



# 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](mailto:tilleyawards08@homeoffice.gsi.gov.uk).

All entries must be received by noon on **Friday 25<sup>th</sup> 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.

#### **Section A: Application basics**

1. Title of the project: **Operation Ariel**

2. Key issue that the project is addressing e.g. Alcohol related violence: **Community Safety Issues from the Supply and Misuse of Controlled Substances**

#### **Author contact details**

3. Name of application author: **Nicholas Olsen Police Sergeant 654**

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

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7. Telephone number: (029) 20222111 Extension 34 302

#### **Secondary project contact details**

8. Name of secondary contact involved in the project: Anthony Bishop Police Inspector

9. Secondary contact email address:

10. Secondary contact telephone number: (029) 20222111 Extension 30 300

**Endorsing representative contact details**

11. Name of endorsing senior representative from lead organisation: Steve Furnham Chief Inspector

12. Endorsing representative's email address: steve.furnham@south-wales.pnn.police.uk

13. For all entries from England & Wales please state which Government Office or Welsh Assembly Government your organisation is covered by e.g. GO East Midlands: GO Wales

**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):



**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:**

Economic development within the area of Tresillian Terrace, Cardiff, has meant that the site surrounding two Homeless Hostels that cater for particularly vulnerable persons has experienced severe problems with supply and misuse of drugs. The area had become run down, with overgrown shrubbery, defective lighting and graffiti.

**Analysis:**

Analysis was carried out by an intelligence led operation, the noting of increased numbers of drugs paraphernalia in the area along with staff and service users concerns that the area had suffered with rising incidents of anti social behaviour, unreported incidents of violence and increased activity involving persons suspected of misusing controlled substances.

**Response:**

Following partnership meetings, a strategy was agreed with an action plan to carry on short term and long term sustainable actions involving Police and partners.

In October 2006 a controlled drugs search warrant was conducted at the 40 rooms of both Hostels, followed by a surveillance operation lasting several months, partnership work to tidy the area up and improve natural surveillance, the introduction of regular high visibility structured police patrols, surgeries and meetings with management and staff at both Hostels.

A large number of persons were arrested following the surveillance operation and successfully prosecuted, including 9 for supplying controlled substances and conspiracy to supply.

An ongoing response to sustain a visible presence in the area has led to further successful prosecutions.

**Assessment:**

A message book has been introduced at each hostel for intelligence sharing purposes, the regular meetings have provided an ongoing facility to assess the situation and return back to the Response stage if necessary.

Feedback from partners have indicated very positive results.

**State number of words: 266**

**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 11.**

**Operation Ariel**

**Scanning**

Tresillian Terrace is situated in Butetown, Cardiff, several hundred metres away from the Cardiff Railway and Bus Station.

This area is the site of two homeless hostels, namely Tresillian House and Cardiff Action for Single Homeless (known as the Huggard Centre).

Tresillian House is run by Cardiff County Council and caters for 25 residents, as well as providing space for 6 homeless individuals on an emergency overnight stay basis all year round. This hostel provides a 24 hour advice centre for vulnerable people in crisis.

The Huggard Centre comprises of a 20 Bed Emergency Bed Unit along with a separate Day Centre (in cold weather months, the Huggard Centre accommodates up to 36 persons per night, and supports approx 40 – 80 patrons per day.). This Hostel is operated by a community based charitable organisation ..

The nearby Salvation Army Hostel, which caters for over 60 persons means that the Homeless Community have access to three hostels, each offering other services that persons may access all within a short space of each other.

People from all over the United Kingdom use the services provided by the Hostels in this area, as their location enables easy access from the railway station.

The Day Centre at the Huggard Centre is especially popular with the Homeless Community as it provides warmth, shelter and hot meals or refreshments all day up to as late as 8 o'clock, and throughout the night during the cold weather months.

The Cardiff Bay Neighbourhood Policing Team have responsibility for policing this area.

The Huggard Centre was built in 1991; Tresillian House was built in 1989.

A lot of Service users at this time tended to be alcohol dependant with only a few who were drug dependant. Over the years this situation has reversed, and in recent years, a large proportion of the service user group abuse and depend on controlled substances.

Considerable economic development within the Cardiff Bay area has resulted in a massive change within the infrastructure of the area. Over the past ten years the Hostels have become surrounded by new office developments, and wasteland that is waiting to be developed on.

The access to each hostel is via a small access road only. Again economic development has changed the old two entry routed road into just one, creating a cul de sac area surrounded by large metal fencing to the one side and a large wall separating the Huggard Centre with a large Insurance Company building on the other side.

Although the access road had street lamps, these were in poor state of repair and meant at nighttime the area was very dark with poor visibility.

Between each hostel were overgrown trees and shrubbery that allowed persons to easily conceal themselves and this meant they could inject themselves without being seen or disturbed.

Often these persons discarded used needles at this location, creating health and safety hazards.

Staff and management of both Tresillian House and the Huggard Centre reported to South Wales Police a steadily

rising increase in drug activity within the area and wished to work in partnership with the Police to eradicate this problem.

### **Analysis**

Analysis of the problem in the area took several different guises.

It was important to recognise that due to the very nature of homelessness, both hostels work with vulnerable adults with substance misuse issues. The focus of any operation had to concentrate on supply of controlled substances and not a purely punitive approach towards service users who had genuine need to use the services that this area has to offer.

Over several months, a lot of drug paraphernalia including used needles were found discarded outside the hostels on waste ground that had a hole in the surrounding fence and within the shrubbery that surrounded the hostels.

There had been a number of people that suffered with overdose through drug abuse in this area.

Intelligence suggested that persons suspected of supplying drugs were frequenting the area on a regular basis.

These would arrive in vehicles and use vulnerable residents or service users to 'run' for them and assist with supplying the substances.

A number of violent attacks on service users were experienced and although reported by staff, many of these victims failed to co-operate or respond with Police.

Staff members complained that they felt very vulnerable at times especially if they walked to and from work via the poorly lit road.

### **Response**

During August and September 2006, various meetings were held involving primary partners.

These partners included South Wales Police representatives, the management team of both Tresillian House and the Huggard Centre Hostels, the Probation Service, Cardiff County Council representatives including the Cardiff Community Safety Partnership, the Parks Department, and a local drug-counselling organisation.

Intelligence was shared and a partnership strategy was decided.

This strategy included proposed evidence gathering, a high visible overt Police Operation, target hardening, a general litter clean up, attention to crime reduction measures including the improvement of natural surveillance, removal of graffiti on the walls, a covert surveillance operation and sustained regular structured high visibility patrols to the area.

In October 2006 Two controlled drug search warrants were obtained, based upon the information shared, and a huge Police Operation was carried out at both the Huggard Centre and Tresillian House involving over 120 officers. During this operation all rooms and persons present were searched, at the same time.

This operation resulted in several arrests for handling stolen goods, possession of controlled substances and the recovery of some stolen goods.

On the same day, the Probation Service arranged for Community Service attendees to attend and painted the walls surrounding the hostels, removing graffiti and tidying up litter; generally giving the area surrounding the two buildings a much needed face lift.

Council employees erected clear signage warning of CCTV in the area.

In addition to measures already taken by the hostels, the Parks department provided staff on this day when trees and shrubbery surrounding the Hostels were cut back to allow far better, clear natural surveillance within the area.

The Mobile Police Station was sited directly outside the Hostels for several days after the initial operation, providing a high visible deterrent to persons attending the area for untoward reasons.

The hole in the fence leading to wasteland was repaired, making it impossible to attend this land.

The lighting in the area was repaired immediately by Council Street Lighting technicians and is now greatly improved.

#### Covert Surveillance Operation (Operation Bazman)

From October 2006 to December 2006, the Cardiff Drugs Team commenced a covert surveillance operation in the area.

During and at the conclusion of this surveillance operation, **26** persons were arrested and charged, including **9** who were charged with unlawful supply of Class A controlled substances and conspiracy to supply. The others were charged with possession of Class A drugs.

All were successfully prosecuted and **8** received a custodial sentence.

High Visibility Structured Police patrols were implemented in the area as an ongoing initiative. A team of Community Support Officers and a Police Constable have responsibility for regular visits and to provide a point of contact for both residents and staff and the whole Neighbourhood Policing Team are also encouraged to attend during the course of their patrols to provide a visible deterrent.

There have been many Police Surgeries held by Officers from Cardiff Bay Neighbourhood Policing Team including PCSO Emma Coombes and PC Julie Lewis at both the Huggard Centre and Tresillian House since the operation. These are advertised in advance and have been well attended. These surgeries and regular visits enable effective engagement with the Homeless Community, and have also contributed to successful intelligence led operations including the arrest of persons for supplying Class A drugs.

Several operations utilising passive screening drugs dogs have been carried out at the locations. These operations have proved successful in that quantities of drugs have been found but more importantly they have reinforced the message that the organisations and the Police will not tolerate the abuse of controlled substances.

Regular fast time correspondence is taking place between staff at the Hostels and nominated points of contact within Cardiff Bay Neighbourhood Policing Team as and when any suspicious activity is noted. This ensures a prompt response, with positive results and a greatly enhanced intelligence network.

#### Assessment

A message book system was implemented at both the Huggard Centre and Tresillian House immediately after the Search Warrant was executed.

This book is kept by staff and is signed upon attendance by Police Officers or Police Community Support Officers. This acts as a way of gauging how many visits the Police are making to the Hostel, along with acting as an effective information sharing facility by both staff and Police.

The staff at the Hostel are encouraged to use this book as often as possible and this has acted as a visual assessment of suspected drug activity by the staff.

Regular meetings are held between hostel management and Police in order to maintain good relations and a visible Police profile to continue to deter the actions of persons entering the area to exploit vulnerable service users

They provide an excellent forum to regularly assess the situation as an ongoing partnership activity.

The intelligence gathered through regular directed patrols by Police Officers and the points of contact established has resulted in a very thorough method of monitoring persons engaged in unlawful activities. This has meant that there have been further operations carried out in partnership with management and staff at the both hostels.

Through regular engagement by visits and meetings, it has been able to gauge levels of drug activity. An example of this recently arose after information was given that persons were supplying from and to a particular window. A

search warrant was executed and persons were arrested.

In order to overcome the issue of persons approaching the hostel windows gates have now been erected by the council to prevent access to this part of building. This is part of a continuous process to improve the area.

It has also been identified a small area underneath a set of stairs that is concealed from view and so have recommended this area is boarded up.

**Tim Paddock, Manager at Cardiff Action for Single Homeless (The Huggard Centre) states -**

*“The Tressillian Way site works with some of the most vulnerable and challenging individuals in this region. The congregation of multiple complex issues in one area presents significant challenges to the management of Huggard and Tresillian House. These two services collaborate extensively and between them form an integral services safety net for many of the most difficult and vulnerable individuals in Cardiff. Due to the congregation of so many needs and vulnerable individuals, this area will routinely attract unwanted attentions from drug dealers attempting to generate and serve customers within this group. This issue presents particular difficulties for managers and left unchecked can cause significant damage to individuals and society as a whole. Effective co-working with the local Neighbourhood Policing Team has proved to be the most effective way of curtailing these activities and maintaining order in this area. This work clearly saves lives through targetting dealers and preventing them from plying their trade and the associated harms that are consequential from their activities through one of the most vulnerable populations in our society. Without the continued support of the Neighbourhood Policing Team I believe that we would see a considerable escalation in harm and associated detrimental consequences in both the local community and our wider society”.*

**Layton Jones General Manager at Cardiff Action for Single Homeless (The Huggard Centre) adds -**

*“The service provisions provided at the Huggard Centre engage some of the most challenging issues present within our society. Before effective collaborative work with the Cardiff Bay Neighbourhood Policing team was implemented, these challenges left staff facing considerable difficulties when trying to meet the needs of this client group. The lack of police presence in this environment had encouraged unwanted and inappropriate activity from individuals intent to prey upon the vulnerabilities present within our client group.*

*Collaboration with the Cardiff Bay Neighbourhood Policing Team has proved effective at alleviating these concerns through a variety of measures. An overt operation was successful in targeting individuals engaged in inappropriate activities and sent a clear message about the consequences of such activities. This was followed up with regular police visits and surgeries to the Huggard Centre which successfully encouraged an ethos of open access to police support for both staff and clients, even resulting in clients openly discussing problems and concerns with familiar PCSO's. A police logbook also enabled effective communication between the staff team and the police force which assists maintaining issues on an ongoing basis. These activities have been influential in reducing inappropriate activity in this area and safeguarding our client group from the associated negative consequences. Ongoing support of this kind is essential to enable effective engagement with some of the most challenging issues affecting our society.”*

**State number of words used: 2155**

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

I have read the submission from Sgt Olsen concerning Operational Arial and endorse its proposal towards the 2008 Tilley awards. Since the implementation of this successful operation the impacts on the local community have shown greatly increased public confidence in the premises concerned and that of the local statutory authorities. The operation led to a high number of convictions for drugs related offences but more importantly has led to a large decrease in crime and disorder associated with the premises and area in question.

**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](mailto: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 25<sup>th</sup> April 2008.