



What's Next in POP?

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Agenda

- Problem complexity
- The police analyst in POP
- Organizational change
- Access to the latest research for practitioners



Problem complexity

- Discuss the context of this talk (responsibility)
- Illustrate the complexity of problem solving by reference to a project which JDI* carried out for BT Payphones
- Break out groups

*Primarily Ron Clarke, Sarah Czarnomski and Mike Townsley



Context

- SARA process – you scan, analyse, develop your response and (of course!) assess the effect
- The context of this talk is **Implementation** getting the response implemented
 - What needs to change and who can do that?
 - At what level does change need to take place – local, regional, national?



Responsibility

- traditional assumption - the police
- In reality -
 - local authority
 - community/partnership groups
 - commerce
 - industry
 - individuals etc



Competency

- Any individual or group with the power to change the situation, eg,
 - motor manufacturers
 - shop keepers
 - head teachers
 - local authority departments
 - fuel companies
 - credit card designers etc



Prostitute cards in British Telecom phone boxes:

Victoria

(Near the House of Commons)



Marylebone Road





The BT Project

- The apparent problem:
 - Prostitute cards in BT phone kiosks (get this on the streets of Las Vegas)
 - Problem concentrates in Westminster and a very few other places around the country
 - Victim is BT
- The possible solutions:
 - Make 'carding' an offence
 - Clean the boxes
 - Block calls to advertised phone lines



Response 1: Make carding an offence

- Eventually achieved through the Criminal Justice and Police Act (2000)
- Did it work?
 - Time consuming – BT had to persuade the government to amend legislation
 - Police could not devote sufficient resources to arresting carders
 - Any arrested carder was quickly replaced
 - Useful powers but did not reduce the problem



Response 2: Clean the boxes

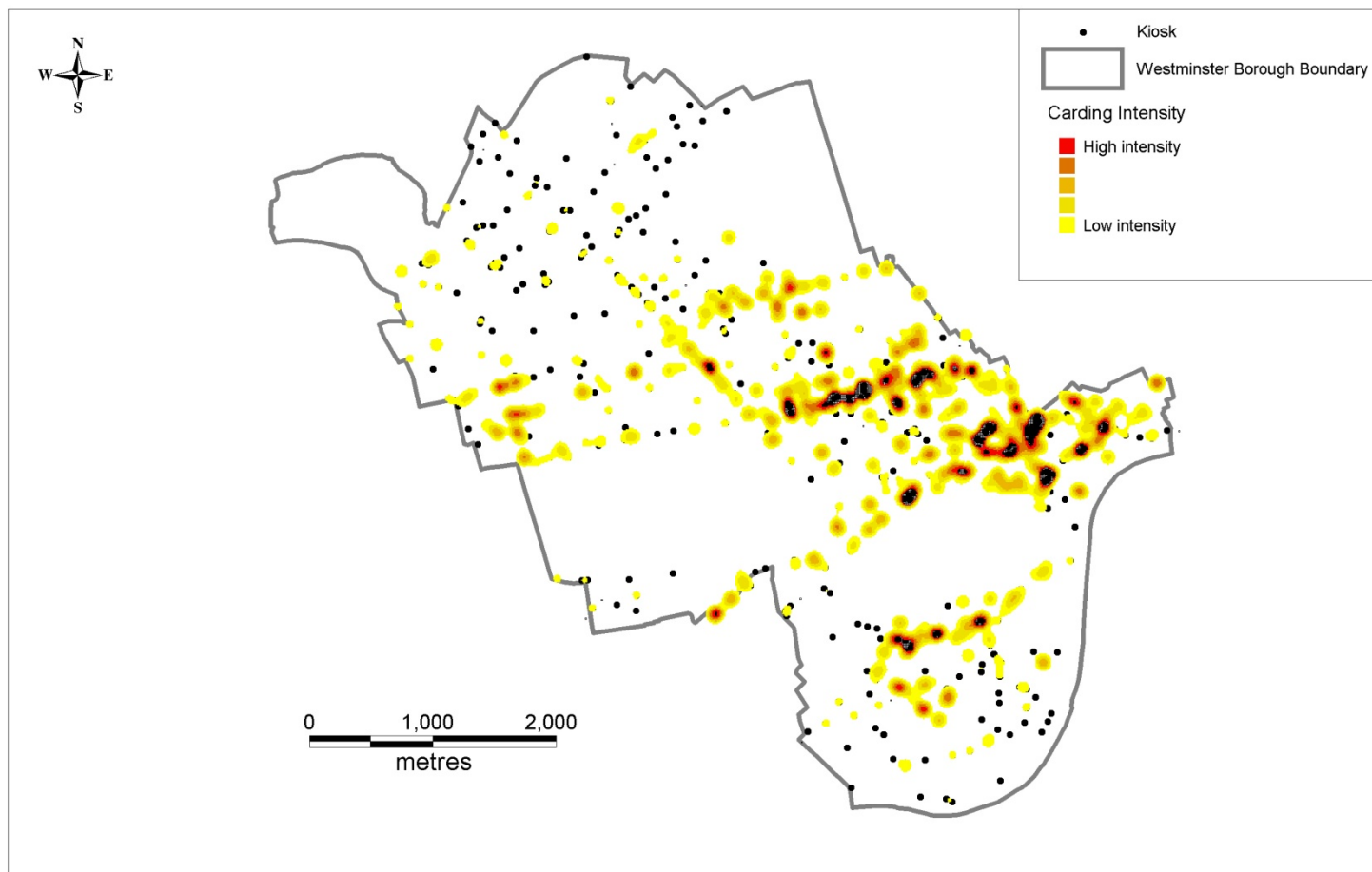
- Originally tried in 2003
- All boxes in relevant part of Westminster targeted for cleaning
- Unsustainable on cost grounds
- Difficult to manage because of the size of area to be covered
- Not evaluated



Where does the problem concentrate?

- Only one third of the kiosks in Westminster had cards
- Those kiosks that do have cards tend to be clustered together

Locations of Carding Hotspots in the Borough of Westminster, April 2004



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Produced by Sarah Czarnomski, Jill Dando Institute of Crime Science, UCL, July 2004. west_july_26_2.wor





Response 3: Block calls

Effect of call barring on landlines		
Company	Percentage of national lines	Percentage of lines advertised on kiosks
BT	83	12
Other landline operators	17	87



Response 3: Block Calls

Effect of call barring and changing market conditions on mobiles			
Company	Percentage of kiosk lines	Percentage of national market share	National percentage of pre-pay customers
A	53	24	29
B	25	24	20
C	14	24	24
D	9	26	26



Blocking calls

- BT can block their lines but the brothels/prostitutes switch providers
- BT is not *competent* to block all lines that are advertised in kiosks
- They have little 'leverage' over those that are competent ie the other providers, and particularly mobile operators



Alternative scanning: who is the victim?

Group or agency	Reason
BT	Their kiosks look messy and cards are offensive. There are significant costs associated with dealing with the problem.
Local authority	The public complain and there are costs associated with clean up
Prostitutes	They want to contact their clients and BT is trying to stop them
General public	Cards are offensive

NB: Other telephony service providers are NOT victims



Lessons for implementation

- **Problem definition:** What *exactly* is the problem?

Can you describe the *behaviour* that is the problem?

When does it happen?

What facilitates it?

Who benefits (think broadly)?

- **Identifying the victim**

Is the victim an individual, company, group of householders?

Are they likely to know about each other? (burglary victims probably won't but shops in the same chain might)

Are they likely to work together?

If not, who will act on their behalf?

- **Continuity of staff**

Do your solutions rely on particular individuals remaining in post?

If so, how can you guard against implementation failure if they move?



Lessons for implementation

- **Financial**

Who gains from the offending (think broadly)?

Is it only the offender?

Who loses? What do they lose?

- **Identifying effective leverage**

Can you identify a body or agency that needs to take action to change the opportunity structure for crime?

Are they local, state based, federal or even internationally based?

Can you identify ways of persuading those competent to change the situation to do so?

Is it more a matter for local, state or federal government? In which case how can it be brought to their attention?

- **Who is in the driving seat?**

Who is responsible for local action?

Who is going to make sure something happens to address this problem? (eg is it the police, the local government, the community, the company with the problem?)



Break out groups

- Credit card fraud in 'your town'
- Internet downloads of music
- Sale of fake designer goods in your local shopping mall



The role of the analyst in POP



Discussion points

- Do you have police analysts in your force area?
- Are they involved in POP projects?
- Why are there so few analysts at this conference?
- What do they do/could they do?



Organizational change



Discussion points


- What proportion of the officers in your area do problem solving?
- Why is it taking so long to embed POP into policing?



Access to the latest research for practitioners



EXAMINING EVIDENCE
CHALLENGING BELIEFS
CUTTING CRIME

Jill Dando Institute 
of Crime Science