

Operation Phoenix

“Reclaiming Public Space”

Agency: Swansea Crime and Disorder Partnership

Force: South Wales Police

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SUMMARY

Operation Phoenix is a multi agency project tackling Crime and Disorder and improving the environment, it was implemented within a designated area on the outskirts of Swansea City Centre.

Intelligence indicated that an open street 'heroin market' was operating and that this activity was the root cause of acquisitive crime, violence and antisocial behaviour.

Crime records showed this area to be one of the most crime-ridden streets in Swansea. The area had become a magnet for people who caused antisocial behaviour.

The area's appearance was one of neglect. Graffiti, fly posting and tipping were commonplace, overgrown shrubbery created natural cover for drug dealers and criminals to use to their advantage.

At the outset of this project Police and Local Authority met and shared the specific information and intelligence.

Over 60 crimes / month were recorded in this area, 30% were crimes of violence. Police resources attended to over 70 incidents/month, 75% related to antisocial behaviour.

A public safety survey commissioned by the partnership produced alarming results:

- 60% felt "Not at all safe" at night
- 20% felt "Not at all safe" during daytime

Environmental surveys identified and prioritised numerous areas in need of attention.

After consultation, a partnership led, phased response was planned and agreed upon each agency playing a critical role in its delivery.

The phases commenced with enforcement activity and progressed through to phases of reassurance, regeneration and finally sustainability.

Phase One deployed covert test purchase officers to disrupt the 'open' heroin market.

Phase Two saw a highly visible police and local authority enforcement assault upon issues of crime and disorder. This presence preventing the resurgence of the disrupted drug market.

Phase Three focused upon reassurance and regeneration, a programme of improvements to the environment combined with a reassuring and engaging police presence were its hallmarks.

Phase Four capitalised upon the 'reclamation' of this public space and its sustainability, the key features being the introduction of dedicated C.B.O.'S and long term crime reduction initiatives .g. C.C.T.V. and lighting.

The successes have been swift and dramatic. The drug dealing market has been smashed and the orchestrators jailed for a total of 25 years. Reported crime and incidents have fallen dramatically. The visual appearance has significantly improved, countless issues being addressed. Public perception of safety has dramatically improved and the community has a new air of confidence.

PROJECT AIM

The aim of the project was presented as:

“To provide a sustainable partnership solution to the historical and continued problems of drug trafficking, crime, disorder and antisocial behaviour within the designated operational area”.

Specific objectives within this aim included:

- Disruption of the drug market through conviction of existing traffickers.
- Prevention of the re-emergence of a new market to fill the created void.
- To benchmark and then improve levels of perceived public safety.
- To promote public confidence in the ability of the Swansea C.D.R.P. to respond to their needs and deliver a tangible product.
- To reduce reports of Crime and Disorder from a benchmarked level
- To dramatically improve the visual appearance of the area.

BACKGROUND AND CONTEXT

The designated area within which Operation Phoenix was implemented is located on the outskirts of the City and is home to the busy mainline railway station. It also hosts one of the main internal roads that feed into the heart of the city. For this reason the area is viewed as the main Gateway into the city. It is of particular significance as it is in many cases the first impression that people gain when they visit Swansea.

The defined area encompassed less than 20 streets but these streets contained a comprehensive mix of business premises, retail outlets and residential accommodation. There is also in the area, a generous distribution of both on and off licence premises. Due to issues of deprivation, the area has been identified as one of seven areas in Swansea, which has “Community First Status”.

It is important to understand the diversity of the community within this area who are directly affected by the issues highlighted within this initiative. The area contains a working community of several thousand people who in addition to smaller employers, are employed in large regional offices of the Driver Vehicle Licensing Agency, Inland Revenue and Land registry.

It has a substantial and growing residential population, in recent years local housing association and privately owned rental accommodation has sprung up in the area for new residents. Many of these residents are some of the most vulnerable in our community.

Finally the people who use the area to shop and socialise, these are the people that traders rely upon to maintain their livelihood.

Due to Crime and Antisocial behaviour, anecdotally the area was well recognised as being somewhere to avoid out of choice. The area presented an appearance of neglect by the authorities and the community felt as if their concerns had fallen upon deaf ears.

ASSESSMENT AND ANALYSIS

Within the structure of the National Intelligence Model the priority of the Swansea B.C.U and indeed the Crime and Disorder Reduction Partnership is to tackle the supply of Class 'A' Drugs and drug related crime.

Through the tasking of intelligence sources and prioritisation of this area of criminality, significant intelligence was collected from numerous sources including C.H.I.S. (Covert human intelligence sources) community contacts, police officers and Crimestopper intelligence reports encouraged by the successful 'Rat on a Rat' campaign.

This intelligence indicated that an open street heroin market was operating from the designated area and that this activity was the root cause of a significant rise in acquisitive crime.

This 'open' market was the first of its kind in Swansea and the B.C.U. Tasking and co-ordination process directed immediate action to tackle it.

To support this intelligence, analysis was conducted of crime and incident records to provide a benchmark for proposed action. Details of recorded crime and incidents are contained at **Appendices 1 & 2.**

Through early consultation with the local authority information and intelligence was shared and considered.

To further enhance the collection of information the partnership commissioned two further surveys:

- Firstly an environmental survey was conducted which recorded through photograph and documentation evidence of neglect and identified where improvements to the environment could be made.

This environmental survey identified over thirty-five separate interventions that could be made to improve the visual appearance of the area.

- Secondly the partnership conducted a public safety survey of communities in the designated area the results were shocking.
 - 60% of people feeling 'Not at all safe at night'
 - 18% of people feeling 'Not at all safe'
 - 62% often witness Drunkenness
 - 46% often witness begging/antisocial behaviour
 - 23% often witness Violence.

The collection and assessment of these findings clearly demanded the implementation of a positive response at the earliest opportunity.

RESPONSE

After consultation and assessment of all of the gathered data a partnership led phased response was planned and agreed upon. Each of the involved agencies playing a critical role in the delivery of the product.

Phase 1.

“Covert enforcement activity to identify and target drug suppliers within the street dealing market”.

Phase one of the response was clearly critical to the implementation and success of the further phases of the operation.

Intelligence from police officers, registered sources and the community clearly indicated that the street drug dealing market was one of the root causes of the spiralling increase in acquisitive crime, violence and antisocial behaviour.

This intelligence led phase was co-ordinated by a Divisional Senior Investigating Officer who utilised the surveillance capabilities of the B.C.U to support the infiltration of two undercover test purchase police officers into the heart of the problem area.

The officers were deployed over a period of two weeks and were immediately accepted as customers of the suppliers operating in the area. The deployment progressed extremely successfully and purchases of heroin were made from seven independently operating Heroin dealers who were each travelling to the Bristol area on a weekly basis to purchase their own supply.

After assessment of the evidence gathered close consultation with the Crown Prosecution Service, the seven identified suppliers were arrested and in light of the overwhelming evidence were charged and remanded into custody.

In addition to this primary function, essential to the success of Operation Phoenix was the tasking of the covert officers to gather intelligence which would be able to inform the continuing phases of the operation.

The intelligence was of critical importance when deciding upon resource levels and identifying opportunities for intervention and improvement that could be taken across the breadth of crime and disorder issues.

Some examples of these benefits included:

(Eg1.) After only a short period of infiltration, the officers were able to specifically confirm that the high levels of acquisitive crime (particularly street robbery) in the area were fuelled by the heroin market. Chaotic users were seen to be exchanging stolen property with drug suppliers in direct return for their heroin ‘fix’.

(Eg2.) The officers were able to provide explanation for the increased levels of disorder and nuisance by directly linking it to the ‘opening times’ of the heroin market and by identifying the licensed premises that served or supplied alcohol with no regard for licensing laws or any social responsibility or concern for the impact upon the community.

(Eg3.) The officers observed that a significant amount of the heroin supplied in the phoenix area was being prepared and injected or smoked in drug dens hidden in the overgrown shrubbery alongside the residential accommodation blocks.

(Eg4.) The officers were able to assist in defining the profile of the drug using community within the area. This indicated that many had no links to Swansea and had only been

attracted and enticed to remain because of the freely operating drug market. This information was clearly of great value when assessing the impact of displacement created by the planned action.

It can be seen that this additional intelligence provided an important steer to the planning of the continuing phases, directly impacting upon deployment of partnership resources allowing them to be effective and intelligence led.

At conclusion of **Phase 1** the objective had been achieved, the dealing market had been temporarily frustrated. Additionally, crucial intelligence to inform the continuing phases had been captured.

The co-ordination group were very mindful however that due to the covert nature of this phase that community reassurance was limited and indeed at this time the community were unaware of any completed or planned intervention. It was only now that 'Operation Phoenix' and its intentions could be marketed without compromise.

Phase 2

"Highly visible police led enforcement activity"

The timing of the introduction of this phase was critical to success; this was the first of the overt phases and was accompanied by a proactive Communication and Marketing strategy (Detailed later).

As envisaged, the impact of the arrests within '**Phase 1**' had thrown the heroin supply and user community into a state of crisis and disorientation. This presented an ideal opportunity for the Swansea Partnership to commence the "*reclamation of this lost public space*".

It was fully recognised however, that unless a holistic and speedy response was delivered then the gained ground would be only ours for a very short time before the next team of networked Heroin dealers moved in to take over the void left in the market.

Due to the levels of hostility and resistance within the area and the associated risk presented to authority, **Phase 2** was led by police and its focus was law enforcement.

Phase 2 was planned to last 8-12 weeks dependent upon its impact and the resistance encountered. It was accepted that after an initial period the continuing phases could be implemented and run parallel to this phase. In essence this phase delivered concentrated highly visible policing. Officers patrolled for at least 20 hours of the day and were briefed to be vigilant and to deal firmly and fairly with all offences within this designated area. The policing style was based around a 'Zero Tolerance' principle; however, officers were encouraged to use discretion according to the circumstances.

Within the communication strategy, patrolling officers were tasked with actively engaging with proprietors of retail outlets and other small businesses. This action promoted consultation and an helped to enhance the response to requests for assistance. A programme of licensed visits to both on and off license holders was implemented encouraging responsible sale of alcohol and providing support to licensee's that managed challenging premises.

The clear objectives of this phase were to reduce crime and disorder and to prevent the re-emergence of the open "drug market".

In support of this objective the officers received specific briefings detailing the visible signs of such a market, some of which are less than obvious.

The environment at this time was hostile and intimidating needing this enforcement phase improving the safety of the area for other partnership resources to fully participate in the continuing phases of Phoenix.

Phase 3

“ Reassurance , Community Engagement and Regeneration”

After the first four weeks of **Phase 2**, the results were dramatic and positive. The intimidating gangs, aggressive begging and public drunkenness which were a feature of area were no longer to be seen .

Crime in all categories had dramatically decreased and the positive message of Operation Phoenix was starting to infiltrate the community. Local and regional media interest was supportive and followed progress keenly. Stakeholders in the community reported a feel of cautious optimism.

Phase 3 was designed and co-ordinated to capitalise upon this glimmer of public confidence and can be best described as a focused campaign of community engagement and support provided by all partners within the Swansea Crime and Disorder Partnership.

As a result of the success of the police enforcement activity within **Phase 2** and under the continued umbrella of its safety, the opportunity was presented for the local authority within the partnership to implement the planned programme of cleansing and repair.

The environmental survey had identified the areas in need of attention and through daily contact with the police, issues in need of attention were highlighted through a documented referral process allowing patrolling police staff to refer issues such as graffiti, fly tipping and lighting for priority attention.

Through evaluation of the referrals, opportunities for providing a sustainable solution were identified, some focused upon a change of process or procedure and involved little or no cost e.g timings of refuse collection, others incurred cost e.g. increased lighting or CCTV coverage.

The policing style during this phase was highly visible and reassuring, maximum use was made of resources from the wider police family including Special constables, Police Community Support Officers and Traffic wardens. Forcewide resources (successfully secured through the force tasking and co-ordinating group) including force mounted and dog sections were utilised within this phase to engage and reassure the community.

During this period resources were deployed from a substantial mobile police station which was sited within the heart of the Phoenix area. This allowed patrolling officers to maximise their time spent in the area through use of the mobile station as a temporarily base.

The mobile unit also facilitated a series of partnership surgeries which allowed people to speak in confidence with a wide range of statutory and voluntary representatives including Police Authority members, City Councillors and Neighbourhood Watch co-ordinators.

During this period support was given to the retailers in the area who are the lifeblood of it's future. Crime prevention surveys were conducted at vulnerable retail outlets and visits were made to the many businesses operated by the Black and minority Ethnic community who have often borne the brunt of the intimidating and antisocial behaviour.

In support of residents, utilising local young people, over 400 burglary crime prevention packs were hand delivered to dwellings during this phase.

The response from the community during this phase was overwhelming, a visible difference to their environment was being witnessed, support and guidance from across the breadth of the partnership producing tangible results. This community appreciation and cohesion is perhaps best evidenced within the selection of letters received at **appendix 3**

Phase 4

“Achieving Sustainability”

Success of this phase is the most important outcome of the Operation. At the initial planning stages, opportunities for sustainability were captured and developed.

The success of Phases **1, 2 & 3**, clearly had to be consolidated the ‘public space’ that had now been *reclaimed* had to be *retained*.

Clearly the level of resource committed in the initial phases could not be sustained indefinitely, hence sustainability has been achieved through long term solutions including:

- The allocation of two Police Community Beat Managers who have been dedicated to the Phoenix area. Their role has been clearly marketed and communicated to the community through their constant presence and involvement in community and traders forums.
- The identification of additional C.C.T.V. sites, which are in the process of being integrated into the existing City system. This added surveillance will through intelligence led positioning of cameras help to eradicate ‘blind spots’ favoured for antisocial behaviours, drug misuse and the exchange of stolen goods.
- Improved lighting within the area has again increased the opportunities for natural surveillance and has improved public safety.
- The removal of shrubbery used as ‘dens’ for drug misuse has tackled some of the most hazardous areas. During this process close consultation was kept with street outreach and needle exchange workers to monitor displacement of this activity and consider more acceptable solutions to this challenging problem of public drug misuse. The consultation is ongoing and the interested parties have scoped national best practice to recommend solutions. This problem solving ‘task group’ is just one example of the breadth of consultation conducted to resolve issues with sustainable responses.

Clearly these long term solutions will help to maintain the gained ground however critical to sustainability is the constant overview and review of crime, disorder, environmental issues and public safety by all of the agencies involved. The clear lines of communication, which now exist between agencies, ensure that the need for an increased response to meet any signs of relapse can be swiftly co-ordinated.

Communication and marketing

Throughout the overt phases of the operation an intensive campaign of communication and marketing was conducted, externally the co-terminus daily newspaper and local radio stations were engaged from the outset, the media coverage was overwhelming and followed the progress of the operation on almost a daily basis.

To the benefit of the operation the local media also sought the perspective of the residents and retailers within the area who whole-heartedly expressed their support and praise for the partnership initiative. The intense media coverage was without doubt instrumental in improving the public perception of safety in the area.

In addition to the media coverage, posters, pens and mugs were designed with an eye catching image of a phoenix and were decorated with the strapline message “ Striving For A Safer Swansea”.

These posters and other items were distributed within the Phoenix area and were proudly displayed by shopkeepers and residents. Additionally as an intensive marketing exercise a 3-minute video was recorded highlighting the aims of Phoenix and its successful progress. This video was played on a 'loop' system upon a twenty-foot video wall sited within the centre of the city's shopping arcade.

The co-ordinating team made a series of presentations to staff within the partnership and to key stakeholder meetings including the C.D.R.P. partnership and the Community and Race Relations forum. These inputs served to spread the nature of the initiative and succeeded in engaging the attention and commitment from essential staff groups and key forums. The initiative has also been marketed extensively within B.C.U. and Force wide, staff publications.

Financial Support

The proposed operation was presented within the South Wales Police Force tasking and Co-ordinating forum; it was evidenced that the initial phase of action involved the disruption of level two criminality within the parameters of the National Intelligence Model. A structured and evidenced bid was presented before the forum that costed the funding required to progress each phase of the operation. The emphasis was placed upon the holistic response to the situation to ensure that the benefits gained were sustainable. The forum awarded a total of £35,000 to be used for overtime costs to supplement and enhance the capabilities of the B.C.U in providing high visibility patrol.

Additional partnership funding was also secured from the Welsh Assembly government, who made available in excess of £50,000 to support the purchase of a fully equipped graffiti removal vehicle and also the purchase and installation costs of additional mobile C.C.T.V facilities.

RESULTS AND EVALUATION

Quantitative Analysis

- Within **Phase 1** of the Operation the seven arrested and charged drug suppliers were all convicted at Swansea Crown Court and received a total of 28 years imprisonment. The impact of the convictions has been immense not only within the Phoenix area, but across the City of Swansea and is perhaps best illustrated by the newspaper front-page images and headline at **appendix 4**.
- Recorded crime dramatically reduced across the first three months of the Operation and has remained at significantly lower levels since,
The headline successes during the operational period include monthly reductions of up to:
 - 32% in All Crime.
 - 47% in Violent Crime.
 - 70% in Auto Crime.

It has been encouraging to note the continued reduction of recorded crime since the initial intensive three-month period. This reduction takes on greater significance when viewed against the B.C.U. figures as a whole during this same period.

The full analysis is appended for reference at **appendix 5**.

- Recorded incidents have also reduced during the operational period, this is despite there being greater public engagement, which may increase reported levels. It is clear from the presented statistics and community feedback that the area has improved dramatically. These facts are detailed at **appendix 2**.
- Identified environmental issues were tackled throughout the phases of the operation and tangible improvements to the designated area included:
 - Sites of graffiti and fly posting targeted and cleaned.
 - Shrubbery and overgrowth was cut and cleared to create a safer environment through natural surveillance in numerous referred locations.
 - Lighting facilities were reviewed and upgraded or replaced
 - Existing C.C.T.V. facilities were supported with a mobile capability and plans approved for installation of additional permanent sites
 - Street cleansing was focused upon the area with neglected sites of fly tipping targeted and cleared.

Photographs of just a few areas tackled are included at **appendices 6 & 7**

Qualitative Analysis

Public safety survey

As previously evidenced, at the start of this initiative an assessment of public safety was conducted by the partnership.

During February and March of this year an identical public survey was conducted the objective being to measure the impact of the partnership activity.

Whilst accepting that the survey was conducted of a relatively narrow proportion of the community, it is felt that the findings are significant and add considerable support to the success of Phoenix in achieving its objectives. The significant findings of the revisited survey include:

- A reduction from 20% to 2% of persons who felt "Not at all safe during daytime"
- A reduction from 60% to 7% of persons who felt "Not at all safe during nighttimes"
- A reduction from 62% to 45% of persons who often witnessed drunkenness / drug abuse
- A reduction from 46% to 38% of persons who "Often witnessed antisocial behaviour"
- A reduction from 23% to 16% of persons who often witnessed violence

Clearly these figures are encouraging and evidence that through an effectively marketed problem solving partnership approach tackling crime, disorder and importantly environmental issues, that people can feel that they are part of a *safer community*.

Also within the survey the persons questioned were asked how much value they placed upon "Dedicated area police officers". In the initial survey 67% viewed them as very important, this increased to 79% in the revisited process. Clearly the impact of the deployment of dedicated officers to the area has strengthened the opinions held by the community of the value of this resource.

Letters of appreciation and recognition

Examples of letters of appreciation are included within **appendix 3**. One such letter was accompanied by a 427 signature local petition supporting the initiative Also included is a letter from the chair of the local Traders Association which is extremely supportive and indicates an air of optimism created by an improved environment and increased retail trade.

OBSERVATIONS AND CONCLUSION

Operation Phoenix delivers a generic model for intervention into any designated area which is identified as in need of a holistic sustainable solution to issues of crime and disorder. Although simplistic in design and implementation, Operation Phoenix within its structure identifies the root causes of community problems and delivers the long term problem orientated partnership solution

The success of this detailed operation has now been replicated at two further locations within the Swansea B.C.U. On each occasion the synergy between the agencies has developed and through the infectious success of the project stakeholders within communities are now actively campaigning for the project to be implemented within their community area.

Within the N.I.M process, Phoenix is clearly intelligence led, not only from the perspective of police resources but by informing the intelligent deployment of all partnership resources.

Due to the marketed success of the project recognition and significant interest has been shown by numerous interested parties including, Home office, Police Standards Unit , outside forces and local and national government, where in a recent parliamentary debate in the Welsh Assembly the success of the Operation Phoenix was praised by Edwina Hart (Minister for social justice) and Mr.Rhodri Williams the first Minister.

DETAILS OF APPENDICES

<u>Appendix 1.....</u>	<u>Crime Analysis</u>
<u>Appendix 2.....</u>	<u>Incident Analysis</u>
<u>Appendix 3.....</u>	<u>Letters of Appreciation</u>
<u>Appendix 4.....</u>	<u>Examples of Media Coverage</u>
<u>Appendix 5.....</u>	<u>Crime Analysis – Post Operation</u>
<u>Appendix 6.....</u>	<u>Examples of Areas Tackled</u>
<u>Appendix 7.....</u>	<u>Examples of Improvements</u>

OPERATION PHOENIX

Crime Analysis

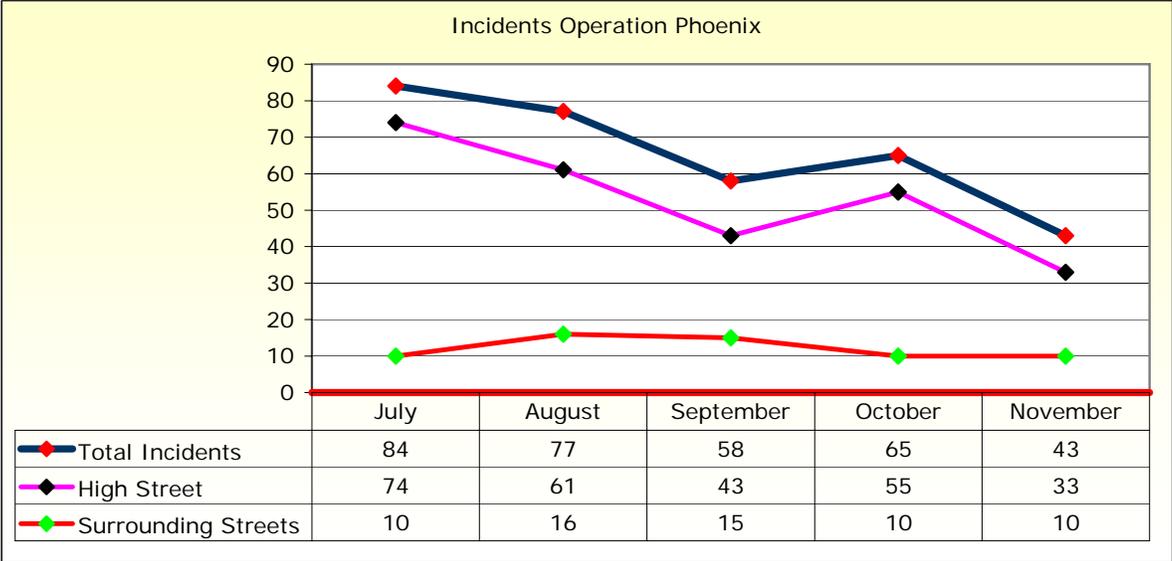
(3 month Operational Period)

Crime Categories	Sept 2002	Sept 2003	Percentage Change
All Crime	114	77	32% Reduction
Violent Crime	22	15	32% Reduction
Theft / Handling	23	21	9% Reduction
Auto-Crime	33	10	70% Reduction
Burglary Dwelling	3	1	67% Reduction
Other Crime	33	30	9% Reduction

Crime Categories	Oct 2002	Oct 2003	Percentage Change
All Crime	86	87	1% Increase
Violent Crime	9	12	33% Increase
Theft / Handling	23	22	4% Reduction
Auto-Crime	27	19	30% Reduction
Burglary Dwelling	1	0	100% Reduction
Other Crime	26	34	31% Increase

Crime Categories	Nov 2002	Nov 2003	Percentage Change
All Crime	55	40	27% Reduction
Violent Crime	17	9	47% Reduction
Theft / Handling	12	6	50% Reduction
Auto-Crime	16	12	25% Reduction
Burglary Dwelling	2	1	50% Reduction
Other Crime	8	12	50% Increase

Graph Detailing Incidents Prior to and During 3 Month Operational Period



Letters of Appreciation (Retail Outlet – ‘CK’ Stores)

Petition received from CK's Supermarket

page 1 of 17 (Total)

CK'S SUPERMARKET 425

HIGH ST SWANSEA *Signature*

IF YOU WOULD LIKE THE POLICE TO REMAIN PATROLLING THE AREA OF HIGH ST PLEASE SIGN HERE.

DATE	ADDRESS	Sign
9.9.03	5 CWM Kerr	S Henry
9.9.03	CK'S HIGH ST	<i>[Signature]</i>
9.9.03	12 Scotter Terr	<i>[Signature]</i>
9.9.07	" " "	<i>[Signature]</i>
9.9.03	TRAVEL-HOUSE	<i>[Signature]</i>
9.9.03	CK's Supermarket High St	P Auwoodman
9.9.03	Burns Fitness Spa	Chane Burns.
9.9.03	Camea Centre Swansea.	<i>[Signature]</i>
9.9.03	6 John Davis	<i>[Signature]</i>
9.9.03	23 SOHNS TERR	<i>[Signature]</i>
9.9.07	" " "	<i>[Signature]</i>
9.9.03	" " "	<i>[Signature]</i>
1.9.03	44. KERR W	<i>[Signature]</i>
9.9.03	Canadore Swansea Yr 4 Forum	<i>[Signature]</i>
9.9.03	CANADORE SWANSEA Y4 FORUM	<i>[Signature]</i>
9.9.03	4 Station Court. High St.	<i>[Signature]</i>
9.9.03	34 Belvidere Court	<i>[Signature]</i>
9.9.03	34 Belvidere Court	<i>[Signature]</i>
9.9.03	TYNANT SWANSEA	<i>[Signature]</i>
9.9.03	Tynant Swansea	<i>[Signature]</i>
9.9.03	Tynant Swansea	B Deamond
9.9.03	CK High ST	<i>[Signature]</i>
9.9.03	<i>[Signature]</i>	<i>[Signature]</i>
9.9.03	<i>[Signature]</i>	<i>[Signature]</i>
9.9.03	35 St Matthews Ct.	<i>[Signature]</i>
9.9.03	Travel House	<i>[Signature]</i>

Letters of Appreciation (Trader's Association)

30th November 2003

Mel Jehu
Chief Superintendent
Cockett Police Station
Swansea
SA2 0FR

Dear Sir

As the elected Chairman of the association, I have been asked by my fellow traders at our recent monthly meeting to comment on the progress of Operation Phoenix and certain other issues which affect us all. I believe in being brief, I am sure you are busy.

Firstly, we have seen various attempts previously to improve the shopping and indeed living environment for High St and Castle St, but none with the impact of Phoenix. It has dramatically improved how people view the area and has in some cases already helped to improve sales. Customers, staff and locals feel much safer and more comfortable, not having to cross the street to avoid groups of beggars, alcoholics, drug users or the people they associate with. You and your officers are to be applauded for these dramatic achievements, but we are concerned that the operation may not continue after Christmas. Please could you let us know what your plans are.

Two other specific points were raised, relevant to your officers. A CCTV camera has been suggested half way up High St as there is something of a black hole here, and obstructive parking outside the Job Centre, where the yellow lines were not repainted after resurfacing. These issues are of course being put the relevant council departments, but any weight you can add to resolve the problems would be very much appreciated.

Thank you for your time, I look forward to your response and to hopefully meeting you at some stage.

Yours sincerely

Tony Collins
Chairman, High St & Castle St Traders

T 01792 301144
F 01792 474688
Tony@formal-hire.com

High St & Castle St Traders Association
C/O Formal Hire Welsh Tartan Centre
25 High Street
Swansea
SA1 1LG

SWANSEA POLICE
DIVISION SWANSEA
B.C.U.

1 Ack. 2 Dept File

2 - DEC 2003

REPORT BY:

FOR ATTENTION

NOTE & ACTION

RETAIN

SEE FILE

FILE

Letters of Appreciation (Swansea – Chinese Community)

Letter of Appreciation from the Chinese Community



史雲斯華人社區互助中心
SWANSEA CHINESE COMMUNITY CO-OP CENTRE
2nd FLOOR 37-38 THE KINGSWAY SWANSEA SA1 5LF 電/Fax 01792-469919
Chairperson Mrs Wai Fong Lee (李慧芳) 電 07710-099959 Manager Mr Vincent Ho (何國良)

26th September 2003

①

Mr Paul Wood, Deputy Chief Constable
South Wales Police Headquarters
Cowbridge Road
Bridgend
CF31 3SU

Dear Mr Wood

Re: Wah Yu Chinese Supermarket at 145 High Street Swansea

We are writing to you on behalf of Mrs Pang the shop owner of Wah Yu Supermarket, situated in the high street.

~~Mrs Pang noticed that you have stepped up policing measures by assigning uniformed policemen on regular patrol in the neighbourhood recently. We would like to express our sincere thanks to this initiative which helps combat the increase of crimes in this part of Swansea.~~

Such positive action reinforces the image of the Police Force in our community by giving a strong signal to the public that special attention has been paid to this area by South Wales Police Department. We hope that the patrol arrangements will become part of everyday policing for years to come.

We will be happy to meet you to discuss the matter further if needed.

Yours sincerely

Vincent Ho
Acting Centre Manager

**Compact
Funding**
Funded by the City & County of Swansea

**COMMUNITY
FUND**
Lottery money making a difference

Examples of Media Coverage

Traders hail start of new prosperity

SWANSEA traders are hoping a police operation to clear up High Street will herald a new era for the one-time focal point of city centre shopping.

South Wales Police yesterday launched Operation Phoenix to target the drug dealers, drunks and beggars who have made High Street the most dangerous road in the city.

Business people have today welcomed the start of an operation they hope will relaunch trade and repair the area's reputation.

High Street Traders' Association chairman Frank Miners said: "This is something we would really welcome because it sounds like a great thing."

"There has been an influx of street drinkers who tend to congregate around the seats provided by the local authority. It has to some extent put people off coming here."

More police on the street and the arrest of seven suspected drug dealers has already had an impact.

"There has been an obvious increased presence of uniformed police officers in High Street over the past few weeks and it has had a very beneficial effect in curbing anti-social behaviour," he said.

"High Street has still been pretty busy but it would be much nicer without this behaviour."

"These problems are not confined to High Street but it is an exciting time for us. It does herald the start of maybe a new era, perhaps bringing High Street back to its former glories when it was the principal trading street in Swansea."

Another trader, who did not wish to be named,

said: "It has been bad up here but very recently it has improved a lot."

"We used to see about 15 drug abusers a day and drunks lying on the floor in front of the station. But I haven't seen anyone drinking and fewer druggies recently."

"I've seen a big difference in the area."

Plans to tackle on-street drinking have been greeted with open arms by Swansea Council's Castle ward member David Phillips.

He hopes the operation will work hand-in-hand with the council's scheme to confiscate cars and bottles in a drink control zone in the city centre.

Under plans announced last month, police will be given new powers to order people to stop drinking in specific areas.

Councillor Phillips said: "There's a lot spoken about the difficulties there. Police presence is always welcome."

"If they are proposing to assist the council to curtail on-street drinking except in licensed areas, and move on aggressive drunks it will be welcome."

He hopes businesses will follow the lead shown by the police and council by investing in the street's future.

Councillor Phillips said: "With the amount of money being put in at the Grand Hotel and around the railway station, I hope the businesses will now respond by filling some of the premises that remain empty and sprucing up those that are not."

"It used to be the major retail thoroughfare in Swansea and I hope we can get back to that."

Evening Post

OPINION

Now hopes are high for main street

SWANSEA'S High Street is a major artery to the city centre used by thousands of rail passengers and other visitors every day.

First impressions count a lot and the initial view most people arriving at High Street train station have is that the city centre is full of drunks and beggars.

The problems are well acknowledged by both the police, council and High Street traders themselves. A police report has dubbed it the most dangerous and violent road in Swansea.

Now that is changing. The council has plans to rejuvenate High Street and the police have announced a major crackdown on the drunks and addicts who at times have made the road unsafe to use.

The police action, which they promise will be on-going, will be warmly welcomed by the traders even though it has come too late for some who have been forced to close because High Street's decline has lost them so much business.

Hopefully the ones which have stayed will benefit from the moves to create a new, prosperous High Street, free of the problems that have caused it so many problems.

The police have called their crackdown Operation Phoenix, an appropriate name given the aspirations for High Street's future.

It is a vital part of the city centre which will become even more important under the Castle Quays scheme.

There is no reason why it should not once again be a major retail thoroughfare.

get-tough approach by police signals end of the road for drinkers, druggies

Crime-ridden street gets tough approach

POLICE played notes that tonight's operation in High Street, Swansea, will be a tough one for those who have made the city centre street a haven for drug dealers, drunks and beggars.

Operation Phoenix, the police's name for the crackdown, will see officers patrolling the street from 7pm to 11pm, with a focus on the area around the railway station.

The police will be looking for anyone who is drinking in public places, or who is selling or buying drugs. They will also be looking for anyone who is begging or who is causing a nuisance.

The police will be using a range of tactics, including stopping and searching people, and confiscating alcohol and drugs. They will also be using their powers to close off the street in some areas.

The police will be working closely with the council and the High Street Traders' Association. They will also be working with the public to help them identify anyone who is causing a problem.

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Operation gets support

A SWANSEA trader who has welcomed the start of a police operation to clear up High Street says it is a great thing.

Frank Miners, chairman of the High Street Traders' Association, said: "This is something we would really welcome because it sounds like a great thing."

He added that the operation would help to improve the reputation of the street and attract more business.

Miners said that the operation would be a great help to the traders who have been suffering from the problems of drug dealers, drunks and beggars.

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OPERATION PHOENIX
Crime Analysis
(Post Operation)

Crime analysis within Operation Phoenix area.

Crime Categories	Dec 02 – Feb 03	Dec 03 - Feb 04	Percentage Change
<u>All Crime</u>	265	258	3% reduction
Violent Crime	53	48	9% reduction
Theft/ Handling	52	45	13% reduction
Auto-Crime	90	86	4% reduction
Burglary – Dwelling	8	2	75% reduction
Other Crime	62	77	24% increase

Crime analysis for the same period within B.C.U.

Crime Categories	Dec 02 – Feb 03	Dec 03 - Feb 04	Percentage Change
<u>All Crime</u>	7352	7625	4% increase
Violent Crime	852	926	9% increase
Theft/ Handling	1310	1159	12% reduction
Auto-Crime	2716	3070	13% increase
Burglary – Dwelling	331	357	8% increase
Other Crime	2143	2113	1% reduction

Environmental Issues
Examples of Areas Tackled



Environmental Issues
Examples of Improvements

