



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.

Section A: Application basics

1. Title of the project: **Cherry Tree Car Park**

2. Key issue that the project is addressing e.g. Alcohol related violence: **Tackling ASB / public dissatisfaction with public services/ inappropriate use of vehicles.**

Author contact details

3. Name of application author: Dave Howell

4. Organisation submitting the application: Norfolk Constabulary

5. Full postal address: Operations & Communications Centre, Jubilee House, Falconer's Chase, Wymondham, Norfolk.
NR18 0WW

6. Email address: Howelld@norfolk.pnn.police.uk

7. Telephone number: 01493 422212

Secondary project contact details

8. Name of secondary contact involved in the project: Graham Green, Community Safety Officer, Breckland District Council

9. Secondary contact email address: Graham.green@breckland.gov.uk

10. Secondary contact telephone number: 01362 656358

Endorsing representative contact details

11. Name of endorsing senior representative from lead organisation: ACC Kevin Wilkins

12. Endorsing representative's email address: Wilkinsk@norfolk.pnn.police.uk

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

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:

The Cherry Tree Car park in Dereham is situated in a rural town in the heart of Norfolk. The antisocial use of vehicles by young people came to the attention of public services through two sources. First a scan of Police and Partner data indicated that vehicle related anti-social behaviour (ASB) was high. Calls to this area were averaging at 5 calls per month (mean average) prior to the trigger period steadily rising to 20 calls by July 2007 (75% increase). The Anti Social Behaviour Officer at Breckland Council was also receiving complaints from residents in relation to the problem. The local residents and members of the community who used the car park highlighted the problem at a Community Action Group (CAG) stating that they found it intimidating and a detrimental impact on their quality of life. The lack of an effective response from public agencies had led to a series of letters of complaint outlining further dissatisfaction.

Analysis:

Following on from analysis of police systems, community surveys were completed and partner agencies consulted. A visit was made to the site. It was established that the car-park was used as a social gathering area for young people during late evenings when the car park was empty. Due to the rural nature of this area many young people have access to motor vehicles and use them for recreation and as a way of socialising with each other. In terms of the specific location

- The small car park was not in view of any main road managed by Breckland District Council.
- The surrounding private and social dwellings consisting of mainly elderly residents.

Response:

- Victim support through a residents group
- Media campaign
- Target hardening
- Law enforcement via police Safer Neighbourhood Team
- Use of new crime & Disorder Legislation (ABC's, Sec 59)

Assessment:

Resident satisfaction increased by 80%

Successful proactive residents group formed

ASBO data – 49 ASB Warning letters and 7 Sec 59 CDAAct warnings issued.

Increased confidence in resident reporting but a reduction in Vehicle related ASB

Date for architectural redesign approved

Displacement assessed.

Subsequent reduction in Police response

State number of words: 355

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.

Scanning:

The problem of Dereham car park was identified through two sources.

First police and partner data showed that residents around the area were making contact to complain about the behaviour emanating from a group of young people who were acting irresponsibly. A number of young people were said to be driving their motor vehicles in an anti social manner. Vehicle noise and the behaviour of people in them playing loud music and playing ball games when the vehicles were parked. This disrupted the feeling of well being for residents in the area and more specifically prevented them getting to sleep.

Calls to the Police had escalated from an average of 5 calls per month to 20 calls for the month of July 2007. Further research showed that the proceeding three months indicated a steady trend increase that doubled the calls each month. Breckland Council had also started to receive complaints during this period which confirmed the growth of the problem.

The second source of information emanated from a newly formed Community Action Meetings. These meetings are attended by agency partners and the community with the intention of selecting three priorities for the Safer Neighbourhood Team (SNT) to tackle over the following eight weeks. A delegation of the residents attended the meeting and vented their frustration at the lack of perceived action. This group explained the full extent of their problems and the effect it was having on their quality of life to other community members who had attended the meeting, asking them to support their bid for the SNT's help. Their problem was adopted by a public vote and became a police led priority.

Research of the calls made to Police, the information from the letters of complaint to the council and the data obtained from the residents survey undertaken by the SNT gave a clear indication that the offences were taking place during the evening (when the car park was empty) and between the hours of 8pm through to 3am in the morning; the majority of activity taking place between 10pm and 11pm. Friday, Saturday and Sunday nights were highlighted as being busier than weekdays.

The area affected was a section that was situated at the far end of the car park and out of view of the CCTV camera (due to an overgrown tree). Where vehicles were being driven in a reckless manner; drivers performing handbrake turns, high speed manoeuvres that would conclude with heavy breaking, excessive revving of engines, loud music being played with an emphasised bass sounding, youths shouting to each other, consumption of alcohol (bottles and cans left to litter the car park) and youths urinating against fences.

Analysis:

The following people were then consulted during the analysis:

Car enthusiasts

Included as victims as this group were law abiding drivers who had invested a lot of time and money in their vehicles and felt that they were being unfairly blamed for the activities of a minority.

Land owner

Breckland Council, as the land owners were initially considered as victims as they had received numerous letters and emails of complaints from the residents regarding the lack of action being taken in relation to the poor CCTV coverage and traffic calming measures on the car park. The quantity of complaints to the council impacted on them negatively due to the amount of time they had to spend responding to individuals. However once it was decided by the SNT that the police would take the lead in solving this problem, residents' correspondence with the council stopped.

Car park users

This car park is popular and frequently used by shoppers and worker alike during the day time. The car park was often close to capacity usage showing that it was not being affected by the activities of this group then. However the car park was attractive to this group of "Boy racers" during the evening as it was not used to any great extent by the

public and provided a large open space in which they could perform their driving stunts.

Town Centre community

There were no other hotspot areas of complaint in relation to the anti social behaviour of this group. It was imperative to monitor this to avoid displacing the problem.

The Breckland community

The community were viewed as victims as the Police resources that they could have reasonably expected to be deployed in other areas were being drawn away to tackle this particular problem with little sign of success. Regular and additional police patrols of the area had not reduced the anti social behaviour as the group kerbed their activities when the patrols were in the area only to resume minutes after they left. Negative comments from the public in relation to the lack of positive action by the police was having a detrimental effect on public confidence and their perception of police effectiveness.

Police

Although the Police were aware of this activity it was treated as a minor problem due to the logistics of the area; officers were often dispatched to the car park several minutes after the offenders had left, CCTV being unable to confirm the incident due to an overgrown tree which obscured vision. Attempts had been made by patrol officers to disrupt the activities of this particular group; however the demands of response policing made this strategy unsustainable.

A follow up house to house survey was then carried out by the SNT with those residents closest to the car park. This allowed the team to ascertain the full extent of the problem, their expectations and any other associated issues. It was also used to identify residents who were prepared to assist the team by forming or taking part in a residents group. A joint partnership approach was then undertaken in relation to the location and a visual audit of the area was carried out by a Police Architectural Liaison Officer, members of the SNT, and the CCTV project leader from Breckland District Council. Local car enthusiasts were also spoken to in relation to the problem in order to seek their views and opinions. The Problem Analysis Triangle (PAT) was used to evaluate each area of concern.

Location

Map Of Cherry tree Car Park



This map shows Cherry Tree Car park in Dereham town centre used as the main meeting point for the car enthusiasts. It is also an area that young people like to show off their driving skills. The main place of concern is at the top end of the car park which is mainly empty at night and which is surrounded by residential housing. HGV's have previously been restricted from parking in this area due to the noise caused to residents by their refrigeration units and this provided a clear area to race. The car park has two entrances both leading onto Theatre Street. As Dereham town centre has a one way system, young people in vehicles were drawn onto Cherry tree car park they in search of others often turning sharply at the top and leaving without stopping. It had become part of a usual circuit.

A full location survey was undertaken of the area by Police Architectural Liaison Officer and Breckland Council (owners) CCTV liaison officer, SNT officers and resident representatives.

There was little in the way of vegetation to help absorb sound and the residents' properties were right next to the car park with only a 6 ft fence in between. Many of the residents' properties had double glazing however during the summer months windows were left open. All of the above had an impact exaggerating the effects on the anti social behaviour.



The only CCTV camera covering it was blocked by a tree. This was also hampered by poor lighting which made it hard to identify any problem or any individual offender.

The extent of the problem was clearly seen by the evidence of tyre marks on the Car park indicating erratic driving and the evidence of litter against the fence of mainly beer cans was further indication of the Anti social behaviour.



Lighting improvement would deter behaviour and complement the CCTV camera.

There were also no toilet facilities or bins close to the area and there were no warning signs evident to deter Anti social behaviour.

The layout of the car park was poor with no restricted access to the public and no traffic calming methods. It is located right in the centre of the town making it an ideal place to meet.

[Victim](#)

Residents

Although much discussion took place with the residents a simple form was used to define the problem and establish the general concerns surrounding it.

Address	Respondent		Is there a Problem	What is the problem	What can be done to solve this problem	Are you willing to help	Satisfaction survey. Are they happy with the response of the SNT? R=Generally not satisfied A=Neither satisfied or dissatisfied G=Generally Satisfied
Trinity Cl	1	1 st survey 2 nd survey	Y N Y N	Cars & scooters racing, loud music, drinking, urinating.	Close the car park	Yes	1 st survey R A G 2 nd survey R A G
Trinity Cl	2	1 st survey 2 nd survey	Y N Y N			No	R A G R A G
Trinity Cl	3	1 st survey 2 nd survey	Y N Y N	Motorbikes, cars every night causing anti social behavior	More CCTV cut down tree that is blocking the only one	Yes	1 st survey R A G 2 nd survey R A G
Trinity Cl	4	1 st survey 2 nd survey	Y N Y N	Scooters & Cars Screeching, wheel spins, drinking, loud radios, shouting, swearing.	More Police presence	Yes	1 st survey R A G 2 nd survey R A G
Trinity Cl	5	1 st survey 2 nd survey	Y N Y N	Cars revving and screeching Noise from loud radios	Put up speed bumps	Yes	1 st survey R A G 2 nd survey R A G
Trinity Cl	6	1 st survey 2 nd survey	Y N Y N	Music, screeching, urinating.	Close the Car park	Yes	1 st survey R A G 2 nd survey R A G
Trinity Cl	7	1 st survey 2 nd survey	Y N Y N	Nightly, Sunday pm, screeching, revving, hand break turns	More Police presence	Yes	1 st survey R A G 2 nd survey R A G
Tudor Ct	8	1 st survey 2 nd survey	Y N Y N	Music, car noise	Close the Car park	Yes	1 st survey R A G 2 nd survey R A G
Tudor Ct	9	1 st survey 2 nd survey	Y N Y N	Radios, cars screeching	Speed bumps, Close the carpark	Yes	1 st survey R A G 2 nd survey R A G
Quebec Rd	10	1 st survey 2 nd survey	Y N Y N	Music cars screeching	More lights CCTV More Police Presence	Yes	1 st survey R A G 2 nd survey R A G
Quebec Rd	11	1 st survey 2 nd survey	Y N Y N	Music cars screeching	Speed bumps	Yes	1 st survey R A G (didn't state) R A G
Quebec Rd	12	1 st survey 2 nd survey	Y N Y N	Owns big tree that is blocking the CCTV	They are happy for the tree to be cut.	Yes	1 st survey R A G 2 nd survey R A G

This chart above is the form used in the house to house survey and it indicates which residents thought there was a problem and what that problem was. It was also used to indicate the level of satisfaction with SNT action at the beginning of the priority and at its conclusion. These figures were used to show that community satisfaction was as important as reduced activity before the project was deemed as being concluded.

Offender

The offenders were identified as being mainly young white males between the ages of 17 yrs and 21 yrs old who liked to perform stunts in their vehicles. Some of this group were car enthusiasts who had modified their vehicles to their own taste, others however were just content to use unmodified vehicles to display their driving skills. The common denominator appeared to be the fitting of *big bore* exhausts and enhanced, amplified music systems which added to the general noise nuisance problem. The close proximity of the buildings and fencing provided acoustics that amplified the noise. The drivers had adopted the habit of driving circuits around the town centre, driving erratically and irresponsibly in order to bring attention to themselves and their vehicles. Although the exhausts are noisy it was found that they were in fact type approved and legal.

Many of the group live in outlying villages and their car is the only means of transport available to them if they wished to meet with friends in the town centre. When the group met they would often sound their horns or posture in their vehicle. This group did not want a venue specifically for "cruising" as the main reason for their meeting was for social reasons.

Response:

The Partnership Planning Meeting was held which acknowledged each problem, agreed a response which then tasked the individual team best situated to deliver that response. The results of these taskings are listed as follows:

Victim

Action 1: Sound Proofing/Noise Reduction for the residents.

Tasked Partner: Breckland Council-Environmental Health Officer

Response: Noise reduction advice - planting sound reducing foliage/erecting noise deflecting fencing/double glazing /using ear plugs when sleeping.

Result: Failed

Most of the above measures had already been put in place by the residents, there was an issue with the time the foliage would take to grow. Environmental Health Officer also monitored the car park but felt that there weren't any useful measures he could take in respect of individual offenders.

Action 2: Residents felt vulnerable as they have no faith in the any of the local authorities or Police to solve their problem.

Tasked Partner: Dereham Safer Neighbourhood Team (SNT)

Response: Unite the residents by helping them to form a residents group/elect a spokesperson.

Result: Succeeded

A news letter was created by the SNT and circulated to each of the effected households updating them as to the results of the house to house engagement and highlighting the issued raised and to explain what response they could expect from the partnership in respect of their problems. Residents elected a spokesperson who was able to directly contact the team to enquire into progress or problems.

Action 3: Make all the users of the town centre aware of the problem and proposed action.

Tasked Partner: Dereham SNT

Response: Make the community aware of the help they can give to the partnership. Advise the young drivers using the town that anti social behaviour with vehicles won't be tolerated.

Result: Succeeded

The community was advised by local media that they could assist the partnership by providing details of anti social driving. Leaflets were distributed to the offending group outlying what affect their behaviour was happening on the residents and the legislation that was available to the police.

Action 4: Nowhere for lawful car enthusiasts to go.

Allocated: Dereham SNT

Response: This was not taken forward for action because all public places could be accessed and there were already laws in place to govern drivers' actions at theses locations.

Result: Failed

It was agreed that no local authority would spend public money and be responsible for a place for "boy racers" to use. It was also agreed that anywhere was available to use legally with the land owners consent.

Action 5: Not to allocate vulnerable groups to the social housing in this area.

Allocated: Broadland Housing association

Response: The Housing association to be aware of the potential problems around the Car park and to reconsider allocating vulnerable persons to the area.

Result: Succeeded

Broadland housing would allow for this in future allocations.

Location

Action 6: Tree blocking the existing CCTV

Allocated: Breckland district council

Response: To remove the tree branches to allow a clear view from CCTV

Result: Succeeded

The tree was privately owned but protruded into the Car park blocking the CCTV. Following consultation with the owner of the tree the branches were cut back by Breckland district council allowing a clear view for the CCTV



Sgt Scott discussing with the tree owner the impact of his tree on the car park and the subsequent issues for the community

The tree was then cut back by Breckland district council allowing a clear view for the CCTV



Action 7: Move and update CCTV System to central location

Allocated: Breckland District Council

Response: Delayed

Result: The Car park is due to be redeveloped in two years and the problem identified will be incorporated into new design

Action 8: Improve Lighting and place sensor lighting in key areas.

Allocated: Breckland District Council

Response: Delayed

Result: The Car park is due to be redeveloped in two years and the problem identified will be incorporated into new design

Action 9: Traffic calming solutions and sound reducing surface and fencing

Allocated: Breckland District Council

Response: Delayed

Result: The Car park is due to be redeveloped in two years and the problem identified will be incorporated into new design

Action 10: Provide rubbish bins

Allocated: Breckland District Council

Response: Delayed

Result: The Car park is due to be redeveloped in two years and the problem identified will be incorporated into new design

Action 11: Provide toilets

Allocated: Breckland District Council

Response: Delayed

Result: The Car park is due to be redeveloped in two years and the problem identified will be considered in any new design

Offender

Action 12: Restrict noise from big bore exhausts

Allocated: Dereham SNT

Response: Failed

Result: To identify if a vehicle exhaust was not compliant with British standards and therefore illegal it had to be proved that the exhaust did not have a British standard mark somewhere on the exhaust. This proved difficult to achieve for Police stop checking the vehicles.

Action 13: Modifications to vehicles may have not been notified to insurance companies

Allocated: Dereham SNT

Response: Failed

Result: When addressed by the Police legal department it was deemed "not in the spirit of the act" and therefore not lawful to inform or check with a driver's insurance company to see if they had notified them of modifications. It was deemed only lawful for Police to check if they held a valid insurance.

Action 14: Identify offenders for Sec 59,ABC or ASBO

Allocated: Dereham SNT and Residents

Response: Succeeded

Result: Officers patrolled the area and dealt with offences as they arose. The main issues were with vehicles that were gone before the arrival of police or that the offending vehicle could not be identified in a large group. This was addressed by sending a joint partnership warning letter (Breckland Council and the Police Anti social behaviour officer) to all Registered owners of identified vehicles. This was accepted as being the first step towards an ABC or ASBO and was also accepted as evidence for a sec 59.

This had a big impact on the offending group as many of them were driving cars owned by their parents. This also had a major affect on the satisfaction of the residents as they could take part and take action for them selves about the problem.

Action 15: Media coverage was needed to highlight the problem to the community and potential offenders

Allocated: Dereham Eastern daily press

Response: A press release to highlight the problem and to deter offenders.

Result: Succeeded

A press release was published in the local press.

Action16: No warning signs to deter Anti social behaviour

Allocated: Dereham crime prevention officer

Response: To place up signs to deter ASB

Result: Succeeded.

Signs were placed up in prominent locations to deter Antisocial behaviour. It is hard to asses the impact the signs had but they helped deliver the message to offenders.

ASB Warning sign



Assessment:

This was the first multi agency approach project that the SNT had undertaken and each member of the partnership were unaware of what we could ask for or expect from each other. It became very clear that ability to respond to a task varied considerably. The fixed budget and pre planned and pre defined work schedules made it hard for non police partners to react quickly or deploy extra resources to a task. There was a willingness to assist and we found it and time lines for tasks were managed effectively. Everyone was in agreement that the remedies to problems shouldn't revolve around quick fixes but long term sustainable solutions.

The measure of any success was to be gauged by the satisfaction of the residents themselves. In order to provide the partnership with a baseline a customer satisfaction survey was conducted within the SNT house to house survey. The results from this clearly evidenced the fact that the residents were *not satisfied* with the response and service they had received from the Police thus far. Previous calls to the area were listed in order to measure the frequency of incidents and provide a direct before and after comparison at the conclusion of the project.

The analysis of before and after data from the call logs shows a reduction in calls in relation to the problem, however this does not highlight the way in which the incidents were dealt with (qualitative). On previous occasions calls were logged and a patrol dispatched, often several minutes after the incident reported resulting in the culprits having left the area. During the project complaints were encouraged and logged for the SNT to make contact as this permitted the team to monitor the frequency and manage the complainant. They would be visited or spoken to and details of the offending vehicles passed to the team for Anti Social Behaviour letters and Section 59 (CDAAct) warnings to be issued. Anti Social Behaviour letters are stored for use as evidence and the first step towards an ASBO. 49 ASB letters have been sent and 7 Sec 59 warnings have been issued. There has been no reoffending so there is no current case building towards ASBO proceedings.

Records from residents of the vehicles reported showed they were not involved in repeat incidents. A wider check of the area for this type of offence indicates that it has not merely been displaced to another location.

The main success of this operation was the improvement in customer satisfaction by the residents as a direct result of the following:

- Dealing with and updating residents in relation to all their issues and expectations.
- Working with the residents to identify offenders.
- Giving clear feedback on the future development on the car park to manage residents' expectations.
- Improving the behaviour of the errant drivers by means of advice and enforcement, reducing the anti social behaviour not only on the car park but throughout the town.
- Uniting the residents into a self help group.

Conclusion

This initiative was successful for the following reasons:

The residents were initially dissatisfied with the Police and Partner Agencies due to lack of impact they were having in tackling the problem. Their perception of being very much "on their own" with a heightened fear of being the victim of anti social behaviour with the Police seemingly helpless or apathetic when dealing with the problem. Officers were frustrated at being unable to deal effectively with the problem despite extra resources and money being injected into operations with little or no sustainable affect.

The residents are now satisfied with the service provided by police and local council. Their confidence has been raised in that they are now instrumental in the policing of their own area, working in conjunction with the SNT to control the anti social behaviour. They feel that they have a clear understanding of the future development of the car park, although not having the result they wanted (traffic calming measures) their expectations have been managed through consultation. The action plan and ongoing engagement through the SNT will sustain the outcomes achieved.

State number of words used: 3960

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

Norfolk Constabulary

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Kevin Wilkins

Assistant Chief Constable

Mr Alex Blackwell
Home Office
Police & Partnership Standards Unit
4th Floor
Fry Building (SW Quarter)
2 Marsham Street
London
SW1P 4DF

Your Ref:
Our Ref: KW/lmp
Please reply to: T/Supt G Tempest

Date: 21st April 2008

Dear

Subject: Tilley Awards 2008 Norfolk Application – Tackling vehicle related anti-social behaviour in Dereham, Norfolk

On behalf of Norfolk Constabulary and Breckland CDRP I am pleased to endorse this application.

The problem tackled is familiar to partners in CDRPs across the country. We believe it is a strong example of crime reduction using the problem solving SARA model. I am particularly enthusiastic about the approach used here as it demonstrates success of the partnership problem solving aspect of our Safer Neighbourhood Teams in Norfolk. There is good evidence of engagement with the local community at each stage of the problem solving process and we can be confident that the outcomes to date can be sustained with this degree of neighbourhood involvement.

This is one of three Tilley Award applications from Norfolk, each addressing very different types of problem and I forward it for your consideration.

Yours sincerely

Kevin Wilkins
Assistant Chief Constable

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.