

Tilley Award 2006

Application form

Please ensure that you have read the guidance before completing this form. By making an application to the awards, entrants are agreeing to abide by the conditions laid out in the Guidance. Please complete the following form in full and within the word limit. Failure to do so could result in disqualification from the competition.

Completed application forms should be e-mailed to Tricia Perkins; patricia.perkins@homeoffice.gsi.gov.uk

All entries must be received by noon on Friday 28th April 2006. No entries will be accepted after this time/date. Any queries on the application process should be directed to Tricia Perkins on 0207 035 0262. Any queries regarding other aspects of the awards should be directed to Michael Wilkinson on 0207 035 0247 or Lindsey Poole on 0207 035 0234.

Please tick box to indicate whether the entry should be considered for the main award, the criminal damage award or both;

Main award Criminal Damage Award Both Awards

1. Details of application

Title of the project: **Operation Teamwork**

Name of force/agency/CDRP: **Staffordshire Police/Trent Valley Division/Lichfield and Tamworth CDRPs**

Name of one contact person with position/rank (this should be one of the authors):
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Name of endorsing senior representatives(s): **Chief Superintendent Keith Smy. Tel:- 01785 234750**

Position and rank of endorsing senior representatives(s): **Divisional (BCU) Commander**

Full address of endorsing senior representatives(s)

Burton Police Station, Horninglow Street, Burton-upon-Trent. DE14 1PA

2. Summary of application

In no more than 400 words please use this space to describe your project. Include details of the problem that was addressed a description of the initiative, the main intervention principles and what they were designed to achieve, the main outcomes of project particularly in relation to the problem, evidence was used in designing the programme and how the project is evaluated.

TILLEY AWARD SUBMISSION SUMMARY

TRENT VALLEY POLICING DIVISION AND

TAMWORTH CRIME AND DISORDER REDUCTION PARTNERSHIPS OPERATION TEAMWORK

This project began as a result of an unsuccessful Police application for an area in Tamworth, known as the Kerria Centre, to be given Policing Priority status.

As a result of this, Tamworth Borough Council established a regeneration team in the area and their first action was to conduct a survey to ascertain the communities' priorities.

The approach of Operation Teamwork was to utilise information from the regeneration teams survey, a police and partnership problem profile, Safer Neighbourhood Interview Questionnaires (SNIQs) and Safer Neighbourhood Environmental Visual Audits (SNEVAs) to confirm the priority issues of the community and then to deliver a two day multi agency operation to tackle those priorities with targets of reducing criminal damage, reducing anti social behaviour, reassuring the community and improving public confidence in the partner agencies.

The main principles of the operation were

- Police actions to target known and suspected criminals.
- High visibility police patrolling with warnings being given to those involved in anti social behaviour.
- Test purchases of licensed premises in the area by Trading Standards.
- Education and Welfare truancy sweeps.
- Tree and shrub pruning to improve the appearance of the area.
- Dog fouling enforcement action and removal of the problem.
- Graffiti removal to improve the appearance of the area.
- Visits to repeat victims of crime to provide reassurance.
- Housing tenancy visits and enforcement actions to target problem tenants.
- Youth service interventions with groups of young people to provide education and support.
- Fire and Rescue service 'home safety' visits together with chip pan fire and road safety demonstrations.
-

As a result of the interventions, Anti Social Behaviour in the area reduced by **34%** and Criminal Damage by **55%**.

Following the operation:-

- A resident group was established to continue identifying problems and receive feedback about partner actions;
- A multi agency hub was developed;
- Youth services organised a graffiti arts project in underpasses.
-

The success of the project was evaluated with follow up SNIQ and SNEVA actions that were analysed by the police and partnership analyst. Although the objectives of the operation were achieved, the community evaluation and feedback highlighted that they should be more involved from concept to conclusion of the operation and so this has been introduced in subsequent Operation Teamwork activity.

3. Description of project

Describe the project following the guidance given in no more than 4000 words

TILLEY AWARD SUBMISSION
TRENT VALLEY POLICING DIVISION AND
TAMWORTH CRIME AND DISORDER PARTNERSHIPS OPERATION TEAMWORK

Background Information

Trent Valley Policing Division is located within the Staffordshire Police Force area, has a population taken from the 2001 census of 271,531 and comprises of three Council areas, Tamworth Borough Council, Lichfield District Council and East Staffordshire Borough Council that all sit within the boundary of Staffordshire County Council. Tamworth has a population of 74,531, Lichfield a population of 93,230 and East Staffordshire a population of 103,770.

Each of the three councils have formed Crime and Disorder Reduction Partnerships (CDRPs) and policing within the CDRPs is delivered through five Local Policing Units (LPUs); Tamworth Borough Council has Tamworth LPU; Lichfield District Council has Lichfield LPU and Burntwood & District LPU; East Staffordshire Borough Council has Burton LPU and Uttoxeter LPU.

Of the five LPUs within the Trent Valley Policing Division, Tamworth is recognised as having the greatest issues in respect of crime and disorder. Within Tamworth LPU, the Ward area of Amington has for the past ten years been seen as having the highest level of crime and disorder and within the ward, one of the housing areas known as the Kerria Centre was identified as having the greatest issues, and also as having serious problems in respect of deprivation (a geographic map of the area targeted can be supplied if required). This recognition resulted in a Police application to the Home Office for the area to be given 'Policing Priority Area' status; an application that was supported by all of the local partners and the local Member of Parliament. However, due to the area not quite being at the highest end of the National deprivation scale, the application was unsuccessful.

As a result of the failure to achieve status as a Policing Priority Area and the identification of Amington as a hot spot area for crime and disorder, the Local Strategic Partnership established a regeneration unit within Tamworth Borough Council, with primacy for the Kerria Centre area.

Initial response

The area of the Kerria Centre was split into five distinct areas by the regeneration team and their initial work was to conduct a survey of the area to ascertain what the issues were within the community. These surveys clearly indicated that crime and disorder and the general appearance of the area were a distinct issue that the community felt needed to be tackled.

From a policing perspective, the police and partnership analyst was tasked with conducting an assessment of the area focusing primarily on the areas of all crime and Anti Social Behaviour and the dates that she used for her focus were between March 2005 and June 2005 (see tables below).

Crime Description	Area 1	Area 2	Area 3	Area 4	Area 5	Teamwork Area Total
Violence	6	17	13	9	10	55
Criminal Damage to Motor Vehicle	5	4	11	8	13	41
Criminal Damage	2	6	14	9	8	39
Other Thefts	4		5	6	10	25
Theft from Motor Vehicle	4	1	1	1	11	18
Burglary Dwelling	1	3	4	5	4	17
Theft of Motor Vehicle	2	2	2	2	6	14
Interfere with MV	2			2	3	7
Drug Offences			2	1	3	6
Shoplifting		1	3	2		6
Burglary Other Building	1	1	2	1		5
Driving Offences			1			1
Frauds & Forgery			1			1
ALL CRIME	27	35	59	46	68	235

ASB Description	Area 1	Area 2	Area 3	Area 4	Area 5	Teamwork Area Total
Rowdy & Inconsiderate Behaviour	3	16	23	8	19	69
Purposely Abandoned Vehicles	2	3	3	4	7	19
Neighbour Disputes - Noisy	1	5		2	8	16
Nuisance Phone Calls	2	1		2	2	7
Vehicle Related Nuisance	1		1	1	3	6
Inappropriate use of Public Space	1			1	2	4
Noise Nuisance - Vehicles		2			1	3
Inappropriate use of Fireworks		1				1
TOTAL	10	28	27	18	42	125

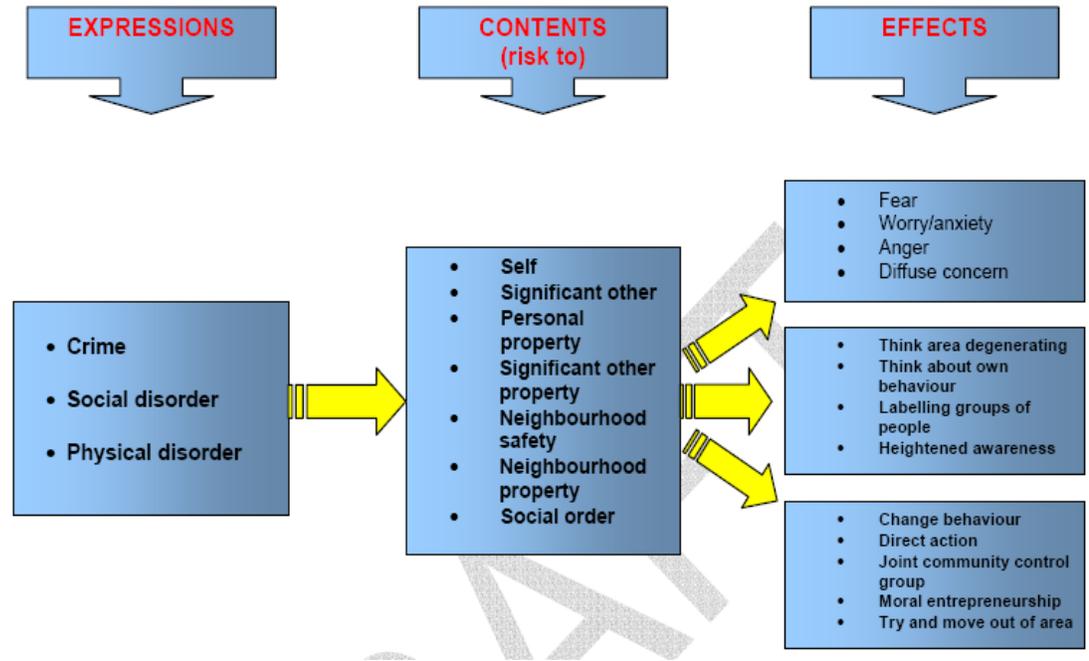
The findings of the Councils regeneration unit and the police and partnerships analyst were then presented to a multi agency group known within the Trent Valley Division as the Joint Operations Group. The Joint Operations Groups (J.O.Gs) are action groups within the CDRP structure and are multi agency in make up and chaired by the Community Safety Manager. They are held within each CDRP on a fortnightly basis directly following the police

tasking and coordinating meeting and are seen divisionally and locally as the tactical delivery for the CDRP utilising the National Intelligence Model process. They consist of representatives from LPUs, local area housing teams, street wardens, environmental health, CCTV operatives, education and welfare, youth services, fire and rescue service, community safety representatives, local councillors, trading standards and project leaders from the priority and prolific offenders unit.

At this meeting the findings of the regeneration team and the police and partnership analyst were discussed and a decision was made by the J.O.G to establish a core focus group to identify options for addressing the identified problems in the Kerria Centre area of Amington. The focus group consisted of the two police community action team sergeants, the police and partnership analyst, the community safety partnership manager, the deputy divisional fire and rescue service commander and the community development officer from the regeneration team.

Why Operation Teamwork?

The focus group met on July 4 2005 to discuss the findings of the regeneration team and the police and partnership analyst. At this meeting it was immediately recognised that the issues revolved around the presence of signal crimes and disorders (see diagram below that is taken from the Centrex document, 'Professionalising the Business of Neighbourhood Policing').



From this, the focus group further identified that the solutions to the problems were not going to be addressed by a

single agency response, as all agencies had been working in the area for a number of years and achieving a limited amount of success.

The focus group decided that the most appropriate response was a multi agency two day period of coordinated and focused activity. The reasons for this were that key issues identified by the regeneration unit and the included, crime and disorder, litter, overgrown trees and bushes, graffiti, ineffective street lighting, dog fouling, abandoned vehicles, damaged and removed street signs and burnt out vehicles, all of which created a level of fear and anxiety within the community. It was recognised that these issues were not the responsibility of one organisation alone and that although all agencies had been involved in individually tackling the problems, there had never been any coordinated joint activity in the area.

The findings of the focus group were reported to the J.O.G and agreement was reached that this would be the best response and so dates of Thursday 22 September and Friday 23 September 2005 were agreed for the delivery of the multi agency response.

It was agreed that the objective of the operation would be to target the hot spot areas of anti social behaviour and criminal damage within the identified area, by utilising the Safer Neighbourhood Interview Questionnaire (SNIQ - see Appendix A) to gauge public perceptions and the Safer Neighbourhood Environmental Visual Audit (SNEVA – see Appendix B) to ascertain the true level of environmental issues. The key aim of the process was to make people feel safer in the areas in which they live, generate community activity to address their identified issues and to continue the reassurance process by maintaining activity and intervention after the initial two day intervention.

Success of the project was to be measured by the reduction levels in anti social behaviour and criminal damage when compared to police statistics and public levels of satisfaction, safety and involvement following the initial activity and continued intervention.

Operation Teamwork

Having had it agreed that the two days of focused activity was the best solution to addressing the issues, the focus group met and devolved responsibility for obtaining a level of understanding of how issues were affecting the community, since the regeneration team survey, by utilising the SNIQ form and for identifying key environmental issues in the area by use of the SNEVA form. The responsibility for both of these measures was devolved to the Police community action team (CAT), consisting of police officers, community support officers and special constabulary and the council employed street wardens. The SNIQ and SNEVA audits were conducted over a two-day period of Monday 1 August and Tuesday 2 August 2005, with the results being formatted into a full partnership

document by the police and partnership analyst.

The analysis of both the public identification of the key issues, which showed no change from the regeneration team's initial survey, and the environmental issues was closely linked and it was of great interest to the partnership as to how the five areas mapped in respect of levels of crime (see crime table in initial response section above) and the environmental identified issues from the SNEVA, which were formatted in an easily understood table (see below).

Signal Event	Area 1	Area 2	Area 3	Area 4	Area 5	Teamwork Area	SCORE
Presence of Homeless/Travellers					✓	✓	1
Blankets/Clothing left in Public					✓	✓	1
People Begging						x	0
Groups Hanging About			✓	✓	✓	✓	3
Youths			✓	✓	✓	✓	3
Adults					✓	✓	1
Mixed						x	0
Problem/Noisy Neighbours	✓			✓	✓	✓	3
Stray/Unleashed Dogs					✓	✓	1
Signs of Outdoor Sexual Activity				✓		✓	1
Signs of Public Urination	✓			✓	✓	✓	3
Physical Disorder	✓	✓	✓	✓	✓	✓	5
Poor Street Lighting	✓	✓		✓	✓	✓	4
Graffiti	✓	✓	✓	✓	✓	✓	5
Tag		✓		✓	✓	✓	3
Racist						x	0
Painted over Graffiti				✓	✓	✓	2
Other Graffiti	✓		✓	✓	✓	✓	4
Litter/Rubbish Lying Around	✓		✓	✓	✓	✓	4
Vandalised Telephones/Boxes					✓	✓	1
Vandalised Buildings				✓	✓	✓	2
Damaged Bus Shelters					✓	✓	1
Dog Dirt	✓			✓	✓	✓	3
Damaged/Abandoned/Burnt out Cars	✓				✓	✓	2
Drugs & Substance Abuse				✓		✓	1
Drug/Crack Houses	✓					✓	1
Open Public Sales of Drugs						x	0
Public Drug Use						x	0
Physical Signs of Drug Abuse/Paraphernalia	✓	✓		✓		✓	3
Traffic & Parking	✓	✓	✓	✓	✓	✓	5
Broken Traffic Lights				✓		✓	1
Broken/Missing/Defaced Street Signs	✓	✓	✓	✓	✓	✓	5
Parking on Pavements	✓				✓	✓	2
Other Illegal Parking					✓	✓	1
Speeding/Reckless Driving/Red Light Offences					✓	✓	1
Other	✓	✓	✓	✓	✓	✓	5

From this analysis it was clearly identified that Area 5 was the area that required the greatest amount of partnership activity and so it was agreed to hold a partnership meeting, which was scheduled for Thursday 1 September 2005, to discuss what actions could be expected from each of the partners.

At this meeting, which was attended by representatives from the Police, Community Support Officers, Special Constables, Street Wardens, Community Safety Managers, Anti Social Behaviour Officers, Grounds Maintenance Teams, Street Cleansing Teams, Council Enforcement Officers, Housing Officers, Highways Agency, Lighting Engineers, Education Welfare Officers, Youth Services, Trading Standards, Fire and Rescue Services, Neighbourhood Watch Managers, Victim Support Managers and Environmental Health Officers; the analytical document was presented and decisions made about what actions could be taken by the individual agencies to address the identified issues. Initial emphasis was placed upon area 5, without losing focus on the other areas in the identified hot spot area of the Kerria Centre. Once the decisions on agency activity had been made an action sheet was completed by the agency lead and submitted to the community safety manager for collation.

All of the agencies at the partnership meeting agreed that although there was a cost issue to the activity, there were no costs that would be incurred that would sit outside of their normal daily business and accepted that this was the best way of tasking their resources for the two day period in order to gain the greatest cost / benefit reward. The only cost issue that was of relevance to the operation was for the provision of skips to assist in the removal of litter, but this was sourced from Community Safety and Fire and Rescue Service contingency budgets.

It was accepted that there may be gaps in the levels of information available, for example, it was not been possible to obtain clear information in respect of health issues, but where there were issues identified, consideration was given to referral to the appropriate agency.

Having received commitment from all of the agencies at the partnership meeting, the focus group drew up a timetable of events for the two-day activity and also incorporated an exit strategy that would ensure continued partnership activity within the area after the two days of focused activity.

Day One and Two daily activities

06:30 hours – Police briefing held at Tamworth police station involving officers from the CAT, local Pro Active Unit (PAU) and Force Tactical Support Team (TST) in relation to the execution of warrants relating to community led information with regards to the suppliers of controlled drugs.

07:00 hours – Execution of the warrants by the teams.

08:00 hours – Partnership briefing held in the Council chambers at the Borough Council to CAT, street wardens and all leads from partner agencies who had committed resources to delivering a response to the issues.

08:30 hours to 17:00 hours –

Mobile police station placed at the main shopping arcade within the Kerria Centre area and used as a central location point for all of the partner agencies. Both the local CAT officer for the Amington area, Neighbourhood Watch manager and the Victim Support manager based themselves permanently on the mobile police station. All of the agency teams began a coordinated response to address community concerns;

- Street lighting being replaced and repaired by a team from ABB lighting.
- Street signs and road markings being repaired and replaced by a team from the Highways Agency.
- Trees and bushes being pruned and cut down by teams from the council street scene department.
- Litter being collected by members of the community and school groups for deposit in the provided skips.
- Truancy sweeps being conducted by officers from education and welfare assisted by members of the CAT.
- Graffiti being removed and painted over by members of the council caretaking team; abandoned vehicles being removed by officers from the councils environmental team;
- Electric blanket tests, home fire risk assessment visits together with the free supply of smoke detectors, chip pan fire demonstration and a road safety display by the fire and rescue service.
- High visibility police foot and cycle patrols in the area with all schools, shops and business premises being visited.
- Police targeted speed laser checks in areas identified as having speeding issues by the community.
- Police visits to addresses of priority offenders shown to be wanted for failing to appear at court.

Day One and Two evening and night-time activities

17:00 hours to 06:30 hours –

- Visits to repeat victims of burglary dwellings, thefts of and from motor vehicles and violent offences conducted by victim support and police officers.
- Automatic Number Plate Recognition (ANPR) operation in the identified area conducted by officers from the Force Road Crime Team targeting stolen vehicles and disqualified drivers.
- Curfew checks of offenders involved in offences of burglary dwelling and theft of and from motor vehicles.
- Test purchase operations and checks of alcohol refusal of sales books conducted by trading standards of all licensed premises in the area to identify any licensees responsible for selling alcohol to persons underage.
- Initial warnings given, in respect of youths identified as being involved in anti social behaviour together with visits to those persons with an anti social behaviour order, by the local CAT officers.

- Focused evening activities conducted by the youth service to identify activities that young people wished to become involved in and facilities that would improve the area, together with the identification of specific areas of interest for them.
- High visibility foot and cycle patrols from members of the CAT targeting key areas of identified anti social behaviour, burglary dwelling, violent offences and thefts of and from motor vehicle and in addition a continual presence on the mobile police station.

At the conclusion of any activity over the duration of the operation, the persons involved completed an activities pro-forma that was forwarded to the community safety manager detailing persons involved, activities undertaken and the results of that activity.

Results of the operation

All of the information in respect of activities undertaken by agencies in the identified area, together with a further SNEVA that was conducted again by the CAT and street wardens was forwarded to the police and partnership analyst for assessment.

This analysis compared the problems in the area before the operation to those encountered after the operation and showed the following:-

- Operation Teamwork, carried out between 22nd and 23rd September 2005 made several improvements in the Amington area.
- The Environmental Visual Audits showed a reduction in graffiti, lighting issues, overgrown trees and bushes, dog dirt, abandoned cars, parking issues and rubbish/fly-tipping.
- Using data 23 days before the operation and 23 days after, Anti-Social Behaviour had decreased by **34%** and Criminal Damage had decreased by **55%**.
- The targeting of individuals led to **4** arrests for drug offences in the area and **one** arrest for theft.
- All objectives stated prior to the operation were met to some extent, some fully.

The results analysis was then subject to a presentation to all partners who had been involved in the operation and some community members who had been invited by members of the regeneration team. At this meeting the partners involved completed a written pro-forma detailing what worked well and what could have been improved during the operation (see table below).

Agency	What worked well?	What could have been done better?
Police	Hi-vis foot patrol provided reassurance to public, who provided a positive response.	Designated areas of Amington to each officer so patrol could be more concentrated and cover all of the area. Map of the area available, and Op Order to provide consistency.
Fire & Rescue Service	Strength in numbers, people approached to find out what was happening, residents response to HFRA's (despite cold calling), visual impact of chip-pan/RTC demos.	Outcome from other agencies - after operation still visible signs of litter/rubbish. Many activities would have benefited from publicity (i.e. Chip pan/RTC demos). Timing/ location of demos.
TBC Housing	Good working relations with all partners (better knowledge of agency roles), positive feedback from tenants re. grounds maintenance and policing.	More consultation between housing officers and grounds maintenance team. Clearing away of debris after cutting back of trees.
Education Welfare Services	Co-operation between all agencies involved.	No current thoughts.
Trading Standards	No feedback received.	No feedback received.
Victim Support	Visits with police to repeat victims. Having the mobile police station on site.	Would have been useful to have Victim Support leaflets distributed as part of the leaflet drop.
TBC Tree Officers	Working in partnership with ABB. Achieving objective to improve lighting of footpaths/properties.	More notice of operation and therefore more time to organise workforce/equipment. Disruption of programmed work during busy season.
TBC Street Wardens	Response from police, litter pick, media photographs, skips full to overflowing.	Communication during operation, unaware who was available from any agency each day, skips too small.

At this meeting the invited community members identified, quite correctly, that they should have been more actively involved from the commission to conclusion of the operation.

The partners at the meeting agreed that activity would continue in the area and responsibility for co-ordination of this was handed to the regeneration team who have since established a community base within the main shopping centre of the Kerria Centre; a group of residents who have formed an action group to continue highlighting key issues in the area; a regular bi-monthly meeting of partners and members of the community to establish what ongoing work has been completed; co-ordination with youth services, who have arranged youth activity such as graffiti art in the local underpasses.

Improvements to Operation Teamwork

It was recognised that although the overall aims of the operation had been met, there were clear areas where the operation could be improved. The first of these was in response to the views of the community members at the final

de-brief for the operation, where they felt that they had not been fully involved in all aspects of the operation.

It was decided that the SNIQ forms should be used with a larger section of the community; that the results of the overall analysis of the SNIQs and SNEVAs should be confirmed at an open public meeting after the partnership agreement of what actions were to be taken; that a further SNIQ and SNEVA evaluation should be conducted at the conclusion of the operation, so a SNIQ 2 (see Appendix C) was created; that the overall results of the operation should be presented at a further open public meeting.

At the commencement of Operation Teamwork, a decision was made not to involve the media as it was felt that the police operations may be compromised as a result of the community knowing which area was being targeted. At the conclusion of the operation, it was recognised that the police activity was only a small part of the overall partner interventions and that the whole operation would have greatly benefited from media coverage from the outset, as the fire and rescue service demonstrations would have been better attended and the whole community would have been acutely aware of the operation and perhaps more interested in taking part in some of the activities. To this end, the CDRPs have agreed a media strategy to highlight any partnership work that is undertaken to address community identified priorities and they have created a logo entitled 'Community Pride'.

The police recognised that the execution of warrants in any area identified for future Operation Teamworks could be conducted some days before or after the main partner activity days, which would free their resources to conduct reassurance visits and patrols, without losing the effectiveness and impact on community perceptions of crime.

Ongoing Operation Teamwork activity

The success of Operation Teamwork was fully recognised within the Trent Valley policing division, to the extent where it was recognised as best practice for tackling issues of anti social behaviour, criminal damage and public concerns.

Between Monday 14 November 2005 and Wednesday 16 November 2005, Lichfield LPU and CDRP conducted an Operation Teamwork in the Fazeley and Mile Oak areas of Lichfield, where there had been several media reports in respect of the levels of anti social behaviour and criminal damage, particularly involving young people in the area.

The same agencies were involved in the operation, although they utilised the SNIQ and SNEVA forms in a more structured and organised response to capture fully the community issues and then involved the community in meetings about what activities they were going to undertake.

The results of the operation show some change to those achieved in the Tamworth area (see table below)

Crime/Incident Description	Before	After	Change	% Change
All Crime	46	39	-7	-15%
Criminal Damage	8	7	-1	-13%
Burglary	5	3	-2	-40%
Vehicle Crime	7	7	0	0%
Thefts	8	5	-3	-38%
Anti-Social Behaviour	26	32	+6	+23%
Rowdy & Inconsiderate Behaviour	16	23	+7	+44%

It can quite clearly be seen that the levels of anti social behaviour and rowdy and inconsiderate behaviour dramatically increased following the conclusion of the operation, which was an initial cause for concern. It has since been established that the reasons for this dramatic increase were because people had started to report the full levels of disorder as they had become more confident that the partner agencies were going to tackle the problems that mattered to them.

This belief has been evidenced by the fact that when reporting the incidents of anti social behaviour and disorder, the residents have also named the perpetrators of the disorder, leading to the serving of twelve Acceptable Behaviour Contracts on the key perpetrators of the anti social behaviour. The serving of these orders has quelled the disorder and Lichfield are now seeing community groups forming and a drive for the police to be accommodated in the area.

In Tamworth, a decision has been taken by the Community Safety Partnership to timetable Operation Teamwork on a quarterly basis and to utilise police and partner data at the Joint Operations Group to make decisions as to where the operation is to be conducted.

As a result of this decision, the first operation of 2006 was conducted in the Wilnecote area of Tamworth between Tuesday 21 March and Wednesday 22 March. Following on from the improvements identified at the first Operation Teamwork a target area comprising of a total of thirty two streets were identified and again split into areas, with a far greater amount of SNIQs and SNEVAs being completed (see table below)

Area	No. SNEVAs	No. SNIQs
Area 1	5	20
Area 2	13	68
Area 3	14	71
TOTAL	32	159

The results of the Wilnecote Operation Teamwork were only published on Thursday 20 April 2006, following full consultation with the community using the SNIQ 2 forms and they initially show the following:-

- Operation Teamwork, carried out between 21st and 22nd March 2006 appears to have made several improvements in the Wilnecote area.

- The SNEVAs show a reduction in graffiti, broken/defaced street signs, problem neighbours, groups of youths, vandalised buildings and dog dirt.
- Follow-up SNIQs carried out in the area show an improvement in resident's feelings of safety; the percentage of residents feeling unsafe after dark *decreased* by **15** percentage points after the operation.
- Almost **66%** of residents surveyed felt that at least one of the problems/issues they had previously raised had shown some improvement in the area.
- **68%** of respondents were satisfied with the action taken to resolve the ongoing issues
- Anti-Social Behaviour and Criminal Damage have not shown any reductions in the area following Operation Teamwork, however it is not possible to outline why at this early stage.
- All objectives stated prior to the operation were met to some extent, the majority fully.

It is believed from early assessment of the results that Wilnecote is showing similar traits to those experienced in the Fazeley area of Lichfield and that the public are now actively reporting incidents of anti social behaviour more freely as they have greater confidence in the police and partner agencies. This is evidenced by the fact that since the two days of the operation, fourteen warnings have been given to youths at their home addresses in respect of involvement in anti social behaviour, primarily as a result of community information identifying the perpetrators.

Conclusion

The successes of Operation Teamwork are evident from this report and have been replicated across a number of differing areas, both socially and demographically. Where the public have been properly and formally involved in identifying their priorities, their confidence in all of the partner agencies has increased and they have formed community groups, reported the full levels of problems, but more importantly provided information about the perpetrators, allowing all agencies to take positive action.

For the authors of this report, confirmation of the success of the Operation has come from the fact that representatives from the three other policing divisions in Staffordshire have visited Trent Valley to view the running of Operation Teamwork and are now planning to conduct similar partnership activity.

Operation Teamwork is seen as a key response to the delivery of Neighbourhood Policing as it gives the community

Access to all of the partnership agencies

Influence over the priorities that are tackled by the partner agencies

Intervention in tackling the priorities that matter to the community together with the opportunity for the community to

become involved in those interventions

Answers in respect of what actions have been taken against those priorities.