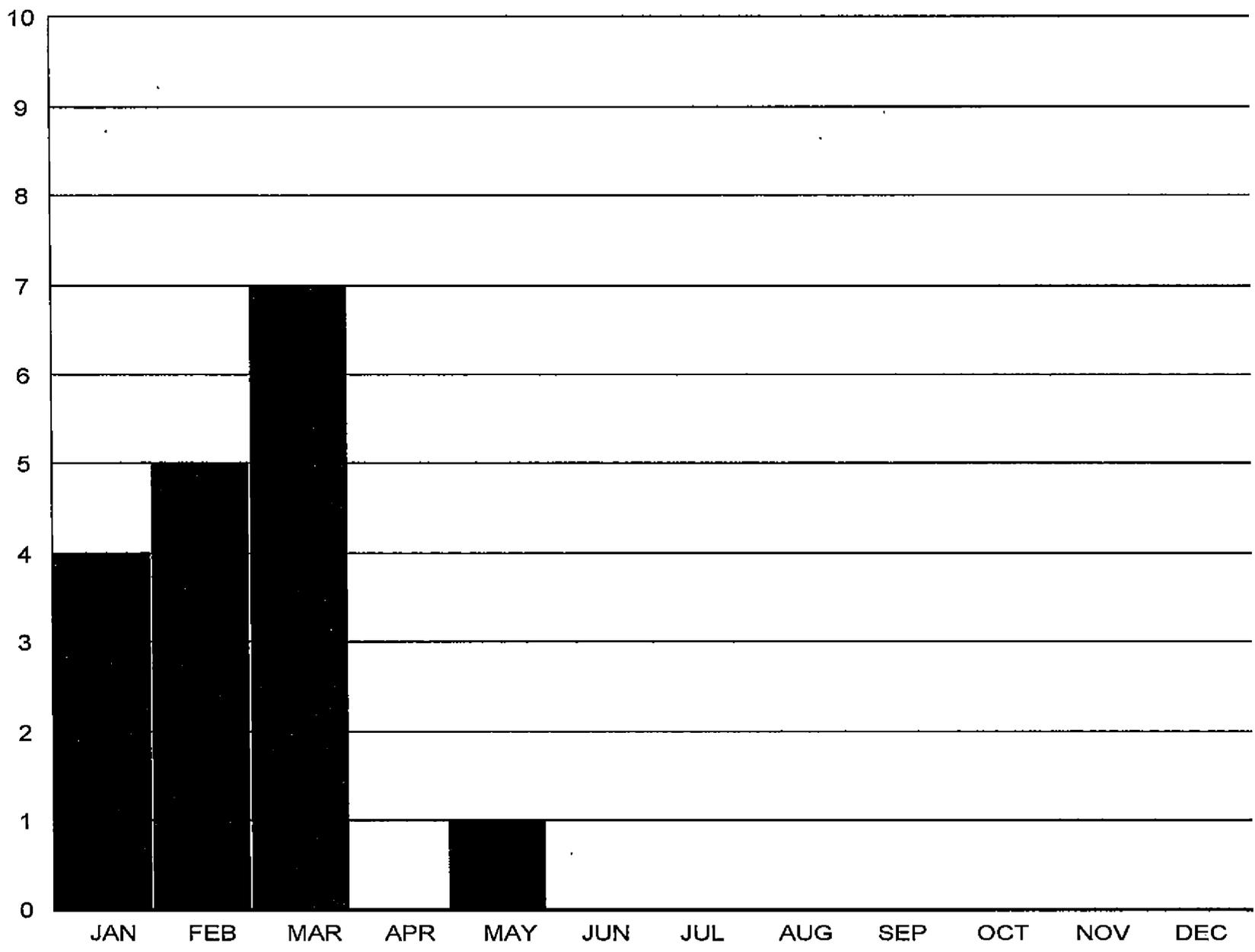
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Appendix F



POLICE STATION
John Street
Willenhall
West Midlands
WV-13 1 PJ

To the Occupants

Direct Telephone:
Switchboard: (0845) 1135000" Ext: 6566
Facsimile:
Reference:
Please Ask For. Sergeant Southam
Email:

To the Occupant,

We are aware of nuisance being caused by youths congregating in your area and committing acts of anti-social behaviour. The police are attempting to seek a long-term solution to this problem for residents and need your help to do so. If you have information that may assist us in tackling this problem or any crime you are aware of, we would like you to ring us on the above number. Alternatively, you could ring Crime **Stoppers on 0800 — 555 ---111**. All information will be treated in the strictest confidence.

Attached is information regarding how to form a Neighbourhood Watch. We do not want you to feel isolated. Through this scheme you will be able to work together as a group in tackling crime and anti-social behaviour, that is affecting your quality of life. We would encourage you to participate in this scheme which is free.

We are committed to addressing the crime and disorder in your area but can only do so with your support. If anyone is prepared to 'name and shame' the perpetrators, please contact Sergeant Southam at Willenhall Police Station.

Yours faithfully,

Angela Kelly
Sector Inspector
Willenhall Operational Command Unit

Appendix G

POLICE STATION

John Street
Willenhall
West Midlands
WV13 1 PJ

Direct Telephone: 01922 439020
Switchboard: (0845) 1135000* Ext:
Facsimile:
Reference:
Please Ask For: SERGEANT 1006 SOUTHAM
Email:

PUPILS OF WILLENHALL COMPREHENSIVE
SCHOOL

Dear All,

This letter *is sent with my apologies if it does not apply to you but there is a good chance that even if it does not you will know somebody who it does apply to and as such I would be very grateful if you could pass the message on to them.*

Willenhall Police are responding positively to complaints from residents in the Lane Head/High Road area concerning the anti-social activities of youths congregating at that location of an evening, especially of a week-end. These activities include the purchase and consumption of alcohol and subsequent drunken and loutish- behaviour, the dropping of large amounts of litter and the general disturbance of the peace in the area.

Our enquiries have established that many of the offenders are pupils at this school. Please note that from now onwards the following will apply:-

Any persons gathering at that location without a satisfactory reason will have their details taken by additional Police patrols (some of whom are in plain clothes but will identify themselves to you) who have been drafted in to the area to deal specifically with the problem and a letter will be forwarded to their parents outlining the behaviour of that particular individual.

2 Any person who then has their details taken on a second occasion will receive a visit from a Police Sergeant to their home address and in the presence of their parents a full detailed account of their behaviour will be relayed.

3 Any person who again re-appears in this location without good excuse will be considered for prosecution for public order/nuisance offences and may be dealt with by a court.

People have a right to expect a decent quality of life and this is being denied to Lane Head residents by the mindless behaviour of certain individuals. Have no doubt that Willenhall Police will ensure that this right is up-held.

Please assist us in making this town a more pleasant environment for all of us to share.

Thankyou,

Sergeant 1006 David Southam

Appendix H

DISORDER/NUISANCE YOUTH ACTION PLAN

Compiled by Sergeant 1006 Southam Beat 58 Willenhall

'THREE STRIKE PHILOSOPHY'

Strike One: Offender found at problem location/'Hot Spot'. Details to be taken and a letter forwarded to home address for the attention of parent or guardian. PC Sam Cowley (Young Persons Officer — C.S.B.) to be either informed of details or requested to forward letter directly.

Consider evidence gathering

Strike Two: Offender again found at problem location/'Hot spot'. Officer ideally not below rank of Sergeant to visit offender and their parent or guardian at home address and warn verbally regarding future conduct.

Consider evidence gathering

Strike Three: Offender again found at problem location/'Hot spot'. Consideration to be given to offences under the Public Order Act/Crime & Disorder Act/Public Nuisance at Common Law. ASBO proceedings to commence if appropriate.

Consider evidence gathering

Other Useful Strategies (A Twenty Point Plan)

- 1) Utilise Briefing System to highlight problem.
- 2) Disruption Posters to be erected at relevant locations.
- 3) Crime Reduction Survey for location (see PC Wing C.R.O. at Brownhills)
- 4) 'Crime Stoppers' letters to be distributed inviting participation in the Scheme and consideration to be given to forming a Neighbourhood Watch (see Gill Smith — N. W. Support Officer)
- 5) Utilise any Neighbourhood Watch schemes already in existence in the area.

- 6) Consider assistance of Community Wardens if appropriate (see PS Moore – T.C. Team)
- 7) Visit local schools. Letters to be forwarded by staff and/or Head Master requested to address Assembly regarding Nuisance and its consequences.
- 8) Use media/press releases if deemed appropriate.
- 9) Involve Special constabulary in high visibility patrol (see ADO Jason Clarke)
- 10) Open letters to be forwarded to the community highlighting police involvement in the problem and invite `naming and shaming' of the offenders
- 11) Operation Overdrives to be considered if staffing levels allow
- 12) Officers to `drop back' off nights (Minimum staffing to be adhered to) to work a Late duty if problem dictates (see Inspector Kelly)
- 13) High visibility patrol to be utilised when available.
- 14) Covert patrol/observations to be conducted to assist in evidence gathering
- 15) Other Agencies to be involved i.e. Trading Standards re. sale of alcohol fireworks etc... to minors (Contact Walsall Council)
- 16) Involve other Beat Managers/Beat Teams to address each others problems
- 17) Look for long term solutions i.e. establishing youth clubs etc... if possible
- 18) Utilise de-commissioned Police vehicle or request officers to `park up' when appropriate at `Hot spot' locations
- 19) Retain contact with Neighbourhood Office regarding problem
- 20) Contact local Councilor if the can assist with problem

This list is not meant to be exhaustive but some of the above methods have worked for me in the apparent never ending battle against nuisance youths and disorder and will continue to be used to combat the problem.

Dave Southam – Sergeant 1006
D Unit – Beat 58 - Willenhall