



Crime Reduction & Community Safety Group

Tilley Awards 2007

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, within the stated word limit and ensuring the file size is no more than 1MB. Failure to do so will result in your entry being rejected from the competition.

Completed application forms should be e-mailed to tilleyawards07@homeoffice.gsi.gov.uk.

All entries must be received by noon on **Friday 27th April 2007**. No entries will be accepted after this time/date. Any queries on the application process should be directed to Alex Blackwell on 0207 035 4811. Any queries regarding publicity of the awards should be directed to Chaz Akoshile on 0207 035 1589.

Section 1: Details of application

Title of the project:

“CANDO” – Community And Neighbourhood Directed Operations

Name of force/agency/CDRP/CSP:

Safer Caerphilly Community Safety Partnership

Name of one contact person with position and/or rank (this should be one of the authors):

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If known please state in which Government Office area you are located e.g. Government Office North West, Government Office London etc:
Welsh Assembly Government

Name of endorsing senior representatives(s):

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- Divisional Commander
- Chair of Safer Caerphilly Community Safety Partnership

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And

Steve Delahaye

- Head of Public Protection Caerphilly County Borough Council.
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Please tick box to indicate that all organisations involved in the project have been notified of this entry (this is to prevent duplicate entries of the same project):



SECTION 2: Summary of Application

“CANDO” Initiative in the Safer Caerphilly Community Safety Partnership Area

During the audit and consultation process to develop the 2005-08 community safety strategy it became apparent to the Safer Caerphilly Community Safety Partnership (SCCSP) that, despite year on year reductions in crime, public concern and anxiety had a negative impact on their perception levels of crime and disorder. This resulted in a disproportionate level of fear of crime within our communities and a lack of confidence in partner agencies' ability to work together to enhance quality of life.

The issues that fed public perception were not serious crime matters but were issues linked to the 'broken window syndrome': signal crimes linked to anti-social behaviour (ASB) and disorder. The Safer Stronger Communities Action Team of the CSP developed the CANDO (Community And Neighbourhood Directed Operations) to directly tackle these issues and reassure the community and partner agencies by working together to address the quality of life issues that we “cando” and make a difference.

CANDO is an initiative that aims to work with communities to identify local problems and develop local solutions it embraces a wide range of agencies working in partnership with the community to tackle the identified issues of concern, thus becoming engaged in the process.

The objectives of the CANDO initiative:

- Are designed to tackle areas of crime and disorder and reduce the fear of crime by creating a pool of partners who are committed by both intent and resources to make the greatest impact on identified Hotspot areas.
- Utilise NIM (National Intelligence Model) combined with the SARA process (Scanning, Analysis, Response and Assessment) to deliver problem-orientated partnership working with our communities. This included a detailed data analysis and a full evaluation that improved later practice. Evaluation was based on police data analysis, community surveys and the outcomes from actions.
- Recognise community involvement is vital to the success of the “CANDO”. The detailed action plan of intervention was developed with our communities and all partner agencies.
- Require that funding be allocated from the Safer Caerphilly CSP budget to enable and support community based projects. This encouraged other agencies to contribute resources and commitment.
- Anticipated outcome of the CANDO initiative would be reduction in disorder, fear of crime in CCB, increased public confidence, as well as real tangible outcomes for local communities building safer, stronger communities.

SECTION 3: Description of project

“CANDO” (COMMUNITY AND NEIGHBOURHOOD DIRECTED OPERATIONS) By Safer Caerphilly Community Safety Partnership

CANDO (Communities and Neighbourhood Directed Operations) is an initiative run by the Safer Caerphilly Community Safety Partnership (SCCSP). The Safer Stronger Communities Action Team (SSCAT) developed CANDO which aims to improve the quality of life for all people in Caerphilly County Borough (CCB). Our statement of purpose is “to reassure our communities by reducing the fear of crime and engage and empower them to make a real difference.”

The objectives of the CANDO initiative are:

- Designed to tackle areas of crime and disorder and social disaffection by creating a pool of partners who are committed by both intent and resources to make the greatest impact on recurring problems in the county borough. These areas are often referred to as Hotspots.
- To utilise NIM (National Intelligence Model) combined with the SARA process (Scanning, Analysis, Response and Assessment) to deliver problem-orientated partnership working with our communities.
- Recognise community involvement is vital to the success of the “CANDO”; it is about delivering local solutions to local problems that have been identified by the local people.
- To build a sense of community inclusion that aims to promote public reassurance. The projected outcome of the CANDO initiative is a reduction in the fear of crime in, increased public confidence, and tangible outcomes for local communities building safer, stronger communities.

Development of the CANDO

SCCSP has a vision of building safer, stronger communities, developing a sustainable partnership approach. This has been facilitated by a structured and transparent framework of delivery where all partners fully understand their roles and responsibilities. This framework of delivery builds on the principles of partnership working and evidence-based problem solving practice. An accessible fund was built into the CSP budget to support community projects.

There are two main arms to the structure of the CANDO Initiative - Strategic Management and Operational Delivery with both areas being linked by the tactical analysis of the identified issues.

Strategic Management

- Presence of a committed, enthusiastic, knowledgeable and involved leadership i.e. SSCAT.
- Provision of data, analytic software and competent analysts.
- Acquisition of funds and resources.
- Provision of information, training and experience to staff to enable problem solving.
- Effective communications strategy to maximize publicity and dissemination of good practice.

Operational Delivery

- Partner agency commitment to make a difference.
- Use of partnership methodologies.
- Intelligence / data collection and analysis by NIM.
- Liaise with and involve communities.
- Development of detailed Action Plans by community planning and consultation.
- Tackling causation at different levels - low, medium, high.
- Implementation of action plans.
- Assessment of outputs and outcomes linked to quality of life issues, (reduced crime and ASB).

The principles of Problem Orientated Policing (POP) formed the basis of the CANDO structure. CANDO is an intelligence led approach that emphasises the need to understand the causation of crime and disorder or the fear of crime in an area. It relies on the quality of information, data and intelligence that is available for analysis. Many agencies were requested to contribute intelligence as well as resources at all stages of the SARA process working towards a multi agency tasking force. Essential to the process was the input of community intelligence and engagement.

In order to build resilience into the process the SCCSP has developed and delivered a Section 17 (CDA 98) training programme to all managers, directors and councillors within Caerphilly County Borough Council (CCBC). This comprehensive briefing outlined each agency's statutory duty to consider the implications of crime and disorder within their core delivery. It was aimed at raising both awareness of community safety issues and support for the CANDO.

Scanning and Data Analysis

In line with the **SARA** process of **Scanning** and the deeper **Analysis** the collection of data was intelligence led and information was shared between agencies. Once areas appropriate for intervention were identified the results was drilled down and analysed at a local level.

Appropriate agencies were requested to compile comparative data for analysis to evidence the CANDO selection process in an accountable, transparent manner. For example:-

- ASB figures by station, beat and ward from the police and ASB Co-ordinator
- Enviro crime figures, i.e. littering, dumping, abandoned cars, noise pollution, dumped syringes.
- South Wales Fire and Rescue arson response figures for each of six station areas.
- Community Safety Wardens (CSWs) reported graffiti and vandalism by ward.
- Registered Social Landlords ASB figures
- Youth Offending Team data by ward
- Recorded school exclusions by Education
- Ward profiles data
- Police data (NIM)
- Local community intelligence

Much of the data collected was quantitative but not comparative, nor was it normalised, and therefore made it very difficult to establish a baseline for a deeper, more meaningful analysis. For example, the fire station areas were not co-terminous with the police beat areas. Within the process it was identified that CCBC had the potential to update its information collecting and sharing processes to assist with multi-agency tasking and NIM. This is subject to ongoing development.

NIM was a fundamental tool in identifying the potential areas to be targeted via the CANDO initiative. It studied the Police Ward data based on recorded crime and reported incidents of anti-social crime (ASC)¹. This data was based on the British Crime Survey comparator crimes² and clearly displays, on a ward basis, trends of peaks and troughs between April 2003 and September 2005. Overall in CCBC there had been a sustained downward trend, since April 2005, in both overall crime and ASC figures.

However, it was noted that there were two wards that had both experienced sustained upward trends in overall crime and ASC since April 2005. In neither area were the crime or ASC statistics of the highest order but it was felt that the sustained upward trend was symptomatic and indicative of issues within the two communities. The two communities chosen for the pilot CANDO initiatives were Pengam Ward and Twyn Carno Ward in Upper Rhymney. The relevant graphical representation is available later in the document linked to performance indicators. However within limitations of word count the main example will concentrate on Twyn Carno.

¹ The Gwent Police Division developed a similar control chart based on a group of anti social indicator crimes. It was acknowledged 60% of all crimes were effectively of most concern to our communities in terms of the quality of life. Anti social crime is defined as low-level crime that negatively impacts on quality of life. The following crime categories were grouped together to form an anti-social crime comparator group:

- Criminal Damage
- Minor violent offences
- Minor theft
- Other issues affecting quality of life (indecent exposure; dangerous driving; equipped for stealing; perverting the course of justice; other offences against the state and public order).

² The British Crime Survey (BCS) is an in home survey, run by the Home Office, that measures the amount of crime experienced by individuals over 16 years of age in England and Wales. This takes into account unreported crime, and it measures attitudes to crime and the fear of crime. The BCS uses a number of indicators to measure crime. Therefore, it differs from the 'overall crime' figures recorded by the Police in line with the National Crime Recording Standard (NCRS). Both criminological and policing communities respect it as an authoritative and reliable measure of trends. The indicators are: Burglary, Common Assault, Robbery, Wounding, Vehicle Crime, Bicycle Theft, Theft from person, Criminal Damage

SCCSP had carried out the SARA scanning process and identified the need for a deeper analysis. CANDO further utilised the Police NIM “to drill down further” and identify localised issues and hotspots. The police data analyst compiled a detailed problem profile of the two identified areas of Pengam and Twyn Carno. The analysis covered crimes and anti-social behaviour crime between 01.04.05 and 30.09.06.

Examples of part of the profile are below

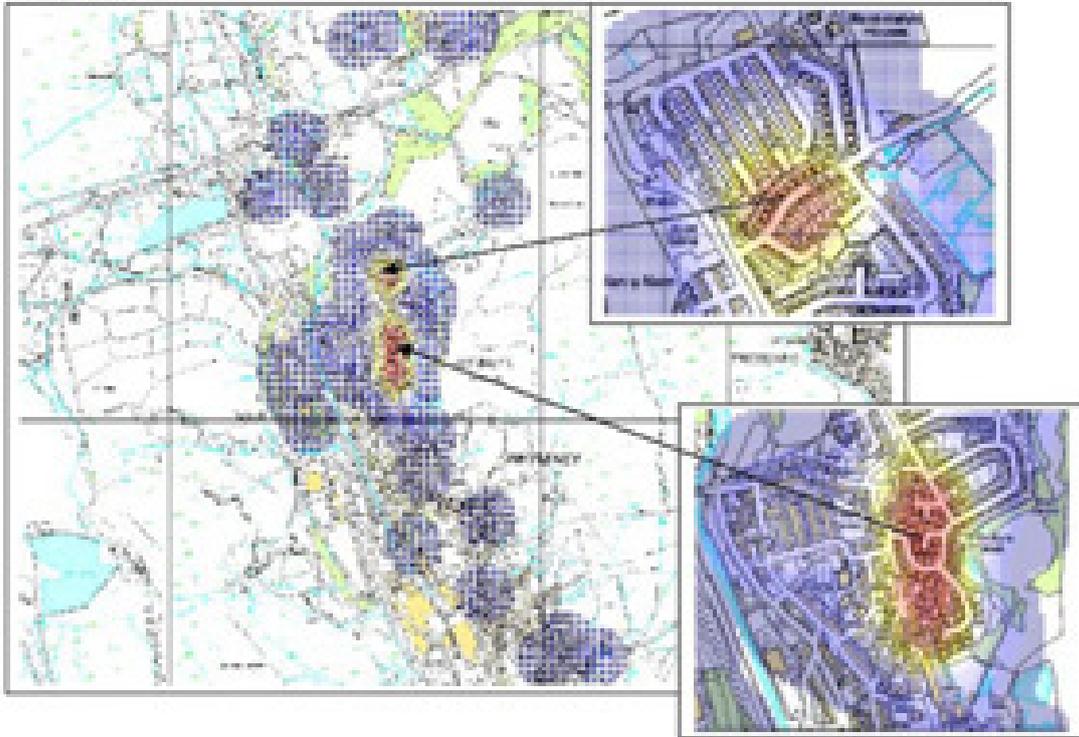
Hotspot areas linked to crime and disorder.

Pengam



Hot spot areas

Twyn Canno



Further analysis also included disorder and anti-social crime.

“CANDO” ANALYSIS INTO RESPONSE

The next step targeted agency and community support for the CANDO initiative. A multi agency CANDO briefing was delivered to key stakeholders, representatives from statutory, non-statutory and voluntary agencies and local councillors were invited in their capacity as community advocates. The community safety problem solving methodology, SARA, was introduced and stakeholders were asked to participate in the problem solving by contributing to a multi agency response.

Ultimately, the best source of intelligence regarding local issues is the communities and residents themselves. In order to encourage their engagement and participation a facilitated multi-agency workshop was organised and many key local resident groups were invited, together with representation from partner agencies. The CANDO co-ordinator attended a number of public meetings to gather community intelligence and promote the CANDO intervention. The outreach work was fully supported by the local Neighbourhood Policing Team (NPT).

The police delivered the local problem profile as an indicator of some issues in the area. There followed a presentation on the principles of SARA and the group was split into small workshop groups with cross representation in each. Scanning and Analysis forms were circulated to each workshop group for their input. Each group was asked to identify issues that impacted on their service delivery / provision and the community. Each group was also asked to suggest possible solutions that could include a multi-agency approach. This allowed residents to work with professionals and feel that their views and issues really mattered. This process had to be carefully monitored and discussed realistically to manage community expectation. Solutions had to be realistic and affordable.

Workshops were held to identify the main issues, plan a multi agency response and develop an action plan. Agencies that attended:

Councillors	Residents
Fire and Rescue Service	CCBC Housing
Probation Service	Countryside
Youth Services	Highways
Groundwork	CCTV / Wardens
Public Services	Registered Social Landlords
Gwent Police	Trading Standards
Tenancy Enforcement Unit	Regeneration
Gwent Association Voluntary Orgs	Forestry commission

Drawing on all the data and intelligence gathered, draft action plans were drawn up containing the identified workable and realistic solutions. The action plans were circulated to member agencies and distributed to community members and councillors for consultation.

The local Councillor and residents from Pengam commented on how reassuring the workshop exercise had been in being able to see and hear that many of the agencies were aware of the ongoing issues within their community, the residents ‘felt listened to’ and acknowledged. They also found it a very worthwhile experience to be able to suggest workable solutions for their own communities and felt a part of the process rather than the CANDO ‘being done to them’.

EXAMPLE: Action Plan Evaluation for Twyn Carno

For full appreciation and feedback of the level and complexity of interventions and multi agency working and actions achieved - an example of a CANDO multi agency action plan for Twyn Carno is available as Appendix 1

The Ael-y-Bryn Community Centre was designated as the CANDO multi agency base of operations. One of the identified actions was to encourage more community access to the Ael-y-Bryn Community Centre. Therefore the centre was also used as a multi agency information forum. Many agencies attended with display stands and information on how to access services. After school activities for children were encouraged during the 3 days of the operation.

Agencies that attended:

Safer Caerphilly CSP
Police Crime Prevention Officer
South Wales Fire and Rescue Service
Sexual Health officer
Rhymney College
St Davids Church

Fusion Drug Awareness
Developmental Play Officer
Timebank
Islwyn drug & alcohol programme
Sustrans health development
Gwent Association of Voluntary Organisations

Activities arranged:

Demonstration of table tennis by Welsh Table Tennis Association
Demonstration by Rhymney College for Sports Development
Developmental Play Sessions
After-school group play activities
Monmouthshire Cinema Programme 4 film showings over a 4 week period.

Summary of achievements in Twyn Carno

- Multi agency information packs distributed by YOT, aimed at increasing public awareness, encouraging reporting of ASB, crimes and environmental incidents.
- High visibility cleansing of hotspots including tackling fly tipping
- Cleansing of chewing gum off High Street
- Removal of graffiti and mudslinging by the Probation Service - all the above are linked to reducing the 'broken window syndrome' which is aimed at public reassurance.
- Trading Standards test purchases for underage sale of alcohol
2 licensed premises sold to underage persons
1 off licence sold to underage persons
- Very good community participation based around activities in the community centre.
- Cinema evenings were arranged in the community centre for four weeks. Follow up is the arts development officer is looking for funding on behalf of the community centre to buy their own equipment.
- Funding from the Police Crime and Disorder Reduction Unit (CADRU) helped to establish a Table Tennis Club, buying tables and bats aimed at providing positive diversionary activities for the local youth.
- Rhymney College is to assess the viability of setting up a Sports Development course in the community centre, this in effect will train older youths to deliver sporting activities to local youth.
- Communities@one has funded free internet access for the community centre for one year. All these activities will encourage greater use of the community centre for all ages and is pivotal to social inclusion within the area.
- Housing and police identified a number of ASB hotspot areas suitable for alley gating or fencing in. Much has already been completed with an ongoing programme of works planned.
- High visibility patrols and the gathering of community intelligence and information sharing resulted in a number of referrals to the ASB process.

Community Report by Keith Williams 30.05.06 – Ael y Bryn Committee Member

One of the actions in the Twyn Carno CANDO action plan was to encourage greater use of the community centre by the local community, particularly local youths. This was to be achieved by raising its profile within the community and by providing a better range of diversionary activities for the local youths. The committee members of the Ael-y-Bryn community centre are pleased to report the following developments:

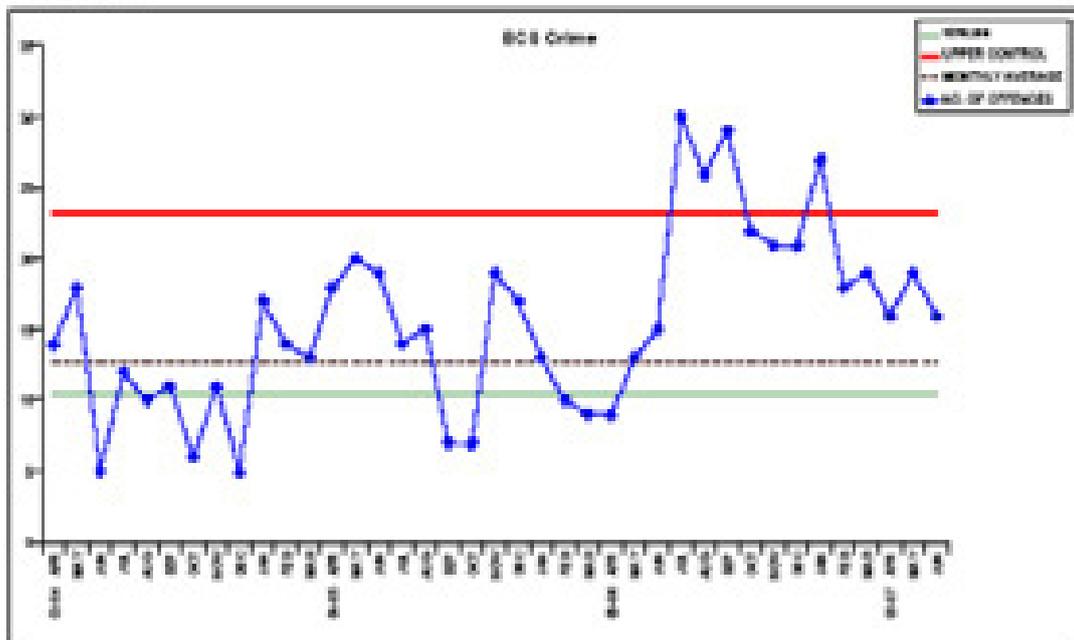
- Well established and attended table tennis club

- After school club for the under 11s every Wednesday
- One room set aside for youths to study for Open College Network in youth work (est by youth workers) – capacity building and role modelling for younger youths.
- Drama lessons started in July 2006
- Communities@One, a Welsh Assembly Government funded IT Initiative, has funded free broadband access for one year to enable the computer suite to meet community needs.
- People are more aware of what's going on in their area and taking an interest. This seems to have fostered a sense of social responsibility. Individuals more inclined to report incidents or issues more freely to agencies and particularly the Police.
- More people have joined the Tenants and Residents Association - a sign of increased community involvement.

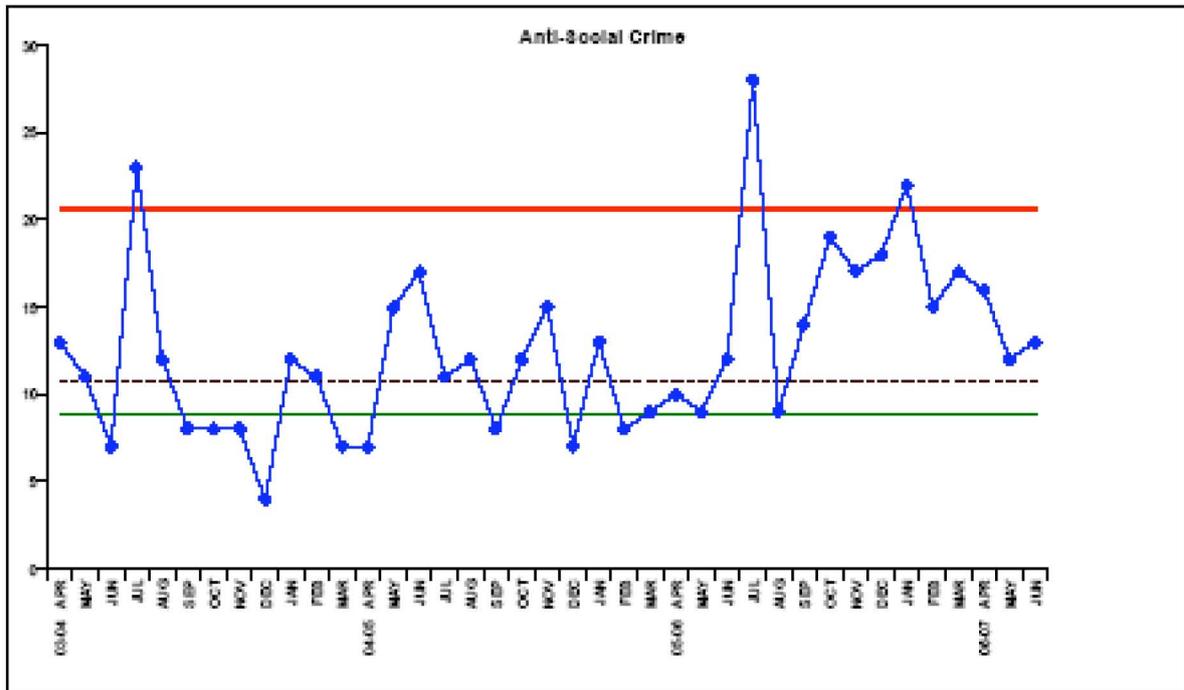
Performance Indicators

Initially the British Crime Survey statistics for recorded crime and reported ASC were used as base indicators to establish a baseline identifying trends of peaks and troughs between April 2003 and September 2005. It was a process that identified Pengam and Twyn Carno as suitable for CANDO interventions. The following line graphs for Pengam and Twyn Carno record the fluctuations since the CANDO intervention in both areas.

CCBA Pengam



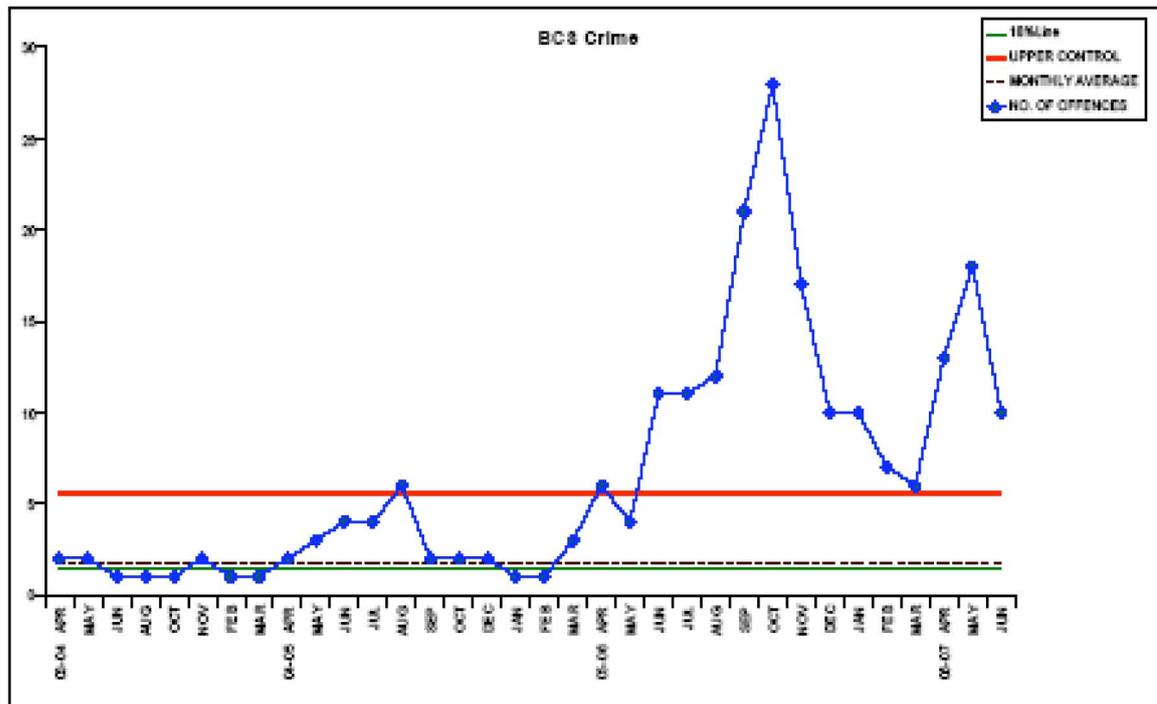
Pengam



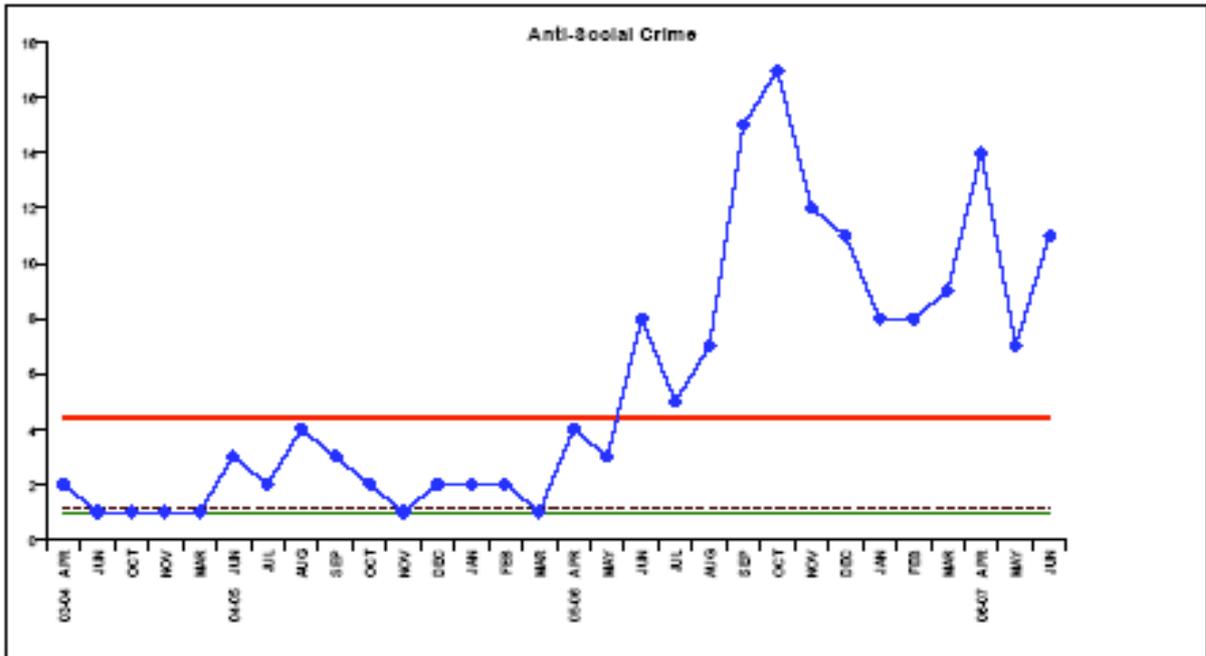
PLEASE NOTE: 4 DAYS STILL TO RUN FOR CURRENT MONTH

Last Refreshed: 03:33 26/06/06

CH82 Twyn Carno



Twyn Carno



PLEASE NOTE 4 DAYS STILL TO RUN FOR CURRENT MONTH

Last Refreshed: 00:35 26/06/06

Preparatory work began in both areas December 2005, culminating into a high visibility operation, February 06 in Pengam and March 06 in Twyn Carno. Pengam registers a marked drop in both crime and ASC between January 06 and June 06 and correlates with the dates of the CANDO initiative and its following works. The graph records below the upper control limits and remained so. However, it is disappointing to note the following climb in both charts, which may be indicative of the very real question of sustainability that can be asked of targeted high impact initiatives.

Similarly, Twyn Carno has an evidenced drop in figures that correlates to the time of the CANDO initiative. However, the evidenced reduction in figures, in both recorded crime and reported ASB, has not been sustained for as long as Pengam, nor has it dropped below the upper quartile. It is interesting to note that, community representative Keith Williams advised that many local individuals were more comfortable reporting crime and ASB than previously. This is a positive indication of improved community confidence that would contribute to the recent rise in figures. Another point of note is some of the longer-term projects, such as improving youth access to activities at the Ael-y-Bryn Community Centre will require a longer timeline to register their impact.

Community Evaluation of CANDO initiative in Pengam and Twyn Carno

In the month following the initiatives, Gwent NPT and Community Safety Wardens conducted random doorstep surveys. This evaluation partly aimed to provide a snapshot of public feelings towards the SCCSP, the CANDO initiative and community safety in general. It was therefore more qualitative than quantitative.

**COMMUNITY EVALUATION OF SAFER CAERPHILLY'S
CANDO INITIATIVE**

Questions	Comments	Ye s	No	Don't Know	Other
1. Do you know of Safer Caerphilly Community Safety Partnership? (Explain: show logo - multi agency approach to tackling crime / ASB)					
2. Were you aware of the CANDO initiative that was carried out in Pengam Ward? (Show interviewee the CANDO info pack – multi agency working to reduce crime and ASB by improving environment)					
3. Do you think the CANDO initiative has benefited the community? (Note comments)					
4. Have you taken any action to improve safety or crime reduction in your own household or neighbourhood in the last 12 months? (fitting locks, alarms, lights, joining NHW – personal responsibility)					
5. Do you actively report crime, ASB, Graffiti or vandalism? (note comments on social responsibility or fear of reprisal)					

The results for Pengam were: 85 responses

QUESTIONS - Pengam	YES	NO	DON'T KNOW	OTHER
Recognition of SCSCP logo	51%	49%	0	0
Awareness of CANDO	63%	37%	0	0
Positive feedback of CANDO	74%	12%	4%	10%
Personal Responsibility	61%	39%	0	0
Social Responsibility	83%	17%	0	0

The results for Twyn Carno were: 47 Responses

QUESTIONS – Twyn Carno	YES	NO	DON'T KNOW	OTHER
Recognition of SCSCP logo	47.50%	52.50%	0	0
Awareness of CANDO	80%	20%	0	0
Positive feedback of CANDO	77.50%	10%	5%	7.50%
Personal Responsibility	52.50%	47.50%	0	0
Social Responsibility	67.50%	27.50%	0	5%

Although the responses were in low numbers they are statistically significant by its representation of resident's feedback. The results are both fairly comparable.

Q1. Recognition of SSCSP's logo was not instantly recognisable to half the people asked. This was disappointing and would suggest more active promotion is needed of SSCSP and its work.

Q2. Both areas were high in stating they had received the CANDO information packs and were therefore aware of increased activity in the area. A number of comments received stated that the contact numbers were useful.

Q3. Again both areas were relatively equal in reporting that they felt the CANDO initiative had made a real difference in the area. Some negative comments reflected disappointment it was a timelined initiative and not permanently ongoing.

Q4. and Q5. It was interesting to note that both areas reflected that individuals had a higher sense of social responsibility than personal responsibility that would suggest good levels of social cohesion. It also highlighted the need for continued crime prevention and target hardening initiatives aimed at raising awareness. However, in both questions, Twyn Carno showed significantly lower levels than Pengam Ward and may be an indicator of social disaffection evidenced by the demographics and levels of deprivation recorded by the Indices of Multiple Deprivation (IMD).

Assessment: Multi Agency Debrief and evaluation of both for both pilots 2005-06

All agencies involved in delivering the action plan was asked to provide data for the evaluation that were to include inputs, outputs and outcomes. Retrieving the necessary data was arduous and slow. An important lesson was learnt. Subsequent CANDOs have a more structured monitoring process incorporated from the beginning. Agencies are instructed at the beginning to record all inputs and outputs for evaluation purposes. The full evaluation document can be viewed on the Safer Caerphilly website: www.caerphilly.gov.uk/saferccb (under publications / useful docs / other docs).

The CANDO pilot initiatives, in Pengam and Twyn Carno, proved to be excellent examples of joined-up thinking and multi-agency delivery. This innovative level of intervention was recognised by the WLGA's 'Excellence Wales' presentation of an award to CCBC for its multi agency approach to Street Scene issues and tackling the quality of life issues that our residents bring to the table.

The greatest impact has been felt in the day to day delivery on the ground whereby agencies now have connections in place to enable joint working and multi agency problem solving - barriers have been greatly reduced and the successes have encouraged other agencies to come on board. The communities gave excellent feedback on the high visibility type of public reassurance and participation in the process.

One issue raised by all agencies during the CANDO was regarding the need for youth provision. In the Excellence Wales conference in June 2006 it was highlighted that many 'Street Scene' issues, also referred to as 'Grime and Crime' issues, could be reduced by improved youth provision and has been evidenced to have the greatest impact. This is in line with the findings of the CANDO problem solving methodology whereby many solutions were linked to youth provision. It can be said the lack of resources and funds for youth provision was the greatest frustration in delivering the CANDO and continues to do so.

It must be understood that no initiative can run forever and that the CANDO is time limited. However, the question of sustainability is partly addressed by the long-term effects of improved lighting, alley-gating, etc. The high intensity delivery of the CANDO initiative must be viewed as a 'springboard' for lasting impact on the communities and its true legacy is the formation of community groups, increased youth provision and subsequent engagement within their communities. This in its turn will contribute most effectively to building safer, stronger communities and therefore addresses the issue of sustainability.

The evaluation debrief provided a forum of discussion that established a number of recommendations for the future:

- Improve community engagement for better representation. **Excellent progress see Appendix 2**
- Improve publicity and promote the CANDO to a greater degree.
- Positive marketing to areas not chosen – public reassurance
- Develop information packs to include more useful contact numbers to encourage reporting of incidents, graffiti, fly tipping etc.
- Information packs to manage expectations better by establishing timelines for High Visibility delivery.
- Information packs to advertise the base of operations as a drop in centre for the public
- Hold local meetings within the identified communities.
- Invite and include local schools where possible.
- Tighten down area of delivery to keep it more manageable and meaningful - target hotspots.
- Identify suitable areas by NIM and drill down further with CCBC's data.
- Employ a partnership analyst to pull together all partners' data for more effective targeting and problem identification.
- Improve the buy in for other agencies / partners.
- Formalise the briefings and debriefs at the beginning and end of each day of delivery.
- Improve co-ordination at operations base – identified points of contact.
- Establish full process to all agencies involved and responsibilities – including monitoring and evaluating.
- Consider timing of initiative and seasonal issues.
- Resources are scarce but there may be a need to consider expanding the delivery of youth services
- The need to link the separate silos of data within CCBC to make data comparable to feed into NIM

RESULTS

What continues to be important to the community is the low level disorder often linked to underage drinking, verbal abuse and intimidation that are often linked to perceptions and the reassurance gap. Again the signal crimes were identified as having a large proportion of the impact on quality of life issues linked to perception and the fear of crime. The biggest challenge we have today is to close that reassurance gap between perception and reality to make our communities feel safe and strong once again. The CANDO process of multi agency problem solving and tasking in action is empowering our communities to make a difference. The CANDO initiative is an ongoing vehicle to improve our communities' quality of life and address that reassurance gap.

As a result three further CANDO initiatives were carried out 2006 –2007, all have had successful outputs and outcomes with the initial collating of information for a full evaluation in progress. A further three are planned for 2007-2008

APPENDIX 1 – MULTI AGENCY TASKING AND PARTNERSHIP DELIVERY IN ACTION

Action Plan of CANDO in Twyn Carno

TWYN CARNO RESPONSE		CANDO ACTION PLAN				
IDENTIFIED PROBLEM	WHERE	SPECIFIC ACTIONS	AGENCY	WHEN	ACTIVITY	OUTCOME
General ASB	Phillip's Walk Ty Coch Est.	High Visibility patrols by Police, CSWs	Police, CSWs	Mar 06	<ul style="list-style-type: none"> Multi agency patrols. Inc. Police; CSWs; Fire Service; Housing 	<ul style="list-style-type: none"> Reduce ASB and act as deterrent Gathered Community intelligence
	Ty Coch Shops	Deploy CCTV to deter and identify individuals	CSP /TEU	Mar 06	<ul style="list-style-type: none"> Oscar fitted Mar 06 	<ul style="list-style-type: none"> Deter and evidence ASB
	Rowan Place	Encourage reporting	Police, area Housing, CSWs	Mar 06	<ul style="list-style-type: none"> CANDO leaflet drop Mar 06 Ongoing - NPT to build confidence in community. Intelligence gathering 	<ul style="list-style-type: none"> Build citizenship, reduce ASB Reported rise in reporting of incidents
	Glan-y-Nant	Truancy patrols, identify excluded youths	Education	Mar 06	<ul style="list-style-type: none"> No patrols completed. Education Welfare failed to liaise with police 	NOT ACHIEVED
		Refer to ASB process	Police, TEU	Ongoing process	<p>ASB process referrals 01.01.06 – 30.04.06</p> <ul style="list-style-type: none"> Strike 1 - 6 Strike 2 - 16 ABC - 10 ASBO - 0 CRASBO - 1 <p>Referrals to TEU 01.01.06-30.04.06</p> <ul style="list-style-type: none"> 1 x Drugs 1 x Harrassment 4 x intimidation 2 x harrass / intimid 	<ul style="list-style-type: none"> Reduced and monitor ASB

				<p>Enforce breach of ASBOs and injunctions</p> <p>Restrict access to rear of Ty Coch</p>	<p>Police; Area Housing</p> <p>Area Housing Highways Police</p>	<p>Ongoing process</p> <p>Aug 2006</p>	<ul style="list-style-type: none"> • 15 x noise nuisance • 4 x nuisance behaviour • 7 x rowdy behaviour • 1 x street drinking • 6 x verbal abuse • 6 x breaches on 1 ASBO • 2 x Breach CRASBO • 2 bicycle barriers fitted • 2 projects have been referred to Highways 1. Gate to be fixed in rear lane to Upper Ras byrn- oer Farm 2. Restricted access behind 41-50 Ty Coch in legal process 	<ul style="list-style-type: none"> • Building community confidence in system • Reduced ASB and fly tipping 					
			<p>Housing to assess and progress closure of rat runs</p>	<p>Area Housing, Community / Youth services</p>	<p>Mar 06</p>	<ul style="list-style-type: none"> • 3 X closed in Phillips walk, in process to identify more. • 2x cycle barriers fitted Penydrae • Closed 2 x internal alleys under Glan y nant flats 	<ul style="list-style-type: none"> • Reduced ASB and graffiti in areas and • Reduce animal trespass 						
			<p>Improve access to youth orientated services within Ael-y-bryn</p>	<p>Youth Services</p>	<p>Aug 06</p>	<ul style="list-style-type: none"> • Table tennis club established Mar 06 • Internet access funded by Communities at one • Weekly OCN course in youth work • Cinema club opened for 4 weeks – further funding to be found • weekly after school club 	<ul style="list-style-type: none"> • Improved access to diversionary activities • Greater social inclusion • Improved sustainability by training local youths to run sports groups 						
			<p>Targeted intervention by youth workers aimed at youth who do not access services</p>		<p>Aug 06</p>	<ul style="list-style-type: none"> • Awareness raising / advice on Bus for various youth issues: - General wellbeing / health 							

						<ul style="list-style-type: none"> - / health - Mental health - Smoking - Alcohol use - Drug use - Personal safety - Self harm - Sexual health - Services available
Arson	Rugby Club bins Wheelie bins	Fire education – leaflet drop Fire Service to visit local school – education drive	Fire Service Fire Service	Mar 06 Mar 06	<ul style="list-style-type: none"> • Included in CANDO leaflet drop • 2 schools visited for educational talks 	<ul style="list-style-type: none"> • Increased awareness
Vandalism	Legion Social Club	High visibility patrols with id youths referred to ASB process Police to liaise with club to improve / remove outside seating area Surrounding area to be identified for clean up	Police, TEU , CSWs Police CSP / Probation	Mar 06 Mar 06 Mar 06	<ul style="list-style-type: none"> • CSWs - 96 manpower hours • Housing – 72 manpower hours • Police - unconfirmed • Probation cleared area of all rubbish 	<ul style="list-style-type: none"> • Prevent and deter ASB • Improved environment to reduce 'broken window syndrome' • Prevent youths congregating and vandalising
Mudslinging	TyCoch	Identify and enforce perpetrators Clean houses subjected to mudslinging Housing realigning garden boundaries to deter and caging downpipes	TEU, Police, CSWs Probation Service Area Housing	Apr 06 Mar 06 Apr 06	<ul style="list-style-type: none"> • No. of youths referred to ASB process, TEU enforce tenancy agreements • 8 houses cleaned • Completed Apr 06 	<ul style="list-style-type: none"> Reduced mudslinging in the area • Prevent 'broken window syndrome', reduce victimisation, increase parental responsibility

TWYN CARNO RESPONSE **CANDO ACTION PLAN**

IDENTIFIED PROBLEM	WHERE	SPECIFIC ACTIONS	AGENCY	WHEN	ACTIVITY	OUTCOME
Tenant ASB	Twyn Carno Phillips Walk Rowan Place	TEU to identify individuals and enforce tenancy agreements Police and CSWS to identify and refer to ASB process Tenancy Support Improve environment – closed open spaces. Tenants provided with secure parking spaces. Boundaries enhanced to define defensible space – secure by design	Area Housing, TEU Police, CSWs Area Housing Area Housing Area Housing	Ongoing process Ongoing process Ongoing process Dec 05 Jan 06	<ul style="list-style-type: none"> Referrals put forward no separate figure for ASB referrals from TEU Number of referrals put forward EMO made home visits to monitor and identify if support required Ongoing – Some work completed. funding to be identified for further works. Twyn Carno is a designated Urban renewal area Flats are Completed. • Funding to be Id'd for OAP bungalows & Rowan Place 	<ul style="list-style-type: none"> Increased Public reassurance by reducing ASB in public sector housing Evidence a zero tolerance – improved public reassurance Tenants ASB identified and monitored early Areas identified and improved Open areas enclosed to reduce congregation areas Improved street scene and Public reassurance

TWYN CARNO RESPONSE **CANDO ACTION PLAN**

IDENTIFIED PROBLEM	WHERE	SPECIFIC ACTIONS	AGENCY	WHEN	ACTIVITY	OUTCOME
Alcohol Misuse by youths	Behind Carno Shop Phillips Walk Rowan Way Ty Coch Glan y Nant	High visibility patrols Community to identify sellers Test purchase of licenses and public	Police, CSWs Community Trading Standards,	Mar 06 Mar 06 Mar 06	<ul style="list-style-type: none"> Hotspots patrolled regularly and in evening NOT ACHIEVED Completed Mar 06 3 pubs test purchased – 2 	<ul style="list-style-type: none"> Alcohol related ASB monitored No community intelligence received Discourage proprietors from selling underage

<ul style="list-style-type: none"> Car cruising with loud music 	<p>Carno Shop Phillips Walk</p>	<p>Remove vehicles</p> <p>Deploy CCTV where appropriate</p> <p>Police to identify vehicles, stop check and issue S59 notices</p> <p>Designated off street parking bays provided to residents</p> <p>Green area outside Carno shops enclosed</p> <p>Stop up highway outside shop</p> <p>Police to gather intelligence to identify individuals</p> <p>'Gate it' scheme to prevent access / dangerous driving</p> <p>Refer to ASB process</p>	<p>VOSER</p> <p>Environmental services</p> <p>CSP</p> <p>Police</p> <p>Area Housing</p> <p>Area Housing</p> <p>Highways</p> <p>Police Community</p> <p>Area housing</p> <p>Police</p>	<p>Mar 06</p> <p>Feb 06</p> <p>ongoing</p> <p>Feb 06</p> <p>Apr 06</p> <p>Apr 06</p> <p>Mar 06</p> <p>Jun 06</p> <p>Ongoing process</p>	<p>booked- unavailable</p> <ul style="list-style-type: none"> 6 X S.59s issued 3 cars removed OSCAR CCTV fitted Mar 06 6 X S. 59 notices served by Police 4 completed – ongoing programme when funding Id'd. Low level fencing completed Apr 06 NOT ACHIEVED– shop refused to have access closed Ongoing process Off road biking initiatives planned for later in the year Area fenced Number of interventions as before 	<ul style="list-style-type: none"> Improved perception of area Able to monitor and identify individuals <p>Reduce vehicle disturbance</p> <p>Improved environment – encourage community ownership</p> <ul style="list-style-type: none"> Closed down gathering area – prevent Vehicular ASB Recommended change of use of turning area outside the shops into a secure designated parking area, controlled by proprietor Restricted access for off road bikes Environment protected Reduced noise pollution Reduce vehicle ASB, protect grassed areas Tackle animal trespass Improved public protection Prevent ASB use of bikes Reduced ASB
<ul style="list-style-type: none"> Off road biking / cars 	<p>Paths in and around estates</p> <p>Glan y Nant grass areas</p>					

	Surrounding rural areas	Cycle barriers to be fitted Police initiative to 'seize and squeeze' Police to identify vehicles and issue s.59s	Housing Police, CSWs, Countryside	May 06	<ul style="list-style-type: none"> • 2 cycle barriers fitted • CCB wide operation 22.06.06 – no figures available 	
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TWYN CARNO RESPONSE

CANDO ACTION PLAN

IDENTIFIED PROBLEM	WHERE	SPECIFIC ACTIONS	AGENCY	WHEN	ACTIVITY	OUTCOME
<ul style="list-style-type: none"> • Fly tipping 	Behind Ty-Coch	<p>Raise awareness of waste management services by leaflet drop</p> <p>Cleansing of area</p>	<p>Cleansing CSP YOT</p> <p>Cleansing /Probation</p>	<p>Mar 06</p> <p>Mar 06</p>	<ul style="list-style-type: none"> • Included in CANDO leaflet drop – distributed by YOT • Multi agency patrols knocked on all doors in Twyn Carno • A free rubbish clearance offered to all households. • Cleansing moved vast amounts of refuse and bulky items • Litter picks both by Public Services and Probation Service 	<ul style="list-style-type: none"> • Raised awareness of free collection of refuse and bulky items with contact numbers. • Public reassurance - unkempt areas attract crime and disorder • Reduced 'broken window syndrome' linked to ASB • Improve public perception of area
		<p>Enforcement by Environmental Health</p> <p>Erect barrier in lane up to Bryn Bach</p>	<p>Environ-mental Health</p> <p>Police, Area Housing, Highways</p>	<p>Mar 06</p> <p>Apr 06</p>	<ul style="list-style-type: none"> • 2 x Fixed penalty fines for litter • Police consultation carried out • Barrier erected Apr 06 	<p>Public reassurance</p> <p>Reduce ASB</p> <ul style="list-style-type: none"> • Reduced access for fly tipping

<ul style="list-style-type: none"> • Graffiti 	<p>Twyn Carno</p>	<p>Wardens to patrol and identify areas to be cleaned by Probation Service</p>	<p>CSWs, Cleansing, Probation, Area Housing</p>	<p>Mar 06</p>	<ul style="list-style-type: none"> • Areas identified by Feb 06 • All id'd graffiti cleansed by Mar 06 	<ul style="list-style-type: none"> • Environment improved • Perception of area improved
<ul style="list-style-type: none"> • Lack of lighting 	<p>Middle of Phillip's Walk</p>	<p>Highways and housing to assess viability / cost</p>	<p>Highways</p>	<p>Mar 06</p>	<ul style="list-style-type: none"> • Not classed as a priority area for lighting investment 	<ul style="list-style-type: none"> • Environment improved • Perception of area improved
<ul style="list-style-type: none"> • Litter 	<p>Twyn Carno</p>	<p>Litter picks to be arranged</p>	<p>Cleansing, Probation Service</p>	<p>Mar 06 Mar 06</p>	<ul style="list-style-type: none"> • Intense litter picks coordinated between Public services and Probation Service • Rolling educational programme 	<ul style="list-style-type: none"> • Improved environmental awareness
<ul style="list-style-type: none"> • Animal trespass 	<p>Ty-Coch</p>	<p>Education by SLOs in school</p>	<p>Police</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • 2x fixed penalty for littering 	<p>Less stray animals causing damage</p>
		<p>Enforcement where appropriate</p>	<p>Environmental Health</p>	<p>Apr 06</p>	<ul style="list-style-type: none"> • Barriers around open space top of Ty Coch re-welded • Identified breaks in boundaries – fencing / repairs programmed 	
		<p>Prevent access where appropriate</p>	<p>Area housing</p>	<p>Mar 06</p>	<ul style="list-style-type: none"> • Commoners Assoc. employed a Ranger • Links forged between agencies 	
		<p>Commoners Association to take ownership and responsibility – Police to liaise</p>	<p>Police, community group</p>	<p>Apr 06</p>		

Section 3 – Appendix 2 – update on progress 2006 - 2007

Moving Forward

There has been a further three CANDO initiatives during 2006-2007 in Penyrheol; Pontllanfraith and St. Cattwg wards. Another three CANDO initiatives are planned for 2007 – 2008. The CANDO's completed in the last financial year have felt to be very successful by all parties involved. Their full evaluations are in the first stages of collating the appropriate data. Most of the recommendations have been implemented. Particularly in engaging with the wider community. This year we introduced community surveys to access a broader cross section of the community.

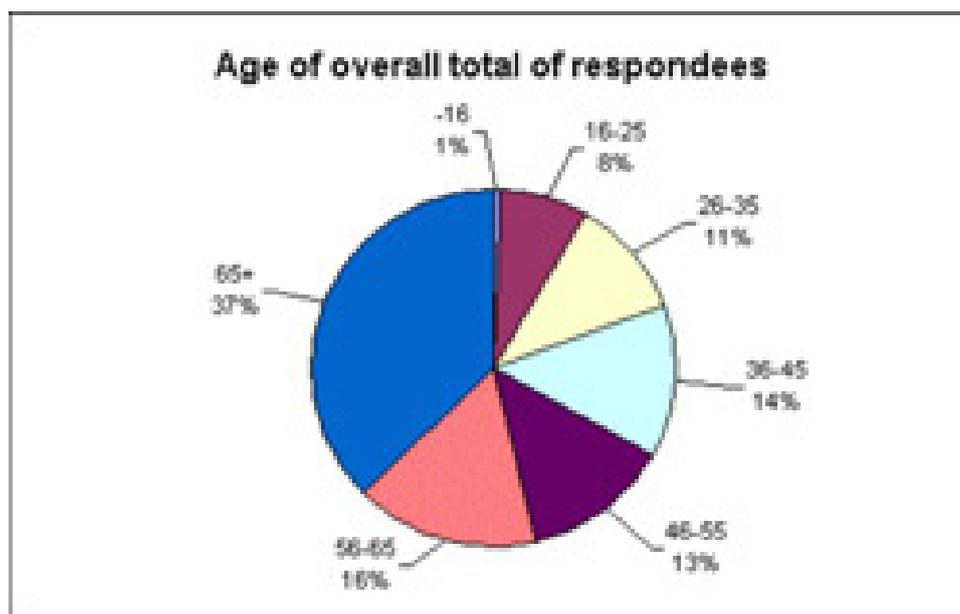
This was achieved by utilising the Neighbourhood Policing Team (NPT), the council Community Safety Wardens (CSWs) and in some cases the local crime prevention panels and Neighbourhood Watch members to knock on doors between 12 noon and 7pm and ask a simple questionnaire. **Example see Appendix 3.** This approach was found to be very effective in identifying issues and collecting community intelligence that fed into the process and would not normally be accessible. It is resource intensive but worth the results, ideally an intelligence analyst would be available to enhance its effectiveness. Some of the results were of a priority nature leading to a number of drug warrants exercised, much to the community's satisfaction.

Questionnaires asked: (appendix 3)

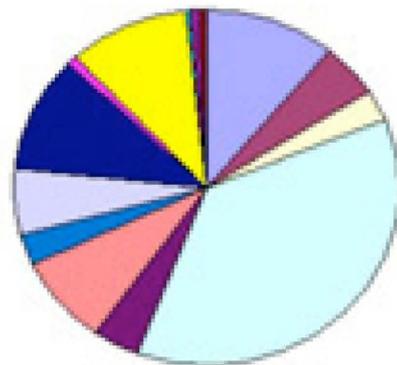
- Street
- Age
- Name 3 concerns (when, frequency, who etc.)
- Perception of safety on street day and night
- Would you be willing to join a voluntary group ie NHW, youth club?
- How would you like feedback from NPT?

Example of Surveys analysis

Below is the results from St Cattwg CANDO community surveys that fed into the multi agency workshops February 2007. There was also a separate youth survey that feed into the community and multi agency workshop.

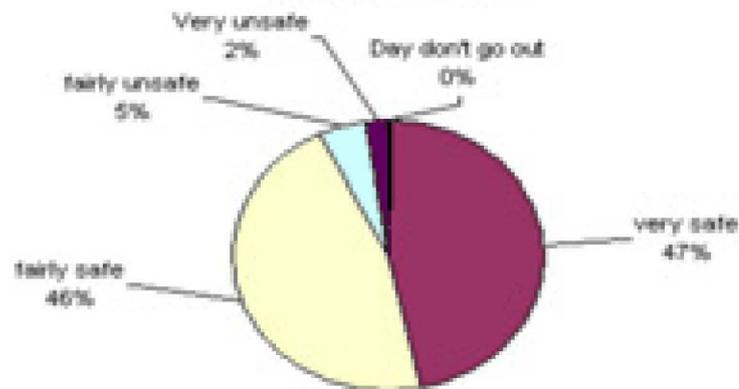


Overall concerns within St Cattwg

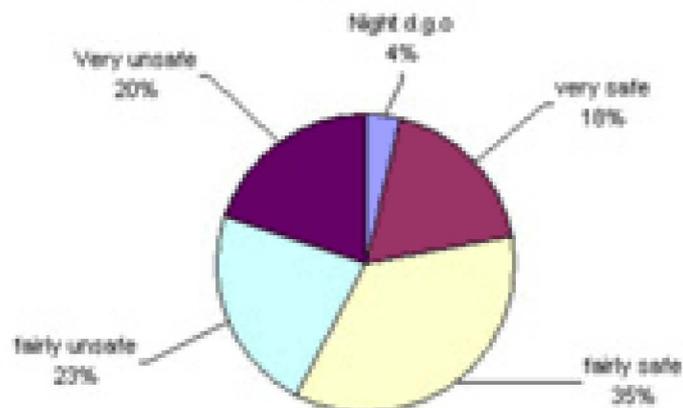


- No Concerns
- crime
- Drugs
- Youth behaviour
- under age alcohol
- Speeding cars
- mini / off rd mcycles
- Parking obstructions
- Litter
- lighting
- dogs
- Housing repairs
- Road repairs
- Wheelie bin theft/dam

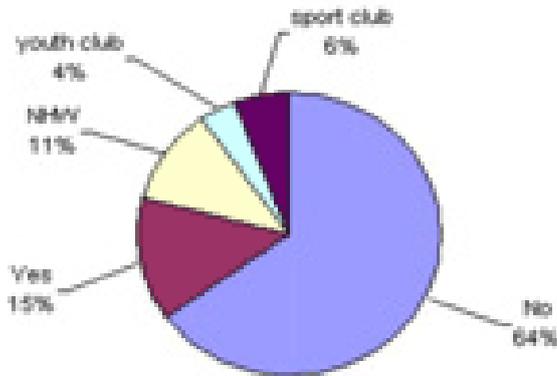
Overall safety of residents in St Cattwg during daytime



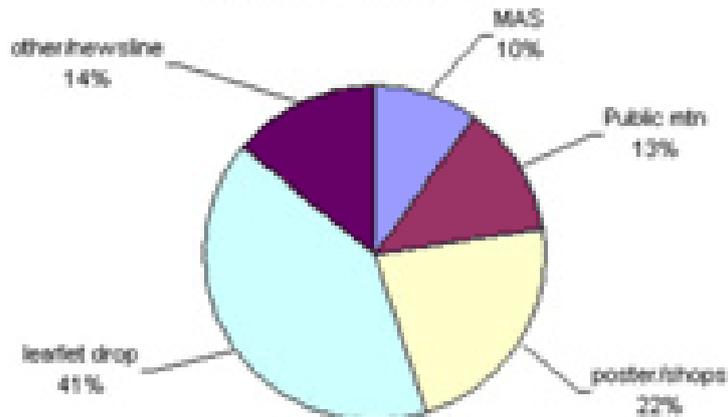
Overall safety of residents in St Cattwg during night time



Overall willingness by residents of St Cattwg to participate in community work



Total opinion of St Cattwg residents of future contact methods



It must be remembered that as part of the SARA process the CANDO initiative is work in progress and the SCCSP and partner agencies are constantly assessing their mechanisms and delivery to inform and improve practice. Many lessons have been learnt and continue to do so. It has been imperative to remember that each community is individual and it only with their full engagement in the process can we identify the issues that feed their fear of crime and tackle them accordingly. Feedback from our local communities that have been involved with the CANDO initiative view it as very worthwhile project as evidenced in the evaluation report 2005-2006 as available on our website www.caerphilly.gov.uk/saferccb.

COMMUNITY SURVEY – CANDO St Cattwg

1. **Name of Street** _____

2. **Which age group are you in?**

Under 16	
16 – 25	
26 – 35	
36 - 45	
46 – 55	
56 - 65	
65 +	

3. **Name three of the main concerns you have about the area you live in. List in order of importance**

Priority One:	
When? (day and time)	
Where?	
Who?	
Other info	

Priority Two:	
When?	
Where?	
Who?	
Other info	

Priority Three:	
When?	
Where?	
Who?	
Other info	

4. **How safe do you feel walking about in your area?**

Daytime	Very safe		Fairly safe		Fairly unsafe		Very unsafe	
Night-time	Very safe		Fairly safe		Fairly unsafe		Very unsafe	

5. **Would you be prepared to get involved in local community work or projects?**

ie. Neighbourhood watch / youth clubs / sports clubs (*circle one interested in*)

Name: _____

Contact details: _____

6. **How would you like the Safer Caerphilly Community Safety Partnership to communicate with you in future?**

Multi agency surgeries	
Public meeting	
Posters / local shops	
Leaflet drops	
Other - Specify:	