



## TILLEY AWARDS 2011 APPLICATION FORM

Applications made to this year's Tilley Awards must be submitted electronically to the Tilley Awards mailbox at [TilleyAwards2011@homeoffice.gsi.gov.uk](mailto:TilleyAwards2011@homeoffice.gsi.gov.uk)

All sections of the application form must be completed.

Please **ensure that you have read the guidance before completing this form**. Guidance is available at [www.homeoffice.gov.uk/crime/partnerships/tilley-awards/tilley-awards-11/](http://www.homeoffice.gov.uk/crime/partnerships/tilley-awards/tilley-awards-11/)

By submitting an application to the awards, entrants are agreeing to abide by the conditions set out in the guidance. Failure to adhere to the requirements set out in the 2011 Awards Guidance will result in your entry being rejected from the competition.

All entries for phase one themes must be received by 1:00pm on 13 June 2011. Late entries will not be accepted. Hard copies of the application form are not required.

All entries for phase two themes must be received by 1:00pm on 5 September. Late entries will not be accepted. Hard copies of the application form are not required.

Any queries on the application process should be directed to Darren Kristiansen who can be reached on 0207 035 3228.

Project Name: Operation RAGLAN (Tackling anti-social behaviour in Maesteg)

Location: Maesteg Town Centre and surrounding areas

Theme Addressed: Anti-social behaviour

## PART ONE – PROJECT SUMMARY

Information contained within this section is not assessed as part of identifying this year's national finalists and overall top three entries received in the 2011 Tilley Awards. The information contained within this section will, however, be used to identify the most popular national finalist entered into this year's awards.

This section should be used to describe your project in **no more than 400 words**. Advice about how to complete this section is contained within the 2011 Tilley Awards guidance. This section should be used as your social marketing opportunity.

### FOUR HUNDRED WORDS SUMMARY

Maesteg is a small community located in the upper reaches of the Llynfi valley in South Wales. The town has a small town centre which includes retail and late night economy. The town centre comes under the boundary of two separate community wards.

It was identified through community engagement and statistical analysis that there was an increase in anti-social behaviour in several locations in and around the town centre.

Operation RAGLAN was devised by Officers from the Maesteg Neighbourhood Policing Team to target the rise in anti-social behaviour. During engagement with the perpetrators responsible (who were predominantly aged between 11 to 16 years), it was identified that they, for a number of reasons, were not engaging in the existing youth services in the area. Maesteg Neighbourhood Policing Officers were able to identify a suitable venue that was ideally situated just off the main road in the town centre. The venue, the Court House, was already being used as a community drop in centre however at the time it did not cater for the youth population. Through discussions with the coordinator the policy was amended to allow the younger element of the community to use the venue as a youth centre.

When the proactive Police response to tackle the rise in anti-social behaviour began to take effect, the perpetrators responsible for the anti-social behaviour began to avoid the areas. Due to the positive promotion of the Court House as a suitable venue for the youth of the community, this was the perfect foil to counter any displacement.

The success of the project can be identified by reviewing the year on year reductions of recorded incidents of anti-social behaviour and the testimony of members from the local community.

## PART TWO - EVIDENCE

Information contained within this section of the application form is assessed for the Tilley Awards.

Describe the project in **no more than 4,000 words**. Full details on how to complete this section of the application form is contained within the 2010 Tilley Awards Guidance.

### SCANNING

Maesteg is a small ex-mining community located in the Llynfi valley of the Maesteg sector in Bridgend County Borough of South Wales. Maesteg and the surrounding areas have a population in excess of 19,000 persons. The town centre boundary falls within two separate wards, Maesteg East and Maesteg West.

The below is a map of Maesteg. The marker identifies the Town Centre.



Analysis for the East ward identifies that 18 % of the population are less than 16 years of age. A further 5% of the population are aged between 16 and 19 years and 46% of all 16 to 74 year olds have no academic qualifications. In comparison 20% of the population in the West ward are less than 16 years of age. A further 4% of the population are aged between 16 and 19 years and 43% of all 16 to 74 year olds have no academic qualifications.

The last twenty years has seen unemployment rising in the area to the stage where it is not uncommon to find third and fourth generations being without a job.

The East and West wards covered locations that were in the top demand hotspot areas for recorded levels of crime and anti-social behaviour in the Sector.

Due to the level of demand on the Police service, the geographical structure of the area and several other factors, both East and West wards were designated individual Neighbourhood Policing Teams (NPT'S). The teams consisted of Police Community Support Officers (PCSO'S), Police Officers and a Front Line Support Officer.

A key priority for the NPT'S was to embed themselves in the community to allow those persons who were linked to the area, greater access to and familiarisation with the Police service to assist with what issues were having a negative impact on their quality of life. Several methods were used to make it easier for the community to engage with the Police Service and where applicable partner agencies. These methods included regular 'Partnerships And Communities Together' (PACT) meetings which gave the community a platform to raise their concerns directly to the Police Service and Partner agencies, Police Surgeries where the public could attend and speak to a Police representative away from the Police Station, 'Our Bobby' internet website which provided an overview of what the main issues had been over previous weeks / months and what had been done to address the problems. Police Newsletters distributed in the community providing similar information to the 'Our Bobby' website. Regular attendance at local schools, Council meetings, businesses in the community, youth venues, shelter complexes for the elderly etc...

In the first quarter of 2009, as a result of the identified public engagement methods and statistical interrogation of NICHE (South Wales Police incident recording system), the NPT identified an increase of anti-social behaviour at several locations in and around the centre of Maesteg Town. The anti-social behaviour included, street drinking, littering, graffiti, verbal abuse, over exuberant horse play etc...

Although the reports of anti-social behaviour received by the Police were being attended to, often the Police would attend the area and the youths would disperse only for them to return to the area at a later time and the cycle continue. As a result of the NPT conducting 'Victim Satisfaction' follow up calls to persons who had reported anti-social behaviour, the recurring situation was identified as having a detrimental effect on public confidence in the Police as the issues were not being resolved but merely disrupted for a short period of time.

Anti-social behaviour can often be the cause of other forms of criminal activity including criminal damage, drug offences, etc. all of which are recorded as an issue in the Town Centre. Anti-social behaviour is often seen as low level offending however the impact this had on the quality of life for persons connected to the areas required a pro-active approach.

## ANALYSIS

Further research was needed to help devise a strategy to counter the increase of anti-social behaviour. Clarification was needed to identify:

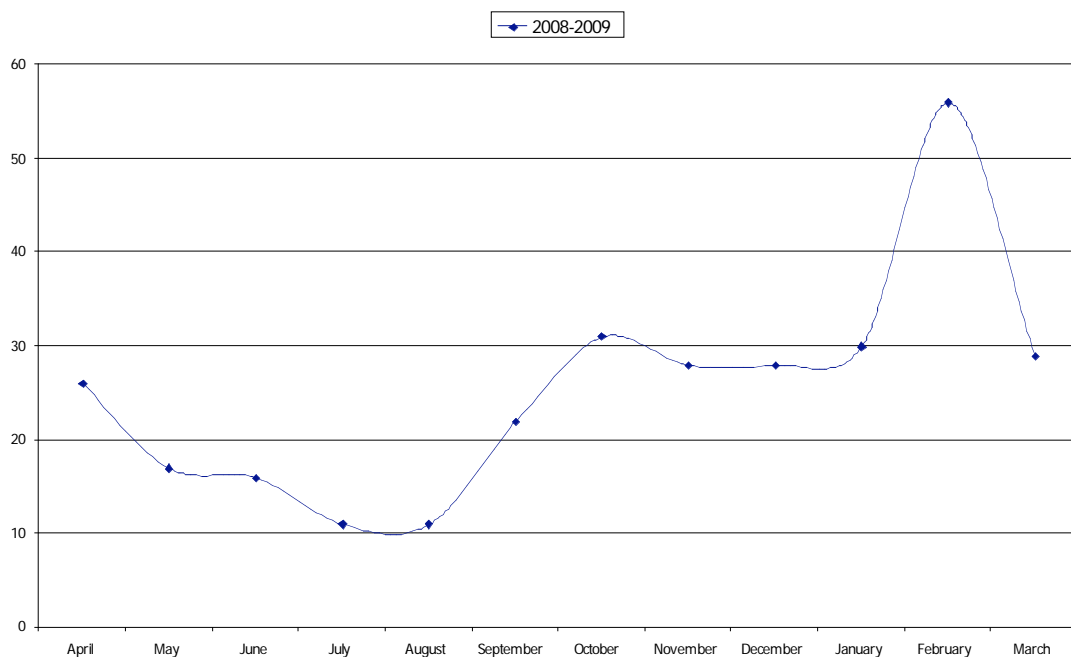
- What were the locations where there was an increase in anti-social behaviour?
- Who were the victims of the anti-social behaviour?
- Who were the perpetrators responsible for the anti-social behaviour?

- If more than one individual or group was responsible for the anti-social behaviour, was there a link between them?
- How were the perpetrators linked to the locations?
- Why was there an increase of anti-social behaviour at the locations?
- Was there an identifiable time / day / date pattern to the anti-social behaviour?

### **Location:**

Five key locations in and around Maesteg Town were identified as 'Target Locations' of anti-social behaviour. These locations were Talbot Street, Church Street, Commercial Street, Llynfi Road / Llynfi Road Car Park and Oakwood Estate. All the locations are within close proximity of one another. Each location was specifically selected as a target location due to a number of factors that included reports of anti-social behaviour recorded by South Wales Police, complaints raised through the previously identified engagement methods, previous Policing experience of the area, locations which were anticipated to become dispersal areas etc...

The below graph identifies the combined number of incidents of anti-social behaviour recorded on NICHE at the target locations on a month by month basis from April 2008 to March 2009.



Through interrogation of NICHE, a clear peak in recorded incidents of anti-social behaviour was seen in January / February 2009. Previous to this was a period of fluctuating levels of recorded reports of anti-social behaviour. However through public engagement methods previously identified there were concerns that the statistics did not illustrate the true picture as many residents and businesses reported fear of reprisals should they contact the police. There was also the perception in some areas that nothing would be done if they did report anti-social behaviour as it was believed by some that it was not an issue the Police took seriously. Unfortunately due to a change in the South Wales Police incident recording system, there was no accurate

statistical data on a like for like basis to compare for the years previous to 2008 to 2009.

Through analysis it was identified that there was an increase of anti-social behaviour mainly during the evening time however there were no trends to identify specific days.

Close working relationships were forged between residents, businesses, Bridgend County Borough Council, Housing associations and the NPT as it was evident all had a part to play in keeping the target location clean and free of litter, graffiti and abandoned vehicles.

**Victim:**

There were a number of victims identified that included:

- Residents from the Town Centre and surrounding areas
- Persons working in the Town Centre and surrounding areas
- Persons visiting or passing through the Town Centre or surrounding areas.
- Local businesses
- The wider community
- Bridgend County Borough Council
- South Wales Police

Due to the geographical make up of a valley community such as Maesteg, the town centre is often a key location which is visited by the full cross section of the community, including the vulnerable.

In 2009 a Public Reassurance Survey was conducted in the Maesteg area. Key learning about the communities' perception in relation to crime and anti-social behaviour included answerers to the following questions.

**Do you feel the level of anti-social behaviour in your local area has changed in the last 12 months?**

The result for Maesteg East showed that 86% of those surveyed believed that the level of anti-social behaviour in the area had remained the same or increased in the previous twelve months. 96% of those surveyed in Maesteg West believed that the level of anti-social behaviour in the area had remained the same or increased in the previous twelve months

**Do you feel the level of crime in your local area has changed in the last 12 months?**

100% of those surveyed in Maesteg East believed that the level of crime in the area had remained the same or increased in the previous twelve months. 88% of those surveyed in Maesteg West believed that the level of crime in the area had remained the same or increased in the previous twelve months



Interrogation of NICHE identified that crime in the both wards had reduced over the previous 12 months compared with the 12 months prior to that. It is clear that although the public's fear and perception of the levels of crime has remained the same or increased, the actual level of recorded crime had decreased. This identified the clear need for a comprehensive communication strategy to promote the positive work that was being carried out to reduce anti-social behaviour in the area.

Figures published by the Home Office in 2003 identify the economic and social costs to the average householder for criminal damage is £623.00 per year. As these figures were published in 2003, the current cost would be significantly higher.

### **Perpetrator:**

As a result of analysis of NICHE, community engagement methods previously identified and engagement with the perpetrators themselves, it was established that the main perpetrators responsible for the anti-social behaviour at the target locations were a mixed sex gang, aged predominantly between 11 to 16 years and residing in (or in very close proximity to) the East and West wards. These will be referred to as the 'target group'.

The target group would often congregate and cause annoyance and disruption at the target locations which would result in other youths being drawn in and contributing to the problem thus escalating the situation. There was also evidence that there was underage consumption of alcohol.

Tackling the problem through increased intelligence led patrols at the target locations would be one facet of the Police response however a more robust and long term sustainable strategy was required to ensure the issue was tackled effectively. Through application of the problem analysis triangle, we were provided with a clear understanding of the problem in adopting a suitable approach to tackle the issues identified

### **RESPONSE**

It was clear from the outset that the Police Service approach alone would not be fully effective in tackling the issue of anti-social behaviour and bringing about a successful conclusion.

Key areas were identified that needed addressing. These included:

- To provide reassurance to the local residents and the wider public that the problem of anti-social behaviour was being addressed.
- To reduce and maintain the reduction of anti-social behaviour at the targeted locations.
- The adoption of a zero tolerance and Positive action approach by the Police to all incidents of anti-social behaviour.
- The dispersal of large groups of youths congregating in the area.
- To ensure effective engagement with the target group and local youths to emphasize that they are a valued part of the community to prevent them feeling ostracized.

- To build and maintain closer working relationships with partner agencies.
- To improve local facilities for the youth population as an alternative to 'hanging about on the streets as there was nothing to do'.
- Tackling the underage sale of alcohol in the community and underage consumption of alcohol at the target locations.

As a result of the analysis it was agreed that the main areas of focus would be placed on the offender and location as these were at the root of the problem.

When considering appropriate measures to reduce the problem of anti-social behaviour, important consideration was given to these being appropriate, realistic and cost effective.

It was initially highlighted to all local Policing teams of the response aspect of the initiative and this led to increase of intelligence driven patrols being conducted at the target locations. Powers regarding alcohol seizures, Anti Social Behaviour referral Orders etc were highlighted as an initial response option.

A joint operation was undertaken by Trading Standards and Licensing at Safer Bridgend to carry out test purchases in local retail premises believed to be responsible for selling alcohol to under aged youths.

NPT Officers conducted visits to the many local residents to encourage reporting of any incidents of anti-social behaviour and crime, to allow for effective understanding of the problem and show the public that the Police Service were actively addressing their concerns and fears.

Regular updates were provided to the public by the NPT through the previously identified community engagement methods thus reassuring the community that the measures implemented remained effective and the target locations remained a focus of the local Police.

NPT Officers attended at local schools to engage with the pupils, some of whom were responsible for the anti-social behaviour, and set up an 'Anti-social behaviour competition'. The competition was designed to make the pupils think about how anti-social behaviour negatively impacts on the community. All participating pupils were tasked to create a piece of work to identify their understanding of anti-social behaviour and its effects.

Consultations were held with the target group that included one on one discussion, group discussions etc to establish the reasons for using the target locations and the reasons for acts of anti-social behaviour. The target group reported being bored due to a lack of suitable facilities in the area and found the town centre an ideal area to congregate due to the opportunities for shelter during adverse weather conditions, lighting during hours of darkness, accessibility of retail premises for food / drink etc...

Research was undertaken to identify what facilities were available in the area for youths aged between 11-16 years. It was identified that there was a youth club being run at a local Comprehensive school and also a Community Centre in place on the Oakwood Estate however neither were well attended.



A questionnaire was developed by the NPT and was distributed to the target group and to other youths of the relevant age in the area. The questionnaire was designed to ascertain the ideas of youths in devising a way forward to reduce anti-social behaviour and related problems in the area. Part of the questionnaires distributed to the target group specifically focused on why they were not engaging with the existing youth programmes and facilities in the areas. The results returned some surprising reasons for non-participation which would not have been identified if the target group had not been consulted. The reasons included:

- The Comprehensive school where the youth club was being held was seen as a place of authority so this deterred the target group from attending.
- The target group believed they were already being stereotyped as 'trouble makers' so would be discriminated against if they did attend either venue.
- There was different behaviour standards expected from those of the target group who were attending the school and then attending the youth club run in the evenings. This was causing confusion amongst some of target group.
- The facilities at the Community Centre in the Oakwood Estate were substandard. The computers were over ten years old and not suitable for gaming / surfing the web etc.
- The building where the Community Centre was based was a converted house which due to spatial constraints would separate the target group from each other and so was not conducive if they wanted to 'Hang out' together.

It became evident that the target group would not attend the existing venues thus consideration needed to be given to implementing a long term diversionary measure to alleviate displacing the problem from one area to another area.

Having identified that the target group were aged between 11-16 years of age and from the local area, a review was undertaken to identify any suitable venues where the youths could and would attend. Officers identified a venue known as the Court House which at the time was a community based drop in centre for adults aged between 18 to 25 years. There were already health services, including a Sexual Health Clinic and a Drug and Alcohol Awareness Team in establishment at the building. The venue was ideally situated just off the main road in the town centre and near to the Police Station.

NPT Officers met with the coordinator of the Court House, Mr John Hughes and during discussions it was agreed that the venue could also be used as a youth club for the younger members of the community on a Monday, Wednesday and Friday evening.

For the youth club to be successful, it was identified that it was key that it was promoted in an open and transparent way. In full agreement of the relevant parties, several spokespersons from the target group and wider youth community were introduced to community members during local PACT meetings. This was done in a controlled environment so the spokespersons could listen to and understand how anti-social behaviour had directly impacted on the community members present. The platform also gave the spokespersons an opportunity to provide their viewpoint and rationale. The spokespersons were then able to speak to other youths from the area and put the views and concerns of the community to them. This process helped the

local community see that youths were not 'hoodies and hoodlums' but rather individuals who are part of the community. It also helped the target group understand the effect their behaviour was having on residents from their own community.

To help build a sense of pride in their community and demonstrate they were willing to work for the good of the community, some of the target group and other youths from the area took part in a voluntary capacity in several 'Street clean up' days which included activities such as litter picking and graffiti removal in the town centre. The days were organised by NPT Officers and partner agency 'Keep Wales Tidy'.

During the early stages of the youth club opening, there was an increase in the number of reports from nearby residents complaining of anti-social behaviour and related crime whilst the youths were waiting for the Court House to open. NPT Officers invited the residents from the area and also representatives from the Court House to a meeting at the Police Station. An agreement was drawn up between the parties which included:

- A 'Support and Report' neighbourhood Watch style programme was designed where the area would be pro-actively targeted (support) before, during and after the Court House opening hours and the group were encouraged to report all incidents of anti-social behaviour and crime (report).
- Regular monthly meetings between the residents, Court House representatives and the Police.
- The Court House would gradually reduce the number of youths allowed to remain in the premises in the run up to closing time to ensure there was not a sudden presence of large numbers of youths in the streets.
- The Court House would open thirty minutes earlier to ensure there was no build up of persons waiting outside.
- The Court House would install both internal and external CCTV recording equipment.

NPT Officers regularly attended at the Court House to ensure the continuation of close working relationships with not just the original target group, but all youths who attend the venue.

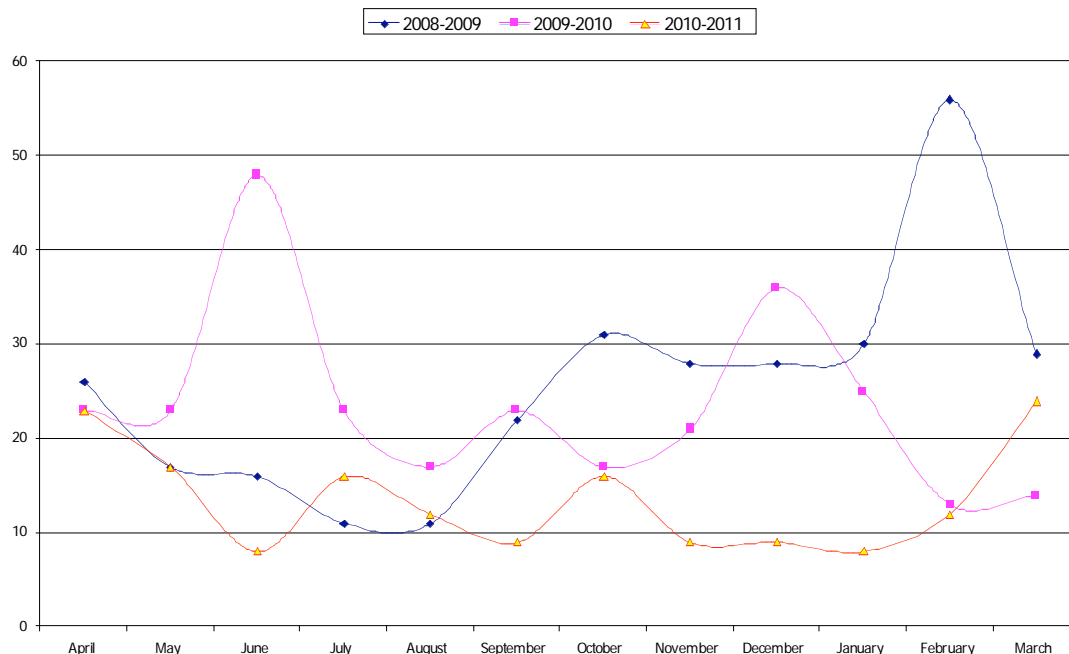
This initiative has proven that with a partnership approach a more cost effective and feasible project could be established as a long term solution to anti-social behaviour.

## **ASSESSMENT**

Assessment of the initiative has been received from a number of areas. These areas include the level of incidents of anti-social behaviour reported to South Wales Police, Community feedback about the effectiveness of the initiative and feedback from the target group.

The number of incidents received by South Wales Police of anti-social behaviour at the target locations has substantially decreased when compared to the same period over the previous two years.

The below graph identifies the combined number of incidents of anti-social behaviour reported at the target location to South Wales Police on a month by month and year on year basis from April 2008 to March 2011.



- From April 2008 to March 2009 South Wales Police recorded 305 incidents of anti-social behaviour at the targeted locations.
- From April 2009 to March 2010 South Wales Police recorded 283 incidents of anti-social behaviour at the targeted locations. This is a 7% reduction from the previous year.
- From April 2010 to March 2011 South Wales Police recorded 163 incidents of anti-social behaviour at the targeted locations. This equates to a 42% reduction from April 2009 to March 2010 and a 47% reduction from April 2008 to March 2009.

There has been a total reduction of 142 recorded incidents of anti-social behaviour at the targeted location for the analysis period. This reduction infers that the improvements undertaken as part of the operation has had a positive reduction in the levels of anti-social behaviour at the target locations and also a positive reduction in the demand to the Police service. However from February 2011 to March 2011 there has been an increase of recorded incidents of anti-social behaviour at the target locations. Although it is too early to identify if this is a 'blip' in the results or an increasing trend, the NPT have set up a host of diversionary measures to address the issue.

Measuring an increase in public confidence and reassurance is not so tangible. However during the following monthly meetings between residents living near to the Court House, Court House representatives and the Police there was a positive response from residents who commended the other parties for the way in which the situation was dealt with. Testimony from one resident, Mrs Ann Hopkins, was:

*"I was fearful for my own safety and the safety of my home when the youths started to attend at the Court House. Due to the safeguard officers and workers at the Court House put in place, my fears were put to rest in the first month of the opening"*

The coordinator at the Court House Mr John Hughes stated:

*"I am very thankful for the time and effort Maesteg officer's showed toward the running of the Court House. With the direction of the officers speaking to the youths and asking them to attend the Court House, it has played a crucial part in the good work that has been done..."*

The quality of life of the target group, youths from the area, residents, businesses, visitors to the area is seen as a priority for the NPT. Work is ongoing through the community engagement methods to promote the success in the reduction of anti-social behaviour in the locality which may help to reduce both the fear of crime and fear of anti-social behaviour in the area. Anti-social behaviour in the Maesteg Town Centre had been a recurring PACT priority problem on and off for the last eighteen months however due to the reductions since the launch of the operation it is now no longer a PACT issue.

Marketing the project was pivotal to reassuring the community that the area surrounding the Court House would not become a 'No go' area due to the influx of youths. In addition it emphasised the success of partnership working and the zero tolerance approach local policing had to what can often be perceived as a minor issue. The impact on the community this reassurance had cannot be underestimated. Follow up personal calls to residents confirmed the positive impact these measures made to residents and the local community.

One of the most encouraging points that resulted from the initiative was that several of the target group went on to become volunteer workers at the Court House. Due to their influence in their peer group, they were able to attract more youths to the venue.

Unfortunately due to unforeseen funding issues, in April 2011 the Court House closed. Realising the benefit that the venue has had in the reduction of anti-social behaviour in the community, NPT Officers and the Court House coordinator sought new funding arrangements. The funding has been secured which will ensure that the Court House will reopen with immediate effect.

### PART THREE – PROJECT DETAILS

Project name: Operation RAGLAN

Project location: Maesteg Town Centre and surrounding areas

#### Contact Details

Application Author's name: Paul Thomas

Organisation: South Wales Police

Telephone Number: 01656 655555

Email address: Paul.Thomas8@south-wales.pnn.police.uk

Alternative contact for application: Karen Davies

Organisation: South Wales Police

Telephone number: 01656 655555

Email address: Karen.Davies3@south-wales.pnn.police.uk

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#### Dates and location of project

Start date: 2009

End date: Ongoing

Please indicate whether the project is:

Ongoing ☒ Completed ☐ Current ☐

CSP name: Bridgend Safer Partnership

CSP area or region<sup>1</sup>: Bridgend South Wales.

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<sup>1</sup> Greater London, East Midlands, West Midlands, NE England, NW England, SE England, SW England, Yorkshire/Humber, Eastern England, Wales, Scotland, Northern Ireland

### Partners actively involved in your project

Please list key partners contributing to the project:

- A. South Wales Police.
- B. The Court House, Maesteg.
- C. Bridgend County Borough Council.
- D. Keep Wales Tidy.
- E. Trading Standards.
- F. Local schools.
- G.

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### Crime type(s) addressed

You have told us about the theme within which your project should be entered. Please use this section to set out which specific crime types your project addressed (Crime types could include<sup>2</sup> anti-social behaviour, burglary, domestic violence, gang activity, hate crime, knife crime, night time economy, violent crime and criminal damage).

- ☐ Anti-social behaviour.
- ☐
- ☐
- ☐

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### Resources required for project

Financial budget (£): 0.

Resource budget: 0.

Source of budget: 0.

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### Sharing learning

Other Benefits

*Were there any other benefits e.g. community outcome, from the project not directly linked to the problem as it was initially defined?*

No

Lessons Learned

*What were the three most important lessons from the project and three things you would do differently if you were to do the work again?*

The three most important lessons learned were:

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<sup>2</sup> The list of crime types provided is not exhaustive

- Consultation with the community at all stages of the project was key to its success.
- Early engagement and relationship with the target group was extremely important.
- The importance a diversionary activity to prevent displacement.



#### PART FOUR - CONDITIONS OF ENTRY

Information requested within this section of the application form is compulsory. Each question should be answered. This section is not assessed as part of the Tilley Awards but failure to answer all the questions may result in your application being rejected from the competition

**Q:** Can you confirm that the partners listed carried out the project as stated?

Yes

**Q:** Can you confirm that the details stated are factually correct?

Yes

**Q:** Is there any reason why the contents of this application should not be made publicly available? If so please state the reason/s and refer to guidance concerning sharing Tilley application submissions.

No

Please mark the box below 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):

☒

Please mark the box below with an X to indicate that your CSP/LCJB Chair is content for this project to be entered into the Tilley Awards

☒

Please mark the box below with an X to confirm that this project has only been entered into the 2011 Tilley Awards once.

☒