

### **Evaluation of Whatever it Takes.**

1. In January 2009 the Fire Service suggested using a multi agency approach for a specific area within the Borough in an effort to increase feelings of safety and provide reassurance.
2. Analysis was undertaken and three areas were identified that had high levels of crime, disorder and anti social behaviour and raised levels of fear of crime based on the results from MORI. The areas were part of the Mandale and Victoria ward the Town Centre and Hardwick. Further analysis was carried out and following discussion at SSP it was agreed that we would commence a project in a specified area of the Mandale and Victoria ward.
3. A working group was established and we used fire service volunteers, PCSOs and the ASB team to do a door to door survey (see Appendix 1) to identify what the major concerns were for residents. In total 304 surveys were completed and the top concerns were identified as:
4. Work commenced in earnest in May and an action plan was developed and the following initiatives were undertaken:
  - Door knocking exercise conducted to survey a sample of the households before and after.
  - Increased Police and ASB presence within the area, along with specific targeted operations such as Operation Tornado.
  - Clean up events held.
  - Promoted successes in crime reductions through local media, and public screens.
  - Reparation work carried out by young offenders.
  - Wheelie bin and F3 fires tackled by Fire Service and NES.
  - Fire Home Safety Checks targeted in the area to reduce house fires.
  - Additional youth provision by Youth Services as well as events held by Fire Diversion Officer.
  - Raised awareness of support services for drug and alcohol misuse.
  - Improved and strengthened referrals into services from GP practices.
5. During November we conducted a further survey asking the same questions. This was again conducted by one to one interviews and was randomised across the area capturing 206 responses. During the project overall crime fell by -17% in the area, across the borough

during the same period the reduction was 9% this remains consistent with figures prior to the commencement of the project.

<i>HO_CATEGOR</i>	<i>pre WIT</i>	<i>During WIT</i>	<i>Change pre - During</i>	<i>WIT % Change</i>	<i>Borough % Change</i>
01 - Violence Against The Person	49	40	-9	-18%	4%
02 - Sexual Offences	3	0	-3	-100%	-42%
03 - Burglary	27	21	-6	-22%	-8%
04 - Robbery	3	4	1	33%	3%
05 - Theft and Handling Stolen Goods	51	45	-6	-12%	-7%
06 - Fraud and Forgery	1	1	0	0%	3%
07 - Criminal Damage	54	44	-10	-19%	-14%
08 - Drug Offences	14	9	-5	-36%	-61%
09 - Other Offences	0	4	4	n/a	9%
Grand Total	202	168	-34	-17%	-9%

6. From the second survey we know that:

- 12% felt that they had seen a more visible uniformed presence
- 9% said that they thought that dog fouling had lessened
- 25% that removal of rubbish had improved
- 14% that littering was less present
- 5% thought that there was less graffiti.

7. In the comments section of the survey of the 113 comments made, more than half of the points raised referred to the success of the campaign. 24 felt there had been an improvement in the area, with a further 12 saying the campaign had been ok, and 21 stating no improvement had been seen in the area.

8. Feelings of safety have not improved with 85% feeling safe during the day compared to 87% in the first survey and 86% based on MORI however the latter figure is for the whole of Thornaby. Only 42% said they felt safe at night in the second survey compared to 46% in the first survey. 52% feel unsafe/do not go out compared to 41% from the first survey. These results can be interpreted in a number of ways. The first survey was done in the early summer whilst the second survey was carried out in winter, just after mischief night and bonfire night so this may have had an impact on the result. A further comparative survey done a year from the commencement of the project could produce different results.

9. Some of the work undertaken by the project will continue. PCSOs still carry the SSP postcards that can be delivered through doors whilst they are on patrol. The Fire Service will continue their work doing fire home safety checks and NES will continue to try to identify fly tipping and ensure that rubbish is removed rapidly.

10. We have learned a number of lessons from this project that will assist us in the next phase of providing reassurance that is to be delivered in Roseworth:

- a) A more robust analytical process was needed when identifying the area, this has now been carried out for the next phase and was brought to our meeting on 3<sup>rd</sup> November.
- b) A problem solving approach was not used by the working group we identified the solutions based on the consultation without considering all of the options. This means our work was reactive and may be difficult to sustain. During this period we have received problem solving training and this will assist us to provide a more robust work plan for Roseworth.
- c) The consultation should have been more coordinated however because the project ended at a very busy period for partners it was more difficult to engage people to carry out the second survey so we will ensure that we set the timing for the next phase to account for busy periods.
- d) We had limited access to resident groups in this area. We are working with SRACGA to engage with residents in Roseworth but will also use police meetings and those meetings already established by partners such as THL and this will give us a better base to understand residents concerns.
- e) Communication with residents could be improved the main channel for phase one was the media and Stockton News. We will shortly have access to Experian data and this will help us to understand our target audience and to develop better communication methods.

11. It has been difficult to assess the full impact of the project in this time frame, we will continue to monitor and assess this for phase one and what we learn will help for future phases. The project has proved effective in developing a multi agency response without additional funding and some of the initiatives used can continue with limited budget implications.

12. Members are asked to consider the report, feedback can be sent to [Claire.sills@stockton.gov.uk](mailto:Claire.sills@stockton.gov.uk) for those not present at the meeting.



**WHATEVER IT TAKES  
May 2009**

**As part of Whatever it Takes initiative taking place in your area, the Safer Stockton Partnership would like to know a little detail from you to enable us to provide the services to you that will make a difference in your area. Please take the time to complete this survey and help us, help you!**

House name/number.....

Street name.....

1. How long have you lived in this area? .....
  
  2. Do you like living in this area? YES / NO (Please circle)  
How safe do you feel:  
Walking alone during the day? VERY SAFE / FAIRLY SAFE / NEITHER / A BIT UNSAFE/ VERY UNSAFE  
Walking alone after dark? VERY SAFE / FAIRLY SAFE / NEITHER / A BIT UNSAFE / VERY UNSAFE
  
  3. Have you been a victim of crime or anti- social behaviour in the last year? YES / NO  
If YES what was it? .....  
Did you report it? YES / NO  
If YES who did you report it to? Police / ASB Team/ NES (Neighbourhood Enforcement Services)  
Other.....
  
  4. What could we do to make the area a better place to live?  
(Please circle- more than one if relevant)  
a) Remove rubbish  
b) Remove litter  
c) Remove dog fouling  
d) Graffiti removal  
e) More visible uniformed presence  
Other.....
  
  5. Any other comments? .....
- Would you like a copy of this survey? YES / NO  
If YES we will send you a copy in the post

**Thank you for taking time to complete this survey, your views are much appreciated by the Safer Stockton Partnership.**