Tilley Award 2004

‘The Neighbourhood Task Group’

Langbaurgh District

Cleveland Police

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The Neighbourhood Task Group – Driving forward a multi agency, problem solving approach to Anti Social behaviour.

Summary:

In the year 2000/2001 anti-social behaviour reports in the Langbaurgh Police District rose by over 12% and was nearly a quarter of all the calls received. Some 84% of those calls related to problems with youths. This trend continued over the next year (2001/2002) with a total of 10439 recorded incidents for antisocial behaviour again the majority of the incidents were problems with youths. The problem was greatest in the most deprived areas and the community and local politicians were demanding a better response. Traditionally the police response to ‘a complaint of youths’ and sub-criminal behaviour has been limited to call prioritisation.

A successful joint bid to the Neighbourhood Renewal Fund by the Langbaurgh District of Cleveland Police and the Local Authority Redcar and Cleveland Borough Council secured funding for a Neighbourhood Task Group (NTG). The team comprised of one Sergeant and four Constables and became operational on 1st April 2002.

The team worked in partnership to tackle Anti-Social Behaviour and improve the quality of life for the residents in the area. The aim was to directly address the problem, using the skills of a number of Organisations and put interventions in place to reduce Anti Social Behaviour in a given location. The team worked in the Wards that qualified for the NRF which due to the social deprivation in the area included the majority wards in the District. The team were responsible to the joint Chairs of the Redcar and Cleveland Community Safety Partnership and submitted progress reports on a regular basis.

The funding for the team was for two years. During this time the team were deployed to set wards for periods of between three and six months. The Task Group also spent five months from April to September 2003 working on initiatives across the District using a ‘themed’ approach i.e. all wards were benefiting by adopting a number of approaches aimed at reducing Anti Social Behaviour.

Prior to a deployment to a particular area a full analysis was carried out into the problems, the previous police response and whether the response had dealt with the issues.

Traditional police methods such as high visibility patrols or covert observations were supplemented by joint operations with the Trading Standards, Youth Services, Environmental Health, Licensing, Countryside Wardens, The Fire Brigade, Educational Social Workers or Tenancy Enforcement.

The Team contributed to sustainable improvements to the quality of life for the residents and reduced the levels of Anti-Social Behaviour in the Wards. Working closely with the residents enabled the Team and partners to work closely together to address some of the issues.

Project Objective

The objectives of the Neighbourhood Task Group (NTG) were to co-ordinate a multi-agency ‘drive’ against anti-social behaviour with the intention of reducing the levels of anti-social behaviour and improving the quality of life of residents living in the area. The NTG worked with and used the skills of partner agencies to directly tackle the problems. It was intended to deliver early interventions to stop young people progressing into more serious offending.

Scan

The Redcar and Cleveland Community Safety Partnership produced its three year Community Safety Strategy in the spring of 2002. In this document the Joint Chairs of the Partnership; the police District Commander and the Council’s Director of Neighbourhood Services set out the priorities for residents of the Borough. Extensive consultation with the residents revealed overwhelmingly the issue of most concern was Anti Social Behaviour.

Anti Social Behaviour is difficult to define but there can be no doubt it is intrinsically linked to the fear of crime in general. The public’s own responses defined it as:

Inappropriate behaviour making people feel unsafe.
Teenagers congregating in large gangs.
Under age drinking
Riding off road motor cycles
Graffiti
Arson to both empty properties and abandoned motor vehicles.

The Task Group supplemented the Community Safety Partnership's own research by holding a series of public meetings. Elected Ward Councillors were involved from the very beginning and there is no doubt that these were crucial to the success of the team. The public meetings were vital in ensuring the team was tackling the problems that local residents or businesses wanted them to address rather than the police assuming what those priorities were. (Appendix 1). This initial scan was fully researched using the police intelligence systems, analysts and the Local Authority’s own Community Safety Unit. The response was tailored to the specific problems in that Ward. The Team Leader was required to produce an Exit Strategy prior to the Neighbourhood Task Group being deployed elsewhere. This planning prevented any sudden void
arising out of the withdrawal of the team and assisted in future evaluation. Any successes created by the team or their partners were subject to a full Press release. This use of the media to highlight positive police actions also contributed to a ‘feel good’ factor in those Wards where the team had been working.

Analysis

Following an initial residents meeting, a strategy to address the problems raised was formulated. The team utilised the skills of the Crime Intelligence unit and carried out a full analysis of core problem times and ‘hotspot’ locations. Whilst this was a team of experienced officers, this experience was of traditional methods and so following the public meeting (scan) and interrogation of police intelligence systems (analysis) the Task Group held a meeting to discuss their ideas thinking in an innovative and ‘joined up’ manner. These tactics included:

- High profile patrols
- Covert observations
- The ‘ABC’ Campaign
- Operation Cubit
- Citizenship program
- Tenancy Enforcement
- Off road motor cycle operations
- Analysis of ‘repeat callers’
- Targeting Off Licences
- Transparency
- Execution of Drugs Search Warrants.
- Diversion Schemes.

The appropriate agencies were involved in the process and further development done in each area.

High profile patrols.

High profile patrols were essential in order for the residents to see the increased activity in their area. Patrols were focused on ‘hotspot’ locations and time windows provided by the police crime analysts. This intelligence was reinforced by information provided at resident’s meetings.

Covert observations.

Very often, groups who were engaging in anti social activity (e.g. swearing, shouting, blocking the footpath or doorways, and banging on windows) were not doing so on arrival of police. As members of the public did not wish to become openly involved for fear of reprisals, the officers
would find a group of people not doing anything wrong. By carrying out observations first before bringing in uniformed colleagues, the team was able to gather evidence in advance and so be able to take positive action without the need to resort to obtaining witness statements from members of the public.

The ABC Campaign.
The ‘Acceptable Behaviour Campaign’ was introduced to the Langbaurgh District of Cleveland Police prior to the launch of the Neighbourhood Task Group. The scheme involved challenging and confronting youths engaging in Anti Social Behaviour. Youngsters who come to police notice who may not be engaging in criminal activity but are still causing a nuisance to the community were stopped by police and their details recorded. A letter was sent to their parent / guardian about the incident. If the youth was stopped again within six months then a second (more strongly worded) letter was sent. On the second occasion the letter was hand delivered by a police officer and a representative of one of our partner agencies (e.g. Housing Providers, Education). On some occasions the Task Group took it straight to the second stage and returned a drunken or quarrelsome youth home directly.

If the young person continued to come to notice they would be discussed at the ‘problem solving group’ meeting. Evidence from all the agencies would be collated and interventions agreed. This may range from a meeting with the parent through to the signing of an ‘Acceptable Behaviour Agreement’ or even applying to the courts for an Anti Social Behaviour Order. Although the Task Group (5 officers) made up around 3% of the operational officers in the Langbaurgh police district, whilst deployed in Grangetown during May 2002 and Normanby/Eston in October 2003 the Neighbourhood Task Group issued 15% and 36% of all ‘ABC’ forms respectively.

Operation Cubit.
Abandoned and untaxed motor vehicles are blight on communities. They become an eyesore, a ‘magnet’ for Anti Social behaviour and are often set on fire. Key stakeholders in this operation were the police, Local Authority Environmental Health, the Fire Brigade and the DVLA. The Neighbourhood Task Group was keen to drive forward any plan to tackle this issue. Powers under wheel clamping legislation and removal of hazardous waste were adopted to remove all untaxed motor vehicles from the streets. The police / Local Authority / DVLA team travelled in a marked police carrier followed onto an estate by two or three removal contractor’s trucks. The physical sight of cars on a hydraulic lift being taken out of the estate demonstrates good positive multi agency action. The police role was to prevent any Breach of the Peace when vehicle owners objected to their cars being removed. Several people were arrested when becoming abusive or threatening during the operation. From May 2002 to January 2004 522 motor vehicles have been seized under Operation ‘Cubit’. In addition a further 336 motorists have driven their old dangerous vehicles directly to a scrap yard rather than wait for the police / Council team to arrive.
Citizenship Programme.
Contacts between police and teenagers are usually in a situation of conflict. When being deployed to an area to combat Anti Social Behaviour it quickly became apparent that enforcement alone would never eradicate or even significantly reduce the problem. There had to be a diversionary and educational aspect. The Task Group looked to the schools system to provide a controlled environment in which police officers could interact with the teenagers. The Task Group concentrated its efforts in the local secondary schools. Officers obtained covert video footage, CCTV coverage etc. and produced a series of clips showing various scenes of Anti Social Behaviour. This generated an open frank discussion with the teenagers as to what was acceptable. As the Task Group staff giving the presentation were the same uniformed officers who were dealing with youths on street corners there was a mutual appreciation of different points of view. The teenagers could actually see that the police did not simply ask them to move for the sake of it but that they were acting on behalf of the public and were in fact accountable in this respect. The Citizenship programme was based on class size discussion groups and adapted to fit in with the school curriculum. The bonus of this programme was the level of school satisfaction with the service of the police increasing dramatically. Head Teachers felt able to contact the team for a variety of issues ranging from drugs in school through to requests to speak to particular groups (e.g. those on the verge of being excluded) about conduct within school. This programme alone would never stop Anti Social Behaviour. Officers are not so naïve to suggest that ringleaders of disorder would listen. The scheme was aimed at the ‘hangers on’ within a gang, those youngsters who contribute to the problem simply by being there. These are the ones that provide the audience for the loutish minority to play to. Feedback from staff and pupils has been excellent. (Appendix 2)

Tenancy Enforcement.
Shortly after the launch of the Task Group the entire Local Authority housing stock was transferred to a new Association: ‘Coast and Country Housing’. Officers made contact with staff in the individual estate offices and the Coast and Country dedicated Tenancy Enforcement team. Following legislative guidelines an information exchange was agreed. Frequently the teenagers causing a nuisance were the dependants of ‘Coast and Country’ tenants. Joint visits were organised and very often it was the Tenancy Enforcement team who accompanied the Task Group officers on delivery of ‘Letter Twos’ or ‘Acceptable Behaviour Agreements’ under the ‘ABC’ project. In return, when ‘Coast and Country’ had a ‘Notice Seeking Possession’ or eviction to carry out they would enlist the help of the Neighbourhood Task Group to accompany them to deter offences while they carried out their work.
Off Road motor Cycle Operations.
Off Road motorbikes are one of the biggest causes of calls of complaint to the police. They are dangerous, ride at excessive speeds, damage grassed areas and cause noise nuisance. The riders often wear balaclavas to prevent identification. The Task Group adopted traditional methods of utilising the Road Policing Unit off Road Motorcycle section to follow the culprits. They backed this up with intelligence driven information to seize the machines. The Local Authority Leisure department were able to expand a local Go-karting site and a perimeter fence was added to facilitate Off Road motorbikes. During the summer of 2002 the number of complaints of Off Road motorbikes reduced considerably. (Appendix 3)

Analysis of ‘Repeat Callers’.
Before commencing any deployment the Task Group carried out a full audit of ‘repeat callers’ in that locality. Any person who had contacted the police on three or more occasions in the preceding months was identified and received a visit from a Task Group officer. Very often, the person was aggrieved at the lack of police response. Where necessary, witness statements were obtained and arrangements made for covert observations or high profile patrols. In many cases the fact that police were taking an interest was enough to increase the public’s satisfaction. Both parties benefited and the Task Group gained valuable intelligence on an Anti Social Behaviour ‘hotpot’ and where to target. The practical result was that calls to that area would reduce significantly as ‘repeat callers’ are responsible for a disproportionate number of calls.

Targeting Off Licences.
Unfortunately, underage drinking has become almost a culture among many teenagers. The Neighbourhood Task Group tackled drinking directly and seized large quantities of alcohol from teenagers on the street. The team also visited all Off Licences in a locality and reminded Licensees of their responsibilities. Where premises were suspected of selling to under 18s, the Task Group conducted Test Purchase Operations in partnership with the Local Authority Trading Standards. Two 15 year old volunteers enter an Off Licence. If they achieve a sale then the team enters the premises and reports the shopkeeper. Several prosecutions have been undertaken. This removes the problem at source – before the alcohol begins to have a negative impact on the youth’s behaviour.

Truancy.
There is an undeniable link between truancy, crime and Anti Social Behaviour. The police, Local Education Authority and individual all have an interest in securing attendance at school. The Neighbourhood Task Group launched Operation ‘Detention.’ This was a joint operation with officers working in pairs with Education Social Workers. The dates and locations for the truancy sweep were properly authorised by a Superintendent and the Education Authority designated suitable premises as a ‘place of safety’. The Redcar Town Centre manager was closely involved
and posters stating ‘Truancy Free Zone’ were placed in shops and arcades around the town. Since May 2002 over 700 truants have been stopped and returned to a place of safety.

Execution of Drugs Search Warrants.
Recovery of drugs was not one of the published priorities for the Neighbourhood Task Group. However the impact of drug dealing can have a major impact on communities. The team has executed many search warrants over the last eighteen months aimed mainly at lower level dealers. Small scale recoveries have been made at the majority of premises. The aim was to highlight an increase in police activity and demonstrate positive action being taken. This, coupled with other Task Group activity in a locality decreases resident’s fear of crime and deters the side effects of drug dealing; people calling at addresses at all times of the day and night and depositing of needles.

Diversionary Schemes.
Without a diversionary element then Anti Social Behaviour will never be solved or reduced. Enforcement alone simply transfers the problem from one location to another. The Neighbourhood Task Group worked with Council Youth Services, Middlesbrough Football Club and the Youth Inclusion Project to give young people chances to do something active without causing annoyance. The officers teamed up with local Community Police Team colleagues to set up a 5-a-side soccer league. They successfully negotiated with a pub landlord for use of a function room (with separate access from the bar area) for junior discos on a Friday evening (the peak time for Anti Social Behaviour). Funding was obtained to work in partnership with Middlesbrough F.C. culminating in the ‘match day experience’. This involved youngsters who had improved their behaviour (either in school or on the street). The selected individuals were accompanied by two Task Group officers for professional coaching at the academy, free lunch, followed by watching the Premier League match at Boro’s Riverside stadium.

Response

A cycle for the deployments was worked out which targeted the wards with the highest levels of anti-social behaviour first. The team was deployed in each of the ward areas during the below described periods.

- April – September 2002 ➔ Grangetown.
- October – December 2002 ➔ Eston.
- March – May 2003 ➔ East Cleveland.
- May - September 2003 ➔ Borough wide thematic operations

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The strategy of using a ‘themed’ approach across the Borough was the culmination of ideas and tactics nurtured in the four previous deployments. If the approach had been a success in one Ward then it could transfer naturally to a Ward with very similar problems.

Grangetown was classed as a ‘deprived’ Ward with high levels of unemployment, crime and poor health. The Task Group went there in April 2002 due to the high number of calls relating to Anti Social Behaviour. Well attended, volatile public meetings confirmed Anti Social Behaviour as the main priority for residents. Research showed the main problem was the existence of a high number of empty street houses. Of approximately 300 properties only 20% were occupied. The remainder were in various stages of decay. The derelict properties were attracting youngsters playing in them, setting fires and using the loft to access occupied residences to commit crime. As well as high profile patrols the Task Group sent a representative to the local housing committee to give advice on ‘target hardening’. As soon as a property became empty it was stripped of radiators, boiler etc. the same day. The windows and doors were breeze blocked. After a series of delays the Housing Association were encouraged by both the police and Fire Brigade to commence Compulsory Purchase Order proceedings on the remaining dwellings so that demolition and renovation could take place at the earliest opportunity.
During the six months the team were in Grangetown they achieved the following:

- 31 arrests (for public order offences, drunkenness, disqualified driving)
- 65 persons stopped and searched for drugs or prohibited articles
- 245 ‘ABC’ forms submitted
- 15 intelligence logs
- 3 ringleaders placed on ‘Acceptable Behaviour Agreements’.

The team accomplished a reduction in calls of Anti Social Behaviour of 31% compared to the same period the previous year. This reduction was sustained in the months following the team’s departure.

Eston Ward (October – December 2002).
Eston did not suffer the same levels of deprivation as Grangetown. However its concrete precinct is seen as a meeting place for gangs of youths. In Grangetown, the team had to encourage youngsters to use existing facilities to keep them out of trouble. In Eston there were not many places to go. While negotiating diversionary measures (such as the junior disco) funding was also forthcoming for a ‘hang out’ area. Gangs of between 50 and 100 people were not uncommon. The size of these groups alone was intimidating. Robust policing produced similar returns to Grangetown. The reduction in calls was 25%.
Lakes Estate Redcar (January – March 2003).
This estate was poorly designed in the 1960s. There were many walkways and quadrangles where people can congregate unseen from a passing police vehicle. The Task Group carried out directed foot patrols. The local police did not have resources to deploy foot beats in the area and so the sight of officers on high visibility foot patrols was well received by the majority of the residents. A park opened just prior to the task Group’s arrival and youngsters were encouraged to use it. The team managed to persuade the Local Authority to put in extra lighting and trim back bushes and hedges. Close work with the ‘Coast and Country’ Tenancy Enforcement team (who owned nearly the whole estate) paid off. The youths were causing annoyance in the immediate vicinity of their own homes and so breaching tenant regulations. Once their parents were faced with the prospect of eviction and young people were subject to Acceptable Behaviour Agreements then calls began to reduce. Results:

- 17 arrests
- 8 persons stopped and searched for drugs or prohibited articles
- 3 Search Warrants executed
- 114 ‘ABC’ forms submitted
- 12 intelligence logs.

Calls of Anti Social Behaviour reduced by 30%. Again these reductions were sustained in the following months.

March – April 2003 (East Cleveland).
East Cleveland is a rural area. It consists of several small towns / villages, most of which contain areas of high unemployment and social deprivation. Here people felt isolated and the impression at Resident’s meetings attended by the Task Group was that the police did not care. Tried and tested methods were adopted plus an operation to deter thefts and use of ‘red’ diesel. This operation stopped and ‘dipped’ 43 vehicles and made one arrest. It was an excellent opportunity for isolated communities to see the increased policing. Results:

- 9 arrests
- 30 persons stopped and searched
- 82 ‘ABC’ forms submitted
- 8 Summons files (traffic document offences relating to ‘boy racers’)
- 16 intelligence logs
- 5 Search Warrants (Drugs and Firearms)

It was difficult to measure decreases in calls as the communities are widespread and there is no pattern to any of the calls. The Resident’s groups and Ward Councillors were very happy with the police measures put in place.

After several successful tours of geographic areas the Task Group spent five months working across the District on several ‘problem solving’ initiatives. A full programme was planned in advance so that all areas of the District received attention:

- **Mobile Police Station** – based in Redcar town Centre. A seaside town with many extra visitors in the summer months. The marked police carrier (with side awning) was parked in the Precinct and was well received by shopkeepers and the public. **Shoplifting offences reduced by 39%** compared to the previous summer.

- **Operation ‘Rambler’** - based on the open hills adjacent to industrial Teesside to combat Off Road motorbikes and reduce fire setting. The Fire Brigade put in new fire breaks and the Council repaired locks and gates. The Task Group patrols were covert and consisted of stopping and (with the necessary grounds) searching suspects. They also encouraged colleagues from the Dog Section and Mounted Branch to carry out their training on the hills. Word quickly spread that the police were on the hills. **Fire setting reduced by 75%**.(Appendix 4)

- **Fly tipping** – Officers worked with partners from the Council’s Community Safety Wardens targeting ‘hotspot’ sites for illegal dumping of rubbish. No offences whatsoever were reported at the different locations during the patrols. This zero level was maintained for some time after the conclusion of the operation.

- **Joint Licensing Visits.** With colleagues from the Local Authority Licensing Department and the Fire Brigade the Task Group spent every Friday night during the summer carrying out high profile visits to licensed pubs and clubs. Several were reported for serving to under age customers or for breaches of their Public Entertainment Licences. These joint visits were part of the District Violence Strategy. **Violence and disorder offences reduced by 14%** in the town centre compared to the same period last year.

**Assessment**

The team was deployed initially in Grangetown with the remit to work with a problem solving approach to address the key issues of the area. The team focused on addressing anti-social behaviour problems with the assistance of other agencies and partners in the area. The officers had a community consultation policy which was used to inform the public of the operations and results of their work. The citizen programme reinforced the message and became a useful way of communicating with many of the young people involved in this behaviour and offered a controlled and safe environment to explore the issues. Having dedicated resources looking at the problem resulted in anti-social behaviour falling by over 30% in the ward. During this time the District rate of anti-social behaviour fell by 1% and the Force rate rose by over 2%.
The team relocated to the Eston ward and a similar fall of 30% in reports of anti-social behaviour was recorded. This trend continued as the team moved to the targeted wards, successful approaches to tackling the problem were replicated in the wards, therefore spreading the good practice across the District. During May to September 2003 the Team used a variety of successful 'problem solving' initiatives in a series of thematic operations across the whole of the District.

The key objective of the project was to reduce anti-social behaviour in key wards and generally across the district has been met. There were a total of 10439 reports of anti-social behaviour in 2001/2002, and a total of 10356 in 2002/2003 which was an overall reduction of 1%; unfortunately it is not possible to give an accurate picture of the figures for 2003/2004. During the period of April 2003 to Oct 2003 there was a difficulty in obtaining statistics relating to Anti-social behaviour due to the implementation of IRIS (new incident recording information system) and from the 1st Oct 2003 the closure codes in relation to incidents changed in line with the Home Office guidelines. These two major occurrences have meant that no meaningful comparison can be made and therefore has been impossible actually produce accurate figures for the reduction in anti-social behaviour.

The NTG contributed to sustainable improvements to the quality of life for residents of the Borough of Redcar and Cleveland. (Appendix 5) This is evident from the results of the quality of life survey 2003, which asked whether you were subject to problems which affected your quality of life, in 2002 48.3% replied Yes in 2003 only 46.3% replied yes a reduction of 2%. The same survey also revealed that public satisfaction with Langbaurgh Police had also improved. There had been a steady decline up to 2000 which recorded that only 19.2% of the public were satisfied or very satisfied with performance, in 2001 it rose to 29.5% and 2002 saw a 8% rise to 37.4%. In 2003 the figure was 36.8% although a slight decline the overall trend was an improvement. The success can also be demonstrated by the fact that the team has been mainstream funded into the Police Authority budget and has been mirrored in two other Districts across the Force. This project was entirely financed by the Neighbourhood Renewal Fund, which over two years was £458,200.00. This covered the five annual salaries plus vehicles and fuel costs.

The nature of the work of the NTG itself was to identify ways of working with the residents, and partners in each of the areas to tackle some of the problems of which the initiatives as can be seen were a success. Some of the solutions have not been sustainable due to the inability of some of the partners to fulfil their commitments. The Task Group’s ideas and methods for reducing Anti Social Behaviour are identified as examples of Good Practice.

Sergeant Mike Cane Team Leader.
Appendix.
1. Newspaper report on public meeting Lakes Estate, Redcar.
2. Letter from local Comprehensive School regarding the Citizenship programme.
3. Press release by Cleveland Police regarding Rogue Riders.
4. Letter from Cleveland Fire Brigade regarding 'Operation Ramble'.
5. Letter of Appreciation regarding improvement in the quality of life of local resident.
Please to Shame the Yobs

By Joanna Davis

Appendix 1
PC R. Butler,
Neighbourhood Task Group,
Eston Police Station,
Middlesbrough.
27th June 2002.

Dear PC Butler,

I am writing to express my thanks to you and the other police officers who came in and spoke to our students. The overall feedback has been excellent and, from our point of view, a very valid exercise. The students seem to have been particularly impressed by the use of actual video clips to highlight the main problems, as well as the frank discussion with the officers.

I have included the two feedback sheets that I have received from staff. I think you will agree that they are both very positive in their appraisal of the presentation.

Many thanks again,
END OF THE ROAD FOR ROGUE RIDERS

Police stopped nineteen motorbike riders and seized two stolen bikes this weekend as officers joined forces with Redcar & Cleveland Borough Council to tackle problems with off road riders.

Several of the motorcyclists will receive an official police caution and three men will be summoned to appear at Teesside Magistrates Court.

Sgt Mike Cane from the Neighbourhood Task Group said: “Off road motorbikes are a menace to the local community. The dangerous riding and noise nuisance caused by these machines makes many people’s lives a misery.”

Warning that further operations will be run, Sgt Cane added: “The police are working closely with our colleagues at the Council to provide legitimate off-road facilities at South bank Motor Sports Park. In the meantime, however, we will continue to track down riders who flagrantly break the law.”

Operation Rogue Rider was run as a joint project with Neighbourhood Task Group, the Community Police Team and the Road Policing Unit, along with RCBC.

Ends
Sergeant Mike Cain,
Cleveland Police,
Neighbourhood Task Force,
Eston Area,
Eston Police Station,
High Street,
Eston,
Middlesbrough.
TS6 9JF.

Dear Mike,

**Eston Hills Hot Weather Strategy**

It is close to the annual ‘barmy’ season on Eston Hills when they seem to be alight for most of the day.

The Police through ‘Operation Rambler’ play an important part in trying to keep the number of arson attacks down. Please find below the incident statistics for the last three years:-

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<th>YEAR</th>
<th>Total for full year</th>
<th>March</th>
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<th>May</th>
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As can be seen there has actually been an increase year on year; this is, in my opinion, an insight into the problems that we have with arson in our area. It is also my opinion that the figures would be even higher if we were not having a presence on the hills to deter people lighting fires.

I am looking forward to working with Dave Sutherland this year to try and prevent incident occurrence. If you look at exactly which months you were more active on the hills, this may give some indication as to the success of the Initiative.
I would like to thank you for your assistance during your period in the Grangetown area; it does have the effect of reducing incident attendance which in turn gives the firefighters a sense of confidence.

If you have any questions please do not hesitate to contact me.

Yours sincerely,

[Signature]

TONY CHURCHILL.
CLEVELAND POLICE
Quality of Service/Expression of Appreciation or Complaint

1. How Received (X where appropriate)
   - Letter
   - Telephone
   - Other

   Received by: Ch Supi Roberts
   Date received: 17/2/03
   Date of incident: Ongoing problems

2. Person’s Details
   - Name: [Redacted]
   - Address: [Redacted]
   - Date of Birth: [Redacted]
   - Occupation: [Redacted]
   - Home: [Redacted], Work: [Redacted]

3. Nature of Report (X where appropriate)
   - Appreciation
   - Complaint

   Details: Expressing utmost thanks to N.T.G. officers for tackling anti social behaviour problems in his home area with persistence and diligence and for personally visiting him to offer reassurance. He stated the hooligans and their conduct had made him suffer and be a prisoner in his own home for the last five years, this situation had existed until the Task Group addressed the problems.

4. Service Area
   Service Unit
   L - N.T.G.

   Section (x where appropriate)

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<tr>
<th>Uniform</th>
<th>CID</th>
<th>Commns.</th>
<th>Traffic</th>
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<th>Specials</th>
<th>Other Dept. (specify)</th>
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   Personnel involved if known: Sgt 543 Cane, Pc. 484 McCluskey and Pc.1567 Butler