

Tilley Award 2005

Application form

The following form must be completed in full. Failure to do so will result in disqualification from the competition.

Please send completed application forms to Tricia Perkins at patricia.perkins@homeoffice.gsi.gov.uk

All entries must be received by noon on the 29 April 2005. Entries received after that date will not be accepted under any circumstances. Any queries on the application process should be directed to Tricia Perkins on 0207 035 0262.

1. Details of application

Title of the project: Dyna Ddigon ('That's Enough!').

Name of force/agency/CDRP: North Wales Police.

Name of one contact person with position/rank (this should be one of the authors): PS David Roome

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Name of endorsing senior representatives(s): Mr. C. E. Wolfendale

Position and rank of endorsing senior representatives(s): Deputy Chief Constable, North Wales Police

Full address of endorsing senior representatives(s): North Wales Police Headquarters
Glan-y-Don
Colwyn Bay
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LL29 8AW

2. Summary of application

In no more than 400 words please use this space to describe your project. Include details of the problem that was addressed, a description of the initiative, the main intervention principles and what they were designed to achieve, the main outcomes of project particularly in relation to the problem, evidence that was used in designing the programme and how the project is evaluated.

Scanning

North Wales is traditionally renowned as one of the most attractive areas of the United Kingdom, with the local police being fortunate to enjoy widespread support and co-operation. Despite this, and during a period of sustained crime reduction, sources were indicating that the sub-culture of criminal and disruptive behaviour in certain North Wales communities was a main public concern. Many people felt intimidated by overt and perceived misbehaviour in public spaces. Others were frustrated by the lack of respect for law, individual safety and the environment. It was evident that levels of public fear were disproportionately high and confidence in the delivery of policing services had waned.

Analysis

The British Crime Survey (BCS) for 2002/03 showed that 23% of people perceived levels of disorder in the North Wales Police force area as being 'high', with 15% also stating that their fear of violent crime was 'high'. A definite change in policing strategy was called for that acknowledged public concerns and engaged communities in local problem-solving, to positively impact upon the general quality of life and preserve the appeal of North Wales itself.

Response

A reassurance-based strategy was devised, called 'Dyna Ddigon' (or 'That's Enough!'). It has a number of distinct aims:

- To galvanise public distaste for the 'yob culture'.
- To inculcate abhorrence of petty crime & anti-social behaviour.
- To make public areas welcoming and safe at all times of the day and night.
- To support other bodies in promoting civic pride.
- To protect young people from conflict and confrontation.

It was launched in three areas in July 2003, and has since expanded so that 22 sites are included force-wide. Tailored responses to local crime and disorder problems are at the core of the initiative. Officers have been given a clear mechanism for dealing with incidents of anti-social behaviour, and a performance review system is included.

Assessment

The results for the first two years are significant: force crime levels have reduced by a notable 17.23%, whereas a 38.7% average reduction in the initial three Dyna Ddigon areas has been achieved.

The most overt offences ('anti-social crime') that affect a community have been reduced by 45%. The BCS data for North Wales shows that the fear of violent crime has fallen from the 02/03 figure of 15%, to 12% for 03/04. Fear of disorder has also fallen, from 23% (02/03) to 13% (03/04).

3. Description of project

Describe the project following the guidance above in no more than 4000 words

Scanning

North Wales is traditionally renowned as one of the most attractive areas of the United Kingdom: the exceptional natural environment includes scenery of breathtaking quality; crime levels are low and there remains a deeply-rooted sense of community spirit within a thriving Welsh culture. It is particularly reliant upon its domestic holiday tourism industry, with many agencies making strident efforts to ensure that the region's appeal never diminishes. North Wales Police has traditionally enjoyed widespread support and co-operation as the organisation has always dedicated itself to further integration into local social, economic and environmental improvement strategies.

It is in this context in early 2003 that North Wales Police was experiencing a welcome, continued reduction in overall levels of crime. Nevertheless, numerous sources were indicating that the sub-culture of criminal and disruptive behaviour in certain North Wales communities was a main public concern. Many people felt intimidated by overt and perceived misbehaviour in public spaces. Others were frustrated by the lack of respect for law, individual safety and the environment. It was evident that levels of public fear were disproportionately high and confidence in the delivery of policing services had waned.

Analysis

The British Crime Survey (BCS) provides an evaluation of crime in Wales & England by asking people about the crimes they have experienced in the past year. It includes crimes not reported to the police; therefore it is seen as an important indicator of true crime levels. It examines attitudes to crime, such as the effect on public fear. According to the British Crime Survey (BCS) for 2002/03, 23% of people perceived levels of disorder in the North Wales Police force area as being 'high', with 15% also stating that their fear of violent crime was 'high': a situation that had almost remained unaltered from the previous year (the 2001/02 values being 22% and 16% respectively). A definite change in policing strategy was called for that acknowledged public concerns and engaged communities in local problem-solving, to positively impact upon the general quality of life and preserve the appeal of North Wales itself.

Various policies originating from central government, combined with the actual and intended introduction of new legislation and the National Policing Plan, indicated that there was a determination to deal with the problems that the force had identified. It was vital that North Wales Police took account of these issues when formulating its response.

At that time, the force was undergoing important organisational change, with a revised approach that included the placement of police officers (Community Beat Managers) on a long-term basis back in the heart of communities. These officers have a direct responsibility for dealing with local policing issues in partnership with other agencies, using a problem-solving approach. They have since been augmented by Police Community Support Officers, Accredited Wardens, Volunteers and other members of the extended police family.

Response

Chief officers resolved to harness force resources in a way that would begin to deal with this 'Cinderella' of policing initiatives. Research from the United States and elsewhere was compelling in identifying the overall benefits of tackling quality of life issues. Implementation of a 'zero tolerance' strategy was considered; however, it was felt that a more local resonance was needed. A reassurance-based strategy integrating fully with the priorities of the force was therefore devised, called 'Dyna Ddigon' (which is the Welsh phrase meaning 'That's Enough!'). This phrase appeared to encapsulate the vision; a firm, parental rebuke to inappropriate behaviour, but a rebuke that acknowledged further responsibilities.

A steering group of key officers was formed to guide the implementation of the initiative, led by the Deputy Chief Constable, Mr Clive Wolfendale. 'Dyna Ddigon' was presented to the North Wales Police Authority in May 2003, where it was met with unanimous approval. It was *and remains* a policing and community concept describing an abhorrence of petty lawlessness and the recovery of civic pride. It combines a philosophy of community problem-orientated policing with the best practice from the tactics of a zero tolerance engagement. It has become well

embedded within the force and is widely recognised by the public.

'Dyna Ddigon' has a number of distinct aims, supporting the force vision of 'a safer North Wales': -

- To galvanise public distaste for the 'yob culture'.
- To inculcate abhorrence of petty crime & anti-social behaviour.
- To make public areas welcoming and safe at all times of the day and night.
- To support other bodies in promoting civic pride.
- To protect young people from conflict and confrontation.

The North Wales Police force area is divided into three Territorial Divisions, the boundary of each being coterminous with two Unitary Authority areas. Upon the inception of the Dyna Ddigon initiative, each of the three Territorial Divisions were required to nominate one appropriate 'pilot' site for implementation purposes.

It was absolutely clear that in devising long-term solutions to crime problems, the force could not operate autonomously. A key element of the 'Dyna Ddigon' approach was always to be joint-agency liaison and action. The force continues to encourage involvement from those who can actively participate in the achievement of effective and lasting solutions, whilst also seeking media recognition and support.

The first three areas chosen were Peblig Ward (Caernarfon), Kinmel Bay and Redhall Estate (Deeside). They were nominated as Divisional analysis of local crime and disorder incidents revealed them to be problematic 'hot spots', there was public appetite for dynamic police action, and supplementary schemes targeting social deprivation were operating in an area, or adjacent to it. Media launches were held simultaneously in each site involving various agencies on the 31st July 2003, with extremely positive publicity being generated from the outset. It must be stated that whilst police data was largely relied on in each instance, some of the reasons for choosing the original sites were largely subjective and had to be: the public desire for problems to be tackled combined with the deliberate placement of community officers who could begin to have the desired effect were considerations. This approach has now matured and is described later.

The realisation that the force was embarked upon a significant scheme to deal successfully with anti-social behaviour meant that public demand for an expanded number of sites was experienced almost immediately. A decision was made at senior level to accede to requests for inclusion in the initiative. This meant that on the 22nd September 2003, following further supportive analysis, additional sites were commenced in Holyhead Town, Colwyn Bay, Bryn Offa & Hightown (Wrexham).

Also in September 2003 the Force participated in the Home Office Anti-Social Behaviour national count. The results obtained indicated that during a 24 hour period, North Wales Police received a total of 211 reported incidents of anti-social behaviour, using Home Office incident type assessment criteria. The distribution of the incidents across the Force area was as follows: -

- Eastern Division – 75 incidents (or 35.5%).
- Central Division – 79 incidents (or 37.5%).
- Western Division – 57 incidents (or 27%).

It was established that, notwithstanding the detrimental effects on communities of such behaviour, these calls for service were costing approximately £98 per occasion in officer time: 211 incidents have a cost of £20,678 per day!

The local priorities were also not those that the police often perceived them to be. The force conducted a detailed survey in several sites, with the main problems experienced by people actually being litter and graffiti, noise and street drinking & begging. This was clearly due to the public's persistent exposure to such overt problems, which served as indicators of an absence of law and order. The usual crime problems were almost non-existent when it

came to asking the public 'what matters most?'

Some general principles were rapidly established when considering areas for inclusion in Dyna Ddigon; there must be a definite need for the initiative to be commenced in an area. This need is established through local analysis and consultation. There must be agreement between the police, partners and the local community that the initiative should be introduced (there may be local issues which may prohibit or delay this). Planning as to how problem-solving activity will be performed in partnership must occur, with all identified agencies and organisations making a commitment to a locally devised action plan based around victims, offenders and locations. Such plans are reviewed by a strategic board at force level, with local Joint Agency Groups participating in the maintenance of the scheme.

Consolidation of the original sites, combined with the evolution of a structured performance management process and usage of new legislation, meant that further demands for inclusion were resisted for a time. Notwithstanding this, officers were still required to deal effectively with anti-social behaviour throughout the entire force area – 'best practice' was simply being established in the pilot sites, as part of a long-term process to achieve a positive cultural change.

The key elements of the initiative are:

- **Informed, locally driven enforcement.**
- **The enablement of officers to act, with support.** The force directs and encourages officers to deal with offences of crime and disorder wherever and whenever possible. They must employ craft, creativity and determination to detect and deter criminal activity.
- **The use of appropriate and innovative methods of dealing with identified problems.** Whilst a rigorous approach is encouraged, it must be proportional and conform to the Human Rights Act. The force has not removed the ability of its officers to exercise discretion.
- **It is a long-term approach** that harnesses the proven techniques of problem-solving policing and acknowledges local crime and disorder priorities.
- **There is joint ownership of local issues.** Multi-agency co-operation, involving Community Safety Partnerships, is fundamental to the success of Dyna Ddigon.
- **An integrated performance management process exists, to provide an assessment of success.** It has been continually informed by clear and current management information exploiting new information technology introduced by the force. 'Dyna Ddigon' is being continuously and rigorously monitored for effectiveness and impact. Challenges, opportunities and successes are being publicised with openness and honesty.

On the 1st April 2004, additional sites were introduced:

- Llangefni.
- Bangor.
- Pwllheli.
- Barmouth
- Llandudno.
- Prestatyn.
- Denbigh.
- Rhostyllen.
- Chirk.
- Bryn Gwalia (Mold).
- Coleshill & Castle (Flint).

They were followed by Pentrefoelas on the 1st May, Porthmadog on the 1st August and Sealand Manor Estate on the 1st October 2004. Conwy was also added on the 19th January 2005, meaning there are now a total of 22 sites operating across the North Wales Police area.

The introduction of new legislation means that various tactics have been employed in the sites, in accordance with the aims of local action plans. Consultation with the public at regular meetings, based around the Chicago Alternative Policing Strategy, has also been of great importance. These meetings have led to local priorities being determined, based on SARA and the problem-analysis triangle.

There are of course great differences in what communities have defined as being the problems of most concern to them: for example, in one area it has been crime and disorder at pub closing time; in another, it has simply been vehicles travelling too quickly through a village situated on a main road, preventing safe access to a school. Detailed survey work has been performed in some areas, although local problem-solving meetings, supported by joint-agency analysis have been found to be the most expedient and well-received method of identifying priorities.

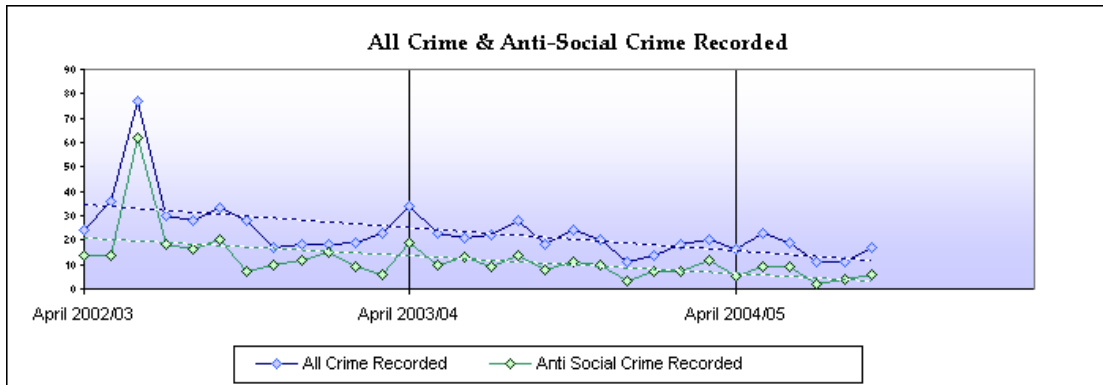
The response is tailored to the problem(s). The pub disorder issue has been dealt with (in part) by introducing a water bowser, whereby those who are caught urinating in the street or dropping litter are made to clean up their detritus. Should they refuse, they risk a penalty notice or arrest. Even if they comply, their details are retained on record by virtue of the North Wales Police version of the Yellow Card Scheme. This has been cited as an example of national best-practice during the recent national Summer Alcohol Misuse Enforcement Campaign. It attempts to instil a cultural change through positive intervention early in the evening and has contributed to the achievement of a near 40% reduction in alcohol related violent crime occurring in Wrexham town centre.

The vehicle problem has been approached through a combination of education, engineering and enforcement, accompanied by a high-profile media campaign. A community speed-watch scheme was introduced, with members of the public operating speed detection equipment and reporting registration numbers to the police. The Local Authority has altered signage and is considering lowering the speed limit. At weekends, when the problem is most acute, a police vehicle that was about to be removed from service because of its age is left nearby, to slow the traffic down. A traffic officer was assigned to work alongside the community police officer, to amplify the policing approach and identify best-practice, as this was the first North Wales scheme of its type. This activity has served to greatly restore confidence in local policing. In the last 12 months, the fatalities on that section of road (the A5 in Pentrefoelas) have reduced from four to one – a significant change, accompanied by a reduction in complaints, with no collisions being reported in the village itself.

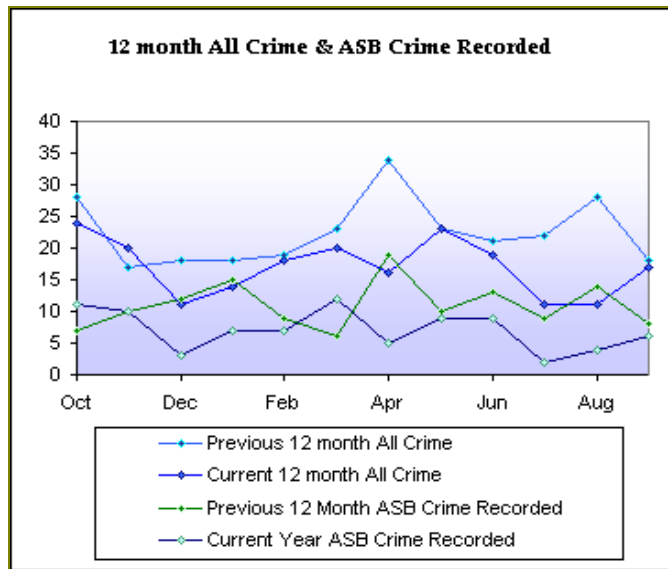
Because of the unique response to local problems, it was decided to tailor the performance evaluation process to each Dyna Ddigon area. New technology meant that the geographic area in each instance could be entered onto force systems, so that regular evaluation of overall crime and disorder levels could occur. Nevertheless, it was felt that this would not take into account the overt offences in communities that serve to heighten the fear of crime. Based on the various types of behaviour legislation had been introduced to tackle, a list of crime types was created by the force, called 'anti-social crimes'. The list includes offences such as drug dealing, air weapon misuse, criminal damage and public order. In many ways, this is similar to the signal crimes concept now widely accepted as being fundamental to the public perception of disorder.

The performance monitoring element of the initiative was extremely important as a means of ensuring that problem-solving activity was expediently introduced. There was a deliberate move away from 'traditional' responses such as 'high visibility patrols' without foundation. Detailed information was included in monthly bulletins relating to each Dyna Ddigon site, in the following format:

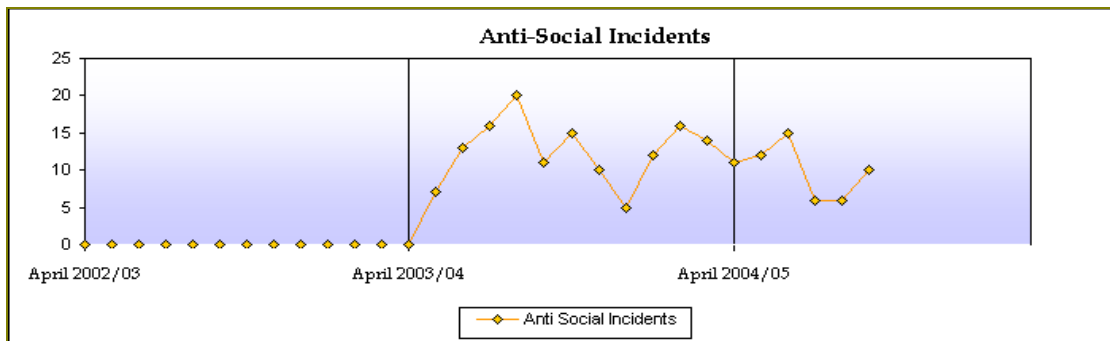
Example: Peblig Ward (as of September 2004)



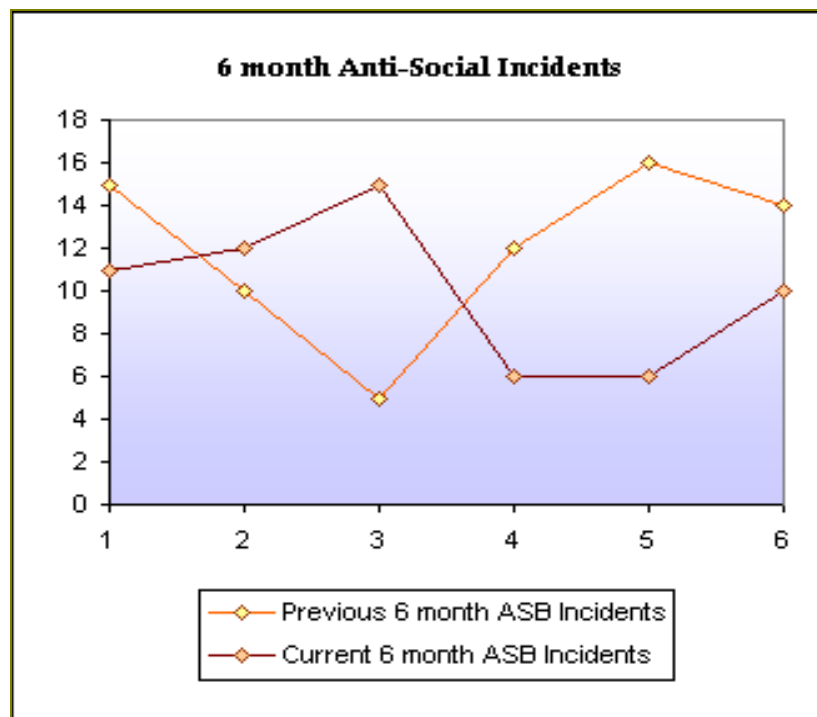
Caernarfon – Peblig Ward	All Crime Recorded	Progress	Anti-social Crime Recorded	Progress
Month	17		6	
YTD 2004/05	97	-33.6%	35	-52.1%
YTD 2003/04	146		73	



The above graph represents the reductions in 'all crime' and 'anti-social crime' levels that were achieved during a 12 month period.



All incidents of 'anti-social behaviour' are plotted on a month by month basis for each site. The incident closing codes for anti-social behaviour are used to classify incidents; however the force adoption of the National Standard for Incident Recording (NSIR) has now improved both the accuracy of the information, and efficiency involved in compiling it.



Caernarfon – Peblig Ward	Ant-social Behaviour Incidents	Progress
Month	10	-42.1%
Current 3 month	22	
Previous 3 month	38	

It was also vital that officers were given an easy-to-understand mechanism for dealing with incidents of anti-social behaviour:

- No further action (only in the most minor instances).
- Yellow Card warning.
- Penalty Notice for Disorder (or a warning notice under Section 59 of the Police Reform Act, to deal with vehicle misuse).
- Arrest.

They have additionally been given an Intranet-based resource facility that describes the initiative, where it is taking place, the principles behind problem-solving and the powers available to them to tackle anti-social behaviour.

Feedback sessions are held with officers, to provide education about problem-solving and to ascertain what works best. For example, there was insufficient flexibility in the Penalty Notice for Disorder (or PND) scheme. Few PNDs could be issued on the street, for various reasons. The force therefore modified its procedures and introduced a new-style PND that includes a small fingerprint pad, so that offenders can be fully documented away from a police station. This alone has seen PND usage increase from 18 per month (March '03) to 211 per month (March '05), an increase of 1,072 percent!

The use of Section 59 of the Police Reform Act (locally called 'Operation Lifeboat') has also increased significantly. In the last twelve months, some 864 warnings have been issued, with 72 vehicles having been seized due to a repetition in the driver's behaviour. The processes are simple and easy to use.

The public's access to local information has not been overlooked – the force has introduced an Internet site that enables people to find out how to contact their local officer simply by typing in their postcode or by clicking on a map. This facility was launched by the Minister for Policing, Hazel Blears MP and is the first such resource in England and Wales.

Assessment

The force performance since the year 2002/03 has been pleasing, with a reduction from 65,133 to 53,865 offences for the fiscal year 2004/05. This is a reduction of 17.23%. The performance in terms of crime rates in the first three Dyna Ddigon areas during the same timescale has been far in excess of this figure:

	2002/03 crimes	2003/04 crimes & % reduction on previous year	2004/05 crimes & % reduction on previous year	Reduction 2002/03 to 2004/05
Force	65,133	61,749 (-5.19%)	53,865 (-12.77%)	11,268 (-17.23%)
Connah's Quay	486	437 (-0.23%)	300 (-31.35%)	186 (-38.27%)
Peblig	351	260 (-25.92%)	209 (-19.61%)	142 (-40.45%)
Kinmel Bay	717	522 (-27.19%)	449 (-13.98%)	268 (-37.38%)

For the anti-social crime types the force has defined, the results are again pleasing:

	2002/03 ASB crimes	2003/04 ASB crimes & % reduction on previous year	2004/05 ASB crimes & % reduction on previous year	ASB crimes per year reduction 2002/03 to 2004/05
Force	19,119	19,094 (-0.13%)	16,415 (-14.03%)	2,704 (-14.03%)
Connah's Quay	178	150 (-15.73%)	106 (-29.33%)	72 (-40.45%)
Peblig	176	110 (-37.5%)	72 (-34.54%)	104 (-59.10%)
Kinmel Bay	215	170 (-20.93%)	140 (-17.64%)	75 (-34.88%)

The frequency of anti-social behaviour incidents has also diminished, although there was initially an increase which was associated with a far greater public willingness to report matters that would have previously gone unrecorded by the force.

A comparison between the fiscal years of 2003/04 and 2004/05 reveals that:

- There was no change in the number of ASB incidents taking place in Connah's Quay (160 03/04 compared with 160 04/05).
- There was a 20% reduction in ASB incidents in Peblig Ward (108 03/04 compared with 86 04/05).
- There was a 25% reduction in ASB incidents in Kinmel Bay (204 03/04 compared with 154 04/05).

During this same period, the number of anti-social incidents occurring force-wide has almost remained unchanged (22,214 compared with 22,375 – an increase of 0.72%), despite a perceived increased propensity to report. We expect the next 12 months to show a decrease, mirroring the results of research conducted by the National Reassurance Policing Programme.

Whilst Dyna Ddigon has achieved notable, readily quantifiable results, the impact of the initiative in terms of increased public reassurance is also worthy of mention. The British Crime Survey data for the North Wales Police area shows that the fear of violent crime has fallen from the 02/03 figure of 15%, to 12% for 03/04. Fear of disorder has fallen from 23% (02/03) to 13% (03/04). These positive trends are expected to continue.

What is also clear is that letters from the public have taken a different tone to that of only two years ago. Whereas complaints were frequently made, the feedback is now far more positive, thanks to tangible results being seen and direct engagement with communities being made. It is the reassurance dividend that is most worthwhile – communities that not only are safer, but now feel safer too.

382 press articles on the initiative have been collated by the force since it was launched, with only 30 being classed as 'negative'. This means that a massive 92% of the publicity generated in the media has been supportive – something that greatly shapes the public perception of disorder.

When the Dyna Ddigon initiative reached its first anniversary in July 2004, Hazel Blears, the Minister for Policing, said "I'm delighted that North Wales Police, through Dyna Ddigon, is helping to deliver real change in communities by targeting the anti-social behaviour of the minority of people who ruin the lives of thousands of law-abiding citizens."

The Regional Crime Director for Wales said, "Dyna Ddigon has made a positive impact on tackling anti social behaviour. We hold this up as good practice. Dyna Ddigon has made North Wales a safer place. Not only is anti social behaviour falling, so is crime. Dyna Ddigon has made a change for the people of North Wales and North

Wales Police are to be congratulated on this innovative scheme. It has made the change and reduced anti social behaviour."

In late 2004, The National Reassurance Policing Programme team was invited to carry out an inspection of the work being performed in North Wales. They found that the clear project planning and implementation of Dyna Ddigon was felt to be a particular strong point. The positive culture in North Wales was cited by the NRPP as behind its decision to choose to hold the final National Conference in Llandudno in March 2005.

The Welsh Affairs Select Committee enquiry into the police service, crime and anti-social behaviour in Wales has recently made specific mention of Dyna Ddigon, praising it and describing it as innovative.

Numerous other police forces have now contacted North Wales Police to discover more about Dyna Ddigon, including the Police Service of Northern Ireland, Durham Constabulary, North Yorkshire and the Metropolitan Police.

The future

The community engagement work performed during the expansion of the initiative will be underscored by the force Community and Neighbourhood Policing Strategy ('Your Priorities, Our Action!'). This will see the 7-stage engagement model as defined by the National Reassurance Policing Programme continue to roll-out force-wide during the calendar year 2005. Further Community Beat Managers are being introduced during this period, accompanied by members of the extended policing family.

The philosophy behind Joint Agency Groups that concentrate on victims, offenders and locations is being realised through greater participation at Community Safety Partnership level. These groups are using the National Intelligence Model and data sharing to review information on anti-social behaviour and decide where new Dyna Ddigon areas should be introduced. Their progress is being monitored monthly at Assistant Chief Constable and Assistant Director level (from each relevant Local Authority) through systematic visits as reality checks and scrutiny of performance data. This is combined with a new-style of Project Board that includes a Compstat process whereby District Inspectors account for the implementation of local action plans and share best-practice.

A force strategic assessment on anti-social behaviour utilising a new database and advanced mapping techniques is a major part of this process – this enables agencies to determine if the Dyna Ddigon sites are actually in the right places. The first such exercise has now been performed.

Whereas the force solely looked for reductions in anti-social behaviour and an increase in levels of public reassurance, specific targets have now been set: a 10% reduction in anti-social behaviour during the fiscal year 2004/05, with a 25% detection rate target in anti-social crime also being stipulated. Specific local targets relating to signal crimes and disorders as identified by communities will also be set.

With its logo now prominently on display throughout the force area, 'Dyna Ddigon' has become a well-known riposte to the behaviours that adversely affect the quality of life in communities. It describes a shared responsibility for challenging attitudes and acts that demean and damage. It seeks to promote and support a culture of respect for individuals and their property, both private and shared. It is concerned with the preservation of the best of North Wales and the discouragement of the worst.

*David A. Roome PS1626
North Wales Police*

APPENDICES

APPENDIX 1. Evaluation criteria

Analysis of local problems.

Does the Division undertake systematic analysis of disproportionate crime, disorder, anti-social behaviour or victimisation? Where disproportionality is identified, how is this addressed through resource deployment?

What we are looking for:

- Targeting of key offenders & dissemination of information.
- Information sharing with partner agencies.
- Use of local analysis and consultation to identify problem areas.
- Safe Communities Team consultation on local working. Use of anti-social behaviour (ASB) databases – RMS.

Awareness of local objectives.

Do objectives on crime and disorder reduction cascade rationally from DHQs to local level?

- Knowledge amongst officers of local priorities.
- Evidence of engagement in targeting key individuals.
- Evidence of any positive impact upon local levels of crime and disorder based on ward-level analysis.
- Consistency between national / force / Basic Command Unit (BCU) targets in relation to CDRP priorities.

Intelligence based patrols and the NIM.

Are patrols intelligence-driven; in particular, are areas of disproportionate levels of anti-social behaviour / disorder identified and policed appropriately? Is NIM used to pursue reassurance objectives? Does the Division have a systematic approach to integrating community intelligence and criminal intelligence?

- A patrol strategy that incorporates problem-solving under the National Intelligence Model (NIM) and meets local policing needs.
- Significant use of local analysis and consultation to identify problem areas and support community cohesion.
- Staff aware of the NIM and the contribution they should be making.

Effectiveness of patrol.

How are visibility, accessibility, reassurance and the effectiveness of patrol evidenced?

- The use of the British Crime Survey and other local data to gauge public satisfaction, confidence, fear of crime, etc. (by ethnicity).
- Satisfaction with police visibility and accessibility being measured, with the satisfaction of ethnic and other minority groups addressed.

- Existence of specific sustainable policing packages, e.g. POP files directing patrols, and maintenance of same with accompanying supervisory intervention.

Improving patrol and knowledge of responsibilities.

What efforts are made to ensure response staff are assigned to patrol pilot areas? (i.e., in a community policing rather than purely reactive role?) Do response officers have an awareness of their responsibilities to aid implementation of the initiative, thereby creating a climate where ASB is unacceptable & communities are reassured.

- Evidence that response officers and those from OSD are engaged in robust enforcement activity when patrolling pilot areas.
- Awareness amongst officers that they are expected to undertake patrols in pilot areas whenever possible. Participation in POP work.
- Evidence that BCUs have identified the range of customer needs and are taking steps to respond to those needs, including the needs of minority groups.

CBM awareness.

Does the Community Beat Manager understand the purposes and aims of his / her post?

- Evidence of requirements to provide public reassurance through a visible police presence, focussing on incidents of crime and disorder and addressing community safety issues by acting as a focal point for partnership working.
- Evidence that the officer(s) understand this is to be achieved through the North Wales style of Problem Orientated Policing and partnership working.

CBM role engagement.

Is the Community Beat Manager able to successfully engage in his / her role?

- Evidence that a Beat Action Plan has been produced and agreed by the district Inspector.
- Development of a Beat Profile located on the Force Intranet and regularly updated.
- Knowledge of active criminals within area of responsibility.
- Ability to work with a minimum of supervision. Focused intelligence based patrols.
- Awareness of crime prevention techniques.
- Attendance of 3 day Beat Manager's training programme.
- Local community needs – ability to converse through the mediums of English & Welsh.
- Knowledge of diverse community in beat area.
- Establishment & maintenance of relationships with key partners, e.g. local authorities, locally elected councillors, principle authority and community councillors, family of key relevant workers within their beat.
- Evidence the CBM has signed a career planning agreement. Length of time in post.

CBM support.

Is the Community Beat Manager receiving meaningful support from supervisors & colleagues?

- Evidence of liaison with other officers and colleagues to aid the development of community intelligence and assist in the identification of crime and anti-social trends for prevention and detection purposes, e.g. support from Divisional Diversity Officer and Anti-Social Behaviour Co-ordinator.
- The CBM is being used to provide response cover in an appropriate way and such absences are well managed.
- Evidence that support is provided by supervisors when required. Advice and assistance should be freely available. Evidence that autonomous working is supported and finances to assist in community schemes is provided as appropriate.
- Provision of equipment to function efficiently, e.g. I.T, 'phones.

Divisional engagement in Dyna Ddigon activities.

To what extent is the Division engaging in dedicated operations & activities under the Dyna Ddigon banner, to deal with anti-social behaviour? Are other Divisions (i.e. OSD and CSD) providing assistance when required? Have partnership interventions (pre-enforcement) through multi-agency problem solving agreements been developed?

- Engagement with partners in community clear ups under Operation Scrub-It. Local protocols to ensure racist and hate graffiti is removed within 24 hours & dissemination of intelligence to BCU / Diversity Officers. Use of Graffiti Busters.
- Assessment and development of alley-gating schemes under Operation Gate-It. Evidence of exploration of an expansion in funding opportunities and partnership working in liaison with HQ.
- Development of local procedures to ensure the swift removal of abandoned and scrap vehicles, under Operation Scrap-It.
- Targeting of inappropriate driving in conjunction with OSD, under Operation Lifeboat.
- Dedicated patrols of vulnerable public areas, e.g. town centres, schools, railway and bus stations, particularly at night. Evidence of liaison with BTP and local security. Use of mobile CCTV facilities.
- Licensed premises – disorder identification & enforcement of licensing offences. Pub Watch. Proof of Age Scheme. Objections to license renewal. Engagement with door staff including possibility of accreditation. Work with Trading Standards to target sales to under-age persons. Use of PNDs for relevant offences. Evidence of local authority liaison to consider areas as alcohol free zones.
- Evidence of assessments of environmental effects upon crime and disorder. Partnership working to 'design out crime', e.g. use of lighting and CCTV. Provision of youth shelters.
- Local agreements to provide diversionary facilities for young people, particularly during holiday periods. Sports facilities availability, including free / reduced charge use. Provision of other contemporary facilities, such as skate board parks.
- Direct engagement with local schools and youth organisations.
- Link work with Communities First where applicable, to ensure commonality in approach.

- Development of innovation and use of best practice culled from elsewhere, e.g. yellow card schemes, Dispersal Notices, ASBO leaflets, Ring Master, Crime Stoppers, and the Mediation North Wales Service.
- Use of civil legislation to complement enforcement against activities such as begging.
- Reassurance activity towards the elderly & enhanced awareness on the part of young people, e.g. Through Other's Eyes Scheme, and involvement of support organisations such as Neighbourhood Watch & Victim Support Scheme.
- Specific projects dealing with community awareness of problem behaviour and the sanctions that can be taken against offenders, e.g. throwing fireworks & work with Environmental Health to deal with noisy nuisance neighbours.
- Evidence that requested assistance is provided by OSD and CSD, e.g. vehicle based operations and surveillance work – there should be no organisational resistance to obtaining RIPAs in appropriate circumstances to support ASBOs etc.

THIS LIST IS NOT EXHAUSTIVE

Clarity of policy on interventions.

Is there a clear policy on ASBOs, ABCs and other similar interventions? How many have been applied for and granted in the last 12 months? What support is available – e.g. have Divisions formulated local protocols with CPS? What level of co-ordination exists with HQ?

- Evidence that BCUs regard ASBOs as a useful tool in delivering CDRP objectives. Number of Yellow Cards submitted to Divisional ASB Co-ordinators. BCU use of databases to record ASB information.
- Awareness of new powers for local authorities and RSLs contained in the Anti-Social Behaviour Bill.
- Evidence of consultation with CPS regarding any difficulties encountered in the ASBO process. Local protocol development.
- Evidence of use of ABCs and other interventions, such as parenting contracts and orders.
- Evidence that Divisions are considering individual cases for inclusion in the ASBO leafleting scheme.
- Evidence of engagement with partners involved in the ASBO process, including assisting local authorities in obtaining ASBOs.

Use of Penalty Notices for Disorder.

To what extent is the Division utilising Penalty Notices for Disorder?

- Evidence of training completion by designated officers (uniformed, up to Inspector level) and impetus to do so being maintained by DCTs.
- Evidence of use amongst patrolling officers as an enforcement tool. The Number of PNDs issued per Division and 'on the spot'.
- Expectation that PNDs are used as a default means of disposal of arrestees from custody when appropriate.

The extended police family.

Is the Division using new powers in respect of the extended police family to strengthen the patrol function? How many PCSOs have / will be recruited and does their deployment link directly to reassurance objectives? Are Community Wardens being considered and what level of progress towards accreditation is being made?

- Use of the Crime Fighting Fund
- Partnerships with councils and private security agencies for, e.g. patrols.
- Considered deployment policy for PCSOs – ensuring they have been provided with police powers.
- Assessments of Warden Schemes and suitability for participation in accreditation.
- Divisional consideration of PCSOs during applicable funding bids.

Divisional consultation.

Does the Division perform its own local consultation involving DCT members and partners to review implementation of Dyna Ddigon and explore new ways forward? How do leaders ensure that support and development are provided which encourage staff to focus on challenging anti-social behaviour and how are policies marketed / communicated?

- Assessment of standard of local consultation through supply of relevant notes / minutes to HQ.
- Evidence that actions arrived at are dealt with and local PIs have been developed.
- Evidence of complementary work, e.g. exploration of funding opportunities external to the organisation. Liaison with Partnership Funding Manager / PACT.

Innovation in approach.

Is there evidence of innovative approaches, especially in relation to 'hard to reach' elements of communities?

- Good channels of communication and dialogue with community umbrella organisations, opening doors to otherwise excluded groups and individuals.
- Divisional liaison with Safe Communities Dept to ensure a good cross-section of the community is considered.

Communication with young people.

What channels exist to communicate with young people?

- Evidence of communication and dialogue with young people through schools and local youth organisations. Schools Liaison Officer input.
- Evidence of positive interaction with groups of young people in vulnerable areas, with assessments of their requirements.
- Introduction of facilities should they not exist, in conjunction with partner agencies. Development of existing facilities.
- Engagement with other key organisations e.g. the Prince's Trust Cymru & Duke of Edinburgh Award Scheme.

Community consultation.

What (recent) evidence is there of decisions being influenced by consultation with users and a representative selection of residents? Is there a framework to ensure effective action is taken?

- Evidence of the provision of a citizen-focused service to the public, especially victims and witnesses, which inspires confidence in the police.
- Evidence of local community contact, e.g. community councils and residents' associations, Divisional Diversity Group, retained on Divisional databases, detailing action points stemming from such meetings and how any issues arising have been addressed.
- Formulation of sustainable local action plans, using the SARA / POP principle, devised through community consultation and assigning ownership of actions to the police and partner organisations. Plans to be made publicly available and disseminated to partners for agreement. Progress to be documented.
- Evidence of scoping exercises having been performed for new initiatives.

Community influence on policy.

Are there formal and informal means for the community to influence policing policy, especially tackling anti-social behaviour and disorder, in accordance with the national theme of community engagement and civil renewal?

- Evidence of decisive engagement with communities to devise local action plans and further community cohesiveness.
- Persistence in approach & creativity when there is an unwillingness to engage with police.
- Involvement of partnership agencies in community consultation, demonstrating ownership is shared.

Drug abuse strategy.

Are objectives on tackling drug abuse integrated within local enforcement strategies?

- Evidence of efforts to bring offenders for Class 'A' drugs supply to justice.
- Identification of suspects and venues – awareness and use of legislation to close 'crack houses'.
- Consolidation of work with Substance Misuse Action Teams (SMATS), in accordance CDRP objectives.

Media and marketing.

How is the Division using a media and marketing strategy to promote reassurance? Is media impact monitored? How does the Division strive to reach the community, in particular ethnic and other minority groups? What consideration is given to maintaining and enhancing the positive promotion of activity under Dyna Ddigon?

- Communications strategy that uses internal and external media to promote reassurance and help manage public expectation and demand.
- A positive media profile.
- Press office engagement and that it is fit for its purpose.

- Visibility in community press and in particular local ethnic and other minority press.
- Awareness on the part of officers that positive examples of community working are needed.

APPENDIX 2. Dyna Ddigon logo



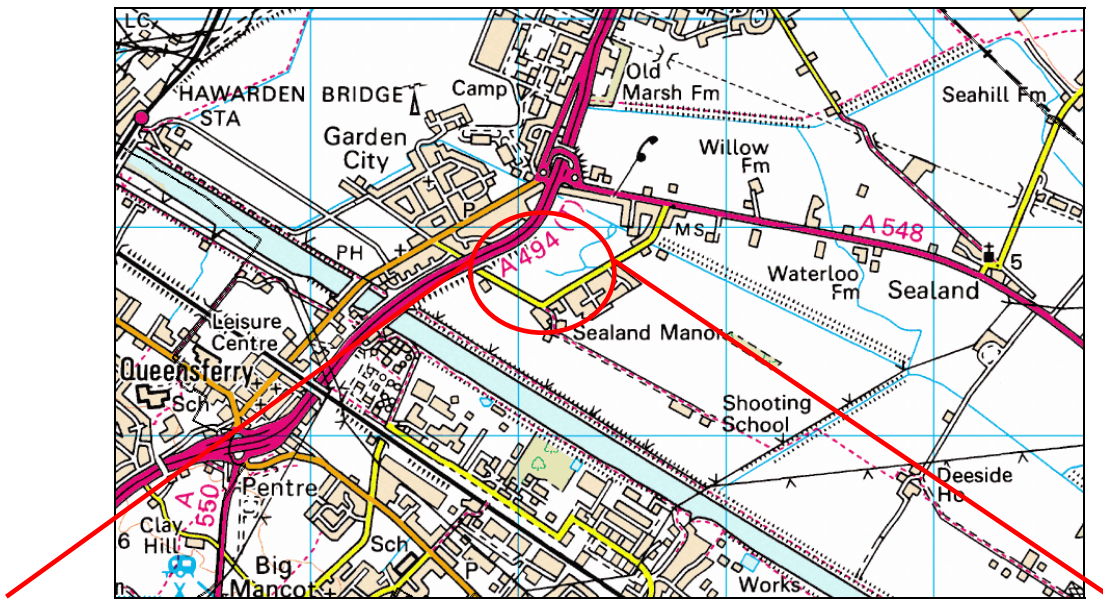
APPENDIX 3. Survey Example

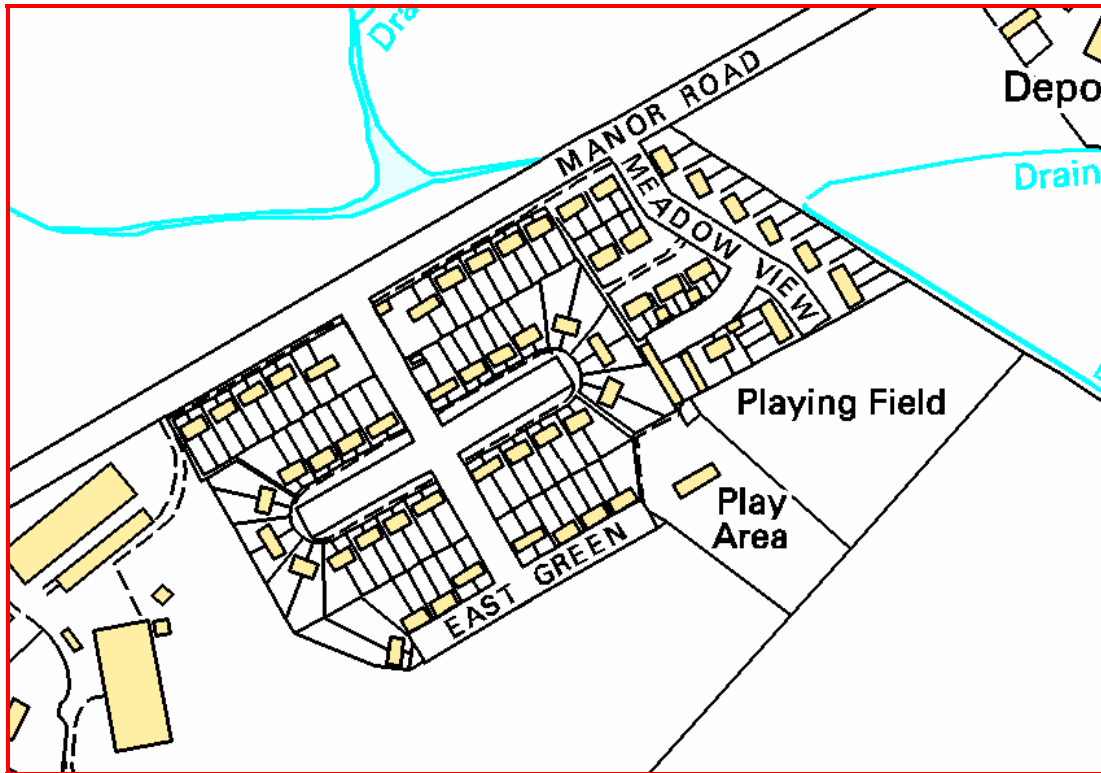
Introduction

It has been proposed that the Sealand Manor Estate be considered for designation as a “Dyna Ddigon” area, and as such a survey was devised and distributed to residents of the area. In total 115 questionnaires were distributed.

The aim of this survey was to ascertain the experiences, perceptions, awareness and confidence of the Community of Sealand Manor.

The Sealand Manor Estate, as shown on the map below consists of the following streets: East / West / North & South Green and Meadow View.





Response

A total of 115 questionnaires were distributed with 84 questionnaires being returned completed. This gives a very good response rate of 73%.

Key findings

1. Response to this survey appears to be very good
2. The vast majority of respondents had been affected by nearly all issues within the last year. In particular **Juvenile Nuisance** and **Noise**.
3. The vast majority of respondents feel that all the issues have affected other people they know in the area within the last year. In particular **Juvenile Nuisance** and **Noise**.
4. Two-fifths of respondents who had called the Police within the last year had been unsatisfied in some way with the response they received. However one-quarter were satisfied.
5. The vast majority of respondents who had called the Residents Association within the last year had been satisfied with the response they received.
6. Around two-thirds of respondents who had called the Council within the last year had been unsatisfied in some way with the response they received.
7. The outlook appears quite negative for the future with the vast majority of respondents feeling that they are very likely / quite likely to be affected by most issues. In particular **Juvenile Nuisance**.

8. Nearly all respondents DO know how to contact the Police in an emergency and non-emergency situation.
9. Few respondents know how to contact the Neighbourhood Watch, Members of Parliament or Crimestoppers.
10. Between one-third and nearly half of respondents have not reported an issue to the Police through fear of their identity becoming known to the perpetrator. This is less so for reporting issues to the Council, between one-sixth and one-third of respondents.
11. Respondents wanted the Police to generally: Prosecute / Sanction more and Be More Visible.
12. Respondents wanted the Council to generally: Prosecute / Sanction more.
13. Many comments made by respondents related to implementing a curfew for youths, making parents more responsible for children's actions, problems attached to particular houses: numbers 2, 4 & 21 South Green and 2 North Green, along with suggestions as to what services were required.
14. Most respondents were Female. Most respondents were aged 25-44 years. Two-fifths of respondents were females aged 25-44yrs

Recommendations

- It is recommended that this report be disseminated to members of the Joint Action Group (JAG) and those colleagues and partner groups involved with the proposed designation of Sealand Manor estate as a "Dyna Ddigon" area.
- Survey results should be taken on board and addressed where possible.

Results

This section will provide analysis on the results of the survey, using a number of comments made by respondents to illustrate points made.

It is worth remembering at this stage that surveys can bring out bias, as often respondents are those individuals with strong views. Those who choose not to respond to this survey or whom were not aware of its presence will also have views on the Sealand Manor estate.

Question 1: - Have you personally been affected by one of the following in the time period indicated?

A number of respondents choose not to answer this question. However this could possibly be because they only answered the question if the issues listed as had indeed affected them. As such percentages for this question will be given out all 84 respondents regardless of if they answered or not.

	Within the Last Year		Within the Last 5 Years		Over 5 Years Ago or Never		Total Answered
	No.	%	No.	%	No.	%	No.
Under Age Drinking	27	32%	8	10%	1	1%	36
Juvenile Nuisance	71	85%	0	0%	4	5%	75
Adult Nuisance	59	70%	2	2%	3	4%	64

Dangerous Driving	66	79%	1	1%	1	1%	68
Crime	52	62%	5	6%	2	2%	59
Drug Abuse	28	33%	2	2%	3	4%	33
Noise	69	82%	1	1%	0	0%	70
Inconsiderate Neighbours	56	67%	3	4%	1	1%	60
Litter / Abandoned Vehicles	62	74%	4	5%	3	4%	69

Base for %: 84 respondents

- Within the last year respondents were most likely to have been affected by:
 - **Juvenile Nuisance & Noise**, with 85% and 82% of all respondents having personally been affected by these within the last year.
 - Dangerous Driving, Litter / Abandoned Vehicles, Inconsiderate Neighbours and Crime follow these.
- **Under Age Drinking** and **Drug Abuse** appears not to have been quite as great a problem in the Sealand Manor estate, however the majority of respondents did not answer these questions, with only around one-third of respondents answering these questions. However this could be due to the respondents understanding this to be that they personally were not involved in underage drinking or in drug abuse, rather than understanding the question to include the side effects of these types of behaviour on themselves.

Question 2: - Have any of the same things affected people you know in the Sealand Manor area?

A number of respondents choose not to answer this question. However this could possibly be because they only answered the question if the issues listed as had indeed affected them. As such percentages for this question will be given out all 84 respondents regardless of if they answered or not.

	Within the Last Year		Within the Last 5 Years		Over 5 Years Ago or Never		Total Answered
	No.	%	No.	%	No.	%	No.
Under Age Drinking	47	56%	0	0%	1	1%	48
Juvenile Nuisance	74	88%	2	2%	0	0%	76
Adult Nuisance	63	75%	2	2%	0	0%	65
Dangerous Driving	64	76%	2	2%	0	0%	66
Crime	65	77%	2	2%	1	1%	68
Drug Abuse	48	57%	2	2%	1	1%	51
Noise	67	80%	1	1%	0	0%	68
Inconsiderate Neighbours	62	74%	3	4%	1	1%	66
Litter / Abandoned Vehicles	63	75%	3	4%	0	0%	66

Base for %: 84 respondents

- The general feeling is that the vast majority of respondents who answered question 2 knew people who had been affected by those issues as listed.

- **Juvenile Nuisance** and **Noise** were believed to be the issues that have most affected people in the Sealand Manor area.
- Again **Under Age Drinking** and **Drug Abuse** appears not to have been quite as great a problem a problem in the Sealand Manor estate, however the majority of respondents did not answer these questions, with only around two-fifths of respondents answering these questions. However this could be due to the respondents understanding this to be that they personally were not involved in underage drinking or in drug abuse, rather than understanding the question to include the side effects of these types of behaviour on themselves.

Question 3: - Have you called upon the services of the following in the time period indicated to deal with any of the above? And were you satisfied with their response?

A) Police:

	Within the Last Year	Within the Last 5 Years	Over 5 Years Ago or Never	Total Answered
	No.	No.	No.	No.
Very Satisfied	6	0	0	6
Quite Satisfied	8	2	0	10
Neutral	14	2	0	16
Not Very Satisfied	16	3	0	19
Very Unsatisfied	5	1	0	6
Total Answered	49	8	0	57

Base for %: respondents total answered

- A total of **57** respondents answered this question in some way.
- The majority of respondents who had been in touch with the Police within the last year were either **Not Very Satisfied** or **Very Unsatisfied** with their response (43%)
- However over one quarter of respondents (29%) were either **Very Satisfied** or **Quite Satisfied** with the Police response, with a further 29% being **Neutral** in satisfaction.

B) Residents Association:

	Within the Last Year	Within the Last 5 Years	Over 5 Years Ago or Never	Total Answered
	No.	No.	No.	No.
Very Satisfied	7	2	0	9
Quite Satisfied	14	1	0	15
Neutral	5	0	0	5
Not Very Satisfied	0	0	0	0
Very Unsatisfied	0	0	0	0
Total Answered	26	3	0	29

Base for %: respondents total answered

- A total of **29** respondents answered this question in some way.
- The vast majority of respondents (81%) who had been in touch with the Residents Association within the last year were either **Very Satisfied** or **Quite Satisfied** with their response.
- No respondents were unsatisfied in any way with the response from the Residents Association.

C) Council:

	Within the Last Year	Within the Last 5 Years	Over 5 Years Ago or Never	Total Answered
	No.	No.	No.	No.
Very Satisfied	2	0	0	2
Quite Satisfied	6	0	0	6
Neutral	7	2	0	9
Not Very Satisfied	17	1	0	18
Very Unsatisfied	9	4	0	13
Total Answered	41	7	0	48

Base for %: respondents total answered

- A total of **48** respondents answered this question in some way.
- Nearly two-thirds (63%) of respondents who had been in touch with the Council within the last year were either **Not Very Satisfied** or **Very Unsatisfied** with their response.
- Just two-fifths 20% of respondents were either **Very Satisfied** or **Quite Satisfied** with the Council response.

D) Neighbourhood Watch:

- A total of only 4 respondents answered this question in some way.

Question 4: - How likely is it in your opinion that you will be affected by one of the following in the future whilst in the Sealand Manor area?

	Very Likely		Quite Likely	Neutral	Quite Unlikely	Very Unlikely	Total Answered
	No.	%	No.	No.	No.	No.	No.
Under Age Drinking	53	72%	12	3	4	2	74
Juvenile Nuisance	67	84%	8	1	2	2	80
Adult Nuisance	56	78%	6	4	3	3	72
Dangerous Driving	61	78%	9	3	2	3	78
Crime	60	76%	12	1	4	2	79
Drug Abuse	49	70%	11	5	2	3	70
Noise	63	57%	8	2	3	2	78
Inconsiderate Neighbours	54	78%	7	3	2	3	69
Litter / Abandoned Vehicles	58	76%	11	3	2	2	76

Base for %: respondents total answered

- The general feeling is quite negative with the vast majority of those respondents who answered question 4 stating that they would be **Very Likely** that they would be affected by each of the issues as listed.
- Of the respondents who answered this question they were most likely to feel that they were **Very Likely** to be affected by:
 - **Juvenile Nuisance (84% of respondents who answered question)**
 - **Adult Nuisance (78%)**
 - **Dangerous Driving (78%)**
 - **Inconsiderate Neighbours 78%).**

Question 5: - Given the types of problems listed if you wanted to report one or more of the problems do you know how to do it?

	Yes		No		Total Answered
	No.	%	No.	%	
Police (emergency)	80	98%	2	2%	82
Police (non-emergency)	75	90%	8	10%	83
Councils (Highways, Litter, Anti-social problems etc)	66	80%	16	20%	82
Residents Association	66	80%	17	20%	83
Neighbourhood Watch	14	21%	52	79%	66
Crimestoppers	35	45%	43	55%	78
Local Councillor	52	65%	28	35%	80
Member of Parliament or AM	35	44%	45	56%	80

Base for %: total answered

- The vast majority of respondents DO know how to contact the **Police** should they need to, more so than any other organisation listed.
- However less than one-quarter (21%) of respondents knew how to contact the local **Neighbourhood Watch**.
- Other organisations/persons where respondents were not very sure on how they would contact them are:
 - **Members of Parliament** (56% did not know how to contact them)
 - **Crimestoppers** (55% did not know how to contact them).

Question 6: - Have you ever wanted to report something to any of the below bodies and not done so because you were afraid that your identity might become known to the perpetrator?

This particular question was not answered particularly well by respondents, with many respondents failing to answer all sections, normally neglecting / choosing not to answer the section on **Crimestoppers** or **Neighbourhood Watch**. Meaningful analysis on these two organisations is therefore not possible.

It is also hard to determine in this question whether a none response to a question meant a 'no' answer or simply that no response was chosen, therefore further research may need to be carried out, and for the purposes of this question responses will be given as a percentage of all 84 respondents to the survey regardless of their response.

	Police		Resident's Association		Local Authority		Crimestoppers		Neighbourhood Watch	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Under Age Drinking	7	38	7	38	12	31	4	18	3	18
Juvenile Nuisance	40	26	10	37	21	28	4	18	3	18
Adult Nuisance	36	24	10	37	19	26	3	18	2	18

Dangerous Driving	37	31	9	37	18	28	4	18	3	18
Crime	35	28	8	38	17	28	5	18	3	18
Drug Abuse	31	30	7	39	18	26	4	18	2	18
Noise	31	30	9	38	21	29	4	18	3	18
Inconsiderate Neighbours	31	31	10	38	22	30	4	18	4	18
Litter / Abandoned Vehicles	30	37	8	39	24	29	4	18	3	18

Base for %: 84 respondents

- The number of people who have chosen not to report something to the **Police** through fear of their identity becoming known is relatively high, fluctuating between 30 and 40 respondents answering 'Yes' for most types of issues – this is between 36% and 48% of all survey respondents.
 - This is particularly the case for issues of **Juvenile Nuisance** and **Dangerous Driving**, but least likely to be the case for issues of **Under Age Drinking**.
- The **Local Authority** also had issues of people feeling afraid to report something to them for fear of their identity being revealed, with between 12 and 24 respondents answering 'Yes' for all types of issues – this is between 14% and 29% of all survey respondents.
 - This was particularly the case for **Litter / Abandoned Vehicles** and **Inconsiderate Neighbours**, but least likely for issues of **Under Age Drinking**.
- Only a few respondents felt afraid to report offenders to the **Residents Association**.
- A number of respondents made comments on this question, often along the lines of 'will and have reported regardless'

Question 7: - In relation to the problems listed and the organisations listed indicate two things you think they should do to improve your community?

A) Police

	Be More Visible	Have More Staff	Prosecute More or Other Sanction	Provide More Facilities	Provide More Activities	Clean Up	Communicate Better with People
Under Age Drinking	42	4	47	4	6	3	12
Juvenile Nuisance	47	7	53	5	7	1	5
Adult Nuisance	51	6	61	1	1	2	3
Dangerous Driving	49	6	65	2	1	4	4
Crime	53	3	63	2	1	1	7
Drug Abuse	44	7	54	5	1	4	5
Noise	35	7	51	2	2	1	19

Inconsiderate Neighbours	34	8	48	2	1	2	18
Litter / Abandoned Vehicles	33	7	48	3	2	15	9

- Respondents are very clear in their desire to have Police Force that **Prosecutes / Sanctions More** and one that is **More Visible** in their community. With these two suggestions accounting for the vast majority of responses for all suggested problems.
- This is particularly the case when considering issues of:
 - **Dangerous Driving,**
 - **Crime,** and
 - **Adult Nuisance.**
- No other suggestion comes close to these two, with the slight exception of:
 - **Communicate Better with People,** which is felt to be important when considering **Under Age Drinking, Noise** and **Inconsiderate Neighbours.**
 - **Clean Up,** which is felt to be important when considering **Litter / Abandoned Vehicles.**
- One comment made in this section was “should respond quicker instead of taking over an hour to arrive, then people concerned have left”.

B) Residents Association

	Be More Visible	Have More Staff	Prosecute More or Other Sanction	Provide More Facilities	Provide More Activities	Clean Up	Communicate Better with People
Under Age Drinking	4	10	4	3	4	0	6
Juvenile Nuisance	8	8	7	5	4	1	6
Adult Nuisance	6	7	7	0	0	0	6
Dangerous Driving	6	8	10	0	0	0	6
Crime	3	9	9	1	0	0	5
Drug Abuse	2	8	7	1	0	0	5
Noise	1	9	6	1	0	0	5
Inconsiderate Neighbours	4	9	4	1	0	0	10
Litter / Abandoned Vehicles	3	8	7	2	0	6	3

- Few respondents actually gave answers to this question, but where answers were given it seems that respondents feel that the Residents Association would be able to assist with problems if they had **More Staff.**
- The Residents Association was also felt to be most useful by **Communicating Better with People,** particularly with issues of **Inconsiderate Neighbours.**

- One respondent who did not answer this question commented “I have no knowledge of the Resident’s Association or what they can do”, however another comment stated “do as much as can”

C) Council

	Be More Visible	Have More Staff	Prosecute More or Other Sanction	Provide More Facilities	Provide More Activities	Clean Up	Communicate Better with People
Under Age Drinking	11	6	21	21	24	4	19
Juvenile Nuisance	16	6	33	24	28	2	13
Adult Nuisance	21	10	55	4	0	3	15
Dangerous Driving	23	8	48	8	0	4	14
Crime	28	10	51	6	1	3	11
Drug Abuse	25	9	52	5	0	7	11
Noise	21	14	51	4	1	4	18
Inconsiderate Neighbours	22	15	52	2	0	6	15
Litter / Abandoned Vehicles	16	18	46	4	0	25	11

- Respondents are clear in their desire for the Council to be involved in **Prosecuting / Sanctioning More**, with this suggestion accounting for the vast majority of responses for all suggested problems.
- This is particularly the case when considering issues of:
 - **Adult Nuisance,**
 - **Inconsiderate Neighbours,**
 - **Drug Abuse,**
 - **Crime;** and
 - **Noise**
- Respondents also appear to want their Council to be involved in **Providing More Activities** and **Providing More Facilities** particularly where young people are concerned for issues of **Under Age Drinking** and **Juvenile Nuisance**.
- Respondents also felt that their Council should be:
 - **More Visible** particularly in relation to:
 - **Crime, Drug Abuse, Dangerous Driving, Inconsiderate Neighbours, Noise** and **Adult Nuisance.**
 - **Clean Up** was felt to be important when considering **Litter / Abandoned Vehicles**.

D) Neighbourhood Watch

	Be More Visible	Have More Staff	Prosecute More or Other Sanction	Provide More Facilities	Provide More Activities	Clean Up	Communicate Better with People
Under Age Drinking	4	0	2	1	1	0	3
Juvenile Nuisance	7	0	3	1	0	1	4
Adult Nuisance	4	0	6	0	0	0	2
Dangerous Driving	5	0	9	0	0	0	2
Crime	5	0	6	0	0	0	2
Drug Abuse	5	0	7	0	0	0	2
Noise	5	0	5	0	0	0	2
Inconsiderate Neighbours	5	0	4	0	0	1	2
Litter / Abandoned Vehicles	5	0	6	0	0	1	2

- Very few respondents actually gave answers to this question, but where answers were given it seems that respondents feel that the Neighbourhood Watch should **Be More Visible** and be involved with **Prosecuting / Sanctioning More** particularly in relation to issues of **Dangerous Driving**.
- One individual commented that there was “no Neighbourhood Watch in our area”

Any Other Comments

In total **70** respondents chose to make a further comment on the issues affecting the Sealand Manor estate, below are a number of extracts which tend to reflect general views given.

A number of respondents called for the Police and the Local Authority to “work together” and to remove problem families from the estate.

There is also a general feeling that “parents of young children need to take their responsibility”

A number of respondent’s specifically highlighted four houses where they felt a lot of the estate’s problems were coming from, as below:

- “3 houses in xxxx attracting undesirables and being a nuisance that are dragging the name of this are down”
- “Appears vast majority of problems are emanating from the residents at No. 2 and No. 21 xxxxx and the type of characters they are attracting onto the estate” – other respondents also suggest No. 4 xxxx and No. 2 xxxx.

Curfews

Approximately **23** respondents made comments about the need for a curfew for young people. Below are some of the suggestions in regards to curfews:

- “Curfew on children after 9pm”
- “Curfew under 16yrs olds after 8:30pm”
- “Curfew on lads. 7pm for under 15yrs olds”
- “Curfew on kids. 9pm for under 16yrs olds”
- “Curfew on estate. 7pm for under 18yrs olds”
- “Curfew for children under 18yrs”

A number of respondents also suggested that parents/guardians should be held to account for the youths should they break curfews.

Services

Respondents make a number of calls for different types of services to be provided, including:

- “CCTV would be welcome”
- “A phone box would be handy”
- “A bus service”
- “School involvement”
- “Provide youth club and activities”
- “No Neighbourhood Watch in our area”
- “Mobile shop, more facilities”.

Police Services

Respondents requested a greater involvement by the police in some specific ways:

- “Need to be more visible more often and get children to respect them more”
- “Police to be harder on kids and adults alike”
- “Local Police resident on estate”
- “Regular police patrol”
- “More Police powers to take juveniles off streets”.

Roads / Vehicles

Issues relating to driving and more often young people speeding were also commented on:

- “Speed ramps”
- “Stop speeding”
- “Stop people driving like idiots”

Council Services

Respondents also called upon the Council to be more involved in some specific ways:

- “Council to tidy up quicker/more” / “More needs doing for cleaning up”
- “Housing Authority should be held responsible for allowing some council tenants to abuse tenancy rules”
- “More help from Council”
- “Council help with neighbours”
- “Empty houses to be tidied up”
- “Council should have cameras on estate”.

Other Comments

Other comments made by respondents included:

- “Under age drinking – target sales and supply outlets”
- “I have reported things to various different bodies and nothing gets done” (male aged 25-34yrs)

Demographic Profile

The table below highlights the types of respondents who completed and returned a survey:

	Age						Not Answered	Total
	18-24	25-34	35-44	45-54	55-64	65+		
Male	0	7	10	2	3	4	1	27
Female	6	15	16	6	5	3	2	53
Not Answered	0	0	0	0	0	0	4	4
Total	6	22	26	8	8	7	7	84

Base for %: respondents answered

- Two-thirds of respondents were female (66%)
- Nearly two-thirds of respondents were aged 25 to 44 years (62%)
- Two-fifths of respondents were females aged 25-44 years (40%).

Report completed: 23rd September 2004

Appendix 4. 'Anti-social Crime' types

Endangering railway passengers by throwing anything.

Possess firearm (air weapon) / imitation with intent to endanger life or damage property (group 3 offence).

Possess firearms (air weapons) or imitation at time of committing or being arrested for offence. (group 3 offence).

Possess firearm (air weapon) or imitation to cause fear of violence (group 3 offence).

Other indictable or triable either way offences.

Arson not endangering life.

Possession with intent to commit criminal damage.

Supplying class A Cocaine.

Supplying Class A Heroin.

Supplying Class A LSD.

Supplying Class A MDMA.

Supplying Class A Crack.

Supplying Class A Methadone.

Supplying other Class A.

Supplying Class B Amphetamine.

Supplying Class B Cannabis.

Supplying other Class B.

Supplying Class C Other.

Supplying Class Unspecified.

PWITS Class A Cocaine.

PWITS Class A Heroin.

PWITS Class A LSD.

PWITS Class A MDMA.

PWITS Class A Crack.

PWITS Class A Methadone.

PWITS Other Class A.

PWITS Class B Amphetamine.

PWITS Class B Cannabis.

PWITS Other Class B.

PWITS Other Class C.

PWITS Class Unspecified.

Keeping disorderly houses.

Protection from harassment act section 3 breach of injunction.

Protection from harassment act section 4 put in fear of violence.

Having article or blade or point in a public place.

Having article with blade or point on school premises.

Possession of other offensive weapon on school premises.

Section 39 Common Assault and Battery.

Possession cont drug class A Cocaine.

Possession cont drug class A Heroin.

Possession cont drug class A LSD.

Possession cont drug class A MDMA.

Possession cont drug class A Crack.

Possession cont drug class A Methadone.

Possession cont drug class A Other.

Possession cont drug class B Amphetamine.

Possession cont drug class B Cannabis.

Possession cont drug class B Other.

Possession cont drug class C Other.

Possession cont drug Class C Unspecified.

Permit premises to be used for unlawful purpose Class A Cocaine.

Permit premises to be used for unlawful purpose Class A Heroin.

Permit premises to be used for unlawful purpose Class A LSD.

Permit premises to be used for unlawful purpose Class A MDMA.

Permit premises to be used for unlawful purpose Class A Crack.

Permit premises to be used for unlawful purpose Class A Methadone.

Permit premises to be used for unlawful purpose Class A Other.

Permit premises to be used for unlawful purpose Class B Amphetamine.

Permit premises to be used for unlawful purpose Class B Cannabis.

Permit premises to be used for unlawful purpose Class B Other.

Permit premises to be used for unlawful purpose Class C Other.

Permit premises to be used for unlawful purpose Unspecified.

Offences general re Misuse of Drugs Act 1971.

Various public order offences.

Living off earnings / exercising control of prostitute.

Man or woman living wholly or in part off earnings of male prostitute.

Procuring female re sex offences act 56.

Exposing person Town Police Clauses Act 1847.

Soliciting or importuning by a male.

Kerb crawling.

Persistent soliciting of women for the purposes of prostitution.

Possession of offensive weapon without lawful authority or reasonable excuse.

Criminal damage to a dwelling.

Criminal damage to a building other than a dwelling.

Criminal damage to a vehicle.

Criminal damage other.

Racially aggravated criminal damage to a dwelling.

Racially aggravated criminal damage to a building other than a dwelling.

Racially aggravated criminal damage to a vehicle.

Racially aggravated criminal damage Other.

Breach of anti-social behaviour order.

Racially or religiously aggravated harassment.

Youth offenders non-crime.

Section 4A Public Order cause intentional harassment alarm or distress.

Section 4 Public Order Fear or provocation of violence.

Section 5 Public Order Harassment alarm or distress.

Racially or religiously aggravated intentional harassment alarm or distress.