



Home Office

Crime Reduction & Community Safety Group

Tilley Awards 2008 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 tilleyawards08@homeoffice.gsi.gov.uk.

All entries must be received by noon on **Friday 25th April 2008**. 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 or alex.blackwell@homeoffice.gsi.gov.uk.

Section A: Application basics

1. Title of the project: **Operation Abash – ‘Polska’ Orientated Partnership**

2. Key issue that the project is addressing e.g. Alcohol related violence:

Hate Crime against the Polish Community in Edlington & Doncaster. Engagement with this Community and seeking improvement of the provision of service.

Author contact details

3. Name of application author: **Pc160 Simon Kirkham – Community Beat Manager**

4. Organisation submitting the application: **South Yorkshire Police**

5. Full postal address: **West Safer Neighbourhood Team
Edlington Police Station
Main Avenue
Edlington
Doncaster
DN12 2AN**

6. Email address: **simon.kirkham@southyorks.pnn.police.uk**

7. Telephone number: **01302 385488, 07775 865123**

Secondary project contact details

8. Name of secondary contact involved in the project: **Ms Donna Flicker – DMBC Community Safety Warden**

9. Secondary contact email address: **donna.flicker@doncaster.gov.uk**

10. Secondary contact telephone number: **(01302) 385488**

Endorsing representative contact details

11. Name of endorsing senior representative from lead organisation: **ACC Andy Holt**

12. Endorsing representative's email address: **andy.holt@southyorks.pnn.police.uk**

13. For all entries from England & Wales please state which Government Office or Welsh Assembly Government covers your area e.g. GO East Midlands: **GO Yorkshire & Humberside**

14. Please mark this box with an X 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):

X

Section B: Summary of application - *In no more than 400 words use this space to provide a summary of your project under the stated headings (see guidance for more information).*

Scanning:

Edlington is a former mining village regarded as a high crime area. Edlington has seen a rise in the numbers of Polish moving to the area in search of employment resulting in some tension. Many hate crimes went unreported. Polish residents also feared the Police and many were unsure how to make contact. Many Polish believed the authorities to be corrupt. The Authorities were not being contacted and Polish residents were suffering in silence. Polish communities appeared closed yet were increasing in size. It was clear that there was a problem with hate crime and a deeper problem of confidence and trust in the authorities.

Analysis:

- Police / DMBC Databases
- Partnership meetings (12,000 Polish in Doncaster not 4000)
- Consultancy / specialist interpretation unit
- Consultation / Polish Society Doncaster & Saturday School
- Consultation Polish media
- Translated questionnaire
- Visit to Poland.
- Cultural Audit
- Consultation Schools / DMBC / DMBC specialist departments
- Consultation Landlords / major employers / established Polish
- Consultation (Merseyside / Thames Valley / PSNI)
- Consultation Polish Consul, British Consulate
- Consultation Polska Policja
- NIM information
- POP and SARA models

Response:

A multi agency operation to address hate crime, engage and understand concerns then improve communication, understanding and trust.

- Briefings for Police and DMBC to highlight and educate
- Polish phrases circulated
- Polish Language courses
- Polish Special Constables
- Translated flyers
- Engagement / children of the Polish Saturday School
- Meetings with Polish Community leaders and visit to Poland
- Focus groups

- Robust Policing
- Extra patrols / hotspots
- Polish Newspapers
- Inclusion 'Lifestyle' competition of Polish children
- Interpretation line
- Police / DMBC / Polish football matches.

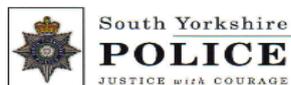
Assessment:

Hate crime significantly reduced but manifest in other areas of Doncaster. Verified by visits to Polish residents, landlords and employers and the qualitative information confirmed that in Edlington the initiative had realised a 95% reduction. More work needed to provide information and to win confidence although the phrase 'Edlington is now a better place to live' became a notable reply.

- Replies / questionnaire
- Invites / Polish Community events and meetings
- Contributions in Polish media
- Report completed / key recommendations
- Op ABASH model utilised elsewhere as best practice
- Monthly consultation
- Signs of greater confidence

State number of words: 390

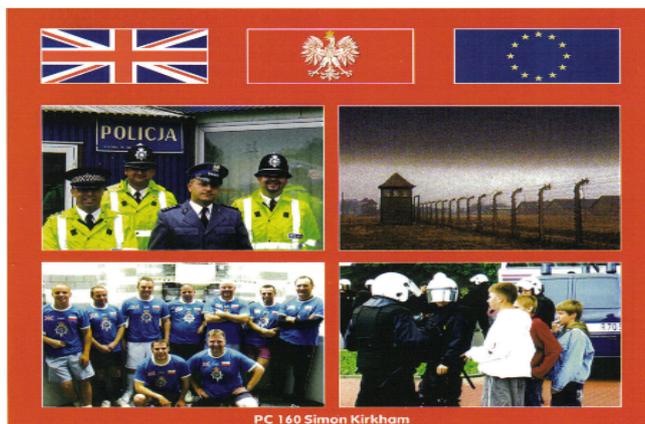
Section C: Description of project - Describe the project in no more than 4,000 words. Please refer to the full guidance for more information on what the description should cover, in particular section 12.



OPERATION ABASH

12th December 2006
to 12th December 2007

A report containing the findings
of an initiative to engage with the
Local Polish Community in Edlington and Doncaster



PC 160 Simon Kirkham

SCANNING THE PROBLEM.

In November 2006 a local Landlord attended Edlington police station with concerns about Polish tenants encountering abuse in their homes and when out in the streets. The Landlord willingly entered the Police station but his two tenants were clearly nervous. Both tenants lived in Edlington on a temporary basis to find work. The meeting that followed produced evidence of hate crime issues in Edlington the extent of which was never fully reported at that time.

- Peter had been racially assaulted near the British Legion in Edlington.
- Arthur had also been assaulted in an earlier incident but had not reported the matter.
- Similar incidents were mentioned but few were reported to the Police.
- Incidents were connected with Polish workers in the village.
- Polish population living in Edlington was 50 in rented housing on the Royal Estate.
- 200 Polish people were employed locally
- Polish did not to trust the Police / Local Authorities believing in corruption and reprisals.
- Peter and Arthur were unsure as to what help was available.
- Many Polish people did tolerate racist trouble and suffer in silence.
- Many Polish would seek to resolve matters themselves.
- Polish properties were being subjected to criminal damage.

SETTING OBJECTIVES.

Improve communication and trust with the Polish community. Establish the scale of hate crime in order to establish a sustainable solution. Generate data from victims of hate crime by community engagement. Improvement of service provision in terms of information, recording of incidents and promoting engagement.

THE INITIAL MULTI AGENCY MEETING.

In December 2006 a meeting took place at Edlington Children's Centre. The group consisted of Polish residents, translators, Police, DMBC, landlords and major employers. The Polish in attendance represented their colleagues and a DMBC expert on racial tensions also attended. The meeting established:

- Racial tensions in Edlington.
- Escalation could occur.
- Some locals were very aggressive towards the Polish.
- Fights were sometimes provoked.
- Polish left the village due to racial abuse.
- **Times / Locations** of incidents in Edlington were identified.
- There was a lack of knowledge about services.
- Polish were unsure about how to contact the Police.
- Polish were reluctant to speak to the Police.
- Crimes go unreported.
- Many Polish believe that local amenities were inaccessible due to language.
- Polish have limited participation in community groups in the area.
- Polish rely on key individuals in the community that support and advise them.
- **A request for more patrols at key times and places.**
- Polish wish to feel safe, to communicate and to have access to amenities.

INVESTIGATING WHY THE POLISH COME TO EDLINGTON.

Further meetings revealed:

- Cheap houses to rent.
- Good sources of employment.
- Better wages than in Poland (£300.00 a month in Poland).
- Largest employers in Doncaster are in Edlington.
- Polish work ethic considered desirable.
- Polish community estimates 12,000 in Doncaster not the 4000 projected by Home Office.
- Polish unable to claim benefits unless employed for 12 months.

CONSULTING KEY STAKEHOLDERS.

The Polish Society in Doncaster
The Polish Saturday School
Polcaster Magazine
DMBC Adult Learning Centre
DMBC Childrens Centre
Primetime Recruitment Agency
South Yorkshire Police / DMBC NCCS
DMBC. Doncaster Interpretation & Translation Unit
DMBC Extended Schools Service
Polypipe PLC
Gangmasters Licensing Authority
The Prime Minister - Provided letter of support to the Polish 'Lifestyle' Team.
Marek Slomski - Police contact in Poland.
Mgr Malgorzata Moryn Trzesimiech - Head of Social Services, Poland.
Jozef Drabicki - Chairman of Gliwice Football Club.
Mr Alan Stretton, - Honorary UK Consul, Katowice Poland
DMBC Mayor's Office
Edlington Community Groups

'POLCASTER' MAGAZINE - A VITAL CONTACT.

Contact was made with Sylvester Zwierzynski of 'Polcaster' magazine which contains articles for the Polish in Doncaster. This Polish newspaper 'fills the information gaps' for its community. The Police and partners worked closely with Sylvester and his magazine submitting articles for the Polish community. Outlets for this magazine were found in Edlington. This was a good source of community intelligence.

MEETINGS WITH THE POLISH SOCIETY IN DONCASTER.

April 2007 saw the first attendance at meetings with the Polish Society in Doncaster. These meetings were arranged through 'Polcaster' Magazine. Police Officers attempted Polish and were met with applause. Many of the concerns at the initial meeting were considered Borough wide. The Polish Community in Doncaster had an established network of contacts, a football league and an annual Community Week. Findings from this meeting included:

- Negative perceptions of newcomers to the UK
- Fear of competition for local jobs.
- Hate crime occurs but is in the minority.
- Polish are unaware, unwilling or reluctant to ask for help from the Authorities.
- Polish perceive disparity in service between those that can speak English and those that cannot.
- Polish recognise historical links between the UK and Poland.
- Many Polish do not integrate very well in community groups.
- Polish feel a need to be self sufficient.
- Tolerance to crime and antisocial behaviour is high.
- Many consider it better in the UK.
- It is common for victims to stay silent and put up with problems.
- If victimized Polish may take matters into their own hands.
- Many Eastern Europeans are former soldiers.
- Information passes very quickly within the Polish Community.
- A Polish speaking Police Constable was requested.

SEEKING EXPLANATIONS FOR HOSTILITY.

Edlington community groups and the public held beliefs that the Polish take jobs from the British and receive preferential treatment for housing. In Edlington there was little success in debating these views that appeared to be deeply engrained. The report by the Campaign for Racial Equality in April 2006 entitled 'The Reception and Integration of New Migrants in Britain' appeared to reflect local feelings stating three factors:

- ***The misconception that new migrants receive unfair preferential treatment – 'They get off a lorry and are given everything' [white male, Barking and Dagenham].***
- ***The perception that new migrants are putting pressure on already overstretched public services – 'There would be a strain on services and this would create more resentment from the home grown population – [white male, South Holland]***
- ***The perception that new migrants are a threat to the local culture – 'I object very strongly to being made to feel like a second-class citizen. When I hear about Government objecting to Christmas cards not being sent out, I get very angry' [white female, Crewe]***

Institute for Public Policy Research

CIRCULATION OF THE 'KWESTIONARIUSZ'.

A multi agency Polish questionnaire was constructed costing £250.00. The questionnaire was distributed in Edlington and included in 'Polcaster' magazine for wider circulation. Returns were lower than expected with a reply rate of approximately 5%. There were benefits. Widely circulated it demonstrated a desire to engage and address concerns. It provided a check measure to existing findings.

VISIT TO POLAND.

In June 2007 delegates visited the city of Gliwice, Poland the twin city to Doncaster with the help of the Honorary British Consul in Katowice. The visit encompassed meetings with Social Services, Gliwice Police and local people and was featured in local media. The visit greatly improved the understanding of the Polish Culture and was fully reported in that months copy of 'Polcaster' Magazine demonstrating to the Polish Community of Doncaster a determined desire to engage and understand.

SOURCES OF DATA.

Police and DMBC information and incident systems were used. Information came from focus groups, members of the Polish community, local employers, friends, landlords and members of UK community groups. Much was obtained by walking the beat and speaking to the passing public.

Known incidents in Edlington	2006
Violent crime against Polish	6
Antisocial behaviour against Polish	8
Criminal Damage against Polish	6
Graffiti against Polish	4

Total hate crime incidents actually reported to the Police (Min 1 forms from District Protection Unit)

Visible minority ethnic groups (self reporting to authorities)	20
Non Visible minority ethnic groups (self reporting to authorities)	0
Non Visible minority ethnic groups (reported by third party)	1

Incident 1750 of the 20th October 2006 refers to a large group of males attacking two Polish males in their home on the Royal Estate, Edlington. The victims never attempted to contact the Police on this occasion but were helped by concerned British neighbors.

The NHS cultural audit for Edlington estimates a 97% white British population with the remaining 3% being roughly equal in terms of Visible and Non Visible Minority Ethnic residents and a significant proportion being white Polish.

It is logical to expect a greater percentage of reports from the Polish community and rather troubling as to why this is not apparent.

SIGNIFICANT LIMITATIONS OF AVAILABLE DATA.

It was clear that hate crime was occurring but the Polish community was reluctant to report incidents hence hard data was difficult to obtain and quantify. This lack data indicated that the use of SARA & PAT models may not be optimal, nevertheless the problem needed to be addressed regardless of such limitations. Successful engagement would generate more information.

ANALYSING THE INFORMATION OBTAINED.

Places and locations where incidents of hate crime occurred.

Polish people were being subjected to hate crimes mainly near Edlington pubs and clubs during the weekends and usually in the evening. In addition it was observed that some Polish families were being targeted at home addresses on the Royal Estate.

Offenders in these matters.

Offences were conducted by younger British men often in drink and often in groups. The offenders made racist comments to victims and were known to attack Polish males. Offenders also included British juveniles who would target Polish homes with graffiti and eggs. Comments such as 'stop taking our jobs' and 'go to your own country' were reported. There are three major employers who employ several hundred Eastern European workers in Edlington. Tensions appeared to relate to employment.

Victims in these matters.

Many Polish victims were young males and were not reporting matters to the Police. Many did not feel able to do so or did not know how to. Some Polish considered the Police and authorities corrupt and unable to help. Many Polish people in Edlington felt unsafe and several returned to Poland. Victims of physical attack reported one such crime with more going unreported and undiscovered for a number of months.

Key limitations with existing systems to record information.

Information was obtained by trawling through Police and DMBC systems but it was noted that incidents were unable to be collated using a search field denoting Polish or any other specific nationality. As such it is possible that some data regarding specific Polish victims may not have been highlighted for our purposes. A further check measure was put in place to try and help quantify the problem. A multi agency questionnaire was created with the support of DMBC, The Police and the Polish Society in Doncaster.

FINDINGS FROM THE QUESTIONNAIRE.

Would you use a dedicated Polish Telephone service to access essential services?	80% Yes	20% No
Would a Polish Community Group would be beneficial to share ideas and celebrate events?	80% Yes	20% No
Are you currently working?	75% Yes	25% No
Are you aware of your rights as an employee?	75% Yes	25% No
Are you aware of your responsibilities working in the UK?	75% Yes	25% No
Have you been given information on working in the UK?	75% Yes	25% No
ARE YOU AWARE WHAT EMERGENCY SERVICES ARE AVAILABLE TO YOU?	35% Yes	65% No
ARE YOU AWARE OF THE PROCEDURES TO ACCESS THESE SERVICES?	30% Yes	70% No
ARE YOU AWARE OF THE SERVICES OFFERED BY DMBC?	20% Yes	80% No
DO YOU KNOW HOW TO ACCESS THESE SERVICES?	20% Yes	80% NO

A section of the questionnaire was prepared for comments. The following themes were frequently noted:

How to contact the Police.

"I Don't Know"

"I Don't know the telephone number"

"By Telephone?"

"I know the address and location of my nearest Police Station"

"Telephone number 122?"

"The police station is five minutes walk away. Telephone 999 or 112"

What do the Police do?

"I don't know"

"I don't have that information"

"Intervention when needed"

"Help in situations of danger, threat"

"Protection, resident's security"

"Protecting residents health and safety"

"They keep law and order in the broad sense. Besides that I have no further knowledge"

Any worries or concerns that you may have.

"Yes I live in Hexthorpe in Doncaster and often see broken windscreens in cars parked on the pavement"

"What to do if I find myself in danger"

"Nothing at the moment"

Can you explain to us all about the troubles you have encountered where you live?

"Theft of radios from cars and vandalising cars e.g youths jumping on car bonnets"

"Waste bin went missing on collection day"

"My home was robbed"

"Several times I have experienced taunting by drunken youths"

"Groups of youths taunt Polish people, most often on Saturday (Friday) nights"

"Robberies in homes"
"Going out after 10pm"
"Frequent knocking on windows and unjustified taunting and name calling"
"Haven't experienced any problems yet"

What would you wish to be done to help you and your community?

"More contact with the Police but in Polish"
"More Police Patrols"
"More frequent Police patrols especially in the evenings during weekends"
"Information in Polish"
"More patrols at night"
"More information in Polish in shops and offices"
"More patrols in the streets"
"Obtaining information about public services and the help they provide, legal advice in Polish"

Can you explain to us the extent of your knowledge of local community groups that exist?

"No"
"Don't know any such groups"
"I don't know any"
"Don't know any"
"No knowledge"
"Don't know anything on this subject"
"Have no information apart from the fact that I know where the Council's offices are"

Would you be interested in taking part in starting your own?

"Yes of course"
"No"
"No"
"Not sure. It would depend on how it would work"

KEY DEDUCTIONS.

- Action required for hate crime in Edlington at those specific times, places and locations identified.
- Greater information must be obtained regarding the Polish community, its culture and concerns.
- Findings must be disseminated to all agencies in order to ensure an appropriate standard of service is provided.
- Recording systems require modification to identify specific Polish incidents to inform the cultural audit.
- Important for the provision of clear, concise public information in Polish.
- Establish and engender communication and trust with the Polish community.

CONSTRUCTING A MULTI- AGENCY RESPONSE.

Operation Abash was initiated by PC160 Simon Kirkham working in partnership with DMBC Community Safety Wardens Paul Walsh, Donna Flicker and Melissa Hazel with specific objectives:

- Engage with the Polish Community to understand and address problems.
- Consider ways to improve communication between the Authorities and this Community.
- Increase the level of understanding of service provision.

SCOPE OF OPERATION.

- Liaison with local community groups, landlords & DMBC partners and amenity providers.
- Liaison with major local employers of Eastern Europeans.
- High profile Policing and reassurance for local Eastern European Community.
- Liaison with Eastern European Community groups and publications.
- Working closely with multi agency partners to address the issues.
- Suggest and implement sustainable measures initially in Edlington & Warmsworth.

HOW THE PROBLEM WAS ADDRESSED

Much of the work was aimed at the victim group to provide service information, promote trust and generate information. Additionally the victim group was encouraged to integrate with existing community groups and translated information was provided at locations where incidents had occurred such as local shops and clubs. Specific work was conducted against the offender group to address hate crime offences. It was difficult to change the 'mindset' of most offenders. Prosecutions and the impact of firm action was spread by word of mouth that such behavior would not be tolerated. Youth Intervention Service and Youth Offending Teams were also utilized when dealing with younger offenders. A number of initiatives were conducted specifically to improve service provision.

TRANSLATED INFORMATION.

DMBC Translation services produced a poster that was displayed in shops, posted to residents and shown at local amenities. This document cost approximately £60.00 for each language and designed to make impact in the community, provide basic information and be a statement of intent. Copies were produced in Polish, Lithuanian and Romanian and widely distributed. Copies were forwarded for use elsewhere in Doncaster.



Grudzień 2006

Działajmy razem jako wspólnota - Edlington i Warmsworth

Policja regionalna odebrała w ostatnim czasie liczbę zgłoszeń dotyczących młodych, jak i w niektórych przypadkach, starszych mieszkańców stanowiących zagrożenie dla bezpieczeństwa i spokoju naszej społeczności. Jako że niektóre incydenty mogły mieć podłoże rasowe jest sprawą bardzo istotną aby wszystkie niepokojące państwa wydarzenia zostały zgłoszane.

Staramy się aby:

- Mieli państwo łatwy dostęp do Policji oraz władz lokalnych
- Nie wahali się państwo prosić o pomoc gdy jest ona potrzebna
- Czuli się państwo pełnoprawnymi członkami naszej społeczności
- Nikt nie cierpiał w osamotnieniu

Lokalni Funkcjonariusze Policji z Bezpieczniejszej Zachodniej Drużyny Sąsiedzkiej pracują wspólnie z władzami i innymi organizacjami nad zapewnieniem państwu bezpieczeństwa, jesteśmy po to by pomagać i słuchać!

TELEFONY KONTAKTOWE :

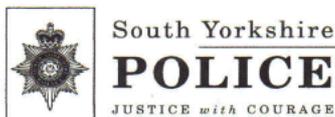
999 numer alarmowy w nagłych przypadkach
(01142) 202020 zgłaszanie wydarzeń nie wymagających natychmiastowej interwencji
(01302) 385488 kontakt z lokalnym posterunkiem Policji (od 9 do 5)
(01302) 736000 linia kontaktowa władz lokalnych

Promujemy sprawiedliwość, prawość, szacunek, szczerść i zaufanie.

Posterunkowy 160 Simon Kirkham

Policja południowego hrabstwa York, Sheffield tel.: 01142 20 20 20, pros o przełączenie do odpowiedniej jednostki Policji albo do 'Stop-intruzom' (Crimestoppers) pod numerem 0800 555 111

Nie musisz podawać swoich danych, możesz otrzymać pieniądze wynagrodzenie. Numer do 'Stop-Intruzom' jest bezpłatny.



December 2006

TOGETHER AS A COMMUNITY - Edlington & Warmsworth

Reports have been made to the Police in frustration about youths and, on occasion, adults causing distress, alarm and injury to people and damage to property in our community. Sometimes the motives behind these actions are racial and it is important that these matters are reported to the authorities so that solutions can be found.

Our wishes are:

- That you have clear access to the Police & Local Authority.
- That you can be confident in asking for help if you need it.
- That you feel as welcome in community groups as anyone else.
- That no one should suffer as victims in silence.

Your local Community Police Officers of the West Safer Neighbourhood Team are working in conjunction with the local authority and other organisations to provide support. And to listen!

Key numbers include:

999 For emergency response to immediate incidents.
(01142) 202020 For non emergency matters that you need to report.
(01302) 385488 For your local Community Police Team (9am - 5pm)
(01302) 736000 For your Local Authority enquiries.

Wishing to promote fairness, integrity, respect, sincerity and trust.

Pc160 Simon Kirkham
Community Beat Manager (Edlington & Warmsworth)

South Yorkshire Police, Sheffield 01142 20 20 20, and ask to be put through to the relevant police station Or Crimestoppers on 0800 555 111

You do not have to leave your name and you could receive a cash reward. The Crimestoppers number is a Freephone number.

POLICING PLAN FOR THE ROYAL ESTATE, EDLINGTON.

Police and wardens targeted Royal Estate hotspots. Specialist resources including mounted police and the DMBC Neighborhood Response Teams were secured to provide highly visible directed patrols over a 6 month period. This was necessary to provide resilience when the standard patrols were at their busiest. The patrols were maintained and all incidents were robustly addressed. Officers were briefed regarding Polish culture and the problems. Nuisance youths were targeted and after one such incident the youths wrote a letter of apology to the Polish family concerned. Polish residents were visited and reassured. The deployment was gradually reduced and routine patrols left to continue.

GRASS ROOTS ENGAGEMENT WITH THE POLISH SATURDAY SCHOOL.

The Polish Saturday School meets in Doncaster. The school has charitable status and has run for three years. It has 60 students between 6 and 17yrs. The teachers are Polish and teach numerous subjects. The schools intention is to consolidate its position and teach Polish at 'A' level. Officers and wardens provided assistance with presentations, literature and funding contacts. Engaging with Polish youth was vital to win trust and confidence. Six Polish youngsters entered the Police 'Lifestyle' competition this year. This was the first occasion a Polish team had entered this community competition. Letters of encouragement were addressed to the children from the Prime Ministers of Poland and The United Kingdom.

LANGUAGE AND CULTURE COURSES.

The Polish Saturday School provides tuition courses in basic Polish to Police Officers and DMBC staff at a cost of approx £1000.00. The training will facilitate communication and make a positive impact on engagement. It will also generate income for the Polish Saturday School and demonstrate real commitment by the Police and local authority.

ENGAGEMENT THROUGH FOOTBALL.

Polish youngsters and young adults are passionate about football. In May 2007 officers took part in the first of a number of Polish football competitions in Doncaster. This was a significant 'first' for South Yorkshire Police to be invited. The Police team made the semi finals and sponsored a 'Polcaster' plate trophy that was presented to the winning team. Much positive feedback was obtained from this initiative.

INVESTIGATING A LOCAL INTERPRETATION LINE SERVICE.

Consideration was made for a local Interpretation Telephone Line service for the most vulnerable Polish to enable access to key services. Doncaster Interpretation & Translation Unit possessed the means to establish the service and comparisons were made. The existing service has limitations and was not extensively used last year costing £2600.00. The proposed service costs £8000.00 pa but provides a much greater capability of service and can be accessed by officers on the streets and victims in their homes.

INVESTIGATING POLISH SPECIAL CONSTABULARY.

A number of Polish expressed the desire to become Special Constables and help bridge the gap between the Polish Community and the Police. Work was conducted to promote the concept and is still being progressed. Liaison with Thames Valley Police in Reading provided supporting evidence of best practice with examples of Polish PCSOs.

CRIMESTOPPERS AND NEIGHBOURHOOD WATCH.

Ways in which Polish residents can be encouraged to integrate and attend established geographical groups were considered or to establish their own groups. Information for Crimestoppers and Gang Masters Licensing Agency has been promoted to generate information regarding criminal activity.

GANGMASTERS LICENSING AUTHORITY.

Contact was made with the head of intelligence of this body and subsequent meetings have taken place to share information regarding Polish issues in Doncaster and to ensure that all agencies are supporting each other and marketing the appropriate contact information within the Polish Community. Greater liaison and information sharing was obtained.

PUBLICATIONS IN POLISH.

Numerous Home Office and DTI booklets were obtained and distributed to the Polish community in Edlington. Work was conducted to support a multi- cultural forum where the Police and DMBC have contributed information for the production of one all encompassing information booklet translated into a number of languages including Polish.

SHARING INFORMATION WITH PARTNERS.

Regular briefing documents have been produced and circulated to all partners. This was done to ensure that any response conducted was made from a position of knowledge and understanding. Additionally these briefings highlighted issues and generated consider information and intelligence from colleagues and partners. Other Police Forces and Local Authorities have been approached and given briefing information. Best practice from elsewhere has also been considered.

ASSESSING THE IMPACT.

Hate crime in Edlington is much reduced towards the Polish and other community groups. Difficulties in obtaining data did reduce the volume of quantitative data available but a theme became apparent based upon recordable incidents on Police and DMBC databases.

Known incidents in Edlington	2006	2007
Violent crime against Polish	6	0
Antisocial behaviour against Polish	8	2
Criminal Damage against Polish	6	2
Graffiti against Polish	4	0

Overall performance in Edlington 2007:

Violent Crime reduced by 25%

Criminal Damage reduced by 19%

Serious assaults at lowest for three years

Visible Minority Ethnic Group (Self reporting hate crime incidents to authorities in 2007) 11 (- 9)

Non Visible Minority Ethnic Group (Self reporting hate crime incidents to authorities in 2007) 4 (+4)

The figures reflect the success of the policing plan for the Royal Estate in Edlington. No other deployment took place during this time. It is apparent that crime has been reduced and reports made by the Polish increased indicating that engagement has generated greater trust. Regular liaison is now maintained with 'Polish' champions who provide valuable information about the concerns of their community.

Comments include:

"Things are much better. We are not getting as many problems as before"

"We have had no problems for 6 months and in one year just one issue"

"We employ more Polish today. Its nearly 240 in the Edlington factory"

"Things are better in Edlington today"

"Youths still drink outside my house"

"Edlington is considered a better place to live"

Other results :

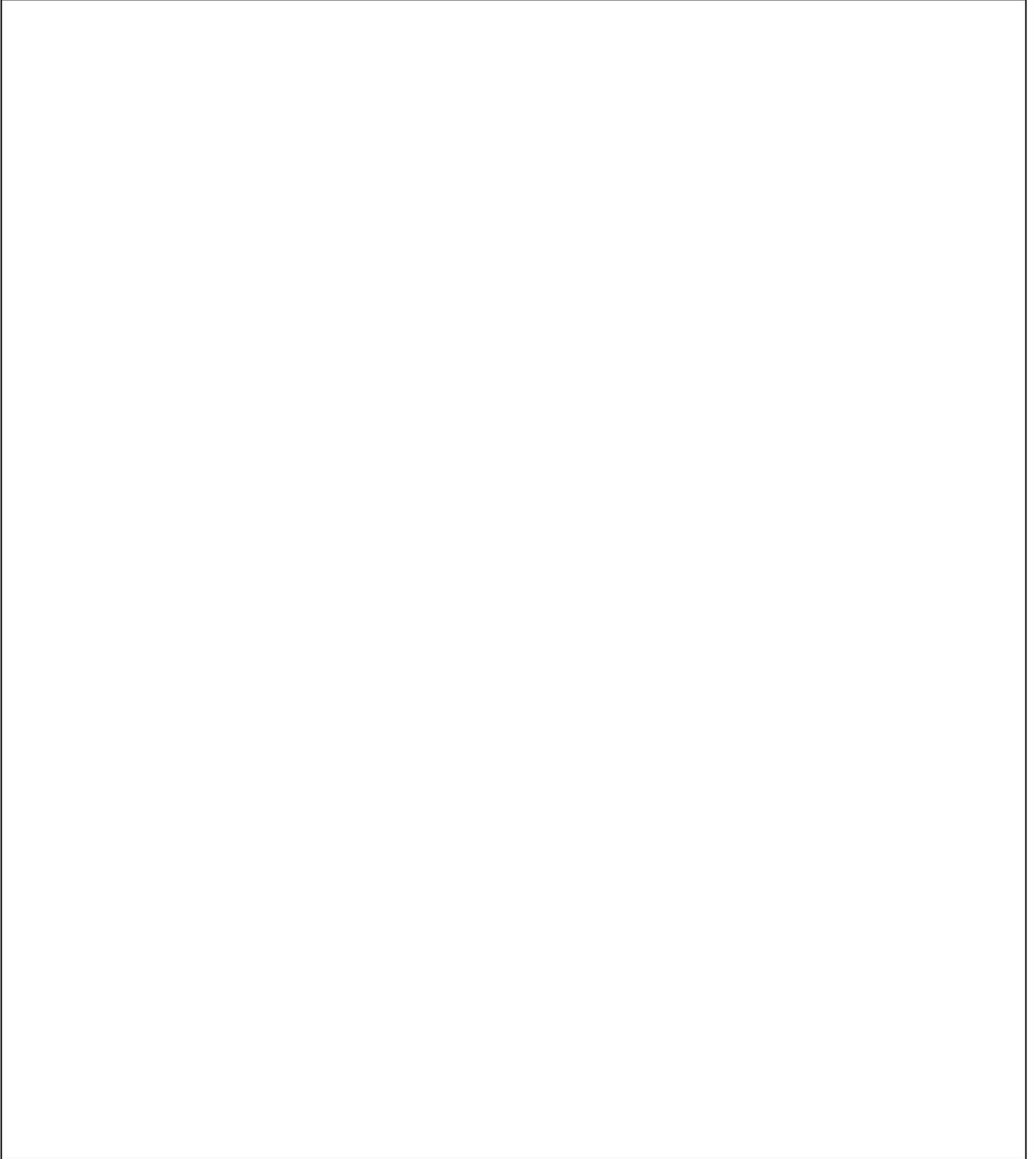
- OP Abash showcased to various other forces and in the UK and Home Office as good practice.
- 'Polish Champions' identified for their community.
- DMBC working groups have invited Polish representatives to attend.
- SY Police regular information page in 'Polcaster' magazine.
- Invitations for football competitions and community activities.
- Reports of more enquiries from Polish residents.
- Further questionnaires distributed by Polcaster magazine.
- Improvements have been made in service provision.

Total expenditure was under £4000 for the duration of the operation with results exceeding such a modest investment.

IN CONCLUSION.

With hate crime against the Polish being reduced aspects of the operation are ongoing and subject to development. Never a quick fix solution Op Abash remains progressive in its function. There is much work to be done and although the nature of the problem means that it does not exactly satisfy the SARA & PAT criteria in terms of hard data, these models have been critical to formulation of a considered response. It remains a key limitation that DMBC and Police recording systems do not specify a victim's nationality, however this provides the catalyst to strive for improvement. From a position of limited knowledge we now have greater understanding of Polish culture. From a position of hate crime occurring we have a greater reduction in those crimes. From a position of limited engagement we now have considerable contact with the Polish community. From a position of dealing with such incidents in isolation we have created a template for wider application which can be transposed to other minority groups. Op Abash has been extremely successful in its approach to local engagement but, equally, it boldly addresses limitations and raises key questions regarding this topical and sensitive issue which, for the most part, remains uncharted territory requiring careful navigation.

State number of words used: 3998



Section D: Endorsement by Senior Representative - Please insert letter from endorsing representative, this will not count towards your word or 1MB size limit restrictions.

NOT PROTECTIVELY MARKED



South Yorkshire
POLICE



CUSTOMER SERVICE EXCELLENCE

Andrew Holt
Assistant Chief Constable

26 March 2008

Alex Blackwell
Home Office
Effective Practice & Communication Team
4th Floor
Fry Building (SE Quarter)
2 Marsham Street
LONDON
SW1P 4DF

Dear Sirs

I am writing in support of Operation Abash, which is submitted for consideration for the Tilley Awards 2008. This operation was conceived and run by the Safer Neighbourhood Team based in the village of Edlington on the outskirts of Doncaster in South Yorkshire. It addressed the specific problems being experienced by the recently established Polish community in the area.

Edlington is a former mining village that has seen a significant increase in deprivation since the decline of coal mining as a major employer in the area. The recent arrival of Polish immigrants into the area was largely unnoticed, until the local Safer Neighbourhood Team became aware of a significant fear of crime that disproportionately affected the Polish community, and the beginning of a breakdown in community cohesion between the indigenous residents and the recently arrived Polish community.

It is to the credit of the officers involved with Operation Abash that they recognised the problem and established a structured approach to understand and measure the scope of the problem. There were significant difficulties surrounding this, not least in overcoming the understandable reluctance of victims from within the Polish community to come forward when previous experience of policing in both Poland, and to some extent the UK, was one of policing indifference. Having built up trust with the Polish community in Edlington, by understanding, empathy and overcoming any language barriers, the officers involved produced an accurate picture of a problem that hitherto had not been identified.

Having identified the problems encountered by the Polish community in Edlington, the breadth of activity generated to address these problems is impressive. I believe it is particularly noteworthy that the Safer Neighbourhood Team has been successful in securing resources and commitment from other agencies in the area to the extent that Operation Abash is now truly multi-agency. This has been an essential factor in ensuring that an effective response to the problems identified has been embedded into the agencies operating in the area. This in turn has resulted in a legacy that has produced measurable improvements for all communities in Edlington.

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I would emphasise the personal commitment of all officers in the Safer Neighbourhood Team involved in this operation. Their commitment has been paramount in assuring the success of this project. I commend this application for your consideration of an award and would ask you to note that the application has my personal unqualified support.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Holt' with a stylized flourish at the end.

Andy Holt
Assistant Chief Constable (Specialist Operations)

Checklist for Applicants:

1. Have you read the process and application form guidance?
2. Have you completed all four sections of the application form in full including the endorsement from a senior representative?
3. Have you checked that your entry addresses all aspects of the judging criteria?
4. Have you advised all partner agencies that you are submitting an entry for your project?
5. Have you adhered to the formatting requirements within the guidance?
6. Have you checked whether there are any reasons why your project should **not** be publicised to other police forces, partner agencies and the general public e.g. civil or criminal proceedings pending in relation to your project?
7. Have you inserted your project name as a footer note on the application form? Go to View-Header and Footer to add it.
8. Have you saved you application form as a word document and entitled your message '**Tilley 08 entry (followed by project name in brackets)**' before emailing it?

Once you are satisfied that you have completed your application form in full please email it to Tilleyawards08@homeoffice.gsi.gov.uk. One hard copy must also be posted to Alex Blackwell at Home Office, Effective Practice & Communication Team, 4th Floor, Fry Building (SE Quarter), 2 Marsham Street, London, SW1P 4DF and be received by 25th April 2008.