



Crime Reduction & Community Safety Group

Tilley Awards 2007

Application form

Please ensure that you have read the guidance before completing this form. **By making an application to the awards, entrants are agreeing to abide by the conditions laid out in the guidance.** Please complete the following form in full, **within the stated word limit and ensuring the file size is no more than 1MB.** Failure to do so will result in your entry being rejected from the competition.

Completed application forms should **be e-mailed to tilleyawards07@homeoffice.gsi.gov.uk**

All entries must be received by noon on **Friday 27th April 2007**. No entries will be accepted after this time/date. Any queries on the application process should be directed to Alex Blackwell on 0207 035 4811. Any queries regarding publicity of the awards should be directed to Chaz Akoshile on 0207 035 1589.

Section 1: Details of application

Title of the project: RETAIL CRIME PROJECT

Name of force/agency/CDRP/**CSP**: CLEVELAND POLICE

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

Shelley Watson

Email address:shelley.watson@cleveland.pnn.police.uk

Full postal address:Neighbourhood Support,Community Co-ordination Team
8, Church Street,
Hartlepool
TS24 7DJ

Telephone number:01429 -405583

Fax number:01429 - 405588

If known please state in which Government Office area you are located e.g. Government Office North

West, Government Office London etc:

Government Office North East

Name of endorsing senior representatives(s):

Steve Ashman

Name of organisation, position and/or rank of endorsing senior representatives(s):

Superintendent, BCU Commander, Hartlepool, Cleveland Police

Full address of endorsing senior representatives(s):

Hartlepool Police Station

Avenue Road

Hartlepool

TS24 8AB

Please tick box to indicate that all organisations involved in the project have been notified of this entry (this is to prevent duplicate entries of the same project):

Section 2: Summary of application

In no more than 400 words please use this space to describe your project (see guidance for more information).

This summary outlines the multi-agency/partner approach to reducing Shoplifting crime and incidents of anti-social behaviour and threats of violence made by prolific shoplifters against retail and security staff within retail outlets in Hartlepool.

SCANNING

In 2002, an assessment of the problem by the District Anti-Social Officer was carried out. This included information gained from interviewing the Deputy Manager of the Middleton Grange Shopping Centre, The Area Security Manager of Bells Stores, and , retail staff in Hartlepool. It was apparent that all involved had great concerns about the amount of abuse and threats of violence being suffered by security staff and the staff of retail outlets situated within the Middleton Grange Shopping Centre and Bells Stores. In August of 2002 the ejections of offenders had reached the all time high of 1,195 in one month and the amount of shop thefts within the town had reached 1,621.

ANALYSIS

The offenders were identified as predominantly males who had a long history of shoplifting from the Shopping Centre and had numerous previous convictions for shoplifting offences. Many were in breach of bail conditions imposed by Hartlepool Magistrates Court, and when ejected became abusive and threatening to staff.

RESPONSE

The response was broken down into three categories, these being Prosecution, Partnership and Publicity. The Prosecution phase would take a Positive Policing Approach and utilize the full powers of the Crime and Disorder Act, 1998, more particularly Anti-Social Behaviour Orders (later to include Criminal Anti-Social Behaviour Orders). The Partnership phase was introduced in 2002 with the formation of the Commercial Crime Task Group which was to fund and implement the Shop Theft Sub Group, later to evolve into CRIMENET.

ASSESSMENT.

From the initial starting point of 1,621 crimes, shoplifting has been subsequently reduced over a 5 year period to a total of only 976 in 2006. These figures are even more impressive when you consider that in all other districts within the force area the offences of shoplifting are increasing. There have been a total of 13 individuals made subject to Anti-Social Behaviour Orders with conditions excluding them from retail outlets registered with CRIMENET. There are now over 80 members of CRIMENET which is widening its members to include stores situated on the outlying estates of the town.

Section 3: Description of project

Retail Crime Project

The Middleton Grange Shopping Centre in Hartlepool is the nucleus of the retail industry providing a service to a population of 90 thousand residents of Hartlepool. Set on two levels and containing over 140 retail outlets and 160 traders it is accessed by a total of 26 entry points.

Containing several eating outlets it is a popular place for both shopping and socialising for young and old alike. As with all retail outlets the majority of stores within the centre accepted that there would always be a varying loss of revenue due to the theft of goods by certain criminal elements of society and some businesses even set aside a budget for this purpose. However, what the management, staff and

consumers could not allow for was the ever increasing levels of abuse being directed at them by certain individuals or how it would effect them.

SCANNING

The district Anti-Social Behaviour Officer met with the area Security Manager of Bells Stores and the Deputy Manager of the Middleton Grange Shopping Centre who both stated that they were concerned at the amount of abuse and anti-social behaviour being directed by known shoplifters towards members of their security and retail staff. They were also aware that this behaviour was affecting the quality of life of the general public who were entering their stores and that it could reduce the numbers of visitors and shoppers attending. The abuse had risen to such a level that a recent incident had involved a shoplifter threatening security staff with a used hypodermic syringe on being challenged.

The officer set up a series of interviews and investigations into the following the following:

- Management and staff of retail outlets
- Management and staff of the Middleton Grange Security
- Information recording systems within the retail trade
- Prolific Shoplifters within the district
- Numbers in relation to ejections from the Middleton Grange Shopping Centre
- Communications between Management and Staff, Stores and Stores and Police
- Police Crime Recording Data Systems.

ANALYSIS

The information gained revealed the following:

Management and staff of retail outlets.

- Management accepted the loss of revenue but felt they were failing to support their staff who were experiencing in some cases serious abuse at the hands of the perpetrators of crime. They were aware that the staff felt let down by them and that they fell into two categories' some that felt that the behaviour 'CAME WITH THE JOB' and others who it affected badly enough for them to dread attending work or even consider changing jobs.

Security Staff and management.

- The security staff were equally as frustrated but added additional information
- Many of the prolific shoplifters even though continually barred from the stores continued to attempt to gain entry for the purpose of committing theft.
- On being refused entry they became abusive and threatening
- Many were in breach of bail conditions

Recording of information

The levels of recorded information varied from outlet to outlet

- Some stores relied on staff to keep basic information which was totally inadequate if it were to be required for any form of prosecution
- Many stores relied on 'In House', security officers to keep hearsay evidence
- Town Centre security officers kept records of incidents but needed to expand and improve on the content of the evidence recorded
- No training was in place in respect of incident/evidence recording

Offenders

- The majority of offenders were prolific thieves who had numerous convictions for shoplifting from the Middleton Grange Centre and other stores
- Although some females were offenders the main problems involved around males between the ages of 17 to 30 years
- The majority of them were suffering from drug dependency
- The main offenders were continually in breach of Magistrates Court bail conditions
- The offenders had a long history of ignoring any verbal or written notices given to them excluding them from the stores
- The worst offenders had progressed from verbal abuse, to threats of violence towards staff

Victims

Victims of the offending behaviour fell in to 3 categories.

- Security staff who were being physically and verbally abused during the course of their working day
- Retail staff and traders were being abused when refusing known offenders entry to the stores
- Members of the public who were witnessing serious incidents of anti-social behaviour

RESPONSE

Having identified the problems the ASB Officer set out the main objectives of the project and framed them within three main areas of response.

The objectives were:

- To reduce the amount of incidents of anti-social behaviour directed towards security and shop staff
- To reduce the amount of crime in relation to shoplifting
- To improve communications between all partners in respect of the problems
- To improve the quality of information recorded by all staff
- To fully utilise the powers available within the Crime and Disorder Act, 1998 and in particular the use of Anti-Social Behaviour Orders

PROSECUTION : PARTNERSHIP : PUBLICITY

PROSECUTION

The first element of response was to adopt a 'Positive Policing Approach' and utilise the powers of the Crime and Disorder Act, 1998. This was essential as the Anti-Social Behaviour Officer had to gain the support and trust of all partners and victims involved if the project was to succeed.

Initially work began with the staff and victims. This included lengthy interviews, visiting the stores, delivering training on information recording and designing a user friendly recording system for all staff.

Once this had been achieved the first and most prolific offender was selected and after a lengthy process the first Anti-Social Behaviour Order in respect of Bells Stores and the Middleton Grange Shopping Centre was granted. Included in the order was the exclusion of the perpetrator from the Centre and Bells Stores.

Enthused by the result all of the individuals connected with the first order became more receptive to the idea of improved working procedures and the partnership approach. This would be the precursor of what was to follow.

PARTNERSHIP

In 2002 the Commercial Crime Task group was formed through the Hartlepool Community Safety

Partnership and from that in 2003 the Shop Theft Sub Group.

Meeting on a monthly basis, store managers, security managers, Local Authority and Police gathered to discuss issues surrounding crime prevention techniques and to target offenders.

The ASB Officer continued to meet regularly with staff at the 'Shop Floor' level and attend In Store Training Days to continue to encourage staff to be more proactive in their approach to dealing with their problems.

In 2004 the Shop theft Sub group evolved into CRIMENET, funded by Hartlepool Borough Council and, with a full time manager in place membership grew, but it was in July 2004 on the arrival of Detective Chief Inspector Gordon Lang to Hartlepool District that greater progress was made.

By appointing an analyst to work specifically on shoplifting offenders and the further appointment of a former detective as the new manager of CRIMENET, membership grew to over 80 stores town wide.

PUBLICITY

Publicity was an essential component of the response and the local media was to play an important role in reinforcing the message that crime and anti-social behaviour would not be tolerated within the town centre stores. It was also essential as:

- A positive way available in reinforcing the message to the criminal elements
- A way of informing the general public that all agencies were working together to ensure their safety and that their quality of life was being considered and protected as much as possible
- The quickest and most high profile medium for communicating the message to all concerned and demonstrating the success that their efforts had achieved

ASSESSMENT

STATISTICS

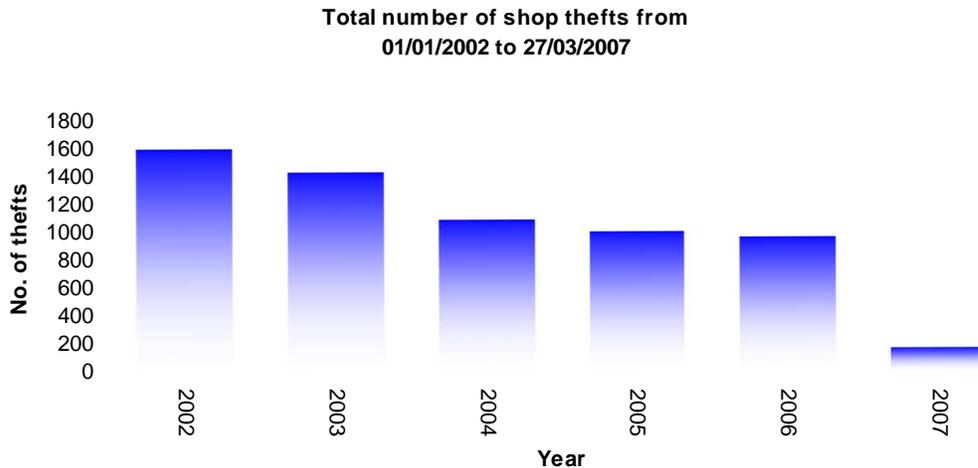
Over the last five years the project has gone from strength to strength.

In statistical terms the project was a success. Recorded incidents once investigated had shown that a single male who had been involved in 293 incidents affecting bells Stores and the Middleton Grange

Shopping Centre was to breach his order only once. This showed a reduction of 99.9% involving him alone. At this present time there are now 13 Criminal Anti-Social Behaviour Orders running in connection with CRIMENET in Hartlepool and a further 3 within the Criminal Court system.

Further to this, in a climate where districts within the Cleveland Police area are showing a marked

increase in Shoplifting, Hartlepool Shoplifting Crime continues to fall. With the added commitment and resources from Detective Chief Inspector Lang the initial figures in 2002 of 1,621 crimes have been steadily reduced to a total of only 976 in 2006. Already 2007 figures are indicating a further fall in the previous year of 26%. This can be attributed to the analytical targeting of the CRIMENET Analyst and the working relationship between the CRIMENET Manager, the Anti-Social Behaviour Officer and all members and staff of CRIMENET. (see appendix table of force wide figures)



EXPANSION / DEVELOPMENT

As a result of the success of the initial Anti-Social Behaviour Orders, supportive media coverage and the Commitment of DCI Lang and the CRIMENET Manager more retail outlets have now become fully involved in the scheme. The membership has grown to include outlets from the newly developed Anchor Retail Park and Local Stores situated outside the nucleus of the Town Centre trade, but nevertheless provide a valuable service to the local community.

Some of the present members include:

ASDA
 ADAMS
 ARGOS
 ANN SUMMERS
 BELLS 10
 BELLS 45
 BOOTS ANCHOR
 BOOTS MGSC
 BARRATTS SHOES
 BON MARCHE
 BURTONS

HOME BARGAINS
 IMAGES
 ICELAND
 INTERNATIONALE
 HERONS
 JJB SPORTS
 JD SPORTS
 JONATHON JAMES
 MGSC
 MARKS AND SPENCER
 MUSIC ZONE

BODYCARE
BODY SHOP
CO-OP PHARMACY
CCTV CONTROL
CLEVELAND POLICE
CLARKS
CLAIRES ACCESSORIES
BRITISH HEART FOUNDATION
ELC
EVANS
ETHEL AUSTIN
GREENWOODS
GAMESTATION
H SAMUEL
HOLLAND AND BARRATT

CO-OP (X 4 STORES)
POUNDLAND
NEW LOOK
PEACOCKS
PLAYMEDIA
PRIMARK
SUPERCUTS
SUPERDRUG
STATIONERY BOX
SUPERCIGS
SAVERS
SALVATION ARMY
S ZONE

Members now meet on a monthly basis and share information on individuals who are causing them a problem as well as highlighting the young people who are beginning to cause problems within the stores.

Those highlighted are referred to the Police Community Support Officers, dedicated to the shopping centre who in turn liaise with the Local Authority Anti-Social Behaviour Unit. A procedure which first started in 2003.

A measure of its commitment and success is that in December 2003 when this procedure was initially adopted and January 2004, 63 young people were referred to the Anti-Social Behaviour Officer for diversion and received their first warning letter. From these, 10 were made subject of Acceptable Behaviour Agreements.

The success of the project soon became acknowledged as an excellent example of partnership working, and as a result the Anti-Social Behaviour Officer was asked to address a conference in Harrogate held by The National Association Of Convenience Stores. By explaining the partnership methods and the S.A.R.A. model to those present the idea soon spread nationally via the Convenience Store Network generating many calls to the officer from foreign force officers who had been approached by the Network, wishing to achieve similar results.

Proud of the success of the project and the evolving strength, the retail trade in Hartlepool entered the system for a Crime and Disorder Partnership Award sponsored by 'Convenience Store magazine'.

The standard of information and intelligence reports submitted by the security and retail staff remains consistently of a standard that is suitable for use within the criminal Law system and details of logs are sent on a daily basis to the manager of CRIMENET and the Anti-Social Behaviour Officer to ensure swift action in respect of offenders.

Section 4: Endorsement by Senior Representative

Please insert letter from endorsing representative:

I fully endorse this submission as a good quality example of problem solving. The initiative has delivered excellent results in tackling directly commercial crime surrounding shops. The approach has been methodical and inclusive, bringing together a wide range of partners and agencies to tackle the problem. The sustainability of the project is a key outcome of the work thus far, in that its success has driven its growth.

Hartlepool continues to suffer from above average levels of shop lifting in comparison to like sized towns elsewhere. However this project has delivered positive reductions from which we can be confident that we are changing the perception of others about the town and in particular its shopping facilities.

Superintendent S. Lawson
Cleveland Police
Hartlepool District

Checklist for Applicants:

1. Have you read the process and application form guidance?
2. Have you completed all four sections of the application form in full including the endorsement from a senior representative?
3. Have you checked that your entry addresses all aspects of the judging criteria?
4. Have you advised all partner agencies that you are submitting an entry for your project?
5. Have you adhered to the formatting requirements within the guidance?
6. Have you checked whether there are any reasons why your project should **not** be publicised to other police forces, partner agencies and the general public?
7. Have you saved you application form as a PDF attachment and entitled your message 'Entry for Tilley Awards 2007' before emailing it?

Once you are satisfied that you have completed your application form in full please **email it to Tilleyawards07@homeoffice.gsi.gov.uk**. Two hard copies must also be posted to Alex Blackwell at Home Office, Effective Practice, Support & Communications Team, 6th Floor, Peel Building (SE Quarter), 2 Marsham Street, London, SW1P 4DF.

IN THE COMMISSION AREA OF CLEVELAND

HARTLEPOOL MAGISTRATES COURT

Date: 20/7/01

Code: 1247

Defendant:

[REDACTED]

Address:

[REDACTED]

On the complaint of Chief Constable of Cleveland Police

Complaint:

Chief Constable
Police HQ P O Box 70
Ladgate Lane
Middlesborough

It is adjudged that the defendant acted in the following manner,
Which caused or was likely to cause harassment, alarm or distress
To one or more persons not of the same household as himself: -

Anti social behaviour:

1. At 5.00 p.m. on Thursday, 21st September, 2000 in the Middleton Grange Shopping Centre in Hartlepool he acted in an anti-social manner by being abusive, threatening security personnel with an un-capped hypodermic syringe and threatening to throw objects at the same.

2. That between 1st May, 2000 and 5th October, 2000 he has acted in an anti-social manner within the Middleton Grange Shopping Centre, resulting in him being involved in 373 incidents within the Centre during that period.

And it is further adjudged that this order is necessary to protect persons in the following local government area(s)

HARTLEPOOL

From further anti-social acts by him

And it is ordered that the defendant:

1. That he will not enter any of the following areas more particularly delineated on the map attached hereto –

MOVES TO EXCLUDE CRIMINAL TEENAGER

By JILL O'BRIEN

ATTEMPTS to ban a teenager from the shopping centre he is said to have terrorised are expected to take a step forward this week.

Police want to ban Barry Paul Jemmett from the Middleton Grange Shopping Centre in Hartlepool where he has admitted committing a string of crimes.

They want to impose an anti-social behaviour order on the 18-year-old who is even said to have brandished a needle at the centre's security staff.

Former junkie Jemmett, of Patterdale Street, Hartlepool is alleged to have been thrown out of the mall more than 300 times in the last six months.

Police want him to become the third person in Hartlepool to be subjected to an ASBO which would make it a criminal offence for him to go into the centre.

Last year, the Brothers Grim, aged just 12 and 13 had the crime-cracking



**DEFENCE SOLICITOR:
John Relton**

orders placed on them for terrorising the Hartlepool community.

This latest case could finally be heard by magistrates later this week after Jemmett is sentenced for separate dishonesty and public order matters.

The teenager was expected to be punished for the crimes at Hartlepool Magistrates' Court last Friday afternoon.

But a warrant was issued for the teenager's arrest after he failed to turn up at the 2.15pm hearing.

However, he was hauled before the court less than 24 hours later when he was apprehended by police after magistrates issued a warrant for his arrest.

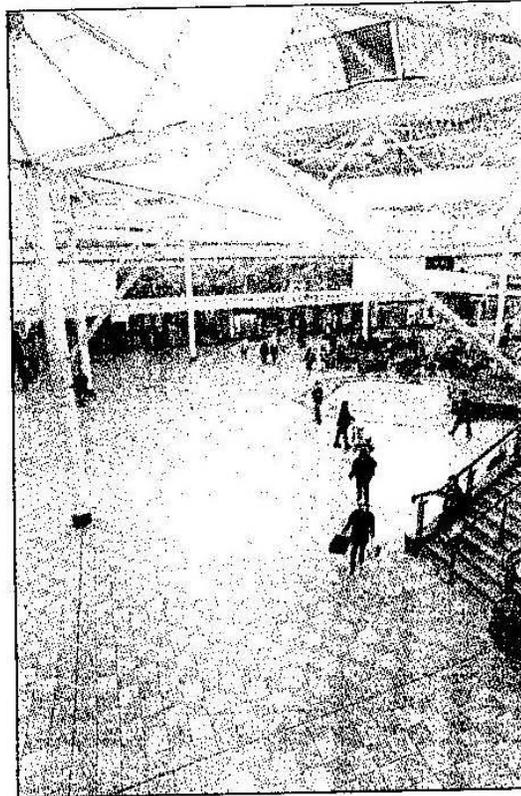
On Saturday, John Relton, defending, told magistrates how Jemmett HAD turned up to the court - at 10am that day.

But when told his case wasn't scheduled until after 2pm, he went to his mother's house where he claimed he fell asleep.

Mr Relton said: "If the defendant was trying to avoid sentencing why would he have turned up at the court in the morning?"

Jemmett admitted failing to surrender to bail.

He was remanded into custody until Friday when he is expected to be sentenced for outstanding crimes and the case for the ASBO could be heard.



SHOPPING CENTRE: Middleton Grange

CONVERTING
ZERO TOLERANCE **ADT**

Partners in

Mark Wingett looks at a crime reduction partnership that is successfully restoring confidence and trust to retail staff in the North East and helping to beat crime

Hiring good staff is a problem in itself, without losing them through intimidation and abuse from customers.

However, this was the problem faced by Bells Stores in Cleveland, after it realised staff in one of its Hartlepool outlets were on the verge of quitting over the high level of abuse they were suffering.

Staff had approached Bells Stores group security manager Barry Hodgson over continued intimidation and threats of violence from a regular customer. Hodgson said: "The store manager finally wrote me a letter saying she didn't want to come to work. She had faced six or seven incidents in which this one thing had come into the store purposely to abuse her and her staff.

"She had logged all the times this guy had come into the store in the report book. However, I wanted her to write everything this guy had done, so that I could get the full flavour of what she was facing and could take appropriate steps."

After reading his manager's full report, Hodgson could not believe that such abuse was going on in one of his stores.

"I can't repeat what was said but it was disgusting and not something staff should have to face."

He immediately approached the

needed to be done, he was referred to Cleveland Police anti-social behaviour officer Shelley Watson.

He explained: "After seven or eight weeks of trying to get some help from the police, I was referred to Shelley. She agreed that the level of abuse the staff were facing was at a shocking level. She immediately said it would end there and then."

Watson visited the store in Hartlepool as well as another Bells store that was just over 400 yards away. She spent a day in each, getting to know the staff and taking statements about their experiences with the persistent offender.

She said: "My role is to build up the trust of the staff over several meetings to see what they are up against and what they and I can do to change it."

ON THE CASE

Several other visits followed as Watson built up a case for an anti-social behaviour order (ASBO).

She continued: "The key elements that have to be met for me to progress with an ASBO are harassment, alarm and repetition. As soon as those three are in place and can be proved, then I can start the process."

"This offender fitted all three descriptions, and had already been asked to leave the store on several



was disgusting and not something staff should have to face."

He immediately approached the local police. Eventually, after numerous complaints that something

"This offender fitted all three descriptions, and had already been asked to leave the store on several occasions but continued with his campaign of intimidation against the



Crime prevention

OPEN 5.30am UNTIL 11pm

Conveniently Yours!



Anti-social behaviour officer Shelley Watson (bottom left) stepped in to help Bells Stores security manager Barrie Hodgson (bottom right) end intimidation against his staff

store and staff. This included visiting it up to four times a day. So the case we built up came about quickly and was very comprehensive."

Watson's efforts didn't end there. Hodgson explained: "She immediately put the staff at ease and restored some of their confidence."

Initially Watson gained an interim ASBO, but with the help of the staff's statements a full ASBO was brought against the offender five months later.

shopkeepers, the council and police, the initiative has already seen crime fall in the town's centre.

Hodgson said: "There is a meeting once a month, which is attended by our store managers and other members of Crime Net, where information on crime-prevention techniques and known troublemakers is shared.

"For example, if we have recorded only a few incidents on Mr X but we bring him up at one of those meetings and someone else has had dealings with him, then we have more evidence with which to take out an ASBO."

As a direct result, the scheme has



HAPPY ENDING

It did the trick. "As soon as the ASBO was brought against him, the thug was not seen in either store or in the surrounding area ever again," reported Hodgson.

He confirmed: "Confidence is back to what it should be and this is transmitted to customers. Our staff also have more confidence and faith in the company because they know what lengths it will go to, to protect them.

"Detection of these incidents has also gone up, as has the number of people telling us about them, which is the most important thing of all."

Hodgson added: "Staff should not think that being harassed is part of their job. They must report any incidents to the company, the police or myself. I don't care if the police don't do anything, as long as there is documented evidence of each incident so that we can build up a history on the troublemakers.

"The more evidence we have, the quicker we can go to Shelley and the easier it will be for her to get an ASBO."

Following on from Watson's work, a Crime Net has been set up in the town by the local Crime Reduction Partnership. Made up of local firms,

six troublemakers already targeted for ASBOs.

The town is also being patrolled by an anti-social behaviour taskforce under Watson's control. It comprises six police officers and a licensing officer.

Watson explained: "Through the crime partnership's meetings we have been able to target trouble hotspots. We visit these areas every Friday night in an attempt to make them safer for the public, whether they live, shop or work there."

EXPANDING THE PROJECT

Hodgson hopes this partnership can now be extended out from the town centre and into the whole of Hartlepool. He also believes the rest of the country would benefit from having their own anti-social behaviour officer in the Watson mould.

He said: "I cannot praise Shelley enough and would strongly recommend specialist officers and patrols like those now operational in Hartlepool to be rolled out across the whole of the country.

"Already I have talked to other retailers in different areas who said they too would benefit from such a scheme. It is now up to them to contact their local police and make it work."

CST

INTERIM ORDER

(CRIME & DISORDER ACT 1998, s.1D)

Hartlepool Magistrates Court
(Code)

Date: 12th May, 2003

Defendant:

Address:



Date of Birth:

On the complaint of:

Complainant:

CHIEF CONSTABLE OF CLEVELAND POLICE

Applicant Authority:

CHIEF CONSTABLE OF CLEVELAND POLICE

Address of Applicant:

CLEVELAND POLICE
POLICE HEADQUARTERS
LADGATE LANE
P.O. BOX 70
MIDDLESBROUGH
TS8 9EH

Authority:

Hartlepool Borough Council

The court makes an Interim Anti-Social Behaviour Order against the defendant

The reasons for making the order are: that between 22.9.02 and 27.11.02 he acted in an anti-social manner by entering the Middleton Grange Shopping Centre, Hartlepool and Bells Stores, Murray Street, Hartlepool on a number of occasions and on some of these occasions caused harassment, alarm and distress on being removed.

The court found that it is just to make this order pending the determination of the application for an Anti-Social Behaviour Order, which application is attached to this order.

This Order has not been made without notice.

The court orders

- i. That he will not behave in any way that intimidates or seeks to intimidate one or more persons not of the same household as himself.
- ii. That he will not act, or incite or encourage others to act, in any way that causes or is likely to cause harassment, alarm or distress to those within the Local Government area of Hartlepool.
- iii. That he will not enter any of the following areas more particularly delineated on the map attached hereto –



In Partnership with.....



ACCEPTABLE BEHAVIOUR AGREEMENT

THIS AGREEMENT is made on the day of,two thousand and two.

BETWEEN Hartlepool Police, Middleton Grange Shopping Centre,
AND

.....of.....

.....

AGREES the following in respect of future conduct-

1.....

.....

2

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3.....
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4.....
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5.....
.....
6.....
.....

FURTHERenters into a commitment with the Police and the Middleton Grange Shopping Centre, not to act in a manner, which causes or is likely to cause harassment, alarm or distress to one or more persons not in the same household.