



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: STANLEY ROAD, GARNDIFFAITH – REGENERATION PROJECT
2. Key issue that the project is addressing e.g. Alcohol related violence: ALCOHOL RELATED DISORDER

Author contact details

3. Name of application author: SGT MIKE PHEASANT, NEIGHBOURHOOD POLICING TEAM
4. Organization submitting the application: GWENT POLICE
5. Full postal address: PONTYPOOL POLICE STATION
GLANTORVAEN ROAD
PONTYPOOL NP4 6YN
6. Email address: mike.pheasant@gwent.pnn.police.uk
7. Telephone number: 01495 232452

Secondary project contact details

8. Name of secondary contact involved in the project: CATHERINE NELSON
TORFAEN COMMUNITY SAFETY
9. Secondary contact email address: Catherine.nelson@torfaen.gov.uk
10. Secondary contact telephone number: 01633 628954

Endorsing representative contact details

11. Name of endorsing senior representative from lead organization: C/SUPERINTENDENT PAUL SYMES
DIVISIONAL COMMANDER
GWENT POLICE

12. Endorsing representative's email address: paul.symes@gwent.pnn.police.uk

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

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: The Stanley Road shops are in a residential street, in an isolated village and are the only facilities in an area that is in need of regeneration and inspiration. The Co-operative shop is open for extended hours, until late evening, and the kebab shop is open in the evenings. During the evenings, the shops were mostly staffed by young people who were intimidated by the behaviour of the youths. The problem was highlighted at the local resident, PACT and Safer Neighbourhood Group meetings, as well as by local Councillors. Drunken youths were deterring people from using the shops in the evenings and at weekends, employees felt intimidated and residents were scared to make complaints for fear of reprisal.

Analysis: By visiting the area, meeting with residents, shopkeepers and other local representatives, the gravity of the problem, as well as its causes were identified. An area crime survey was undertaken by the Crime & Disorder Reduction Officer at the time, and call figures compared to previous comparable periods. Using the Problem Analysis Triangle, the conditions of the problem were highlighted and partner organisations were approached to assist in prioritising and tackling the issues raised.

Response: Police and partner agencies formed a Problem Solving Group, and worked together with local shopkeepers to address the situation. A local authority covert camera was installed to identify offenders, and storekeepers adopted various methods to discourage offenders from hanging around. Police patrols were increased, local schools were approached by the Community Safety team and the youth workers were involved. As a result, an alcohol free zone was imposed, and the whole area was the subject of a dispersal zone.

Assessment: The evidence provided by the police and partner agencies has been presented to the local authority, and as a result, the authority has produced a plan for the total regeneration of the area. The various partner agencies have all played, and continue to play, their part in moving towards the creation of a happier community, as evidenced by a reduction of complaints from residents, an increase in trade at the local shops and a contented community spirit.

State number of words: 352

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 consisted of a group of 20-30 youths hanging around the local Co-operative shop (Co-op), the Post Office, the kebab shop and the Millennium Hall (the local community centre). The youths were causing damage, urinating and vomiting, using foul and abusive language, shoplifting, littering, abusing staff in the neighbouring kebab shop, and causing criminal damage to local properties and vehicles.

The shops are in an isolated locality, and are the only shop facilities in an area that suffers high unemployment and social deprivation, was generally run-down, suffering a lack of pride and in need of regeneration.

The Co-op, which is also the local off-licence, is open for extended hours, until quite late in the evening, and is mostly staffed by young people who were pressured by the behaviour of the youths. The staff was intimidated into selling alcohol to underage drinkers, and also allowing youths to walk out of the shop without paying for goods. They refused to make statements to the police regarding these incidents for fear of reprisal attacks. By hanging around the shop, youths were deterring local residents from using the shop in the evenings and at weekends. As with the staff, customers were equally reticent to make complaints, and were inclined to stay away from the shop, thus resulting in a loss of business to the shop.

The kebab shop is open in the evenings and the owner was frequently the subject of racial abuse, as well as criminal damage to his property. Police had also received a number of intelligence reports with regards to drugs being sold from an adjacent shop.

The problem for both residents and shopkeepers grew dramatically as the loutish behaviour and acts of criminal damage attracted more and more people to the area, making it a particularly unpleasant area to shop and do business.

Everyone in the community was affected, from the residents and shopkeepers, to schools (reporting children's performance being hampered by the after-effects of alcohol consumption and an increase in truancy), community safety (dealing with the damage to property) and Councillors. The intimidation was such that no statements or reports were made to police, despite the fact that offenders were often known to the victims and residents.

The principle stakeholders for the Stanley Road regeneration project were:

- Gwent Police, both Neighbourhood Officers and Response Officers
- Prevention and Intervention Project
- Torfaen Regeneration Team
- Garnsychan Partnership
- Local Councillors
- Community Members and shopkeepers
- Tenancy Enforcement Team of Torfaen County Borough Council (TCBC)
- Time to Engage Young People Project
- Torfaen Community Safety Partnership
- Garnsychan Safer Neighbourhood Group

Analysis:

Typically, in the 6 months preceding the initiative, reports of rowdy or inconsiderate behaviour for the Abersychan Ward (including Garndiffaith) were averaging around 38 per month, while reports of criminal damage were averaging 25. Interestingly, but in keeping with the problem of intimidation, there were just 2 reports of shoplifting during the same 6 month period.

The problems were, for the most part, caused by the culture of youth drinking that prevailed in the area, as well as a lack of facilities for the youths. For the most part, incidents were dealt with by the police or the other relevant agencies, on an incident by incident basis, which did not address the underlying problems, and provided no continuity of service.

These problems were brought to our attention via local PACT (Partnership and Communities Together) meetings, Safer Neighbourhood Group meetings, complaints at police surgeries, as well as both numerous telephone calls to Councillors and a number of reported incidents in Command & Control, which is the police resource allocation system.

At the first PACT meeting held in Garndiffaith, a total of 60 residents attended. The meeting was rather heated at times, and every single issue that was raised concerned the various problems of Stanley Road and the local shops.

Garnsychan was the first area in the borough to have a Safer Neighbourhood Group (SNG), and it was established just over 2 years ago. Success of the early intervention has seen them set up across Torfaen. The SNG is a multi-agency approach used to identify individuals in the area who are causing the greatest deal of concern to the community. The SNG identified several local youths who were causing problems in and around the shops, and actions came out of those meetings to target those individuals.

The SNG comprised representatives from the Youth Offending Team, Youth Service, Community Safety, Police, representatives from local primary and comprehensive schools, Tenancy Enforcement Team (TCBC), as well as key members of the local community including councillors.

Over an extended period of time, the residents and shopkeepers suffered a wide range of problems, including:

- the post master's car was damaged (with both paint and paint stripper)
- a car belonging to the kebab shop was damaged
- customers reporting intimidation and violence
- the Pensioner's Hall was broken into twice in a fortnight
- functions at the Millennium Hall were regularly disrupted by nuisance abusive youths
- the Co-op shop was ram-raided
- an ice-cream van was broken into
- a broken window in a flat above the shops
- evidence of criminal damage – smashed glass on the floor and panes of glass missing from the phone box

The residents were very frightened and intimidated by the actions of the youths. Councillors received many complaints, but the police did not, primarily due to the concerns over reprisals. However, despite following up leads from the councillors no one would come forward and make statements and as a result little or no formal police action was being taken. This resulted in a lack of confidence and reduced customer satisfaction in the police.

In consultation with our colleagues in the Tenancy Enforcement team, a RIPA was applied for, covert cameras were subsequently installed, and the process of gathering evidence began.

Response:

After the initial PACT meeting, the general situation was referred to the Safer Neighbourhood Group. The SNG comprised representatives from the Youth Offending Team, Youth Service, Community Safety, Police, representatives from local primary and comprehensive schools, Tenancy Enforcement Team (TCBC), as well as key members of the local community including councillors.

The Safer Neighbourhood Group referred a number of identified individuals to a Problem Solving Group (PSG) involving a range of local partners. The referral has resulted in:

- numerous letters being sent home to parents by the police, Community Safety and housing departments
These letters outlined the further consequences of their children's misbehaviour, including explanations of Acceptable Behaviour Contracts and Anti-Social Behaviour Orders
- visits from the Prevention and Intervention Team, an arm of the Youth Offending Team
- parenting support being offered
- Acceptable Behaviour Contracts (ABCs) being negotiated and signed
- evidence for Anti Social Behaviour Orders (ASBOs) being gathered
- the Tenancy Enforcement Team threatening eviction and recovery proceedings should their children continue to behave in a disorderly manner
- further referral to youth projects
- covert CCTV being installed

A variety of actions were considered and agreed by the SNG, some of which were longer term initiatives, while others were actioned in the short term.

Short term measures primarily involved additional police patrols. This did not involve any substantial costs to the police, as personnel were drafted in from other areas of the ward to focus on the Stanley Road problem. However, this could only work as a short term initiative, as when officers focussed on Stanley Road, other areas of the ward suffered with a less visible police presence.

Local councillors were frequently approached in the street by residents, looking to find out what was going on. These exchanges were sometimes angry, and time consuming for all concerned. Residents did not understand the processes being adopted, and were looking for a “quick fix” response, which was simply not possible. Unfortunately, in matters of this type, it is impossible to have an immediate impact, as the appropriate time must be taken to work through the various stages.

The housing department of the local authority applied for authority to install a covert camera, once this was obtained a covert camera was installed, and footage gained was monitored by the tenancy enforcement team. This was not a 5 minute process and at times was frustrating for all concerned as the camera didn't always pick-up evidence of incidents that were reported. Once evidence was collected, this was passed to the police and as a result, a total of 12 people were arrested for public order and public decency offences. As a result, a number of Fixed Penalty Notices and police cautions were issued. Together with our partners within the local authority, Acceptable Behaviour Contracts (ABCs) were given to the core element of the offenders, and evidence was gathered for Anti-Social Behaviour Orders.

Police met with the Regional Director of the Co-op and worked with him and the other shopkeepers to increase their security. External speakers were and installed outside the shop, playing classical music, to discourage the group of youths from hanging around outside. Outreach youth workers were tasked to attend the area and engage with the youths, about what their focus was and encouraged them to attend local youth centres and participate in the Time to Engage youth project.

With the assistance of Trading Standards, test purchases were undertaken in the shops, and the Co-op was found to be selling alcohol to underage drinkers. Staff at the shop were given a severe reprimand. Intelligence suggested that another local store was distributing drugs and had possibility been doing so for quite some time. As a result, neighbourhood officers worked in close partnership with response officers and a highly visible and highly publicised search warrant was executed, resulting in the recovery of controlled drugs, and the arrest of the shopkeeper. This had a major impact on the community and assisted in restoring confidence in the police.

An area crime survey was completed by the Crime and Disorder Reduction Officer, with a view to the long-term regeneration of the area with Torfaen Regeneration Team, and as a result, a meeting was held involving representatives of the Torfaen Regeneration Team, members of the Ward and the neighbourhood policing team. Ward members subsequently contacted the Head of Regeneration to progress the issues raised. There is now a firm commitment from TCBC to regenerate the area.

Having identified the various problems that affected the area, the next steps involved finding both short- and long-term solutions to the problems.

A dispersal area was imposed on Stanley Road; this gave discretionary power to the police to disperse large groups of youths from gathering outside the shops. The area has also been made a permanent Alcohol Free Zone, together with extra services being offered to young people. Schools were visited to explain the boundaries of the dispersal notice and advertise alternatives to the youths. The local Youth Club was opened for additional hours, and an after-school club was also established.

The “Time to Engage Young People” Project worked with youths across the area. This project is based on the Time Banks Model, and is funded by the Community Safety Partnership, Gwent Police and the Youth Service. The Youth Service and Community Safety organise and run projects in many different areas. The projects range from gardening for the disabled or elderly, graffiti removal, litter picks, painting or planting flowers etc. Anything that will make a difference to the community.

For the time young people spend on the projects, they earn credits. They then save up their credits over the projects

and exchange them for a wide variety of things, including canoeing, ice skating, climbing, go karting, quadding, Argos gift vouchers, driving lessons, trips, etc. As a group, they can choose to combine their credits and put them towards a community purchase, for items such as a park bench, play equipment, etc.

Outreach workers were out on the streets during the dispersal, and were also tasked to areas of 'hot spot youth disorder' to deal with displacement. Many of the young people involved at the outset are now engaged full-time on the project.

Our partner agencies were involved in the project from the very start, and were vital participants in the process. It would not be possible to make any changes without their input and assistance, and it is thanks to the hard work of all agencies that any progress has been made. It has made an already strong working relationship between all the agencies, even stronger. As people have worked together, confidence in our capabilities has grown, and further strengthened the bond.

Sustainability has been given consideration, as all partners recognise that the process must continue, albeit in a different way. Indeed, the dispersal order was originally issued for 6 months, and this is currently about to expire. The police have monitored the area throughout the past few months, and have been pleased with the local reaction to the order, but officers fully recognise that they must continue to oversee the area, in a slightly different fashion over the coming months.

The community has gathered strength from the positive atmosphere of the past 5 months, and as a result, are now more willing to come forward to discuss issues. Confidence levels are increasing on a daily basis, and residents have a more positive attitude to life in their neighbourhood.

Assessment:

However, in recent months, there has been an astounding turn-around in the area.

Racial abuse has now stopped and the community feels comfortable in using the shops. There has been positive feedback from the community and from local business people. Local councillors report that the fear of crime and disorder amongst residents has reduced, and there is a greater cohesion in the community.

The young people of the area are now engaged in positive activities, and there has been a reduction in Anti Social Behaviour and Disorder.

As you can see from the table below, reports of incidents in the ward have dropped markedly.

1 June – 30 November 2007

1 December 2007 – 31 March 2008

Rowdy or inconsiderate behaviour

233 reports – avg. 38.8 per month

78 reports – avg. 19.5 per month

Criminal damage

149 reports – avg. 24.8 per month

47 reports – avg. 11.75 per month

The local authority has now produced a plan for the total regeneration of Garndiffaith. Urban architectural designers have produced plans for the regeneration of the whole village centre, not just on Stanley Road. This has included improving the physical appearance of the area, which has, in turn, given confidence to the community to take further steps to develop the Ward. With young people now involved in more positive activities and programs, there has been a marked reduction in anti-social behaviour. Community facilities, which can be shared amongst differing social groups, have also given more confidence to the residents.

These changes in Garndiffaith have all taken place as a direct result of the troubles at the Stanley Road shops, and

the impact on local residents has been marked. Confidence has increased, people are more positive and hopeful for the future, and as a barometer of local feeling, there were no attendees at the most recent PACT meeting, despite there being substantial publicity.

All these measures taken together are contributing to the gradual transformation of the area into a nicer place for all to live.

To summarise the problem and to put it in very basic terms, before the project started, one trader referred to the area as “a slum” and that they “hated it”.

Below are a few comments to illustrate just how things have changed:

- *“There is a marked difference in the area, customers no longer feel intimidated when coming to the shop whilst there has been a steady increase in takings.”* Philip Pitman, Co-op Stores
- *“The change is excellent, my staff and I are delighted that the disorder that surrounded this shop in particular has subsided. We have suffered no loss in takings as a result.”* Mehmet Yapici, Star Kebabs
- *“At the time of the problems, I felt like a prisoner in my own home. But now, I’m delighted with the change in the area.”* Page Stedman, Postmaster, Stanley Road
- *“The work done on Stanley Road through our Neighborhood Policing team is really appreciated by our community. The manner in which they dealt with this high visibility problem has made everyone more aware of the benefits brought by our Neighborhood policing policy and what is possible when community and police combine.”* Cllr Ken Clark, Ward Councillor

State number of words used: 2750

Additional Material in Support of Application

- Newspaper articles about ‘Time to Engage Youth Project’ and Stanley Road.
- Neighbourhood and Community Newsletters
- Copy of ‘Action Plan’ taken from neighbourhood database regarding Stanley Road
- Copy of Flier advertising local PACT meeting
- ‘Time to Engage Young People’ flier
- Torfaen Safer Neighbourhood Groups – Terms of reference
- Stanley Road regeneration action plan

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

This application has my full support. It is an excellent example of locally responsive public services coming together to tackle problems of concern to the local community. What particularly impresses me is the breadth of multiagency commitment within the Stanley Road Regeneration Project from local councillors, partnerships, the neighborhood policing team for Pontypool and projects involving young people. Most importantly though its real success has been delivered through members of the community who were determined to challenge the antisocial behaviour taking place in the area and to play their part in developing the solutions required. The material accompanying this application properly reflects the hard work of all those involved in improving the quality of lives residents in Pontypool.

PA Symes
Ch Supt
Gwent Police
01495 231454

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 your 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.