

Tilley Award 2005

Application form

The following form must be completed in full. Failure to do so will result in disqualification from the competition.

Please send completed application forms to Tricia Perkins at patricia.perkins@homeoffice.gsi.gov.uk

All entries must be received by noon on the 29 April 2005. Entries received after that date will not be accepted under any circumstances. Any queries on the application process should be directed to Tricia Perkins on 0207 035 0262.

1. Details of application

Title of the project

Operation Banrock (East Leeds)

Name of force/agency/CDRP:

West Yorkshire Police/Leeds City Council/Leeds Community Safety Partnership

Name of one contact person with position/rank (this should be one of the authors):

D Buxton (Superintendent) – West Yorkshire Police

Email address:

DB200@westyorkshire.pnn.police.uk

Full postal address:

Killingbeck Police Station
Killingbeck
Seacroft
Leeds
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Telephone number: (0113) 2413628

Fax number (0113) 2413607

Name of endorsing senior representatives(s)

1. Trevor Kerry (Leeds Community Safety)
2. Elizabeth Preece (West Yorkshire Police - Killingbeck)

Position and rank of endorsing senior representatives(s)

1. Chief Officer
2. Divisional Commander

Full address of endorsing senior representatives(s)

1. Leeming House, Vicar Lane, Leeds, LS2 7JF

2. Killingbeck Police Station, Killinbeck, Seacroft, Leeds, LS14 6NN

2. Summary of application

In no more than 400 words please use this space to describe your project. Include details of the problem that was addressed a description of the initiative, the main intervention principles and what they were designed to achieve, the main outcomes of project particularly in relation to the problem, evidence was used in designing the programme and how the project is evaluated.

Areas of East Leeds are characterised by low levels of educational attainment, poor quality housing, poor health, high unemployment and high benefit dependency. Research, underpinning best practice, emphasises the intrinsic link between environmental issues, social degradation, anti-social behaviour and crime and as such many of these areas have seen increasing trends around:

- Priority crime(s) (Burglary, Vehicle crime, Drugs and Robbery)
- Reports of anti-social behaviour
- General environmental degradation
- Numbers of secondary fires
- Numbers of void properties/derelict properties
- Lack of community confidence in statutory agencies leading to under reporting of incidents

As a consequence of the above Operation Banrock's objectives aim to address and reduce incidents of priority crime, reports of anti-social behaviour, tackle underlying environmental issues (Graffiti, litter, secondary fires etc) and provide reassurance to the local residents.

The operation is an ongoing 'police led' multi-agency initiative and involves the Police, East & South Arms Length Management Organisations (ALMOs), Leeds Community Safety, Anti Social Behaviour Unit, Area Management, Education Welfare, Fire Service, Victim Support, Environmental Health and Streetscene Services.

The specific areas are identified via the Police's Tactical Intelligence Assessments and wider anecdotal evidence is provided by all participating agencies. Once the area has been identified an Environmental Audit is undertaken. This audit is carried out prior to the actual Banrock operation itself. A pre-briefing session is then held where all partner agencies meet to determine actions/resources and the overall co-ordination of the operation.

The activities carried out by the various agencies range from the Police carrying out enforcement activities (bail checks, fine defaulters, issuing warrants etc), the Anti Social Behaviour Unit issuing ASBOs/ABCs, warnings, the ALMOs undertaking joint visits (with the Police and ASBU) to enforce tenancy issues through to the StreetScene service carrying out the community clean ups (fly tipping, graffiti removal, needle removal etc).

Following the operation a de-briefing session is held. Here, all of the activities that have taken place over the three day period are collated and analysed.

An evaluation over 6 months has now been carried out. The results have shown a drop in priority crimes (compared to the same period last year) within the division of 1402 (28%). Residents have noticed the clearing and enforcement of litter, fly tipping, graffiti within their area. This has led to increasing community confidence which in turn has resulted in more reports of anti social behaviour.

3. Description of project

Describe the project following the guidance above in no more than 4000 words

Objectives of the project

Operation Banrock was developed by a small group of agencies at the newly created East Leeds District Partnership and is an ongoing 'police led' multi-agency initiative currently operating within the East Leeds Killingbeck police division.

Operation Banrock involves the Police, East & South Arms Length Management Organisations (ALMOs), Leeds Community Safety, Anti Social Behaviour Unit, Area Management, Education Welfare, Fire Service, Victim Support, Environmental Health and Streetscene Services. The main aim is to tackle 'crime and grime' issues and to provide support to local people to maintain a safe and clean neighbourhood. In particular, Operation Banrock's objectives are to:

- Tackle priority crimes within the division (Burglary, Vehicle crime, Drugs and Robbery)
- Reduce incidents of ASB
- Provide re-assurance to local residents
- Address underlying environmental issues (Graffiti, flytipping, litter, secondary fires etc)

Research, underpinning best practice, emphasises the intrinsic link between environmental issues, anti-social behaviour and crime, it was felt that such a multi agency approach would be mutually beneficial for all active participants and is seen to demonstrate a holistic approach as a means to tackle the underlying causes and symptoms of crime and disorder.

Defining the problem

The main mechanism currently utilised in analysing and tackling crime and disorder issues locally across the city of Leeds are through the five Divisional Community Safety Partnerships (DCSPs). Membership consists of a core group of officers from the Anti-Social Behaviour Unit (ASBU), Drug Action Team (DAT), YOTs, Fire Service, ALMOs (Housing), Primary Care Trusts (PCTs), Strategic Landlords (where appropriate), Police, Area Community Safety Co-ordinators and Area Management.

Each DCSP has adopted the use of the National Intelligence Model (NIM) (currently being utilised by West Yorkshire Police) and in particular the use of the Tactical Intelligence Assessment (TIA) at a divisional level. The TIA provides detailed analysis of current and future crime and disorder patterns (via recorded crime statistics) within specific areas of divisions which result in a more efficient and productive targeting of resources toward specific priorities within geographic 'hot spot' areas. Additional 'anecdotal' or community evidence is gathered through partner contributions (PCSOs, Wardens, ALMOs, ASBU, community etc).

In relation to Operation Banrock West Yorkshire Police's Intelligence Unit undertake the TIA. This looks at recorded crime statistics (relating to the priority crimes and ASB/nuisance calls) over the preceding 4 to 6 weeks. The area(s) chosen for Operation Banrock are those that are deemed to see increasing trends within specific geographic areas. Therefore, specific detail is analysed around the following:

- Increasing priority crime(s)
- Increasing reports of anti-social behaviour
- General environmental degradation
- Increasing numbers of secondary fires
- High numbers of void properties/derelict properties
- Lack of community confidence in statutory agencies leading to under reporting of incidents

Wider intelligence is also gathered and shared by all participants at the structured joint intelligence meetings which are held two weeks prior to the operation itself. Examples of this intelligence cover the following:

- Drug use in the area
- Newly released nominals
- Secondary fires

- Number of void properties
- Environmental degradation of area (fly tipping, graffiti etc)
- Number of ASBOs, ABCs in area
- Truancy rate(s)

Problems across the area(s) can be broadly characterised by issues pertaining to low levels of educational attainment, poor quality housing, poor health, low levels of employment and high benefit dependency, culminating in high crime rates and anti social behaviour which lead to poor living environments. The rationale of interrogating such data is to be able determine those areas that are disproportionately seeing rises in specific crime types etc as compared to other areas within the division. The multi-agency intervention of Operation Banrock is seen to prevent any further decline and act as a catalyst for community involvement and regeneration.

Response to the problem

The TIA analysis in conjunction with the wider ‘anecdotal’ evidence defined the overarching objectives of the operation (as set out above). It was felt by all participants that a holistic and structured approach, based on best practice, was needed to tackle the issues. Therefore, the methodology of the Banrock approach utilises current ‘problem orientated policing’ methods where multi-agency activity, via an enforcement, environmental and reassurance approach is directed toward the offender, victim and location simultaneously.

Once the area has been identified the Area Community Safety Co-ordinator (ACSC) and the division’s Community Safety Inspector are responsible for mobilising the PCSOs and Neighbourhood Wardens to carry out an Environmental Audit identifying what action needs to be taken within the area by partner agencies. This audit is carried out 10 to 14 days prior to the actual Banrock operation.

NB: For a more detailed breakdown of the overall process and Environmental Audit see appendix 1 and 2.

A pre-briefing session is held (14 to 21 days prior to the operation) where all partner agencies meet to determine actions/resources and the overall co-ordination of the operation. The table below provides an overview of each individual agency’s contributions.

AGENCY	ACTIONS
Police	Issuing warrants, bail checks, identified priority crimes (e.g. robbery, burglary, vehicles), identifying individuals subject to ASBOs, ANPR, identifying fine defaults, re-assurance visits to victims of crime, increased uniform patrols, mounted police, increased bail/curfew checks.
ASB	Issue ABC and ASBO warnings and orders where appropriate, joint visits to tenants(police, asbu, housing), visits to parents, dedicated victim support worker.
DVLA	Remove untaxed/uninsured vehicles
Magistrates Court	Fine defaulters
Trading Standards	Test purchases
Education	Dealing with truancy sweeps in the area, participating in school visits.
ALMO’s	Tenancy enforcement and Environmental issues on housing land, tacking ASB, vehicles in gardens etc.
Environmental Health	Board insecure properties, visit private landlords, assist in clean up.
Victim Support	Reassurance visits to victims of crime within the area.
PCSO’s/NW	Talking to young people and appropriate people about responsibilities, Environmental audit, local intelligence, liaise with Community Associations (clean-ups), organisation of community skips (via Area Management).
Fire Service	Arson audit (area), commercial arson audit, visits to local shops, home fire safety checks, static display.
Streetscene Services	Carrying out community clean-up, graffiti removal, highways issues (street lights), needle removal, road sweeps, bulky item removal.

Following the operation a de-briefing session is held 1 week to 10 days after the operation. The ACSC alongside the police are responsible for pulling together and identifying all of the activities that have taken place over the three day period (see appendix 3).

Questionnaires are then distributed throughout the designated area to gain community perceptions (appendix 4) of the activities and the ACSC is responsible for instigating the Crime Reduction Basics Training with local Community Associations (see appendix 5).

Evaluation

Banrock has been carried out seven times between April and November 2004. The operations have been in Seacroft, Osmondthorpe, Harehills (2), East End Park (2) and Whinmoor/Swarcliffe.

A full evaluation of the Banrock operations has now been carried out. This evaluation has been written jointly between Leeds City Council and West Yorkshire Police with additional contributions from participating agencies. Specific objectives were established for Banrock and the aim of the evaluation has been to demonstrate the impact that the multi agency activities have had on these overarching objectives.

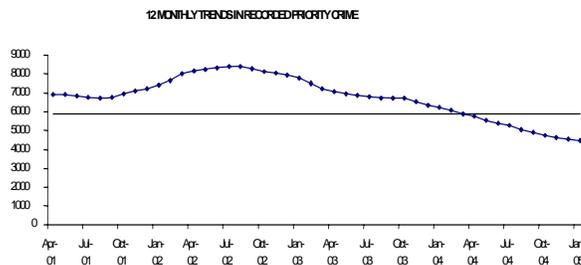
Qualitative and quantitative methods of evaluation have been undertaken which have included the interrogation and analysis of recorded crime statistics, community/resident questionnaires, agency ‘perceptions’ and photographic evidence.

The results of which are set out below:

Tackle priority crimes within the division

It is clear from the evidence provided that the most dramatic quantifiable results have been achieved by the Police who have seen a drop in crime figures by 1402 (28%) on the same period in 2003.

	Priority Crime	
	2003/2004	2004/2005
Apr	564	443
May	575	357
Jun	468	328
Jul	526	380
Aug	500	306
Sep	491	311
Oct	545	398
Nov	479	348
Dec	408	357
Jan	486	412
Feb	436	
Mar	414	
Total to Jan	5042	3640



Source: West Yorkshire Police

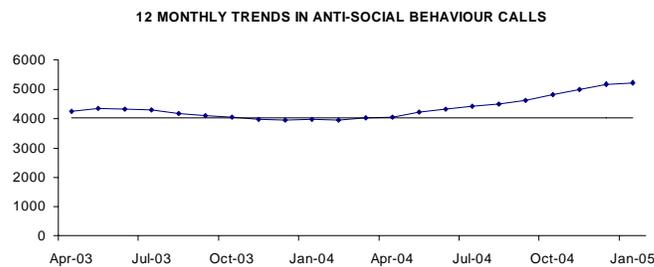
In addition, some community feedback supports this contention

“High visual police presence meant NO criminal presence - ie: no drug dealers, no jobs or anti-social behaviour.” (local resident)

Moreover, figures from West Yorkshire Fire Service have seen reductions in both secondary fires and vehicle fires (when compared to the previous year) of 64% and 49% respectively.

Reduce incidents of anti-social behaviour

	ASB Calls	
	2003/2004	2004/2005
Apr	456	483
May	313	495
Jun	286	378
Jul	283	381
Aug	296	370
Sep	300	417
Oct	308	524
Nov	258	427
Dec	253	427
Jan	329	378
Feb	371	
Mar	582	
Total to Jan	3082	4280



Source: West Yorkshire Police

It is still early in the life of the Banrock operations and due to the issues being tackled and the subsequent increase in community confidence it is likely that the incidents of anti-social behaviour are likely to increase before the objective of reduction can be achieved. However, there seems to be a view from the community feedback that there is indeed an impact on the level of anti-social behaviour which was affecting their quality of life.

"Groups of youths who used to congregate by East End Wines off-licence do NOT gather as often and the police do seem to be seen in the area more - especially foot patrols - very positive action I think."
(Local resident)

Provide re-assurance to local residents

The return rate for the Questionnaires was low. Out of the three Operations analysed, 300 were distributed and only 38 returned an overall return rate of 13%. This should be taken into account as the low numbers mean that analysis will be inaccurate and not a true representation of the community's feelings.

In Summary

- In all Operations around 50% of replies noticed an increase in police activity and presence. 24% noticed Litter, fly-tipping and graffiti clearing & enforcement, 2 out of the 38 replies noticed additional housing staff activity both of these were during the Searcoft Banrock.
- 25% noticed reduced criminal/suspicious activity and Anti Social Behaviour, Cleaner Estates and better access to services. In the Seacroft Operation only cleaner estates were noticed during the Operation
- Over half of the replies stated their views about how safe they felt in their community were unchanged by the Operation and they STILL felt unsafe.
- The Operation DID NOT encourage residents to report incidents they previously would not have done to the police. However this question may have been confusing as a couple of replies stated they would report everything anyway so recorded a no to the question and previous analysis has shown that incident calls increase after Operations.
- 5 out of the 38 approached police or partner agencies. Residents' satisfaction with responses was varied.
- Over 70% seem to know what sorts of things can be reported & how to give information to the police, crimestoppers and 999 calls but not to PCSOs and Wardens. PCSO's and Wardens are an extremely important part of policing and providing valuable intelligence, it is important that their profile is raised more in the community.
- 4 out of the 38 were visited during the Operation and 5 received crime prevention advice.

There is still some apathy among the communities affected by the Banrock operations towards reporting crime to any agency; however the community feedback does indicate that this apathy could be changing and that residents are feeling safer within their communities.

"All complaints to the police treated as serious and attended to immediately." (Local resident)

Address underlying environmental issues

Probably the most visible of the activities in these areas has been the environmental action which has been taken. Over 24% of the respondents noticed litter, fly tipping and graffiti clearing and enforcement. This return may have been low as the majority of the activities were undertaken during the day when a number of people may have been at work etc.

Notwithstanding the community return, an independent visit was carried out by ENCAMS who unsolicited and unaware of Banrock have indicated that in particular they were impressed by the standard of cleanliness in the Seacroft Area.

"Seacroft was a revelation, very good, evidence of very effective manual picking" (Brian Johnson and Andrew Osbourn - ENCAMS)

Partner Experience of Operation(s)

All the partner agencies have provided an overview of their experience and the benefits they have derived from the Banrock operation.

Police

There are two areas of success for Killingbeck Police in relation to Banrock.

1. Reducing crime and the fear of crime
2. Creating effective working partnerships

The increase in activity and effort by all partners has helped to reduce crime in these areas and create an initial momentum for change. In areas where under reporting and lack of confidence have existed Banrock has helped to recharge that confidence, increasing reported crime but increasing intelligence and information as well.

The partnership working involving the Police, Housing and the ASB Unit have been effective in two areas. The impact they have had on those who are visited by the various agencies and the working relationships developed among the agencies. The visits reinforce any message given by one agency as the others agencies step up to add their weight to reducing crime and anti social behaviour. The partnership workings has developed a greater understanding and support for each others goals and has focussed everyone more effectively on the issues to be addressed.

Fire Service (Arson Task Force)

The multi-agency approach known as 'Banrock' accommodates for approximately 40% of the team's time, the ATF have actively carried out generic arson audits of specific Police beats leading to the removal of flammable materials likely to be used to set fires.

Security and Fire safety surveys have been carried out in Educational establishments (in direct liaison with the L.E.A. Fire Safety Advisors), industrial, commercial and domestic premises.

Home fire safety visits have been organised by the ATF utilising the personnel from the local Fire Stations and this continues as 'after-care' at the end of 'Banrock'.

Talks on the dangers of arson have taken place in school, community centres etc. in order to raise public awareness to the problems in the area. Leaflet drops have been instigated in areas where data indicates a high risk.

Void/vacant/ unsecured properties are identified and brought to the attention of the relevant authorities.

Information sharing with the ASBU takes place at all levels and direct action has taken place with the Police to ensure effective procedures are in place to deal with Fireworks, seizure and storage.

Leaflet/posters detailing the consequences of arson and giving the telephone number of Crime-stoppers have been produced and these are placed on fire appliances and in areas of Public access throughout the Killingbeck Police area.

Streetscene Services

Streetscene Services have always had a significant problem encouraging other agencies to work together to tackle environmental crime and the problems that create dirty and unsafe communities. The Banrock Operation has created the opportunity for all agencies to work closely together and make a difference to the quality of life of the people living in the areas.

Staffing the operations has been difficult for the services as this is over and above the core service, however, the benefits derived from the operations have shown how successful a multi-agency approach can be and how environmental crime issues can be tackled along side anti-social behaviour.

Anti-social Behaviour Unit

Operation Banrocks has become a monthly focus and has enabled preparation and resource enforcement action in priority areas. The multi-agency visits are particularly effective as they enable us to team up with housing, police and other appropriate agencies to deliver enforcement action. Feedback from residents that we have spoken to has been that it is reassuring to see agencies out on the estates and the confidence it brings to the community. Information that we have obtained during Banrocks has helped in compiling cases and settling lower level interventions that we had previously struggled to deal with.

ALMOs

Leeds South East Homes (LSEH) has been a partner agency in the 'Banrock' operation since its inception. LSEH has worked with our partner agencies during four specific Banrock operations, two at East End Park, one in Osmondthorpe and one in Whinmoor.

Our activities during these operations include assisting in undertaking an environmental audit and joint visits, with the police and ASBU to resolve breaches of tenancy conditions which includes incidents of environmental crime.

Following the de-brief of the operation the results are presented to the ASB sub group and the Tenant Compact that operates within LSEh. The feedback from these meeting is generally positive as our customers have greater confidence that the statutory agencies are taking positive steps to actively improve the quality of life for our customers.

Leeds Community Safety

The Leeds Community Safety Strategy's overarching aim is to deliver sustainable reductions in crime and disorder and to address the fear of crime within the city.

The means of implementing and delivering the strategy is based on the formation of multi-agency partnerships between the public, private and voluntary sectors to formulate and introduce community-based measures against crime and disorder.

This approach is in line with current best practice around 'problem solving' approaches. Namely, the effective use of partnership working with the emphasis on joint activities of different agencies to address wider community safety issues, such as environmental improvements, which can contribute towards crime and disorder reduction. In addition, the sharing of intelligence by all stakeholders and the use of the police's Tactical Intelligence Assessment (TIA) as a means to identify specific geographical 'hotspot' areas has facilitated the means for proactive (pre-planned) measures to be implemented by all key partners. Therefore, the present activities of Operation Banrock are perceived as an ideal multi agency 'intervention' mechanism for delivering short term actions (over the defined period) at a local level.

Area Management

Operation Banrock represents a significant step forward in co-ordinating the tasking and delivery of action at an area level between agencies. It has shown there is real value to be added by agencies looking to “piggy back” onto another agency’s operation. It is Area Management’s view that the amount of LCC resource put into joint operations has resulted in greater and more locally responsive results than had resource been applied in isolation.

Conclusions

Overall, Operation Banrock has been successful and has achieved its set objectives. Additional benefits to emerge from the operations have been in relation to multi agency partnership working. Indeed, as evidenced above, the consensus of opinion by all participants has emphasised the importance and collective benefits of such action.

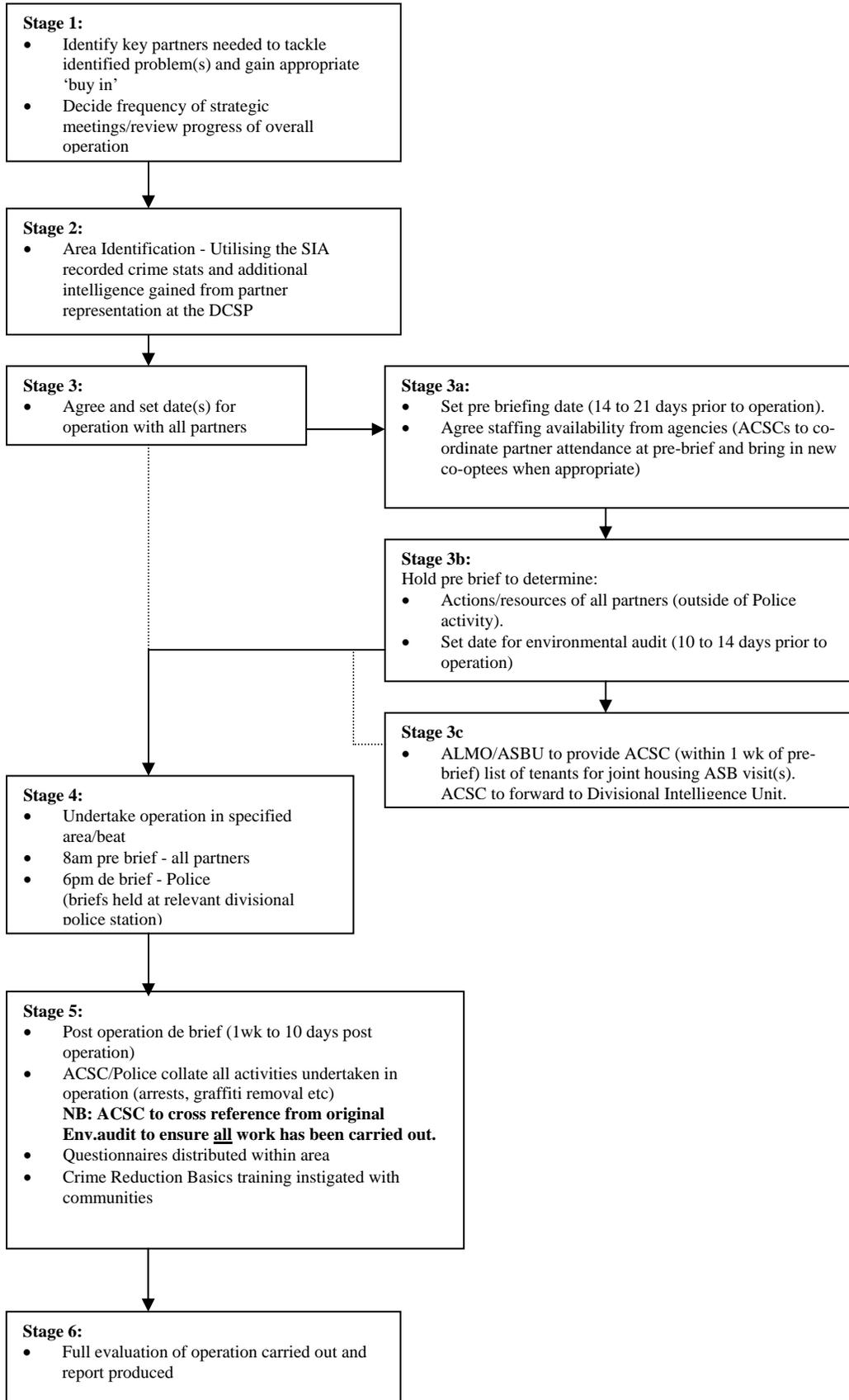
However, there have also been ‘lessons learnt’ from the experiences of those involved in the planning and delivery of the operation(s).

There is a need to further develop the communities capacity to engage more in their local environment if their quality of life is to be improved on a long term basis. An important element of this has been to engage community organisations in the clean ups and via the specific training sessions that have been held to make community groups aware of the objectives of the approach, the action taken and what they can do to support the programme. This work however, needs to be developed further to engage the community in carrying out environmental audits and building up their capacity to report ‘crime and grime’ to the relevant agencies in order to maintain the work of Banrock.

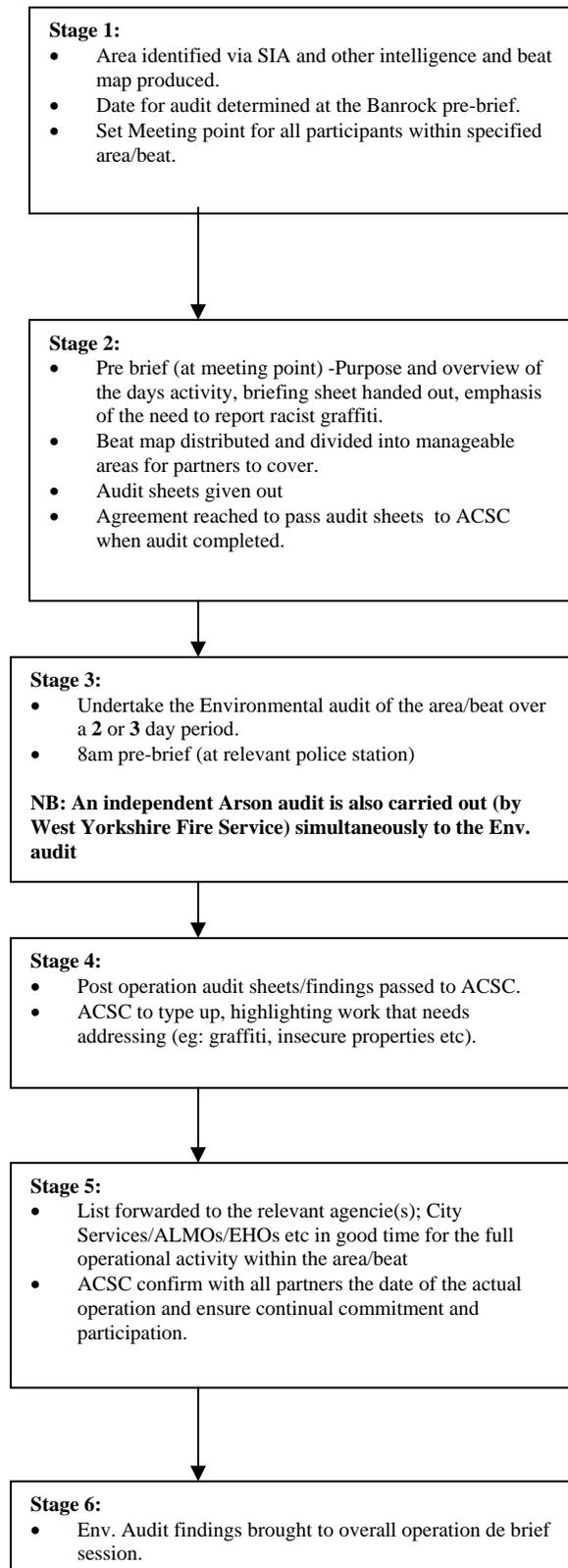
In addition, if the public perception survey is to be meaningful more needs to be done to increase the returns in future Banrock Operations in particular the forms should be handed out directly after the Operations. A number of forms could be handed out to residents who are visited during Banrock in order to gain their views on the quality of service they received. More publicity is needed to advertise that the Operation is taking place, posters, leaflets and if appropriate press involvement.

Finally, the longer term aim of such an initiative is to address the wider underpinning issues that contribute to the social and economic degradation of such areas and ensure that the principle of sustainability becomes a central theme throughout. Therefore, the necessity to instigate wider ‘after care’ provision ‘post Banrock’ operations is currently being investigated. This will require the involvement and intervention of agencies such as Social Services, Education Leeds, Primary Care Trusts (PCTs), Learning & Leisure (Jobs and Skills) etc with a view to preventing/supporting vulnerable young people and families involved in ASB.

Appendix 1 Flow Chart : Overall Process:



Appendix 2 Flow Chart: Environmental Audit Process: Wardens/PCSOs and Communities (where appropriate).



Appendix 3

Operation Banrock Results

Date	Banrock No.	Beat	ASB Housing Verbal Warn / Joint Visit	ABC	ASBO Warns/served	Housing Cautions	NISP's	Ash Shop Visits	Vic Supp Public Contact	Rubbish Removal No of Properties	Graffiti removal - No of Locations	Skips Deployd	School Fire Safety	Commercial Arson Audits	Fire Advice / Leaflets re rubbish	Car Arson / Crime Stoppers	Fire Safety Leaflets	Home Safety Checks	CASAC / Victim Visits	Truants Caught	Form A's	Arrests	Charged	Reported	Sect 18 Search	Stop and search	Warrants	Licensed Prem Visit	ANPR Reads	ANPR hits	ANPR Stops	FPT	Stolen Recov	Vehicles seized	CLE28	Value Prop Rec £	Cash Seized Drugs £	
May-04	1	14 / 15	0	0	1															28	70	5				21												
Jun-04	2	6 / 7	15		7	1				25	22										69	23		2		34	1	31	2354	35	15				1			
28/07/2004	3	13	4	2	9	1				35	18	6		7						25	42	19		5	4		1	8	1601	31	18			1	3	1	1000	
29/07/2004	3	13																			15	4	1	1			2		2471	27	13				1	1000	900	
30/07/2004	3	13																			20	7		4			1		3093	48	18			3	2	4000		
31/07/2004	3	13																			10						7											
TOTAL			4	2	9	1	0	0	0	35	18	6	0	7	0	0	0	0	0	25	87	30	1	10	4	33	4	15	7165	106	49		1	6	4	6000	900	
18/08/2004	4	3 / 4	47		8	4	2														19	2			2		5	1										
19/08/2004	4	3 / 4																			18															11		
20/08/2004	4	3 / 4																			26	1			5		3		4029	81	28							
21/08/2004	4	3 / 4																			4			1										1				
TOTAL			47	0	8	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	67	3	0	0	8	48	8	1	4029	81	28		0	0	12	0	0	
22/09/2004	5	14 / 15	14	1	5					82	33	3								42	2	26	11	4	2		7	11	4923	44	23	30		10	13	10000		
23/09/2004	5	14 / 15																			69	18	3	4			3	4	9044	159	72	13		2	4	1800		
24/09/2004	5	14 / 15																			15	6	2	2			1	10	4312	53	30	2		2		1200	5	
25/09/2004	5	14 / 15																																				
Total			14	1	5	0	0	0	0	82	33	3	0	0	0	0	0	0	0	42	2	110	35	9	8	57	11	25	18279	256	125	45		14	17	13000	5	
27/10/2004	6	3	8	2			6	52	145	25		2		20		270	67	22			13	2	2	1			1									1000		
28/10/2004	6	3	4	2	2																20	4	4						521	3	14	3						
29/10/2004	6	3						124													12	3	3						282	5	9							
30/10/2004	6	3																																				
Total			12	4	2		6	176	145	25		2		20		270	67	22			45	9	9	1	13	1		803	8	23	3		1			1000		
24/11/2004	7	17		6	0			55	58	18	3	1		175	100	75	25	40			20	5	5	2	0	6	6	0	0	0	0	1	0	0	0	0	3500	
25/11/2005	7	17	5	5											150		4	19	4		14	3		2														
26/11/2005	7	17		2												20	11				7	1	2	1		8			1931	12	17			3		7000		
27/11/2004	7	17																																				
Total			5	0	13	0	0	0	55	58	18	3	1	0	175	250	95	40	59	11	35	10	6	2	2	14	6	0	1931	12	17	1	0	3	0	7000	3500	
15/12/2004	8	8								64	20										64	30	17	7	7		2	1										
16/12/2004	8	8																																				
Total		MORE RESULTS TO COME	0	0	0	0	0	0	64	20	0	0	0	0	0	0	0	0	64	30	17	7	7	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0
Totals			97	3	47	8	2	6	231	409	136	12	3	7	195	250	365	107	240	43	500	122	32	23	14	222	32	72	34561	498	266	49	1	25	33	27000	4405	

Do you know what sorts of things can be reported through each of these routes or how to give information to the Police through them?

	Yes	No
Neighbourhood Wardens	[]	[]
Police Community Support Officers (PCSOs)	[]	[]
Crimestoppers	[]	[]
Killingbeck Police Station	[]	[]
999	[]	[]

Were you visited during the operation? Yes [] No []

If yes, by which agency? _____

What are your views regarding the quality of service you received?

Were you given crime prevention advice? Yes [] No []

(Optional) If you would like to discuss any of the issues raised in this questionnaire, receive crime prevention advice or victim support, then please provide us with the following information and we'll get someone to contact you.

Name _____ Telephone No _____

Thank you for taking the time to complete this survey. All information will be treated in the strictest confidence and used to improve future operations.

PLEASE RETURN IN THE FREE-POST ENVELOPE PROVIDED

Appendix 5:

EAST END PARK

CRIME REDUCTION BASIC TRAINING

Duration: 2 HRS

- Introductions
- Background to Banrock Operation
- Aims & Objectives of Session
- Home Security - Reducing Opportunity
- 10 Principles To Crime Prevention
- Anti-Social Behaviour
- Environmental Crime
- Statistics
- Local Contacts & Agencies
- Q & A
- Summary & Evaluation

Aims:

The overall aims of the session is to:

- to provide information and advice on reducing the chances of becoming a victim.
- awareness of who is involved in Crime Prevention (partner agencies)

Objectives:

By the end of the session the participants will be able to:

- identify who is involved in their Crime & Disorder reduction partnerships
- identify how they can contribute to Crime Reduction
- understand the services offered
- define Anti-Social Behaviour