

**Review of Neighbourhood Policing,
Neighbourhood Watch, and CCTV**

**Housing and Community Safety Select
Committee**

March 2009

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[Foreword to be inserted]

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Original Brief

1. Which of our strategic corporate objectives does this topic address?

Council Plan 2008-11

1. Reduce crime and the fear of crime and anti-social behaviour

- Deliver the Community Safety Priorities in partnership with Safer Stockton partnership to reduce:
 - Anti-social behaviour
 - Drug related crime
 - Violent crime
 - Criminal damage
 - Divert Young People from offending

Under the Safer Communities theme of the Sustainable Community Strategy there are two directly related Ambitions, namely: 'reduce crime and the fear of crime', and 'reduce anti-social behaviour'. The Local Area Agreement includes three directly related targets, and these cover reducing: the serious violent crime rate, perceptions of anti-social behaviour as a problem, and the incidence of arson. These issues have a wider impact on the Borough's residents and the local economy.

2. What are the main issues?

Fear of crime remains high even though in general crime has been falling, and Stockton is rated as the safest place out of the five Tees Valley authorities. Neighbourhood Police/Neighbourhood Watch/CCTV all contribute to improving community safety within the Borough.

- **Neighbourhood Policing/Neighbourhood Watch**

Neighbourhood Policing is led by the Police and Neighbourhood Watch is supported by the police but led by local volunteers; both are fully supported by the Council through the Safer Stockton Partnership. Neighbourhood Policing has been in place in Stockton since it was rolled out during 2007-08. Police Community Support Officers (PCSOs) are integral members of Neighbourhood Policing Teams. There are 55 PCSOs in the Borough and funding for these (from SBC and Safer Stockton) was nominally for period 2007-09, although due to time taken to recruit, in reality, funding for these PCSOs will gradually come to an end during 2009-10. SBC funding equates to approximately 7 PCSOs.

Consideration could also be given to the implementation of the new Cold Calling Zone Policy, as it relates to the Neighbourhood Watch scheme. Also the differing types of Neighbourhood Watch schemes – Junior/Farm/Shop Watch.

- **Outward facing aspects of CCTV**

Concerns from residents regarding the value of the service, and complaints regarding the lack of response and feedback on its effectiveness. Perceptions regarding the service compared with actual situation.

SBC Security Services manage and operate the Borough's CCTV network, based in the Security and Surveillance Centre. Investment in the equipment will need to be reviewed to ensure that it is still fit for purpose.

3. The Thematic Select Committee's overall aim/ objectives in doing this work is:

To assess the early impact of neighbourhood policing, the local arrangements for neighbourhood watch, and the effectiveness of the Borough's CCTV service.

4. The possible outputs/outcomes are:

- A greater understanding of the role and effectiveness of Neighbourhood Policing and Neighbourhood Watch in the Borough
- An assessment of the levels of crime compared to public perceptions
- An assessment of the effectiveness of the CCTV service in Stockton and its sustainability
- Recommendations for future improvement

1.0 Executive Summary

- 1.1 Stockton Council's Housing and Community Safety Select Committee have undertaken a review of Neighbourhood Policing, Neighbourhood Watch and the Council's CCTV network. The review presented an opportunity to review the early operation of Neighbourhood Policing in Stockton Borough, examine the contribution made by Neighbourhood Watch, and undertake an assessment of the effectiveness and sustainability of the Borough's CCTV network. It was also clear that although the levels of crime in the Borough had been falling, the fear of crime amongst residents remained, and in some case was increasing, and so an investigation into this aspect of community safety comprised the fourth main element of the Committee's work.
- 1.2 In order to inform the review, the Committee has undertaken a wide ranging consultation and the following were invited to submit comments to the review: Members of Council, the Borough's Neighbourhood Watch membership, parish and town councils, resident groups, Area Partnerships, and local residents. The Committee received a good response to its consultation and a range of views have been put forward. The results of the 2008 MORI survey were also considered and, in addition, two focus groups were held in order to assess resident opinion in relation to the fear of crime.
- 1.3 The Committee believe that Neighbourhood Policing has had an overall positive effect. Local teams are embedded in the community and relationships with local organisations have been established in a number of cases. PCSOs are seen to be making a valuable contribution towards community safety in the Borough. However, the Committee have found that in some aspects there is room for improvement and would welcome steps to increase community involvement and awareness, especially with regard to the contact number for local teams.
- 1.4 In addition, the Committee found that for residents there remains some confusion regarding the various community safety teams that exist in Stockton and how and when to contact them, especially, but not exclusively, with regard to the Police non-emergency numbers, and the Council's Neighbourhood Enforcement Service. Nationally there has been a halt to the introduction of a national non-emergency number (101), and the Committee recognise that it would be impractical to create such a number on a local basis. However, the Committee believe that there is an opportunity for an investigation to take place as to whether it would be feasible to undertake joint training between Cleveland Police and the Council in order to improve the capacity of call handlers so that resident concerns are recorded and passed on as a matter of course, or that calls can be transferred to the appropriate service where this is possible (recognising the competing demands on call handlers, especially those at Police Headquarters). At present, many residents appear to be contacting, or are told that they are contacting, the 'wrong' organisation, and the onus is passed back to the original caller to contact the correct organisation.
- 1.5 Therefore the Committee request that those recommendations for Stockton Borough Council be approved, in principle, subject to a full assessment of both service and medium term financial planning implications and that

recommendations for external organisations be endorsed for submission to them, and recommend;

- 1. that the Head of Community Protection be authorised to work in conjunction with Cleveland Police to investigate the potential for joint work to take place in order to ensure that when non-emergency calls are received by either Cleveland Police (eg. 302930/326326) or the Council's Community Protection services (eg. Neighbourhood Enforcement Service 528439), if necessary, the calls, or the details of the issue, are transferred to the correct service for action, thereby improving customer service;**
 - 2. that the Committee support the plans of Cleveland Police to undertake further promotional work regarding neighbourhood policing teams, and request that this includes promotion of the 302930 neighbourhood police team number.**
- 1.6 In order to encourage greater involvement of Members with both the local Neighbourhood Policing teams and local Neighbourhood Watch schemes, the Committee recommend:
- 3. that Democratic Services amend the Member induction programme/packs so that it includes:**
 - a) information on the Borough's Neighbourhood Watch schemes;**
 - b) details of the relevant Ward's Neighbourhood Policing Team;**
 - c) and that this information is kept up to date;**
 - d) and that this information is also provided to all current Members as soon as available.**
- 1.7 The Committee recognise the contribution made by Neighbourhood Watch and its membership comprising local volunteers. In order to build on this good work, the Committee have made recommendations in order to encourage and enable local schemes to continue to have an effect not only on crime but also the fear of crime, and also to encourage the introduction of new schemes. The Committee have identified particular issues in relation to the Ringmaster system, and have made recommendations in order to update the system so that it becomes more user friendly and therefore more effective as a tool to disseminate information, including positive information. The Committee believe that the Council should offer support in partnership with the Police where it is able to, and therefore recommend:
- 4. that the Committee recognises the work undertaken by Neighbourhood Watch, and in order to further improve this work, Stockton Council and Cleveland Police should work with, and encourage Neighbourhood Watch in Stockton Borough to:**
 - a) amend the Ringmaster System so that it sends out crime prevention advice and also 'positive' information in relation to local crime trends, and thereby contribute to reducing the fear of crime;**
 - b) amend the membership forms for the Ringmaster system, so that extra detail can be included, and it is clear as to which scheme the applicant wishes to be a member of;**

c) explore and promote better usage of technology to deliver Ringmaster messages (eg. text messaging/email), and in relation to the use of email messages, lower case text is used in order to ensure ease of reading;

d) work with the Council and Cleveland Police to undertake a promotional campaign highlighting the benefits of setting up Watch schemes;

e) support the production of local scheme newsletters by centrally producing templates and sample articles (including crime figures), and investigate the use of volunteers to undertake this work;

f) seek additional sponsors in order to support its work.

- 1.8 The Committee agree with the Council policy that footage gained from the CCTV network should not be sold on a commercial basis, but have identified a need for this to be clearly stated in the public domain, and so recommend:

5. that Stockton Council should ensure that the policy of not allowing footage captured by its CCTV network to be sold to media companies is clearly stated in the public domain.

- 1.9 The Committee found that the Council's CCTV network is making an important contribution towards the prevention and detection of crime, and that this is recognised by Cleveland Police, both in Stockton and in other Boroughs. In recognition of the pressing need to update the existing infrastructure, the Committee have identified that this should be considered for investment and that a plan should be drawn up to ensure its sustainability. In addition, the Committee are pleased to note that contributions towards the installation and running costs of new cameras have previously been agreed through planning obligations agreements and believe that funding secured via this method should be maximised, whilst recognising the competing demands on planning obligations. This would be especially in relation to larger developments, and the Council would be required to demonstrate that the proposed development would generate the requirement for essential infrastructure of this nature. The Committee recommend:

6. that a comprehensive plan be developed for financial support to the Council's CCTV network, in conjunction with relevant partners, as part of a wider appraisal of the financial sustainability of the Security Centre;

7. that planning applications for new developments will be assessed for their suitability to contribute towards the funding of additional crime prevention infrastructure (including CCTV), the levels of provision and/or contributions sought being dependent on the size and type of proposed development, in line with the adopted Supplementary Planning Document 6: Planning Obligations.

- 1.10 Despite the overall reduction in crime, the fear of crime clearly remains an issue. Community well being would be improved by translating this reduction

in crime into a wider reduction in the fear of crime, and the Committee would welcome any steps that can be made in this direction. It has been apparent throughout the Committee's consultation exercise that there is continued concern over groups of young people and the Committee would welcome further work that could break down barriers between the generations. The Committee are conscious that the promotion of good news in terms of crime rates should continue to be presented hand in hand with sensible crime prevention advice, especially as this would assist in driving crime down even further. The Committee recommend:

8. that in order to contribute to reducing the fear of crime amongst residents:

a) the Council and Cleveland Police should continue to publicise positive news in relation to the reduction of crime in the Borough, but that this should not preclude the provision of common sense crime prevention advice;

b) the Council explore the scope for further inter-generational working between young people and older residents of the Borough.

2.0 Introduction

- 2.1 This report presents Cabinet with the results of the Housing and Community Safety Select Committee's review of Neighbourhood Policing, Neighbourhood Watch and the Council's CCTV network. The topic was identified at a meeting of Scrutiny Liaison Forum, and subsequently incorporated into the work programme of the Housing and Community Safety Select Committee on 1 April 2008.
- 2.2 The review presented an opportunity to review the early operation of Neighbourhood Policing in Stockton Borough, examine the contribution made by Neighbourhood Watch, and undertake an assessment of the effectiveness and sustainability of the Borough's CCTV network. It was also clear that although the levels of crime in the Borough had been falling, the fear of crime amongst residents remained, and in some cases was increasing, and so an investigation into this aspect of community safety comprised the fourth main element of the Committee's work.
- 2.3 In order to inform the review, the Committee has undertaken a wide ranging consultation and the following were invited to submit comments to the review: Members of Council, the Borough's Neighbourhood Watch membership, parish and town councils, resident groups, Area Partnerships, and local residents. The Committee received a good response to its consultation and a range of views have been put forward.
- 2.4 The results of the 2008 MORI survey were also considered. MORI undertake a biennial Residents' Survey on behalf of Stockton Council. This survey is based on face-to-face, in-home interviews by trained staff with a sample of those residents of the Borough aged over 16. The results provide data that is representative of the population in terms of demographics such as age and gender. The 2008 sample size was 1818 people and the survey took place during summer 2008.
- 2.5 In addition, two focus groups were held in order to assess resident opinion in relation to the fear of crime. Using the MORI results it was possible to identify those sections of the community that were particularly fearful of crime, and invite corresponding members of the Viewpoint Resident Panel. After allowing for those people who did not wish to/could not attend, the groups consisted of: people mainly from the Central Stockton area, with some from Thornaby, attendees aged 55+, a number of people identifying themselves as having a disability and one representative of the BME community.

3.0 Background

- 3.1 Neighbourhood Policing is the name given to the concept of ensuring that every local area has a dedicated policing team. Nationally it was the aim to have Neighbourhood Policing Teams in place by March 2008, and this means that each ward should have a dedicated team of at least one Police Constable and one Police Community Support Officer (PCSO). This was achieved in Stockton Borough during 2007-08. 38 Police Constables, 55 PCSOs, 8 Sergeants and 3 Inspectors are assigned to Neighbourhood Policing in the Borough, and these are under the command of a Chief Inspector who reports to the District Commander.
- 3.2 A key element of the initiative is for these teams to be visible and easily accessible, for example through the use of a single telephone number for residents to use when contacting them (in Stockton this is 302930), and residents should be aware of the members of their local team. Community involvement is seen to be important, with the community able to directly contribute to the setting of ward level priorities.
- 3.3 The Policing Green Paper, 'From the neighbourhood to the national: policing our communities together', was published in July 2008. The Green Paper takes into account the Casey Review 'Engaging Communities in Fighting Crime', and Sir Ronnie Flanagan's independent 'Review of Policing' and sets out proposals for the further development of the neighbourhood policing model, including the Policing Pledge. During the timescale of the Committee's review, the Policing Pledge was rolled out and endorsed by Cleveland Police. This sets out minimum standards that can be expected of the police and many, although not all, relate directly to Neighbourhood Policing.
- 3.4 Neighbourhood Watch (NHW) is one of the largest volunteer initiatives in the United Kingdom. NHW relies on the work of interested and committed local residents who come together to form schemes that can range in size from a few houses to schemes that cover whole estates. These schemes are normally led by a co-ordinator who is often supported by a committee of members. According to the national Neighbourhood Watch Purpose Statement, it exists in order to:
- 'Cut crime and the opportunities for crime and anti-social behaviour
 - Provide reassurance to local residents and reduce the fear of crime and anti-social behaviour
 - Encourage neighbourliness and closer communities
 - Improve the quality of life for local residents and tenants.'
- 3.5 In Stockton Borough there are just under 1500 individual Neighbourhood Watch schemes with a membership of approximately 28,000. The schemes are supported by the work of a Police Liaison Officer who acts as a link with the police and provides intelligence liaison. Also in place is a Central Committee consisting of scheme co-ordinators.
- 3.6 Closed Circuit Television (CCTV) cameras are widely used throughout the country as a tool for the prevention and detection of crime. Although the

majority of systems are in private hands (eg. in shopping malls), most town centres have in place some form of CCTV network. It is mainly local authorities that own and monitor those cameras covering public space, and across the country there is a wide variety of systems in place.

- 3.7 In Stockton, the main CCTV network is operated by the Council, and is controlled from the Security and Surveillance Centre. As of August 2008, there were a total of 310 cameras connected to the Centre via a variety of transmission methods, including fibre optic cable, wireless, or 'dial-up' systems including broadband and ISDN. These cameras cover public spaces such as Stockton, Billingham and Thornaby Town Centres, and private sites including Cowpen Road Depot, whilst others cover a mixture of both.
- 3.8 Three 'mobile' cameras are available, and these can be installed in locations for a temporary period of time, typically through being attached to lampposts. Two of the cameras are made available to ward councillors upon request, and the deployment of these is funded through delegated Small Environmental Improvements Budgets. The police have operational control over the third mobile camera.

4.0 Evidence

Neighbourhood Policing

- 4.1 The Committee has examined the various elements that make up neighbourhood policing in Stockton Borough. A major component of the initiative is the requirement for officers to be dedicated to the wards to which they are attached and so not have to deal with issues elsewhere in the Borough. Minimising this rate of 'abstraction' is seen as a crucial plank of the strategy, and currently it is the target for officers to spend 100 per cent of their time in their allocated wards. The Policing Pledge contains a national target for this to 80 per cent. However, although Stockton police recognise that this provides added flexibility, the Committee were informed that the target for officers in Stockton would remain at 100%. In terms of procedure, officers need the permission of the District Commander before they can be assigned to duties elsewhere in the Borough (or alternatively their Inspector, should the situation be urgent).
- 4.2 Comments received as part of the review would suggest that there is a belief that abstraction does sometimes occur. This perception may also be due to posts being vacant because of other types of officer absence. There is a PCSO Task Force based in Thornaby and part of their role is to cover absences from a ward that last longer than 4 weeks, as well as being drafted into hot spot areas as and when required.
- 4.3 The Committee noted that Police Community Support Officers (PCSOs) are seen as integral members of Neighbourhood Policing Teams. The main role of these officers is to provide high visibility patrol, reassurance and community engagement activities, in order to support constables in their work, which is more wide-ranging. There is a standard set of powers for all PCSOs (eg. the power to confiscate alcohol), and also a discretionary set (eg. the power to search detained individuals for dangerous items) that are made available for officers on the decision of the relevant Chief Constable.
- 4.4 An example of the use of discretionary powers in Stockton is the recent training of PCSOs to enable them to tackle dog fouling, and training was provided through the Enforcement Service. However, in general the view in Cleveland is that the powers of PCSOs should be restricted to those necessary to enable them to carry out their primary role of providing a highly visible and non-confrontational service.
- 4.5 The Committee are pleased with the impact made by the use of PCSOs and value their contribution especially in terms of their support for Constables, their high visibility, community involvement, and communication skills. Comments received by the Committee generally support this viewpoint, including from the Area Partnerships, especially in relation to their approachability and patrols.
- 4.6 There have been some comments received in terms of some uncertainty regarding their powers, and that as some young people perceive the officers as having less powers, they are more open to verbal abuse. The Policing Green Paper recognises the negative reception that PCSOs have received in some quarters, that they are ineffective or 'policing on the cheap', but regards these as being 'neither accurate nor fair'. The role of these officers in terms

of high visibility patrol and integration into neighbourhood policing teams is re-affirmed by the Green Paper. At the same time the Home Office are undertaking an evaluation of the powers available to these officers and their implementation.

- 4.7 In Stockton, clarity of the role of PCSOs in the public mind is complicated somewhat by the presence of the Council's Neighbourhood Enforcement Service. This uniformed service concentrates on environmental crime and tackling low level anti-social behaviour, and therefore tackles similar issues to PCSOs, as well as undertaking visible patrols. Under an agreement with the Council, appropriate taskings are periodically passed by the Police to the NES, depending on their suitability. It is clear from the Committee's consultation that there remains some confusion regarding the identity of the various teams in place. The Committee can recognise the operational value that can be gained by members of the public being initially uncertain as to who they are dealing with, and that this can have a deterrent effect in certain situations. Therefore the Committee do not propose increased publicity in this regard.
- 4.8 However, the issue is of more concern when residents contact the Police to report an issue, but are then informed that the issue should be directed to the Council, or vice versa. This can happen when residents believe that they are contacting the correct number in good faith. Equally this situation can occur due to a genuine confusion arising through having various non-emergency contact numbers in place, and so there are incidences of residents initially contacting the incorrect service for a response to non-emergency but significant issues.
- 4.9 Should this happen, it is current Cleveland Police practice for callers to be advised of the correct contact details and the onus is then on the caller to ring the right service. In recognition of this, and in order to improve both customer service and efficiency of response, the Committee propose that the scope for joint work involving the Council and Cleveland Police is explored, so that potentially the position can be arrived at whereby calls made in error are directly transferred to the correct number where possible, or alternatively the details are taken by the call handler and are then automatically passed on to the correct number thereby relieving residents of the task.
- 4.10 This would be a preferable outcome, rather than increase publicity surrounding the NES for the reasons outlined above, and also recognising that any amount of publicity would not necessarily ensure that residents would always contact the correct number.
- 4.11 Stockton Council and the Safer Stockton Partnership each contribute towards the funding of PCSOs in the Borough. The funding, combined with contributions from the Police Authority and the Home Office, enables the district to maintain the number of PCSOs at the current level of 55, compared with the historic baseline of 24. The Council's funding has been in place since 2007-08 and equates to £250k over two years. As part of the budget setting process for 2009-10, it was agreed to maintain this funding commitment, with the new funding totalling £300k over three years. This will allow for a total of between 51 to 53 PCSOs to remain in the Borough, with the exact number still to be determined through discussion with the Police Authority. Overall this represents a slight reduction, however it is envisaged that the number of PCSOs dedicated to individual wards will be maintained.

- 4.12 Prior to the introduction of Neighbourhood Policing, the Police Authority conducted research in Stockton during 2006 that showed that a more visible police presence, better communication and increased knowledge about local communities were the most frequently mentioned ideas in terms of what local people thought the police could do in order to best deal with local issues.
- 4.13 It is a stated aim of neighbourhood policing that the local community should be fully informed of local neighbourhood policing initiatives and should be able to influence the setting of ward based priorities. In Stockton, engagement takes place through face to face contact, environmental audits of local areas, regular surveys, consultation with resident groups, and through the Joint Action Group meetings, which take place on a monthly basis. Information on the priorities that are then identified is available on the Cleveland Police website and there is a link from the Council and Safer Stockton websites. The identity of each ward's policing team is also available on these websites, as is 'crime mapping' information. This presents data in graphical form and depicts up to date crime rates and crime totals for each ward in the Borough.
- 4.14 The Committee has considered the results of various pieces of existing consultation as part of the review, and key results include:
- The latest MORI survey of the Borough's residents showed that, across the Borough as a whole, between 2006 and 2008, there has been a large and significant increase in satisfaction with the police. There was also such an increase in this respect between 2004 and 2006.
 - In terms of satisfaction with patrols, the 2008 MORI survey showed that, across the Borough as a whole, for satisfaction with police foot/cycle patrols in the local area, there is a net satisfaction of 4%, and for patrols in the nearest town centre net satisfaction is 25%. Net satisfaction with marked police car patrols in local areas equals 21%.
 - Across the Borough as a whole, residents' opinions on police visibility in local areas have remained relatively consistent since 2004, with a slight reduction in those stating that they had last seen an officer 'within the last month' between 2006 and 2008.
 - The results of the annual Cleveland Police Authority 'Tier 3' consultation meetings that were held across Cleveland, show that Stockton generally scores less highly than the other Boroughs in areas including: influence over policing, general satisfaction, and levels of information received from the police. Stockton's meeting was held in September 2008, however the numbers who attended these meetings was low when compared to the MORI survey, for example, and the results cannot be considered to be scientific.
 - The Police Authority also consulted on its Policing Plan Summary during July 2008, and the results of this survey showed that Stockton scored least well in terms of: knowledge of the identity of local teams, visibility of and contact with local teams, and knowledge of contact details for these teams. Across Cleveland as a whole, 32.9% of

respondents to this survey thought that neighbourhood policing had improved their local policing.

4.15 The Committee have undertaken additional consultation in order to obtain the views of specific groups within the Borough.

- The results of the Committee's Members Survey suggest that the local teams have had a positive impact with most responding favourably, and even where Members thought that there had been 'no change' this was often due to the fact that a positive relationship was already in place prior to the start of 'neighbourhood policing'.
- In terms of the perceptions of resident awareness, there was a more mixed response, both in terms of knowledge of the identity/details of teams and awareness of local priorities. This was also apparent in the responses of parish/town councils and the Area Partnerships. Those who attended the focus groups generally believed that the police were not more visible than three years ago, however some stated that although they may not know the contact details for local teams from memory they did know where to find them should they need to. The importance and desirability of community involvement was frequently mentioned.
- There were numerous examples of good relationships being established between Councillors and residents, and local police teams. General feedback from resident groups was very positive, and it is appreciated when officers attend the different types of local meetings that are held in the Borough. Examples of co-operation between Councillors and officers include: attendance at ward surgeries (although some responses thought improvements could be made in this respect), joint ward walks, general information sharing, information included in ward newsletters, and exchange of contact details.
- Knowledge of local policing teams appears to be higher amongst those involved in local community groups than for the general population and this was also reflected in the Policing Plan Summary survey, as respondents who attended police and community meetings were much more likely to agree that neighbourhood policing had improved local policing.

4.16 Taking this into account, the Committee believe that neighbourhood policing in the Borough has had an overall positive effect, but to build upon this good start the Committee believe that further work needs to be undertaken especially in relation to publicity and communication.

4.17 Stockton Police recognise that there is more work to be undertaken in relation to publicising the work and identity of local policing team members. One initiative that will be rolled out in the near future is the delivery of a 'postcard' to every household in the Borough outlining the identity of team members, and the idea of residents being able to take 'Cuppa with a Copper' is being extended across the Borough. The aim of this is to take the traditional beat surgeries into the wider community and to take contact with the public into non-traditional venues such as gyms, with the chance to meet local officers in

an informal setting being advertised by poster. This has been introduced in the Stockton area, and is to be rolled out into Thornaby and Billingham. Awareness of this concept was mentioned in a variety of comments received by the Committee.

4.18 The Policing Pledge has been endorsed by Cleveland Police and in order to further meet its requirements, at a Force level, Cleveland Police plan to:

- Launch the 'my neighbourhood' website to provide further detail on local work;
- Undertake further work to minimise staff turnover;
- Give further consideration to the location and timings of public meetings.

The Committee welcome these plans for increased publicity and are keen for future work to include further promotion of the 302930 contact number, together with an explanation of its purpose.

Neighbourhood Watch

4.19 The Committee found that Neighbourhood Watch is generally seen to be making a positive contribution towards reducing crime and its effects. Recent national and international research¹ from the US and Northern Ireland has concluded that Neighbourhood Watch schemes are generally effective in reducing crime and the fear of crime. The Committee has noted that in the comments received during the review, Watch schemes in Stockton are seen to be a potentially very useful method of providing, in particular, reassurance and crime prevention. However, the Committee noted that it was the view of the local police that the credit for falling rates of crime could not solely lie with Neighbourhood Watch, due to the wide number of crime reduction initiatives that are in place.

4.20 Local schemes have been set up for a variety of reasons. They have either been in response to local crime rates, to keep an already low crime rate at this level, or in response to specific issues such as doorstep crime. Each scheme organises its activities independently, and so for example some may meet on a weekly basis, others may not meet at all. Neighbourhood Watch has been included in Stockton News and Tristar newsletters, and schemes are promoted by Police Crime Prevention staff and PCSOs. The Committee found that membership has been rising. The Chair of the Central Committee represents Neighbourhood Watch on the Safer Stockton Partnership, and other members are active in their community, for instance there is representation on the Central and Billingham Area Partnerships.

4.21 In addition to geographically based residential schemes, three schools are currently involved in Junior Watch schemes, and the information provided by children is valued by the police. Tristar Homes provide sponsorship for Junior Watch activities including crime prevention equipment and travel expenses. Vehicle Watch has been recently re-introduced to the Borough; members of this scheme are able to display a car sticker that indicates to patrolling police

¹ 'Does Neighbourhood Watch Reduce Crime?' (Crime Prevention Research Review, US Department of Justice: 2008) and 'Research into Neighbourhood Watch Schemes in Northern Ireland', (Social and Market Research: 2007)

cars that their car is not normally driven in the Borough between the hours of Midnight and 5am.

- 4.22 Alongside the traditional scheme arrangement, the Ringmaster system has been in operation for a number of years. This system sends out automated messages either to home telephone landlines, mobile phones, fax and email addresses. Messages contain information on local crime trends of relevance to the member's locality. Alongside the general Ringmaster membership, the system also allows for the operation of a number of specific schemes including School Watch, Councillor Watch, Charity and Farm Watch. Membership of these is achieved by completing a membership form, the details of which are then entered onto the system under the relevant scheme heading (eg. headteachers are entered under School Watch). However, the membership form does not make clear which scheme applicants wish to be a member of, and this relies on the discretion of the Liaison Officer. Information is provided to members of each scheme should it be relevant; for example, if there has been an incident of a child being approached by a stranger, details of this would be forwarded via School Watch and headteachers are then able to inform parents as they see fit.
- 4.23 Some form of Ringmaster is used on a daily basis. In the twelve months leading up to December 2008, 39,000 calls were sent out through the system, not including emails. Those receiving landline messages are given the chance to pick up one of three calls made to their number each time a message is sent to them. Some comments were received from members of Ringmaster to the effect that they had never received information from the system. However, the Committee note that Ringmaster only sends out information on recent criminal activity if this activity has actually taken place. (Although those registered to receive email also receive weekly crime statistics.)
- 4.24 The Committee believe that the use of Ringmaster to send out 'positive' crime messages, for example the figures showing the overall reduction in crime, and also general crime prevention advice, should be explored, and that this would have a beneficial effect in terms of reducing the fear of crime.
- 4.25 The Committee recognise that Neighbourhood Watch does not have unlimited resources, and that use of the telephone to contact members incurs costs, and therefore further promotion of email should be encouraged, alongside other technology as appropriate, and that this should also include a fresh look at the format of emails. The Committee have noted that the presentation of the information contained in the emails could be improved. For example, emails as part of the Councillor Watch Ringmaster scheme contain details of crimes from across the Cleveland area, are written in 'police language' rather than plain English, and the format can be hard to read, consisting mainly of lists of crimes, with sentences in upper case.
- 4.26 The Committee recognise that Neighbourhood Watch needs to secure funding for its various activities and would encourage it to expand on its base of Transmore, and Tristar Homes in terms of sponsorship.
- 4.27 Although the Committee have received various comments in relation to the potential usefulness of Neighbourhood Watch, it was felt by some that schemes appeared to have 'faded away' whether or not the street signs are still visible. At the same time it has been noted that various respondents

including focus groups, parish council and Members believe that it is hard to motivate residents to either get involved in the first place or maintain their interest. There appears to be a perception that Ringmaster could be seen to be replacing the traditional scheme and role of the local co-ordinator arrangements.

- 4.28 Some of those attending the focus groups remarked that it was not clear as to how schemes actually worked, although there was also a strong feeling at these groups that those who were so concerned about crime and its effects should be pro-active in setting up a scheme which would be an ideal way of directly contributing towards improving community safety. Parish Councils and resident groups appear to have varying levels of involvement with schemes in their area.
- 4.28 The Members Survey highlighted that many Councillors do not maintain close links with schemes in their area, or if they had previously, then this was no longer the case. Councillors are unable to directly ask for the details of schemes in their ward due to data protection and therefore it will be important for Neighbourhood Watch to work in partnership with the Council in order to make schemes aware of their ward councillors and the opportunity to work more closely with them.
- 4.29 There has been some comment received that members of schemes used to receive newsletters but this happens no longer, and the production of these relies on the local co-ordinator. Previously a Borough-wide newsletter was produced however this relied on a volunteer in the past and a replacement had not been identified.
- 4.30 The Committee consider that some very informative newsletters exist in Stockton and that newsletters in general can be a very good method of informing members of crime figures and crime prevention advice, and therefore Neighbourhood Watch in Stockton may want to consider issuing templates and sample articles in order to help other co-ordinators to produce them. This could include utilisation of the skills of the range of volunteers that exist in the Borough and at local institutions such as the student bodies of local universities.
- 4.31 In order to build on the undoubted good work that does take place by local volunteers, the Committee consider that it would be useful for increased publicity and awareness of Neighbourhood Watch to take place, and that this should involve working in partnership with the Council and Cleveland Police, including an enhanced role for Neighbourhood Policing Teams.

CCTV

- 4.32 During the review, the Committee considered the result of recent scrutiny reviews of the CCTV provision in Hartlepool and Middlesbrough. In evidence received by both of these reviews, it was made clear that the police recognised the substantial contribution made by CCTV in both the prevention and detection of crime. In Stockton, the Committee found that images captured by the Council's CCTV network have been of assistance in a steadily increasing number of arrests:

Year	Number of arrests
2005-06	280
2006-07	327
2007-08	467
2008-09 (to end of December)	365 (projected 487 end of year)

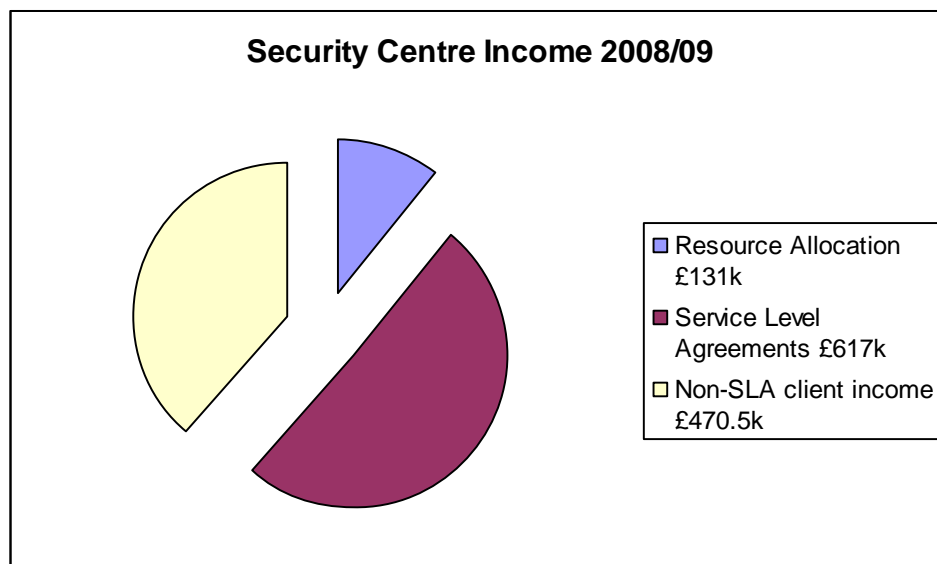
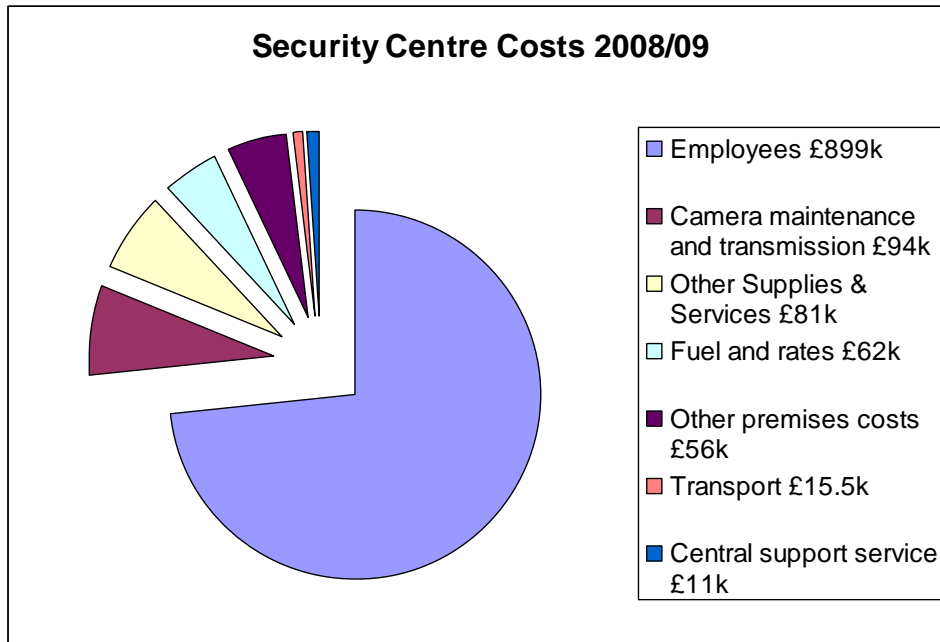
- 4.33 The 2008-09 figure includes 178 violent incidents, 9 shoplifting incidents, and 178 other incidents. In addition, the Committee found that since July 2006, the results of tape reviews have been monitored. This is when recorded footage is viewed upon request, usually by the police, in order to identify evidence in relation to a specified incident that has already taken place. A 'positive' tape review is one in which images of evidential value have been found. The results of these tape reviews are as follows:

Year	Reviews	Reviews per month	Result
July 2006 – March 2007	578	64	39% positive
2007-08	872	73	47% positive
2008-09 (to end of December 08)	562	70	50% positive

- 4.34 The Committee are conscious that the evidential value of each tape review may vary, with some footage proving to be of more importance than others in terms of being able to use it in a prosecution case. The Committee also noted that each tape review is time consuming and depends on the accuracy of the initial information provided. Following discussion at Committee with police representatives, it appears that there may be the opportunity for improved lines of communication to be put in place so that each request for footage contains a more specific time band, or that the police should wait for more information on a case from other sources before making a request, depending on the circumstances.
- 4.35 It was considered by Community Protection that CCTV has been most effective in terms of its deterrent effect, and also in relation to cutting crime in car parks. The use of 'dummy cameras' was examined as it could be a potentially cheaper method of crime prevention, and was also suggested by the some consultation respondents. However, it was noted that as with operational cameras and the ability of criminals to 'work out' their blind spots, non-operational equipment would be likely to also be identified. In addition, there was the potential for a reduction in public confidence should an incident occur but not be picked up by a 'camera', and there were also liability issues should the Council be seen to be providing a service that it was in fact actually not providing. The idea had been similarly rejected by the review undertaken in Hartlepool.
- 4.36 In terms of safeguards that are in place, the Committee noted that the staff of the Security Centre are trained in the regulations of the Police and Criminal Evidence Act (PACE) and the handling of tapes is strictly controlled. Planned covert surveillance of individuals is controlled by the Regulation of

Investigatory Powers Act (RIPA) 2000. The use of cameras in public open space (which in the Borough are all unconcealed) is not controlled by RIPA unless surveillance of specific individuals was planned, and for this to happen written authorisation is needed from a senior officer and in turn requests have to be lodged with the Council's Director of Law and Democracy. The Committee noted that it is Council policy to turn down any requests received from the media to purchase footage, for example for use in television programmes, but that this policy is not currently published. The Committee consider that this policy should be clearly stated in the public domain.

- 4.37 The Committee found that there is widespread public and stakeholder support for the CCTV network in Stockton. Members reported that they often receive requests for more cameras from residents and the Committee's consultation response was broadly positive in terms of their use and their effect. This was also apparent in the Hartlepool and Middlesbrough reviews. CCTV was frequently cited as being one way of increasing feelings of safety. There was some comment at the focus groups that much greater expansion of CCTV would not be welcome and would be an unwelcome reminder of 'big brother'; this was not the general view across all the consultation but it should be noted that public opinion is not uniform. Other comments were made in relation to a perceived need to make sure the cameras are monitored, and also feedback was provided regarding their use, either in relation to specific incidents or to their sponsors. Those consultees who asked for increased CCTV provision were invariably also aware of the cost implications.
- 4.38 Initial contact has been made with the managers of Castlegate and Wellington Square shopping centres in order to gain their views on the operation of CCTV in Stockton town centre. Both centres operate their own systems but co-operate with the Council network as appropriate, with the Council being informed of incidents that have, or are about to occur in the public space. Co-operation is said to be good, and the Committee was pleased to note that this will be further improved by a new liaison meeting that has been arranged by the police, involving the Security Centre manager, the two shopping centres and the Retailers Against Theft group, and this meeting will examine all aspects of town centre crime in Stockton.
- 4.39 The Committee found that the Security Centre was facing increasing budget pressures that will ultimately impact upon the operation of the network, especially in relation to the maintenance of existing equipment. Overall, through efficiency gains (and the need to finance new teams such as the ASB Team without resource allocation), the net costs of the centre have been reduced by approximately 77% over the 10 year period in real terms. The current costs and income for the Centre are detailed in the following charts:



4.40 Basic running costs exceed the resource allocation and there is a heavy reliance on camera monitoring Service Level Agreements and non-SLA client income. Retention of this income is increasingly hard to maintain. Specific income in relation to CCTV camera monitoring for various customers stands at £135k, and there is a variety of other income streams such as alarm monitoring and keyholding for 300 premises (both Council and private including residential) which alone generates around £75k. It is the Council's policy that new cameras will not be installed unless a source of revenue support has been identified.

4.41 The Committee noted that there is a concern in relation to the dilution of coverage, as some of the Service Level Agreements now provide for less than one minute's coverage per camera per hour. Performance levels appear to be being maintained as noted at section 4.32 however the scope for further efficiencies is limited.

- 4.42 The Committee found that over the previous 10 years the Council has not contributed any of its own capital resources on the Centre or the CCTV systems controlled from it. Most of the current systems date back to 1994, and although some have been upgraded, any investment that has taken place has been either with the assistance of external funding, from the Home Office for example, or has been covered through support from the revenue budget. Specific issues include:
- Those systems that have not been upgraded are coming to the end of their lifespan, and the use of analogue (videotape) recording is becoming more difficult to support in terms of parts, as increasing use is made of digital recording;
 - Images transmitted via fibre optic cables are subject to BT rental charges which are likely to increase, meaning they need replacing by either wireless systems where line of sight allows, or 'private fibre' which involves the Council laying its own cables when engineering and buildings work allow;
 - The wireless systems are nearing capacity in terms of the number of signals carried via the roof tops of high rise blocks, with alternative relay routes/signal boosters needing to be deployed.
- 4.43 The Committee noted that initial estimates would suggest that an initial injection of £200k would be needed to respond to these issues.
- 4.44 In addition the Committee note that the Council's Planning Obligations Supplementary Planning Document (SPD) includes contributions towards CCTV provision as an example of what can be negotiated as part of obligations in relation to community safety. The design and layout of a development may not always be sufficient to achieve satisfactory safety and crime prevention measures, for either community safety purposes or for the security of the site itself, and therefore contributions may be sought from developers to fund the provision of additional crime prevention infrastructure, an example of which may include the installation and networking of CCTV. The Council is required to demonstrate that the proposed development would generate the requirement for essential infrastructure of this nature. To date there have been two such agreements; one was to the value of £8000 for CCTV provision, the other was for £12,000 to cover installation and also monitoring costs for a 5-year period. In order to aid both installation and also support for the on-costs of these cameras, the Committee believe that this should be maximised, whilst recognising that this will need to be balanced against competing demands.
- 4.45 The Committee found that in Stockton the Police do not provide direct financial support for the Council's service, however, previously, in-kind support has been received. Primarily this has been through the temporary redeployment of officers to the Security Centre, typically those on restricted duties, and these officers had been able to assist with camera monitoring.
- 4.46 The Committee noted that the scrutiny reviews in both Hartlepool and Middlesbrough had recommended that contributions should be sought from Cleveland Police. The request from Middlesbrough was in the process of being made at the time of the Committee's review, however feedback had not yet been received. The Committee believe that in light of the obvious

contribution being made by CCTV to the operations and performance of the police, relevant partners should be included in planning to ensure the sustainability of the Borough's CCTV network.

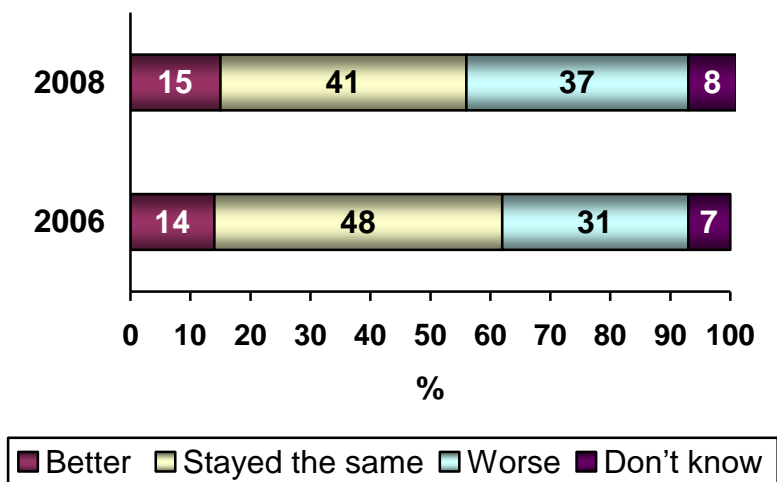
- 4.47 Currently there is one Business Improvement District (BID) present in the Borough. These can be set up should businesses within a defined area agree to fund an additional levy following a ballot. This levy can be used to fund extra security provision within that area, and this can include CCTV, as has happened elsewhere including Hartlepool. However, the Committee are mindful of the present financial climate and the impact on the ability of the sector to contribute extra funds.

Fear of Crime

- 4.48 The Committee considered the results of the latest MORI survey as part of their evidence for the review. The results show that overall, since 2006, residents have become less concerned with reducing the level of crime and anti-social behaviour as a means to improve their quality of life. The importance of more/better policing as a means to improve their quality of life has remained static. However, in 2008, 40% of residents said that 'community safety' was the most important issue for the Borough over the next five years. This has increased from 29% in 2006. In 2008, community safety was the second most important service after refuse collection.

- 4.49 Therefore it is clear that community safety issues remain a priority for many residents. Indeed, compared with 2006, there has been an increase in the number of residents who feel that crime has got worse over the last three years:

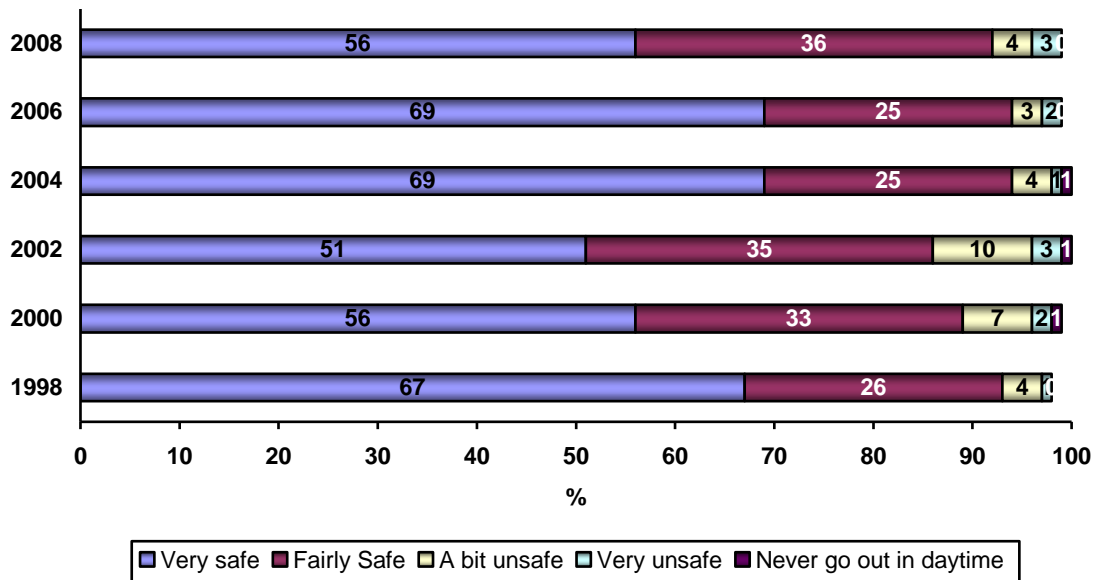
Thinking about your local area, do you think that the level of crime has got better or worse over the last three years, or, has it stayed the same? (all respondents)



- 4.50 The majority of those attending the focus groups also felt that crime had increased over the last three years. The MORI survey results also give an indication as to how safe residents feel. There has been a slight reduction in the number of residents feeling safe whilst walking alone outside during the

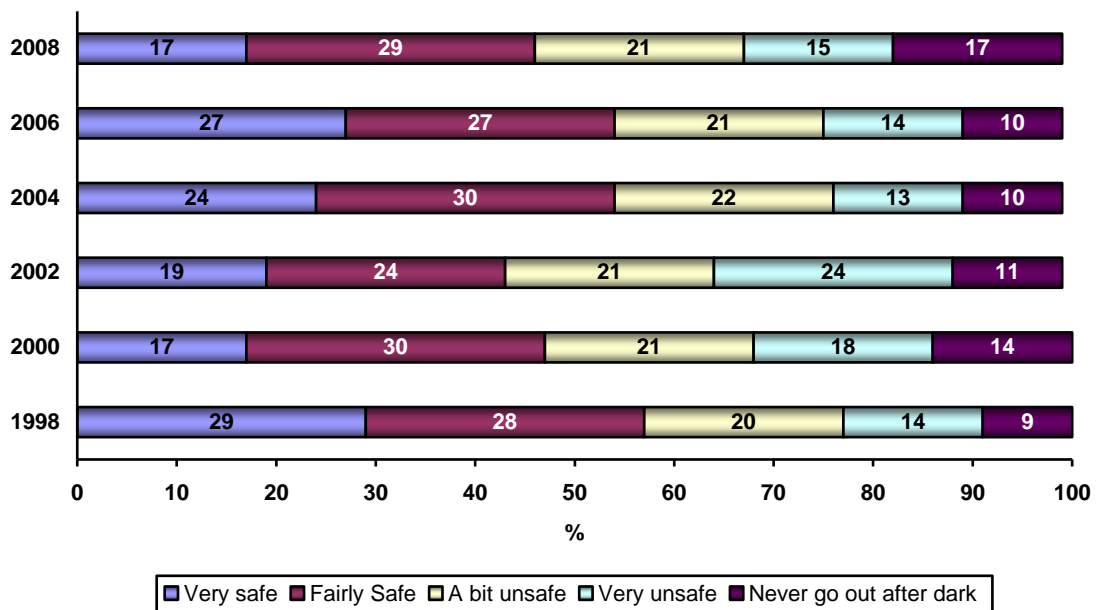
day (the following charts shows the 2008 results compared to the results of the previous surveys in relation to this question):

How safe do you feel walking alone outside in this area during the daytime? (all respondents)



4.51 However, there has been a reduction in those feeling 'very safe' walking alone outside after dark. The number of people who feel unsafe outside after dark has remained static compared to 2006 but there has been an increase in people who state that they never go out after dark:

How safe do you feel walking alone outside in this area after dark? (all respondents)



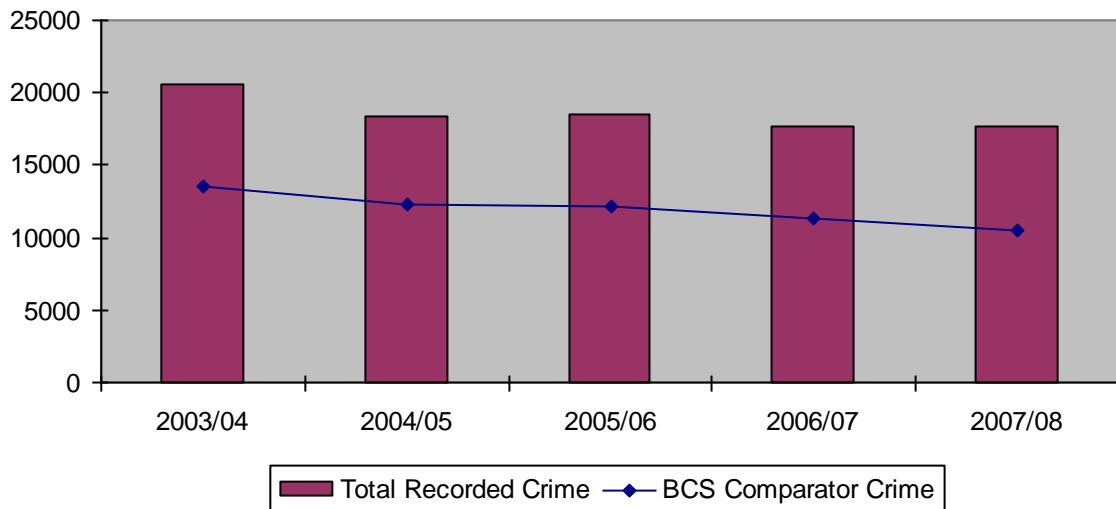
4.52 The MORI results can be analysed by demographic data, including age, gender, ethnicity and geography. From this it is possible to identify those sections of the population that appear to be particularly worried about crime (in the 2008 results only). Using this we can see that:

- Males felt safer than the Borough average both during the daytime and after dark
- Residents aged 16-24 years were most likely to feel unsafe walking alone both during the daytime and after dark
- Older residents feel safe overall with the age group of 75 and over reporting to feel safest of all age groups walking alone during the daytime. Residents in the following age groups were more likely to say they feel safe than unsafe when walking alone in their local area after dark: 55-64, and 65-74
- However, it is noticeable that as residents get older they are more likely to never go out after dark, with 51% of residents aged 75+ saying they never go out after dark.
- BME respondents reported feeling less safe than the Borough average both during the daytime and after dark.
- Fewer residents living in Thornaby than in any other area of the Borough feel safe walking alone during the day. There were also fewer residents in Central Stockton that felt safe walking alone during the daytime than across the Borough as a whole. Residents living in both these areas were more likely to say they feel unsafe than safe when walking alone in their local area after dark, and felt much less safe walking after dark than the Borough average.

4.53 Although there has been an increase in the number of people who consider crime to be on the rise, and in some respects the percentage of residents feeling safe has reduced, the Committee have found that total crime in Stockton is reducing. Between 2003-04 and 2007-08, total police recorded crime reduced by 14%. The British Crime Survey comparator figure for the same period showed a reduction of 22%.² The data for Stockton Borough for that period is shown in the following chart:

² The Home Office publishes crime statistics for England and Wales every year, collected from two different sources. The first is police recorded crime figures, and the second is the British Crime Survey (BCS). Police recorded crime figures are a good measure of well-reported crimes, such as dwelling burglaries and theft of vehicles. The BCS is a victimisation survey carried out by face-to-face interviews with adults aged 16 and over, who are asked about their experiences of crime, so this captures information about crimes that people do not always report to the police.

The BCS Comparator figure is a set of crimes that covers about two thirds of Total Crime. The following crimes are included in the recorded crime/BCS comparator measure: Theft of a vehicle, theft from a vehicle, vehicle interference and tampering, domestic burglary, theft of a pedal cycle, theft from a person, criminal damage, common assault, wounding and robbery (of personal property not business property).



4.54 The latest figures for police recorded crime in Stockton between February 2008 and January 2009 show an overall reduction in total crime of 17.1% compared to the same period the year before. This included a 16.7% reduction in Violent Crime, a 19.8% reduction in vehicle crime, and 12.2% reduction in acquisitive crime.

4.55 It is possible to compare those sections of the community who remain particularly fearful of crime, as outlined at 4.52 above, to the victimisation rate for these same groups of people. These show that females are less likely to be victims of crime than males, especially in relation to street crime and violence. The worry felt by those aged 16-24 would be consistent with victimisation rates which show that under 25 year olds are more likely to be a victim of crime. The only crime category to feature elderly victims over younger victims was theft from the person (in relation to theft from the person from females, mainly stolen purses and bags). Victimisation rates were slightly above average for BME residents in terms of robbery and theft from the person however the actual numbers involved were small. Central Stockton has twice the Borough average for total crime and each crime type, and Thornaby has above the Borough average for total crime, although not violence or street crime. Appendix 1 is an extract from the Safer Stockton Partnership's Strategic Assessment (covering the period October 2007-September 2008) and this provides more detail on this issue. These victimisation rates should be seen in the context of the overall reduction in crime.

4.56 Given the overall reduction in crime, and in addition to the comparison with the actual rates of crime for each demographic, the Committee have sought opinion on what other factors may be at work in contributing towards the fear of crime that sections of the community feel. It is clear that the media, both national and local, have a role to play in affecting resident feelings of safety, by highlighting, or sensationalising, particular crimes. This was the opinion of various groups including Area Partnerships, residents, and resident groups. Events that take place outside the area can still have an effect on local perceptions, whether they have taken place in, for example, Middlesbrough or London. To an extent, the effect of particularly bad incidents can be

magnified due to their rarity in the local area, and consequent 'headline' status.

- 4.57 There appears to be a general distrust of the official crime statistics, and this was especially apparent in the discussion at the focus groups. In comments the committee have received there have been calls for information on crime rates that is easily understandable, and, for instance, does not just show percentages. It is also possible that there is a time-lag between a reduction in the rate of crime in an area, and public perceptions.
- 4.58 The Committee found that there was specific worry about the following issues: anti-social behaviour, incidents at shopping parades, drugs, violent crime, and a general worry about groups of young people. There was also a suggestion that as the percentage of those who never go out after dark was mainly associated with the older age groups, this figure had the potential to increase in the future due to the ageing population (currently this does not appear to be the case as the proportion of those interviewed for the 2008 survey in terms of age group was similar to the previous surveys).
- 4.59 Across the range of consultation that the Committee has undertaken, there was a consistent feeling that groups of young people, and sometimes children, 'hanging around' are a source of concern. This feeling persists despite an equally widespread belief that most young people are 'innocent' of causing crime and are simply looking for something to do. In addition, at the Eastern Area Partnership it was pointed out that previous consultation that they had undertaken had shown that young people themselves are often worried about other young people (the victimisation rates would support this). The Committee notes that the Council's youth strategy team has undertaken previous work in relation to challenging people's perceptions of young people, especially a high profile poster campaign. The Committee were pleased to note that the potential for more inter-generational work between young people and older residents is being examined, and that a review of the youth service will take into account the need to provide increased activities for young people especially on Friday and Saturday nights. The Committee support this work.
- 4.60 In terms of other methods of tackling the fear of crime, the Committee believe that it is important for the police and Council to continue to promote positive news in relation to the reduction in crime, and that this should also be examined in relation to Neighbourhood Watch's Ringmaster system as noted above. During 2009, the Safer Stockton Partnership plan to place a series of articles in Stockton News as part of the reassurance agenda. The traditional Neighbourhood Watch scheme itself is generally perceived to have a positive effect on reducing the fear of crime, but also community involvement and participation.
- 4.61 In addition to increased and clearer information on the local crime picture, the need for feedback in relation to individual, high profile cases, and generally in terms of sanctions and detections would be welcomed. The Committee note that the publication of crime maps has already started to have an effect in this regard. In terms of the consultation responses, other suggestions for tackling the fear of crime included better street lighting, tougher sentencing, and more responsive police. Participants in the focus groups re-affirmed the belief that the actual sight of Police Constables and/or PCSOs on the streets does have a re-assuring effect.

- 4.62 As part of the review, the Committee were made aware of the work undertaken by Trading Standards in relation to the prevention of doorstep crime which can be of concern to residents. There is now a policy in place that allows for the establishment of either a No-Cold Calling Zone, or a Doorstep Crime Zone, should circumstances in a locality meet relevant criteria, upon assessment of an application.

5.0 Conclusions

- 5.1 The Committee believe that Neighbourhood Policing has had an overall positive effect. Local teams are embedded in the community and relationships with local organisations have been established in a number of cases. PCSOs are seen to be making a valuable contribution towards community safety in the Borough. However, the Committee have found that in some aspects there is room for improvement and would welcome steps to increase community involvement and awareness, especially of contact numbers.
- 5.2 The Committee recognise the contribution made by Neighbourhood Watch and its membership of local volunteers. The Committee have made recommendations in order to encourage and enable local schemes to continue to improve on their undoubted contribution and also to encourage the introduction of new schemes. The Committee believe that the Council should offer support in partnership with the Police where it is able to.
- 5.3 The Committee recognise the effectiveness and worth of the Council's CCTV network and have identified methods of improving its financial position to make sure that it continues to provide an effective deterrence of crime, assistance in terms of detecting crime, and assistance in prosecuting those identified as causing crime.
- 5.4 Despite the overall reduction in crime, the fear of crime clearly remains an issue. In some cases it is apparent that the data regarding those who are most worried is consistent with those who are at higher risk of being a victim. But this is not always the case and it should be seen in the context of the overall reduction in crime. Community well being would be improved by translating this reduction in crime into a wider reduction in the fear of crime, and the Committee would welcome any steps that can be made in this direction. The Committee are conscious that the promotion of good news in terms of crime rates should continue to be presented hand in hand with sensible crime prevention advice, especially as this would assist in driving crime down even further.

Appendix 1

Extract from the Safer Stockton Partnership Strategic Assessment (covering period October 07-September 08). An examination of MORI results in terms of the fear of crime, and a comparison with actual crime rates:

One of the themes of the survey was about feelings of safety and these responses have been analysed by age, gender, ethnicity and geography. A table of which wards make up the six areas of residence can be found in appendix 1. The questions asked were 'how safe do you feel walking outside in this area alone in the daytime' and 'how safe do you feel walking outside in this area alone after dark'. The following table shows a summary of the results, which will be discussed in further detail below.

		DAYTIME			AFTER DARK		
		Safe	Unsafe	Net safe	Safe	Unsafe	Net safe
Gender	Male	94%	5%	89%	59%	31%	29%
	Female	90%	9%	82%	35%	41%	...
Age	16-24	89%	11%	78%	47%	47%	...
	25-34	92%	8%	84%	53%	33%	20%
	35-54	94%	6%	88%	52%	38%	13%
	55-64	94%	6%	88%	48%	34%	14%
	65-74	91%	8%	83%	37%	30%	8%
	75+	94%	5%	89%	23%	26%	...
Area of Residence	Billingham	92%	6%	86%	46%	32%	14%
	Northern Stockton	92%	8%	83%	48%	38%	...
	Central Stockton	89%	11%	78%	34%	43%	...
	Western Stockton	97%	3%	94%	47%	36%	11%
	Thornaby	86%	14%	73%	35%	49%	...
	South Stockton	97%	3%	93%	63%	26%	37%
Ethnicity	Non-white	89%	9%	80%	29%	41%	-12%
Total		92%	7%	85%	46%	36%	10%

NB: Missing figures are either insignificant or too low to be released by MORI. Figures have also been rounded to whole numbers by MORI and may not add up exactly. The figures shaded green are more than 2% better than the overall Borough scores, and those shaded red are more than 2% worse than the Borough.

The results showed that Borough wide, the majority of residents feel safe walking alone in their local area in the daytime (92%). Of those that said they feel safe in this respect, 56% of residents said they feel 'very safe' and 36% of residents said they feel 'fairly safe'. The result for the after dark question show that Borough wide, 46% of residents feel safe walking alone in their local area after dark. Of those that said they feel safe in this respect, 17% said they feel 'very safe', but most said they feel 'fairly safe' (29%). A further 21% feel 'a bit unsafe' and 15% feel 'very unsafe' in this respect. In addition, 17% of residents said they never go out after dark.

Overall Males felt safer than female; Males felt safer than the Borough average both during the daytime and after dark, whereas females scored below the Borough average for both. In general females feel unsafe walking alone outside in their local area after dark. For example, 24% of females said they never go out after dark. This is not consistent with most actual recorded crime, which shows that males are more likely to be a victim of crime than females, especially for street crime (robbery

and theft from person offences) and violence. There were 109 personal robberies in the strategic period and males represented 74% (81) of all victims as opposed to just 26% (28) of females. For the reporting period there were 205 offences of theft from the person (pick pocketing and bag snatches), of which 74 victims were male (36%) and 131 victims were female (64%).

The victim totals are evenly balanced for the under 35 year old population, but females featured more heavily in the older age categories with females over 65 years accounting for 20% of all theft from person offences (41 victims). The type of property stolen also changed in line with age categories with mobile phones being targeted from victims under 44 years and purses and handbags for the 45 and over age groups. The most commonly stolen property from thefts from the person was mobile phones (77,36%) followed by purses/wallets (60, 29%) and handbags (38, 19%). Mobiles phones were stolen in equal proportions from males and females, but purse and bag thefts occurred mainly to females, which is to be expected given that these items are mainly owned by females.

For Violence Against the Person, males accounted for 61% overall (1,190 victims) and females for 39% (773 victims). Males under 25 years accounted for the largest proportion of all violence victims (616, 31%). Females were more likely to be victims of domestic violence and this is will covered in more detail later in the document. Females were the predominate victims of sexual offences (90 victims, 91%), however there were very few offences which occurred during the reporting period. There were 99 offences with a full victim record attached during the time period (some records did not have victim details attached and many were historical reports so this will differ to overall numbers reported). Of the 99 offences, only 25 occurred outside in a public place and were committed by a stranger, of which 11 offences related to exposure.

Residents aged 16 – 24 years were the most likely to feel unsafe walking alone both during the daytime and after dark. This is consistent with victimisation rates which show that under 25 year olds are more likely to be a victim of crime; 47% of robbery victims (55 in total) and 43% of theft from person victims (88), 75% of sexual offences victims (74) and 52% of all violence victims (1,025). Perhaps surprisingly the survey showed that older residents feel safe overall with the age group of 75 and over reporting to feel safest (net score) of all age groups walking alone during the daytime. Also overall, residents in the following age groups were more likely to say they feel safe than unsafe when walking alone in their local area after dark: 55 – 64 and 65 – 74. However, it is notable that as residents' get older, they are more likely to never go out after dark. For example, 18% of residents aged 55 – 64 said they never go out after dark; 33% of residents aged 65 – 74 said the same thing; and, 51% of residents aged 75+ also said they never go out after dark.

The only crime category to feature elderly victims over younger victims was for theft from the person as mentioned above with 41 female victims over 65 years who had purses and bags stolen. The Safer Stockton Partnership began a campaign in December 2008 where purse bells have been given out. These small metal bells attach to the purse so that they can be heard should anyone attempt to pick pocket the purse from a handbag or pocket. Elderly females have been especially targeted to receive the purse bells as a crime prevention measure.

In terms of ethnicity, non-white respondents reported feeling less safe than the Borough average both during the daytime and after dark. Whilst the majority of non-white residents feel safe walking alone in their local area during the daytime, they were more like to say they feel unsafe than safe walking alone in their local area after

dark. Notably, of those that feel unsafe in this respect, 29% said they 'never go out after dark'. The proportion of non-white residents in Stockton is 2.8% of the overall population. There were only four non-white victims of robbery accounting for 3.7% of total victims, six non-white victims of theft from the person offences, which is 2.9% of total victims and no victims of sexual offences were non-white. It was not possible to identify the ethnicity of victims of Violence Against the Person, as there were too many uncompleted fields. There were 57 violent crimes recorded as Racially Motivated (2.9%) but not all of these can be attributed to non-white victims.

There were some marked differences between the areas of residence and feelings of safety. Fewer residents living in Thornaby than in any other area of the Borough feel safe walking alone during the daytime. The majority of the Borough's residents do however feel safe in this respect with 86% saying they feel 'very' or 'fairly' safe. There were also fewer residents in Central Stockton that felt safe walking alone during the daytime than across the Borough as a whole. Residents living in these two areas were more likely to say they feel unsafe than safe when walking alone in their local area after dark, and felt much less safe walking after dark than the Borough average. Recorded crime shows that most crime occurs in Stockton Town Centre, which falls within the Central Stockton area. Also, a further three wards in the top six wards for overall recorded crime feature in the Central Stockton area. This can be seen in the table below as Central Stockton has more than twice the borough average for each crime type. The figures in the table are rates per 1,000 populations by the six areas of residence.

Area of Residence	Robbery	Sexual Offences	Theft from the person	Violence against the person	Total Crime
Billingham	0.3	0.5	0.4	13.6	67.3
North Stockton	1.0	0.4	0.4	12.9	83.1
Central Stockton	1.7	1.2	3.4	43.3	184.0
West Stockton	0.3	0.3	0.4	5.8	42.1
Thornaby	0.5	0.5	1.0	20.5	120.3
South Stockton	0.1	0.2	0.7	5.3	30.8
Total Borough	0.6	0.5	1.1	17.0	86.4

NB: The figures have been colour coded to show variance from the Borough average. All values in Italics are above the Borough average. Red is more than twice the Borough average, amber is between half above and twice above the Borough average, and green is less than half the Borough average. Sexual offence rates are based only on the offences with victims that occurred in the strategic period minus historical reports.

Thornaby does have above average crime rate for total crime but not for any of the street crimes or violence. The key crime types for which Thornaby has higher rates than the Borough total are Criminal Damage, Theft of Motor Vehicles, Shoplifting and Fraud offences (which are mainly making off without payment of fuel at two major petrol stations in the area), which would not normally be associated with high levels of fear walking alone in daytime or after dark. There has been a high profile Murder that occurred within the reporting period in Thornaby, which could have led to residents not feeling safe overall. The murder was the result of an unprovoked violent assault in the street and received much media coverage. As a result a group has been set up in the local area called Thornaby Against Street Crime (TASC) who have been campaigning for tougher sentencing of offenders of street crime and more action to tackle violence and ASB in the area. It is very likely that this has raised the profile of street crime and possibly the fear of street crime in the local area.

In contrast more residents living in Western Stockton and South Stockton feel safe walking alone in the daytime than in any other area of the Borough. In both areas 97% of residents said they feel safe. Residents from South Stockton feel safer walking alone in their local area after dark than in any other area of the Borough. Of

those who do feel safe in this respect, 27% said they feel 'very safe' and 36% said they feel 'fairly safe'. In North Stockton and Billingham, overall, residents feel safe both during the daytime and after dark with results close to that of the Borough totals. This coincides with levels of recorded crime, which are better than the borough average in both areas.

In addition to this information from the Strategic Assessment, other notable results show that:

- Fewer people in Tristar homes feel safe compared to the Borough average. There is a difference of -16 % points in net feelings of safety for during the daytime, and a difference of -18 % points in net feelings of safety for after dark.
- Fewer people registering a 'disability/long term illness' feel safe compared to Borough average. There is a difference of -5 % points in net feelings of safety during the day time, and a difference of -5 % points in net feelings of safety for after dark.
- Fewer people who are 'unemployed' feel safe compared to the Borough total. There is a difference of -4 % points in net feelings of daytime safety, and a difference of -11 % points in net feelings of safety after dark.
- Fewer people classed as 'not working' feel safe compared to the Borough total. There is a difference of -15 % points in net feelings of safety in daytime, and a difference of -28 % points in net feelings of safety after dark.³
- Fewer people working 'part time' feel safe compared to Borough total. There is a difference of -8 % points in net feelings of safety after dark.

Separate research for Adult Services states that overall, more people aged 50+ feel less safe in their local area after dark and never go out after dark compared to those aged 16-49, and more residents aged 65+ than those aged 16-64+ feel both very unsafe when walking alone outside in their local area after dark and never go out after dark.

³ NB. When completing the survey, there was also an option for those surveyed to identify themselves as 'retired'.

MORI Area of Residence-Ward Comparison

Current Ward	Area of Residence as per MORI results	Local Area Partnership Boards
Billingham Central	Billingham	Northern
Billingham East	Billingham	Northern
Billingham North	Billingham	Northern
Billingham South	Billingham	Northern
Billingham West	Billingham	Northern
Hardwick	Central Stockton	Central
Newtown	Central Stockton	Central
Roseworth	Central Stockton	Central
Parkfield & Oxbridge	Central Stockton	Central
Stockton Town Centre	Central Stockton	Central
Norton North	North Stockton	Central
Norton South	North Stockton	Central
Norton West	North Stockton	Central
Northern Parishes	North Stockton	Northern
Eaglescliffe	South Stockton	Western
Ingleby Barwick East	South Stockton	Eastern
Ingleby Barwick West	South Stockton	Eastern
Yarm	South Stockton	Western
Mandale & Victoria	Thornaby	Eastern
Stainsby Hill	Thornaby	Eastern
Village	Thornaby	Eastern
Western Parishes	West Stockton	Western
Bishopsgarth & Elm Tree	West Stockton	Central
Fairfield	West Stockton	Central
Grangefield	West Stockton	Central
Hartburn	West Stockton	Central