

Draft Providing Reassurance Action Plan
July 20th 2009

Aims of the action plan : To collate and coordinate our response to the providing reassurance agenda using a problem solving approach to target identified problem areas of crime and disorder and areas with higher levels of fear of crime. To make service improvements identified through analysis and consultation within those areas based on the Whatever it Takes model.

Methodology:- The idea behind using a problem solving approach is to address underlying factors that impact on community safety which require multi-agency partnership working and involvement from residents. Expertise from each agency will be used to tackle the issues and problems identified in order to develop solutions that will address both the needs of the community and reduce the level of crime and disorder for the longer term. An area of the Mandale and Victoria ward is being used to pilot this approach and the attached action plan shows progress against targets set for this area.

Using the 'Simple to Start' methodology we have looked at the Street as the unit of location and looked at the number of offences that have occurred in each street. This type of methodology has won both the Tilley and Herman Goldstein award for problem solving and is an effective way of identifying repeat locations, and those locations that are vulnerable to further offences.

This Action Plan focuses on a part of Mandale and Victoria ward. Analysis to identify this pilot area looked at the following points:-

Suspect (location / premises or groups)
Victim
Target
Behaviour
Time
Evidence

Time Frame:-

This pilot will run until the end of September then an evaluation will be completed to assess the effectiveness of the approach and identify any areas of improvement needed before rolling this out to the next area with increased levels of fear of crime identified by analysis following the results of MORI 2008 – Stockton Town Centre.

A schedule of meetings has been set up to ensure that each task on the plan is updated and completed.

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July 20th 2009

Updates deadline		Meeting Date			
24 July 2009		31 July 2pm St Peter's House			
27 August 2009		3 September 2009 2pm St Peters House			
19 October 2009		26 October 2009 10am St Peters House			
1.	Aim / Objective :-Providing Reassurance				
	Agreed Actions/ Outcome	Lead	Timeframe	Progress / Outcome	Date Completed
1a	Keith Daley to check Licensing conditions on Lord Westbury and licensing application on Lanehouse Road Grocers	Police	May 2009	<p>Lord Westbury re-opened mid May, visit by Police Licensing has taken place, licensing conditions still need to be looked at.</p> <p>Lanehouse Grocers cannot be objected to on the grounds of too many existing grocers selling alcohol.</p> <p>ThinkB4UDrink Sheep posters to go on display in all shops.</p> <p>Nisa Store visited by Police – are very cooperative, and will continue to be a regular police call.</p>	<p>June 2009 and ongoing</p> <p>June 2009</p> <p>July 2009</p> <p>July 2009 and ongoing</p>
1b	Posters advertising the initiative distributed within the WIT area giving information of the launch at the FTP Session on 19 th May	Fire / Community Safety	8 th May 2009	<p>Posters distributed to every household in the WIT area and to all shops, library, dentists.</p> <p>Face the People Session well attended compared to other areas within the Borough.</p>	May 2009

Draft Providing Reassurance Action Plan

July 20th 2009

1c	Identify Key Concerns for residents in relation to service improvements	Police/ ASB/ Fire	18 th May 2009	Community Safety and ASB / Fire Volunteers and PCSOs door knocked area and surveyed 304 households which covers just over 10% of the area. Interventions adjusted to incorporate new issues.	June 2009
1d	Identify level of Fear of Crime within area and monitor throughout and after initiative end	Community Safety	May to October	62% of respondents had lived in the area for 10years or more, 87% felt either very safe or fairly safe walking alone during the day with 11% feeling a bit unsafe/ very unsafe or do not go out alone. 46% residents felt safe, 41% said they unsafe/ very unsafe/ never go out after dark. NB some forms were completed with residents who were unable to decide, and the section was left blank. From the MORI results for the whole of Thornaby. 86% felt safe during the day with 14% unsafe. 35% felt safe at night with 49% feeling unsafe.	June 2009
1e	Pc Debbie Morgan to raise awareness of the campaign to BME residents	Police	W/c 18 th May 2009	PC Debbie Morgan acting as liaison officer with the community	Ongoing
1f	Police to patrol WIT area on a daily basis	Police	June – Sept	Increased Police presence has commenced. Open House on Mansfield Avenue has been opened up to residents on a Fri and Sat evening to allow residents to approach for advice, assistance and support.	June 2009

Draft Providing Reassurance Action Plan

July 20th 2009

1g	Police PCSO's to distribute SSP postcards whilst on patrol in the hot spot streets.	Police – PCSO's	June – Sept 2009	PCSOs door knocking whilst on patrol and delivering a SSP postcard to advise the resident that they have been in their street that day and also giving contact details should they be needed.	Ongoing
1h	THL to work with residents to mirror the work completed within WIT area to adjoining streets .	THL	June – Spet	Work has started with Elizabeth Street	On-going
1i	THL to use contacts within the Mosque to raise awareness of WIT and inform them of what is happening.	THL	June - Sept	Contact has been made with the Asian Women's Group and will be maintained.	July 2009 and ongoing
1j	Work with Reaching Out Panel residents of Victoria Street to clean up area with Care For Your Area.	THL / CFYA	June - Sept	Funding provided through the Reaching Out Panel. Look to expand into other problem streets if successful.	On-going
1k	Carry out Fire Home Checks in WIT area	Fire	June-Sept	209 Home Fire Safety visits completed, 163 smoke alarms fitted and 19 deep fat fryers issued.	May – June 2009
1l	Promotion of successes with reductions in crime making use of MOD's, Payslip messages, library screens, websites and media.	ALL	June –Sept	Messages updated on Library screens, messages on SBC payslips. Looking at media campaign using young offenders and reparation work. Weekly press releases to Council PR Team for media and Stockton News.	On-going
1m	Fire engines to be present in hotspot areas	Fire	June – Sept	Areas identified by Anna Clark and information given to Fire Service	On-going

Draft Providing Reassurance Action Plan

July 20th 2009

1n	Look into funding opportunities to support the work of the WIT.			Thornaby Town Council has a small amount of funding available, CS to obtain contact details from GF to pursue this further. Update to be provided at 31 July meeting.	
2.	Aim / Objective :-Reduce Crime				
	Agreed Actions/ Outcome	Lead	Timeframe	Progress / Outcome	Date Completed
2a	Identify hotspot streets within the WIT area and ensure that PCSO / Police / ASB and NES target areas.	Police/ ASB/ NES	June – Sept	Streets identified by Anna Clark and included on joint patrol schedule.	May 2009
2b	Identify any repeat callers /locations for criminal damage, police to make a visit.	Police		Monitor through CD Think Tank process and visits / follow up phone calls carried out by NPT.	May 2009
2c	Work with Schools in the area educating on criminal damage and consequences	Community Safety/ Police Schools Liaison	June-Sept	Claire Sills to contact schools and set up a programme for the September term commencement.	June 2009
3.	Aim / Objective :-Reduce Level of Anti-Social Behaviour				
	Agreed Actions/ Outcome	Lead	Timeframe	Progress / Outcome	Date Completed
3a	Monitor ASB within the WIT area	Community Safety	June-Sept	This is on-going throughout the WIT period as we know that this is a low reporting area. Analysis set up to look at Police calls and calls to ASB Team.	June 2009 and ongoing

Draft Providing Reassurance Action Plan

July 20th 2009

3b	Letter drop and leaflet areas that are brought to the attention of the ASB Team by the CS analyst	ASB Team	June – Sept	On-going, leaflet drop (ASB Hotline) to be carried out in Streets identified by Anna Clark using Simple to Start. After Operation Stockholm CP to door knock residents.	On-going
3c	Write to Landlords in the area to explain WIT and offer support	ASB Team	July 2009	List of Landlords requested letter sent	July 2009
3d	Monitor AS13s and S27s that come through for incidents to identify any patterns.	ASB Team	June-Sept	Patrol schedule adjusted in response to analysis.	Ongoing
4.	Aim / Objective :-Reduce Deliberate Fires				
	Agreed Actions/ Outcome	Lead	Timeframe	Progress / Outcome	Date Completed
4a	Identify repeat locations and types of deliberate fires	Community Safety Analyst	June 09	Simple to Start system used to identify. Streets passed to Fire Service. Patrol schedule adjusted in response.	June 2009
4b	NES to target hot spot streets identified where wheelie bins are being put out too early.	NES	June-Sept	List of Streets passed over early July, NES to monitor Section 47 in the areas. Lee Wright also requested that where possible any leaflets that go out should have the address on the back so they can identify litter / flytipping. DAT and ASB Team advised of this. After evaluation identify how many leaflets have been picked up to assess effectiveness.	Ongoing

Draft Providing Reassurance Action Plan

July 20th 2009

4c	NES to monitor flytipping and operation Backlash – targeting identified streets	NES	June – Sept	Figures provided for June and will be monitored at each meeting. Flytipping reduced since April – will continue to monitor, on-going work patrolling in known hotspot alleyways and dumping areas.	Ongoing
4d	NES to target the area for Noise Patrols	NES	June- Sept	Problems identified in Camelon Street and Eric Street ASB leaflet drop carried out to encourage reporting and raise awareness of support available.	Ongoing
4e	Produce a map identifying all streets with businesses and licensed premises with an aim to target them to encourage better housekeeping	Fire /CFYA	June- Sept	Cannot produce map that would identify businesses but will do wall charts to target businesses.	Ongoing
4g	Increase number of Arson Audits carried out in identified streets	Fire / CFYA	June-Sept	82 audits carried out. Identified issue with wheelie bin fires Shaun Williams to identify possibility of changing wheelie bin collection to PM slot so less likely for bins to be left out the evening before collection.	June 2009 and Ongoing
4h	Use Community Payback in the area	Community Safety	June-Sept	Environmental Survey to be carried out to identify areas. To go through Jeff Evans, (also see 5a) EC to liaise with JE on work required from DAAT.	June 2009 and Ongoing

Draft Providing Reassurance Action Plan
July 20th 2009

5. Aim / Objective :-Diverting Young People into Positive Activities					
	Agreed Actions/ Outcome	Lead	Timeframe	Progress / Outcome	Date Completed
5a	Identify young offenders in the area on Statutory Orders and ensure support treatment in Place	YOS	June-Sept	Young Offenders identified support packaged in place.	June 2009
5b	Use reparation work in the area such as litter removal, leaflet delivery etc	YOS	June-Sept	Reparation work currently has 12 young people on Orders to the Court. Programme of activity supplied by Dave Walker.	July 2009
5c	Do additional Outreach Sessions throughout the WIT Area	Five Lamps	June-Sept	Response from Malcolm Diegan that without financial resources no extra outreach services can be provided. These actions will be covered by YCAP see 5f	Delete
5d	Offer additional sessions at the Youthy	Five Lamps	June-Sept	Response from Malcolm Diegan that without financial resources no extra outreach services can be provided.	Delete
5e	Explore the potential of drop in sessions at Five Lamps	Five Lamps	June – Sept	Response from Malcolm Diegan that without financial resources no extra outreach services can be provided.	Delete
5f	Identify where YCAP will focus and try encouraging activities within the WIT area, particularly where asb has been identified.	YCAP / Community Safety	June-Sept	Hot Spot locations have been identified and included in the YCAP programme of outreach work.	June 2009

Draft Providing Reassurance Action Plan

July 20th 2009

5g	Use fire service diversion officer to engage with young people. Football, Rugby, Basketball request access to pitch through TCS.	Fire	June-Sept	Programme developed, use of site discussed with Katharine Linton. Publicity material being produced to advertise events. Events such as 'Try' (tag rugby) and 'play with football - not fire'. To be done in Linear Park area.	June 2009 and ongoing
6.	Aim / Objective:- Reduce misuse of Drug and Alcohol Activity				
6a	Jeff Evans to identify PPO's living in the area and complete extra checks on DRR's and treatment	Probation	June-Sept	One identified as living in the WIT area and they are currently on remand.	June 2009
6b	Identify Adults and older youths misusing alcohol	Probation	June-Sept	Ensure that evidence is passed to Jeff Evans – if can be linked to known offenders look to apply for Exclusion Orders link in with 6C.	Ongoing
6c	Leaflet drop and display posters on available support services with identified problem locations	DAAT	June – Sept	Streets identified and passed to Jo Heaney at the June meeting. JH to copy a leaflet used in Parkfield to Jeff Evans for distribution. Posters to be sent to Clare Peaden (ASB) so they can be displayed in WIT area.	June 2009 and ongoing
6d	Link work between drug worker within the fire service to ensure appropriate referral mechanism in place when drug paraphernalia found in premises visited by fire service.	DAAT / Fire	June-Sept	DNA policy is now being applied. EC requested that where there is evidence of drug misuse can EC be kept informed? Contact details for Drug and Alcohol Advocate in Fire Service to progress this. (Shelly Walker).	June 2009 and ongoing

Draft Providing Reassurance Action Plan

July 20th 2009

6e	Request additional visits to both on and off licensed premises within the WIT area.	DAAT/ SBC Trading Standards and Licensing	June – Sept	Request made to Dave Kitching and Keith Daley	June 2009 and ongoing
6f	Ensure that GP Practices and Pharmacies and Occupational Therapists are aware of WIT	DAAT / PCT	June 2009	Sharon Bartram raised with local GP practice and spoken to the Practice Manager. They are now going to send us any clients they feel may need our support.	June 2009