



# Home Office

## Crime Reduction & Community Safety Group

### Tilley Awards 2008 Application form

Please ensure that you have read the guidance before completing this form. **By making an application to the awards, entrants are agreeing to abide by the conditions laid out in the guidance.** Please complete the following form in full, within the stated word limit and ensuring the file size is no more than 1MB. Failure to do so will result in your entry being rejected from the competition.

Completed application forms should be e-mailed to [tilleyawards08@homeoffice.gsi.gov.uk](mailto:tilleyawards08@homeoffice.gsi.gov.uk).

All entries must be received by noon on **Friday 25<sup>th</sup> April 2008**. No entries will be accepted after this time/date. Any queries on the application process should be directed to Alex Blackwell on 0207 035 4811.

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

1. Title of the project: Operation TAKIS

2. Key issue that the project is addressing e.g. Alcohol related violence: Antisocial Behaviour, public reassurance, youth diversion and its related nuisance crime.

#### **Author contact details**

3. Name of application author: Sergeant 5183 Howarth / Inspector 5448 Blake

4. Organisation submitting the application: West Midlands Police

5. Full postal address:

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Coventry CV3 3PS

6. Email address: [j.howarth@west-midlands.pnn.police.uk](mailto:j.howarth@west-midlands.pnn.police.uk), [d.blake@west-midlands.pnn.police.uk](mailto:d.blake@west-midlands.pnn.police.uk)

7. Telephone number: 0845 113 5000 Extn 7934 6595

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

8. Name of secondary contact involved in the project: Ms Mandie Watson

9. Secondary contact email address: [mandie.watson@coventry.gov.uk](mailto:mandie.watson@coventry.gov.uk)

10. Secondary contact telephone number: 024 7683 2554

### **Endorsing representative contact details**

11. Name of endorsing senior representative from lead organisation: Chief Superintendent Harrod

12. Endorsing representative's email address: d.harrod@west-midlands.pnn.police.uk

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

**14. Please mark this box with an X to indicate that all organisations involved in the project have been notified of this entry** (this is to prevent duplicate entries of the same project):

### **Section B: Summary of application - *In no more than 400 words use this space to provide a summary of your project under the stated headings (see guidance for more information).***

#### **Scanning:**

Chace Avenue Police Station covers five geographic neighbourhoods. Antisocial behaviour (ASB) was a key problem in each of these neighbourhoods along with its associated offences of criminal damage, violent crime and alcohol related youth crime.

Operation TAKIS commenced at the end of August 2007. As a milestone marker during the month of August 2007 in the target area for this operation there were 508 recorded criminal offences and 266 recorded ASB incidents.

ASB issues and the associated youth element were at the forefront of discussions at community consultative meetings. The Community Safety Team from Coventry City Council were experiencing the same problem but there was no long term partnership strategy or model in place to combat antisocial behaviour, its associated offences and its root causes.

#### **Analysis:**

- Community consultation.
- Police criminal and ASB data
- Partnership ASB data
- "Its your call" hotline ASB data

#### **Response:**

Development of a sustainable, innovative best practice and tiered partnership model to proactively and reactively deal effectively with ASB, its related crime and the subsequent fear of crime. The various strands of the model include:

- Patrol plan formulated from analysis of ASB data focussing on ASB hotspots
- Dedicated officers assigned to proactively and reactively deal with ASB
- Virtual neighbourhood watch group formulated from repeat victims of ASB and given direct contact via mobile phone to the ASB officers
- Formulation of database of youths stopped in ASB hotspots
- Parents of youths stopped in ASB hotspots informed of the child's activities via partnership letter
- Joint partnership visits to parents of repeat ASB offenders
- Employment of acceptable behaviour contracts (ABC's), ASB dispersal zones, criminal antisocial behaviour orders (CRASBO's) and recently acquired police powers to remove alcohol and disperse groups.
- Media campaign
- Wrap around youth diversion tactics employed through interagency cooperation and information sharing
- Educational inputs at local secondary schools around ASB
- Target hardening eg: alley gating schemes

**Assessment:**

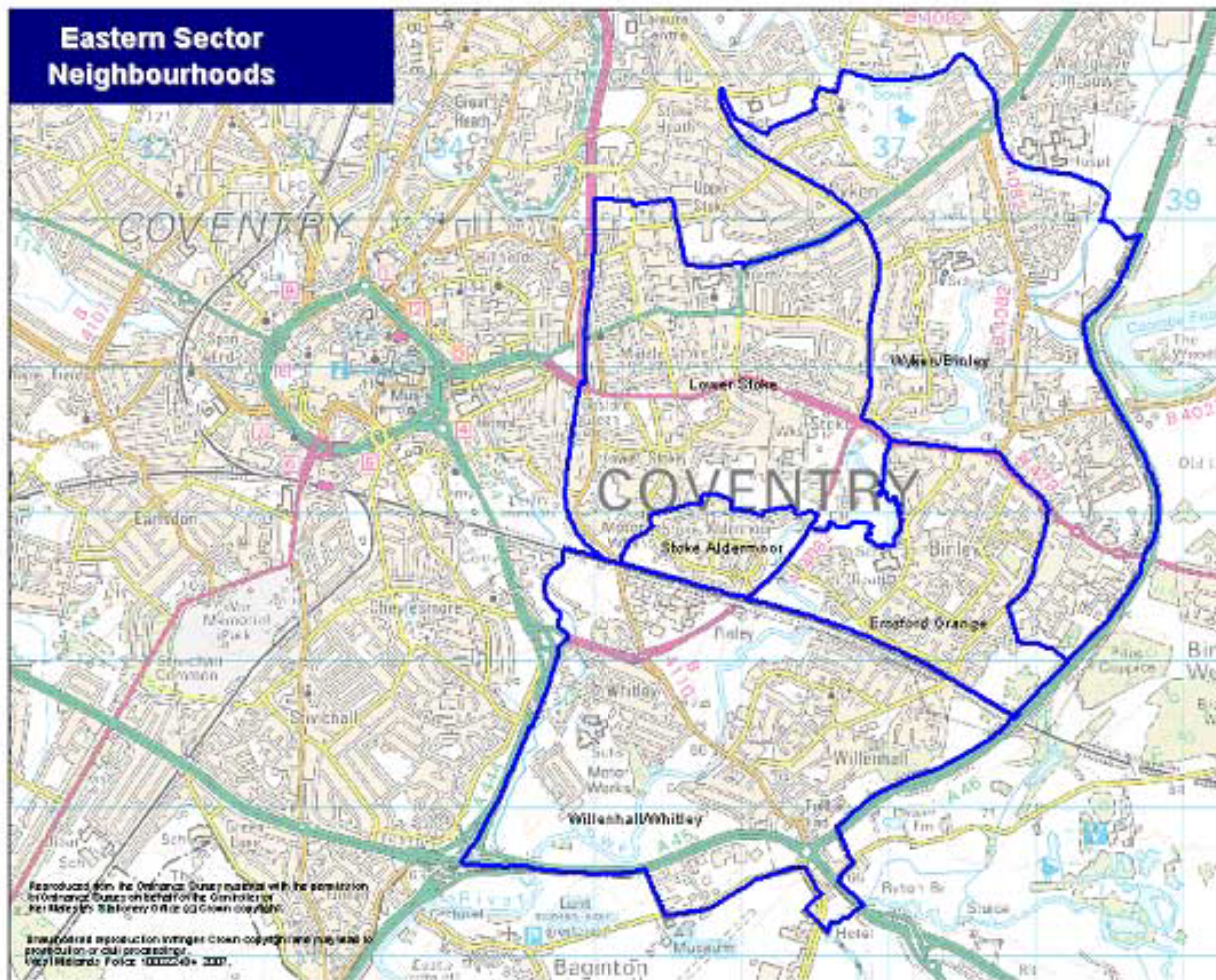
- Total recorded crime has reduced by 27.2%
- Criminal damage has reduced by 15.8%.
- Violent crime has reduced by 15.7%
- ASB related calls has reduced by 17.7%
- An accurate database compiled of ASB offenders
- An increase in community reassurance and satisfaction
- Increased partnership problem solving and information sharing.
- Development of a standardised model to be rolled out for dealing with anti-social behaviour and its related crime, across the Force.

**State number of words: 395**

**Section C: Description of project - Describe the project in no more than 4,000 words. Please refer to the full guidance for more information on what the description should cover, in particular section 11.**

**Scanning:**

Chace Avenue police station in Coventry covers two geographic sectors namely the east and west. Operation TAKIS was piloted on the east sector (see map below) which is further broken down into five distinct neighbourhoods. The five neighbourhoods cover a wide cross section of public sector housing provision and privately owned properties.



Total recorded crime and reports of ASB on the east sector were comparatively high with the main areas for concern being ASB, criminal damage and violent crime. Calls from members of the public regarding ASB issues were numerous and such incidents were not being promptly resourced and efficiently dealt with. Analysing “like for like”, the below table demonstrates the significance of the ASB problem as identified by the community in the year preceding the operation and for the actual period of the operation:

Table 1

Time frame	Reported ASB incidents 2006/07	Reported ASB incidents 2007/08	Difference	% Difference
August – March	1821	1515	-306	-16.1%

Neighbourhood policing was in place, but when dedicated teams were on rest days, certain areas did not receive any attention regarding ASB issues. Youths involved in ASB incidents were therefore not being identified and public dissatisfaction was apparent. The correlation between ASB and total recorded crime was evident, but there was no

long term strategic approach in place to combat ASB and the offending youths so as to positively impact on the problem.

The police and Community Safety Team (CST) from Coventry City Council were trying to deal with ASB issues in their own way. There was no joint approach in place hence missing the opportunity to have a greater impact by not only dealing with the youths but by providing a 'wrap around service' of youth diversion involving Social Services, youth provision and educational services.

Youths were often spoken to by the police, their details were obtained and they were moved on. Nothing was in place to act upon the information that was being gathered. The information was in effect being stored and not put to any specific use.

Operation TAKIS was developed at the end of August 2007 in response to the aforementioned issues. The objectives being to reduce ASB, reduce total recorded crime, deal in a positive way with youths via a partnership approach, make communities feel safer and increase public satisfaction. Standard police measuring systems (crime recording and police incident stats) were already in place to measure each of these objectives allowing us to conduct effective results analysis.

### **Analysis:**

Valuable community information was gained from four key sources namely; community ward forum meetings, resident association meetings, safer neighbourhood groups and letters from the public. Coventry City Council also collected information from the community via the "Its your call" ASB hotline. This information was forwarded to the local police however it was apparent that the processes needed an overhaul since the intelligence was rarely acted upon. There are no baseline comparisons available for these community sources of information since historically this data has not been analytically recorded. The most accurate baseline measure is the one depicted in table 1 above. With the police being historically recognised as the single point of contact for ASB incidents it has been calculated that police records accounted for 97% of all reported ASB incidents and as such form a good baseline for comparisons.

Members of the community were disenchanted with the ability of the police to effectively respond to ASB incidents. This was especially notable when the dedicated neighbourhood policing team were on rest days over the weekend period when ASB is at its highest. As a result, our communities stopped calling us and vital information identifying ASB hot spots was being lost. Their alternative route of reporting was via the ward forum meetings which subsequently formed the basis for the TAKIS patrol plan.

Analysis of data regarding ASB calls was overlaid with the information received from members of the community and a strategic patrol plan was drawn up. Contact was made with repeat victims of ASB and they were asked about the issues specific to them.

Criminal damage offences were found to be prevalent in particular ASB hot spots but offenders were rarely seen or arrested. Links were also identified between ASB hot spots and off-licence premises. Although neighbourhood teams took ownership of dealing with licensed premises breaches, there needed to be a more consistent approach to dealing with youths who were buying and drinking alcohol from these premises and the subsequent ASB.

Coventry currently implements a by-law prohibiting the drinking of alcohol in public places. Police have the powers to remove alcohol from youths who gather in parks and alleyways. It was identified that when dedicated neighbourhood policing teams were on rest days there was a lack of consistency in enforcement of this law.

### **Response:**

The TAKIS car, a marked police vehicle, was deployed with two police officers in high visibility uniform. Officers worked key days of the week that analysis had identified as being prevalent for ASB. These days were Thursday, Friday, Saturday and Sunday's, between 6 pm to 12 pm. Officers were briefed to police the TAKIS hot spot areas in a pro-active manner. They were tasked to visit these locations several times during the shift, to record visit times on the briefing sheet and record details of any incidents at these locations.

The TAKIS car also responded to any ASB logs that came in during the tour of duty with these incidents being recorded on the analysis forms. These forms were then submitted via a single point of contact, namely a dedicated

Sergeant responsible for overseeing the entire operation including changing the patrol hotspots as necessary, staffing arrangements, contacting repeat callers, engaging with partnership agencies, sending out letters, arranging joint visits and monitoring the operations success.

When the TAKIS officers commenced their tour of duty, they were tasked to personally call five key community members identified as priority repeat victims on the phone to establish if they were firstly experiencing any ASB at that moment in time and secondly to inform these individuals that they were on duty and to supply them with their direct mobile phone contact number. These key community members formed the basis of a virtual ASB neighbourhood watch. This neighbourhood watch group was then expanded to encompass heads of existing neighbourhood watch schemes across the eastern sector who were also provided with the direct mobile phone contact number to the TAKIS vehicle.

Any youths stopped in ASB hot spots or linked to any ASB incident had their details and the details of the incident recorded on police encounter forms. Officers enforced the police powers in relation to the seizure of alcohol. Alcohol testing strips were utilised to identify youths carrying alcohol in other containers e.g. soft drinks bottles. Officers were deployed wearing head-cams (see photo below) in order to gather as much intelligence regarding the makeup of identified ASB groups as possible.



The details obtained from the encounter forms were compiled into an ASB database. This database information was shared with the Coventry Community Safety Team and sent to all Neighbourhood Team Sergeants enabling them to deal with named ASB offenders. A police and Coventry City Council partnership letter (*Appendix 1*) was sent to the parents / guardians of the identified youth informing them of the ASB related stop check. This letter was a new tactic designed to firstly inform the parent / guardian of their child's behaviour and secondly to make them accountable and responsible for their child's behaviour. The letter also contained information signposting youth diversion activities and parent support groups.

If a youth was stopped on two occasions a second letter (*Appendix 2*) was sent to the parents informing them of the second stop check and warned that if their child was involved in a third ASB incident then an inter-agency visit would take place consisting of representatives from the police and tenancy enforcement agency. All visits were recorded and added to the database. If the youths continued to be stopped after a home visit, then further action regarding ABCs / ASBO's would be taken.

The aim of the joint agency visit to public sector tenants was to inform them that ASB behaviour by their child was a breach of tenancy. It was also felt that a joint visit between the police and tenancy enforcement officers would have a substantially greater impact than the two parties visiting on separate occasions. If the parents of the youth involved lived in privately owned property then a joint visit would still take place between the police and the Coventry City Council Community Safety Team armed with various options to curb the child's behaviour.

A long term strategic approach in tackling ASB was also adopted by conducting ASB inputs at local secondary schools. These inputs were delivered by the Sergeant in charge of the operation and the police schools liaison officer with the target group being 11-13 year olds. It was quite apparent that many of these children were not actually aware what ASB was. The aim of these inputs was to open the children's eyes to ASB, what encompassed ASB, its effect on the community and the consequences of being involved. It was further predicted that if we were able to deter children becoming involved in ASB then they would similarly be less likely to become involved in petty criminal activity and alcohol related crime.

In order to make these inputs both fun and informative the delivery officers made use of an interactive ASB game called "Trouble". This game facilitated open discussion and pupil interaction. To compliment the "wrap around" strategic approach in dealing with ASB Coventry Youth Services engaged with young people on a street level in order to divert them into more constructive activity. Local schools and police officers were actively involved in signposting these activities. Another positive spin off of TAKIS has been that it has highlighted deficiencies in youth provision across the sector and this information has been fed back to Coventry Youth Services for future planning.

A key responsibility of the Sergeant overseeing the operation was to continually update the patrol strategy taking into account emergent ASB hotspots. Where it was apparent that current ASB hotspots had been policed out, these areas would be removed from the patrol plan and highlighted for continual monitoring by the neighbourhood policing team. In essence the patrol strategy was a live, working document in a constant state of flux focussed on addressing the ever changing needs of the community.

Initial teething problems included:

- TAKIS and neighbourhood officers not submitting all ASB encounter forms via the operation TAKIS Sergeant resulting in delayed action with regards to letters and partnership visits.
- The second ASB letter sent to parents was simply a duplicate of the first. It was deemed necessary to devise a second letter with a stronger message advising parents of an impending partnership visit if the child's ASB issues were not addressed

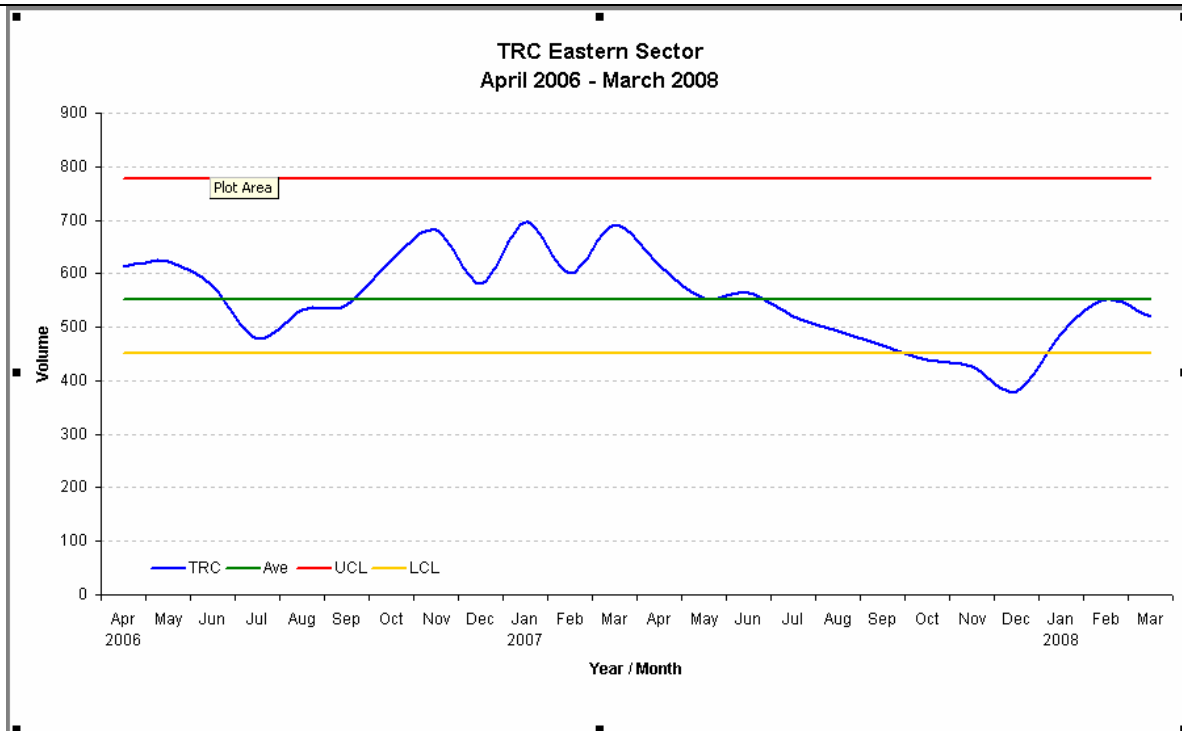
With regards to the publicity campaign for operation TAKIS, local press, radio and community forums were utilised to spread the message.

Exit Strategy – In the main operation TAKIS survived on additional funding obtained from local police and partnership budgets. The majority of this funding paid for additional officer patrols. Clearly this type of funding is not eternally sustainable and an exit strategy is required. The "proof of the pudding" so to speak is "in the eating". The results of operation TAKIS have exceeded all expectations to the extent that TAKIS patrols will be mainstreamed when funding expires. This mainstreaming will not be to the detriment to other areas of business since neighbourhood policing teams and mixed Police Community Support Officer (PCSO) patrols will be employed to fill the gap.

### **Assessment:**

The results from TAKIS have been quite staggering. Since august 2007 on the eastern sector:

- Total recorded has reduced by 27.2% (**see graph below**)
- Criminal damage has reduced by 15.8%.
- Violent crime has reduced by 15.7%
- ASB related calls has reduced by 17.7%



In addition, violent crime statistics from the 6 months prior to Takis (Feb 07 – July 07) compared to the 6 months since Takis has been running (August 07-Jan 08) have shown a 28.6% reduction. This compares to a 13.8% reduction in violent crime across the Coventry City area.

Emergent ASB hotspots have been added to the patrol plan as a matter of priority and the problem has been stemmed at source. Identified ASB hotspots at the outset of the operation have either reduced or been completely eradicated. By having the dedicated ASB vehicle, calls to the police regarding ASB incidents are being resourced quickly with the knock on effect of increased public satisfaction and reassurance. Prior to operation TAKIS some ASB calls would be left un-resourced for days due to the fact that the local neighbourhood policing team were off duty. In many instances the police would attend long after the incident had ended by which time youths had dispersed, evidence was lost and the frustrations of the caller were increased. In addition, response officers do not become bogged down by being sent to numerous ASB calls and are freed up to tend to more serious and pressing matters.

TAKIS has been utilised in forward planning for anticipated peak ASB times of year eg: Halloween, half term, bonfire night and public holidays with the resulting effect that ASB related incidents and ASB related crime has markedly decreased.

Numerous positive letters of praise (*appendix 3*) have been received from the community regarding the impact of operation TAKIS on the quality of peoples lives.

On Monday 11<sup>th</sup> February 2008 operation TAKIS was the feature article on the front of the Coventry Telegraph (*Appendix 6*) (largest Coventry daily circulation newspaper) after a news reporter had been present at a community ward forum listening to a presentation on the project and its subsequent results. Community reassurance has been increased with ASB victims being safe in the knowledge that they can directly contact the TAKIS patrol vehicle.

A particularly good example of how successful operation TAKIS has been can be evidenced by the ultimate conviction of a repeat ASB offender (youth X) for 16 vehicle damage offences and the successful implementation of a CRASBO. On new years eve 2007 16 vehicle owners in the Lower Stoke area of Coventry suffered extensive nuisance damage to their vehicles in the form of deep gouging and scratches. One of the vehicles had youth X's first name scratched into the paintwork. It transpired that youth X had previously been stopped on two occasions by the TAKIS patrol vehicle, two warning letters had been sent and attempts had been made to carry out a partnership visit to his parents. Through extensive enquiries and simple analysis of the TAKIS database officers were able to link the first name scratched into the vehicle as being youth X. Youth X was ultimately arrested, charged and dealt with at Coventry Magistrates court for admitting all 16 offences and received amongst his punishment a preventative



CRASBO order.

Youth X had also been identified as part of a group being responsible for a spree of nuisance behaviour at the back of a parade of shops subsequently causing great distress to residents in the area. Due to the TAKIS intervention this problem has been completely eradicated and the residents are enthused by the positive action taken to improve their quality of life. Dealing with this problem has united the residents in the area who are now engaging with Coventry City Council in match funding an alley gating scheme.

The partnership approach to ASB between the police and Coventry Community Safety Team has proved very beneficial. The single point of contact for ASB at Chace Avenue Police Station and in the Coventry Community Safety Team has meant that the sharing of information is current and action is timely.

Partnership funding to the tune of £12,000 has been received to maintain TAKIS until the end of the pilot period (March 2008). The Coventry Partnership Active Intelligence Mapping System (AIMS) has requested that TAKIS be rolled out across the city. Ranking police officers from other operational command units within the West Midlands Police have requested inputs on the projects and are seeking to implement similar tactics in reducing ASB and increasing public reassurance and satisfaction.

Further visits are planned at local schools regarding anti-social behaviour inputs. As a result of TAKIS identifying deficiencies in youth provision in a particular area of the sector a youth club has now been opened at a local church hall which is staffed by volunteers and has received Coventry Youth Services funding.

Some parents have actually called the Sergeant in charge of the operation to thank the police for letting them know what type of behaviour their children are engaging in when they are not at home. During these conversations parents have admitted that they have little idea what their children get up to when they leave the house and who they are with.

To date:

- 233 youths have been stopped and their parents have received initial partnership letters
- 31 of these parents have received second letters due to their child being stopped on a second occasion
- 22 partnership visits have been carried out as a result of these youths being stopped a third time
- 4 partnership visits are pending
- 1 CRASBO has been secured

From the above statistics, the impact of both the initial and secondary letter is clearly apparent, transpiring in the "pyramid effect" taking place whereby the number of interventions in the latter stages of the model are markedly reduced.

In conclusion operation TAKIS was born out of frustrations voiced by the community at our inability to deal effectively with antisocial behaviour and its related crime. We carried our community's frustrations forward and devised a simplistic partnership model which is capable of replication in dealing effectively with ASB at a ground level. The model integrates immediate, short term and long term strategies in dealing with antisocial behaviour and its root causes. The results speak for themselves and out of the many words and letters of praise received from our communities there are two that stand out..... THANK YOU!

**State number of words used: 3023**

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

Operation Takis was developed as a result of a need to tackle high levels of anti-social behaviour and anti-social behaviour related crime on the M2 OCU. It originated as an early intervention car being staffed by two officers who would attend ASB incidents. This formed the basis of the operation and during implementation this tactic was constantly reviewed and evaluated which then incorporated additional service delivery options. Community consultation identified that anti-social behaviour was a key priority which affected the quality of their lives, current Neighbourhood Policing was not providing a strategic response in tackling and reducing this issue. Relevant information was obtained from members of the public and utilising NIM, the data formed the basis for the proactive patrols carried out by officers. A database was developed containing details of all youths stopped which was shared with the Community Safety Team at Coventry City Council. This led to the development of a strong inter-agency partnership by visiting repeat ASB offenders in their homes and offering support and guidance to their parents. The results of this operation are well documented in this application. The reductions that have been made since the operation has been running have been instrumental in sustaining the monthly performance figures and service delivery in this key area. There has been positive comment and recognition from members of the local community that this operation has eradicated anti-social behaviour in some areas and has greatly reduced it in others. This has had a positive impact with respect to the 'Feeling the Difference' surveys carried out on the OCU and has resulted in substantial increases in this area. This concept of working has been shared across the Force area and has been identified as a model for Best Practice in dealing with ASB.

**Checklist for Applicants:**

1. Have you read the process and application form guidance?
2. Have you completed all four sections of the application form in full including the endorsement from a senior representative?
3. Have you checked that your entry addresses all aspects of the judging criteria?
4. Have you advised all partner agencies that you are submitting an entry for your project?
5. Have you adhered to the formatting requirements within the guidance?
6. Have you checked whether there are any reasons why your project should **not** be publicised to other police forces, partner agencies and the general public e.g. civil or criminal proceedings pending in relation to your project?
7. Have you inserted your project name as a footer note on the application form? Go to View-Header and Footer to add it.
8. Have you saved you application form as a word document and entitled your message '**Tilley 08 entry (followed by project name in brackets)**' before emailing it?

Once you are satisfied that you have completed your application form in full please email it to [Tilleyawards08@homeoffice.gsi.gov.uk](mailto:Tilleyawards08@homeoffice.gsi.gov.uk). One hard copy must also be posted to Alex Blackwell at Home Office, Effective Practice & Communication Team, 4th Floor, Fry Building (SE Quarter), 2 Marsham Street, London, SW1P 4DF and be received by 25<sup>th</sup> April 2008.