

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: Fonteyn Court Improvement Scheme

Name of force/agency/CDRP: Cleveland Police (Middlesbrough District) together with Middlesbrough Safer Partnership and Erimus Housing

Name of one contact person with position/rank (this should be one of the authors): PC 0975 Cook

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Name of endorsing senior representatives(s): 1. S. Swales
2. G. Strange

Position and rank of endorsing senior representatives(s): 1. Superintendent (District Commander)
2. Inspector (Partnership Co-ordinator)

Full address of endorsing senior representatives(s)

1. Police Office, Dunning Road, Middlesbrough, TS1 2AR
- No.2 River Court, Brighthouse Road, Riverside Business Park, Middlesbrough, TS2 1RT

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.

FONTEYN COURT IMPROVEMENT SCHEME

Fonteyn Court is part of the Hemlington housing estate situated on the Southern outskirts of Middlesbrough. In the national indices of deprivation the area is ranked 208th out of 7958 which is within the most deprived 1% in England. Problems in the area were identified initially by the police, the Housing Association and the Local Authority and included the following:

- Criminal damage
- Graffiti
- Verbal abuse to residents, Street Wardens, Police and other agencies when in the area
- Anti Social Behaviour as the result of alcohol and/or drugs
- Arson including vehicle, property, rubbish etc

There was also concern that Fonteyn Court had become 'the' place to hang around and was drawing youths in from other parts of Middlesbrough to take part in what was at the time regular criminal/anti social activity. This was a phenomenon previously not seen within the town and concerned the local residents and agencies involved in the area.

Following a meeting of the Safer Middlesbrough Partnership Problem Solving Group 4 it was decided to address the issues using Problem Solving techniques. Scanning and Analysis identified the following key issues:

- Changes to the physical environment were required in order to reduce the instances of TWOC'd vehicles being driven recklessly around the area
- Changes to the grassed area in order to reduce instances of fires and also its viability as a lookout point
- Increased/improved CCTV for the area
- Closer links with the community in order to reduce the fear of crime
- A multi agency approach to tackling the problems to include better information sharing as well as an agreed strategy (previously many agencies were 'doing their own thing' and there was no co-ordinated plan for the area)
- The identification of key offenders and a programme of diversion for them with the ultimate sanction of an ASBO if other interventions failed

The following objectives were set:

- To reduce the level of anti social behaviour
- To reduce the level of criminal damage, arson and graffiti
- To reduce the level of verbal abuse to all parties
- To increase the level of resident satisfaction and reduce their fear of crime
- To identify key offenders and reduce there involvement in criminal/anti social activity through a programme of diversion

Evaluation of the project was conducted by:

- Residents survey/interviews
- Analysis of police/Fire data

3. Description of project

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

FONTEYN COURT IMPROVEMENT SCHEME

Fonteyn Court is part of the Hemlington housing estate situated on the Southern outskirts of Middlesbrough. In the national indices of deprivation the area is ranked 208th out of 7958 which is within the most deprived 1% in England and of the 23 Wards within Middlesbrough, Hemlington is ranked 11th. The tenure of Fonteyn Court is 34% owner occupied; private rented 8% and rented from the Local Authority/Housing Associations 58%. It was from this background that the issues surrounding Fonteyn Court emerged, the deprivation of the area and the lack, at the time, of a co-ordinated plan to improve the environment and general standard of living in the area lead to an increase in resident disenchantment, a rise in the fear of crime and an increase in the actual level of criminality and anti social behaviour initially from young people resident to the locality but as the problems increased from outside the locality as well. It was as a result of Erimus Housing, the Association that was currently in control of the majority of council rented property that initially identified the increase in crime and anti social behaviour in the area following a large number of complaints from tenants. These complaints had not been made in the same number to the police or other agencies that initially slowed the time taken to react to the complaints.

The main problems initially appeared to be caused by a core group of young men aged between sixteen and twenty years centred on incidents of vandalism, verbal attacks to members of the public and authority figures together with TWOC's and drink and drug related incidents. The physical environment was also conducive to criminal and anti social behaviour due to the area having a large grassed area which had a small hummock on it and this was used by youths as a lookout point as it gave them a clear and uninterrupted view of the only vehicular access routes into the area. This area was also the scene for fires of all types including the burning out of stolen motor vehicles and rubbish fires.

Scanning

In response to the initial information on the problem being identified by Erimus Housing a meeting of the Safer Middlesbrough Partnership Problem Solving Group 4 (PSG4) took place at which it was decided to address the issues using Problem Solving techniques. During the first meeting in August 2005 it was identified that no one had any idea as to the 'real' problem(s) within Fonteyn Court and that a period of intense scanning and analysis was required. This was undertaken by PC Cook (the police district's Problem Solving Co-ordinator) with assistance from the district analysts.

In order to obtain as full a picture as possible of what was occurring in the Fonteyn Court area PC Cook obtained data/information from a number of sources including:

- Police systems (these provided data on arrests, incidents, crimes, ASBO's and intelligence)
- Fire Brigade data (to include locations, times, date and type of fire)
- Erimus Housing data (to include incidents, complainants, tenancy information and details of current ABC's etc)
- Council data (to include Street Warden reports/intelligence, Enforcement Officer reports, incident data from residents and through their Active Intelligent Mapping ((AIM)) system)
- Education (to include details of truancy, educational needs etc)
- Social Services (to include family support requirements etc)

Statistical data for the problem area was relatively easy to come by specifically in respect of the number of complaints received and it was clear from this data that the problems were escalating (see Table 1). Although the police data showed low incident figures for the period January to July it was discovered during the scanning phase through information from Erimus Housing that residents were not reporting incidents to the police but rather to them. This was determined to be due to a lack of belief in the police and a fear of reprisals. Data from Erimus Housing clearly indicated that there was an escalating problem (see Table 2)

Police Data on Reported Incidents

Month	Incident No.s
Jan	3
Feb	4
March	5
April	1
May	2
June	2
July	1
Aug	44

(Table 1)

Erimus Housing Data on Reported Incidents

Month	Incident No.s
Jan	12
Feb	11
March	19
April	24
May	22
June	31
July	35
Aug	34

(Table 2)

The problem of not reporting incidents to the police was tackled immediately by the Erimus Enforcement Officer by arranging a Residents meeting with the Cleveland Police Chief Constable during which the importance of reporting crimes and incidents was reinforced in order to establish a pattern of activity. The immediate effect of this meeting was an increase in calls to the police of up to thirty a week specifically relating to the activities of the core group. Having obtained the data from the relevant agencies it became apparent that the problems within Fonteyn Court were extremely polarised and focused entirely within the Fonteyn Court area. This reinforced the PSG4 commitment to tackle the problems utilising Problem Solving techniques and methodology.

Analysis

During this phase analysis of the data and information obtained was carried out. A month-by-month analysis was completed to identify patterns of activity as well as to try and identify core individuals. Information received from residents proved to be the most useful in this respect as the individuals were well known to them and identification issues were not a problem. Analysis of the Fire Brigade data again indicated an increasing trend in respect of fire incidents which when overlaid with the data from other agencies clearly defined patterns and trends specifically in respect of days of the week and times of day (see Table 3).

Fire Incidents Fonteyn Court

Month	Rubbish	Property	Special Service
Jan	2	0	0
Feb	4	0	0
March	1	0	0
April	0	0	0
May	1	0	0
June	1	0	0
July	1	0	0
Aug	8	4	0
Total	18	4	0

(Table 3)

The information detailed below (see Table 4) indicated clearly that there were specific times and days that were 'hot spot' periods and it was these areas that the PSG4 determined should be tackled first and initially with short term interventions in order to make an impact and go some way towards reassuring the residents that we were united in resolving their problems. As a result of the data obtained and the analysis work undertaken the PSG4 were able to utilise the resources available such as police, PCSO's and Street Wardens in a more targeted and structured manner in order to provide some immediate reassurance to residents as well as disrupting the criminal and anti social behaviour.

Incident and crime data by day of the week and time of day

	0001-0200	0201-0400	0401-0600	0601-0800	0801-1000	1001-1200	1201-1400	1401-1600	1601-1800	1801-2000	2001-2200	2201-0000	TOTAL
Monday	3	1	1		1	1	1	4	5	4	7	6	34
Tuesday	3	1				4	1			8	5	4	26
Wednesday	1				1	1			4	12	6	2	27
Thursday						1	2	1		6	9	1	20
Friday	1				1	1	1		4	9	13	5	35
Saturday	10	3		2	1	4	3	1	5	5	10	9	53
Sunday	10	2	1			2	1	1	4	3	11	5	40
TOTAL	28	7	2	2	4	14	9	7	22	47	61	32	235

(Table 4)

Because individuals were now being identified and the core group was known we were able to utilise the Problem Analysis Triangle (PAT) to examine in detail the offender, location and victim dynamics thereby ensuring that our tactical response considered all aspects of the problem and our response was appropriate and measured. It was also clear during the analysis stage that all three parts of the Routine Activity Theory (RAT) were in place, namely that suitable targets were available (vulnerable property and individuals), there was a lack of suitable guardians (no neighbourhood watch scheme, residents association and a low level of police/street warden activity) and finally there were a large number of motivated offenders present. It was therefore clear to the PSG4 that whatever responses were considered they had to be focused on collapsing at least one side of the Problem Analysis Triangle as well as looking to remedy the Routine Activity Theory aspects of the problem at least to some degree. In this way the group felt that they would not only have an immediate short term impact but that over the medium and long term there would be sustainable reductions to the criminal and anti social behaviour as well as a sustainable solution to the overall issues.

Response

Having been furnished with the analysis of the scanning data the PSG4 formulated an action plan that looked to tackle the problems in Fonteyn Court over the short, medium and long term. It was also decided that PC Cook would feed data into the group on a monthly basis in order that the group could be aware and respond too any changing patterns of behaviour/offending. PC Cook continued to obtain information from all agencies in order to facilitate this and provided a monthly update to the group in respect of incident numbers; reported crime, offenders and victims (specifically repeat ones). PC Cook and Active Intelligence Mapping (AIM) also fed data into the group monthly together with any information from other agencies that were not collected. The following short, medium and long term responses were decided on:

Short Term

- Increased police/PCSO/Street Warden patrols during identified 'hot spot' periods (this was constantly updated so that the resources available were utilised efficiently and effectively)
- Core individuals identified and intelligence gathering operations were mounted (this included participation by residents)
- The development of an overall action plan coupled with both an exit and assessment strategy
- The re- sighting of a CCTV camera to provide better coverage of the green/hillock area (once identified this took place within a matter of days and was specifically useful in obtaining evidence to support ASBO applications)
- Erimus Housing arranged for a number of residents to complete diary sheets on a daily basis for a six weeks period (this provided detailed information on incidents etc in the area for a short period of time, a 'snap shot' of issues)
- Cutting back of bushes and trees was undertaken in order to facilitate clear fields of view for the re-sighted CCTV camera

Medium Term

- Interventions and strategies were designed and implemented on an individual basis for those people identified as core members (this included interventions by Youth Services, Education and Housing Officials as well as more draconian measures such as ABC's, Supervision Orders and ASBO's where appropriate)
- Erimus Housing to form a Regeneration Group (including local residents) to look at physical and

environmental changes that could influence behaviour etc (this included the erection of fencing etc)

- The PSG4 began work with both Erimus Housing and the Local Authority to close a footpath as well as to improve the lighting and to put in place traffic calming measures
- To put in place outreach workers through the Links Project in order to offer support and guidance to young people in the area
- PC Cook to monitor repeat callers for the area and to visit in order to offer reassurance and provide personalised assistance and help if required (this would include putting relevant agencies in touch with the individuals to resolve issues as soon as possible)
- PC Cook to take the traffic calming proposals to the Officers Traffic Group (OTG) for their approval to be given and also to examine funding sources for the work
- Fire Brigade agreed to use the CCTV camera's on their appliances to record incidents in the Fonteyn Court area as well as to identify people breaching ASBO's etc (this necessitated a protocol being written and agreed by all parties)
- Action to be taken against tenants where deemed appropriate (this was a strategy for implementation by Erimus Housing specifically)

Long Term

- Consideration to be given to using professional witnesses to gather evidence against persistent offenders (costs and funding to be examined for this by Steve Johnston from Erimus Housing)
- Erimus Housing to set up a Residents Association
- Regeneration Group to undertake environmental scanning to examine required long term changes and to obtain funding for them
- PC Cook to continuously monitor the situation within Fonteyn Court and report any significant changes to the PSG4 for appropriate action to be considered and implemented if deemed necessary

The short term strategies were easily tasked out to the relevant agencies and the high visibility patrols were mounted as joint operations between the police and Street Wardens. The high visibility patrols together with the information received from local residents via the diary sheets proved to be significant in enabling the main players in the core group to be identified and evidence gathered against them. The Legal Departments of both the police and local authority were then able to commence proceedings in respect of ASBO's against the most prolific offenders. The result of this was that within a matter of a few weeks three ASBO's had been obtained and the influence of these people over other members of the group had dramatically been reduced therefore positively impacting on the problems within the designated area.

The re-location of the CCTV camera together with the trimming of the trees and bushes was soon seen to be having a positive effect on the problem. Again the camera was used to gather evidence against individuals but the main effect noticed was the reduction in incidents around the green area as the camera now had a clear and unobstructed view of that area. Although the re-sighting of the camera was not 'innovative' it was extremely effective and was something that had been talked about by individual agencies and requested by the residents over a long period of time and it was the formation of the PSG4 and the multi agency approach that actually enabled the move to be made. The camera was re-sighted in October 2005 and the following table indicates the reductions in crime and anti social behaviour that took place between September 2005 and March 2006 (see table 5).

Fonteyn Court Incidents between Sept 05 and March 06

Month	Incident No.s
Sept	16
Oct	29
Nov	17
Dec	14
Jan	8
Feb	5
March	3

(Table 5)

The medium term strategies generally required the intervention of middle management within various agencies and this was achieved through the membership of the PSG4. The introduction and intervention of outreach workers within the designated area was seen as fundamental to achieving the aims of the group by targeting youths and attempting to divert them away from criminal/anti social behaviour. This has proved to be successful despite some

initial problems with funding for the Links Project (which has been resolved). It should also be noted that Education and Social Services also played a large part in supporting at risk individuals and families and ensuring that their involvement in criminal and anti social behaviour was reduced. Youths identified as being on the periphery of criminal activity and anti social behaviour were brought to the notice of the Common Assessment Framework (CAF) to attempt to divert them away from their involvement in crime and anti social behaviour. One of the diversionary tactics used was to place suitable individuals on the Fire Brigade's 'Life' course, which as well as providing them with information on fires and fire prevention also addresses citizenship and life skills. During the last six months there have been twelve individuals who have attended the course and all have passed, of these only one has been involved in any anti social behaviour since and none in criminal activity.

Some of the physical environmental changes have been put in place although others are still awaiting completion or the identification of funding sources. The improvements in street lighting, the erection of new fencing and the closure of the footpath have all been completed and have proved successful. The removal of the hummock on the grassed area has also been achieved and new landscaping put in place to reduce the usability of the area in respect of fires and access to vehicles. These measures have significantly reduced vehicle fires and those involving wheelie bins and rubbish. Erimus Housing together with the local authority have also been instrumental in organising litter picks and generally organising the clearing up/collection of rubbish etc. There has also been improvements in the time taken to effect repairs to property's in order to prevent the 'broken window' scenario occurring.

Of the long term strategies not yet implemented it is the issue of chicanes and other traffic calming measures on the access road to Fonteyn Court that is seen as most urgent. The problem with the implementation of this response centres on the cost and a funding stream has yet to be identified. Although this response is seen as important to the overall effectiveness of the project there has been significant reductions made in respect of vehicular crime and anti social behaviour involving vehicles.

Due to the reductions made in crime and anti social behaviour through the measures already mentioned the use of professional witnesses has not been utilised although their use is still viable if the need arises in the future. One of the more positive long term effects that has come out of the responses initiated has been the positive response to the formation by Erimus Housing of a Residents Association. The membership of this Association is continuously growing; initially it began with only five members but at the last meeting eleven residents attended. Through the Association it has been found that the resident's perception of the police and other agencies was improving and the fear of crime within the area was also reducing.

Assessment

During the course of the project the process was continuously monitored and evaluated and changes made where appropriate. The level of crime and incidents were monitored on a weekly basis and reported to the PSG4 at the monthly meetings. Any significant changes were noted and changes made to the responses as appropriate, this allowed resources to be targeted effectively and efficiently as well as enabling responses to be amended as necessary. The assessment of the project was conducted in house and looked at the following areas:

- Levels of crime and anti social behaviour
- Levels of fire incidents
- Levels of incidents being reported both to the police and Erimus Housing
- Resident satisfaction and fear of crime levels

The following table indicates the incident/crime level for the period January 2005 to March 2006 and clearly shows the positive effect that the responses to the problems in the area had over that period (see table 6). It can be seen that the level of incidents reported to the police has reduced dramatically and continues to be maintained at a very low level. Evidence from the Erimus Housing reporting system also shows a marked decrease in complaints from residents in the Fonteyn Court area which supports the assessment that the responses put in place through the problem solving process have been and continue to be successful. The following table from the Erimus Housing system illustrates this clearly (see table seven). In respect of fire incidents similar levels of reduction have been seen with only two rubbish fires having been reported during 2006. The figures for 2005 can be seen in the following table (see table eight).

Incidents/Crime between January 2005 and March 2006

	2005	2006	Total
Jan	3	8	11
Feb	4	5	9
March	5	3	8
April	1		1
May	2		2
June	2		2
July	1		1
Aug	44		44
Sept	16		16
Oct	29		29
Nov	17		17
Dec	14		14
Total	138	16	154

(Table 6)

Erimus Housing Incident Data between January 2005 and March 2006

Month	2005	2006	Total
Jan	12	7	19
Feb	11	3	14
March	19	0	19
April	24		24
May	22		22
June	31		31
July	35		35
Aug	34		34
Sept	20		20
Oct	25		25
Nov	12		12
Dec	10		10
Total	255	10	265

(Table 7)

Fire Incidents for Fonteyn Court between January 2005 and March 2006

Month	Rubbish	Property	Special Service
Jan	2	0	0
Feb	4	0	0
March	1	0	0
April	0	0	0
May	1	0	0
June	1	0	0
July	1	0	0
Aug	8	4	0
Sept	2	0	0
Oct	3	0	0
Nov	8	4	1
Dec	8	0	0
Jan	1	0	0
Feb	1	0	0
March	0	0	0

(Table 8)

In our view the conclusive information that the issues surrounding Fonteyn Court were being tackled effectively was the response to the latest resident's survey that was conducted in February 2006 by Erimus Housing. The results of this survey, which was directed specifically at residents within the Fonteyn Court area, found that their perception of all agencies had improved due to there having been noticeable actions taken against not only individuals but families and the environment. Although many of the actions taken were seen as subtle and fairly low key the residents did feel that they had been effective in both reducing crime and anti social behaviour but more importantly had prevented a number of youths from entering into a more serious level of criminality.

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