



Home Office

Crime Reduction & Community Safety Group

Tilley Awards 2008 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 tilleyawards08@homeoffice.gsi.gov.uk.

All entries must be received by noon on **Friday 25th April 2008**. 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.

Section A: Application basics

1. Title of the project: Community Priority Area Horndean Downs
2. Key issue that the project is addressing e.g. Alcohol related violence:
Anti Social Behaviour and lack of community spirit

Author contact details

3. Name of application author: Karen Dawes
4. Organisation submitting the application: East Hampshire District Council
5. Full postal address: Community Safety Team, Community Services, East Hampshire District Council, Penns Place, Petersfield, Hampshire, GU31 4EX
6. Email address: Karen.dawes@easthants.gov.uk
7. Telephone number: 01730 234167

Secondary project contact details

8. Name of secondary contact involved in the project: Petra Norris
9. Secondary contact email address: pnorris@drumhsg.co.uk
10. Secondary contact telephone number: 01730 403005

Endorsing representative contact details

11. Name of endorsing senior representative from lead organisation: Councillor Mrs Hilary Ayer

12. Endorsing representative's email address: hilary.ayer@easthants.gov.uk

13. For all entries from England & Wales please state which Government Office or Welsh Assembly Government your organisation is covered by e.g. GO East Midlands:

14. Please mark this box with an X 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 B: Summary of application - *In no more than 400 words use this space to provide a summary of your project under the stated headings (see guidance for more information).*

Scanning: We devised a process to identify Community Priorities with the District Cllr being key. We gathered information over 12 months from Cllr's, residents and organisations including 101 calls (non emergency number), calls to police, 999, officer's stop checks, a survey in the area, a Crime Prevention Officer visit and report with recommendations, an Environmental Visual Audit including local Cllr's, residents and key agencies, a focus group with residents to identify the top three issues, mapping of alcohol related incidents and professional witnesses observed the area covertly over three weeks.

Analysis: The area was named a community priority. Problems included anti social behaviour, under age drinking, litter, shabby garages, dog foul and lack of community spirit. Problems occurred between 5pm and 10pm. 4 key individuals were identified. An area was found to be a cut through to gardens. Opportunities to reduce problems fell into three categories: community engagement, enforcement of relevant legislation and improvements to the built environment. As a result of the focus group, the top three resident's areas of concern were quality of home, environmental works to improve the local areas and community based projects

Response: This priority was created on the PRIME IT (website for collating multi agency work - Problem Resolution in a Multi Agency Environment). Stakeholders met for a PRIME meeting chaired by the District Cllr. Responses included, parents contacted re their child's behaviour, home visits, 2 acceptable behaviour agreements, fencing to block a cut through, youth services engaged with young people, tidy up of the area with ongoing checks, fencing to stop anti social driving, stepped access point is being converted to a disabled ramp, plans for a local youth facility plus basket ball goal, patrols by police, PCSOs and ACSOs, monthly update to Councillors, Neighbourhood Watch and other organisations, letter drop to all residents updating and reassuring them, a Make A Difference Day, garages smartened up, a post survey and police beat surgeries in place.

Assessment:

The area is tidier and smarter. Aug 07 had 23 reports and Sept 07 had 11 reports. The issues were addressed and in Dec 07 we had 0 reports and 1 in Jan. Sustainable measures are now in place.

State number of words: 362

Section C: Description of project - Describe the project in no more than 4,000 words. Please refer to the full guidance for more information on what the description should cover, in particular section 11.

Scanning: This project addressed rowdiness, young people drinking alcohol, shouting, swearing, littering and a lack of community spirit. The following roads in Horndean, Hampshire were identified as a community priority area: Downs Park, Draycote Road, First Avenue, Chalk Ridge, Hillside Close, Saxon Close

The following worked together with the community to address the problems

Councillors Mrs Julia Marshall, Ken Moon and Daphne Giddings
Tracy Predeth (Clerk of Parish Council)
The Countryside Team
Police Officers Mark Hull and Karen Wenzel
PCSO's Beard and Clarke
Community Safety Team Helen Murphy, Karen Dawes, Natalie Doig (anti social behaviour officer), Lucy Soal and Philip Codrai (analyst)
Environmental Services Mark Bailey and Jo Edwards
Dave Griffiths Dog Warden
Youth Services (Hampshire County Council)
Drum Housing Petra Norris and Andy Boughton
Jason Bellman Accredited Community Safety Officer (Hampshire County Council)

We gathered as much information as possible over 12 months so that we knew exactly what the problems were. The sources of data came from Councillors, residents and organisations. This included 101 calls (non emergency number), calls to police, 999, officer's stop checks, a Crime Prevention Officer visit and report with recommendations, mapping of alcohol related incidents and professional witnesses observed the area covertly over three weeks. The local community were directly involved in this information gathering stage through completing a survey, taking part in an Environmental Visual Audit and forming a focus group to identify their top three issues.

Due to the fact that information was captured from many sources, the authenticity and accuracy is enhanced. For example problems were identified as a result of surveys, focus groups and reported information.

Analysis: The extent of the problem was measured by recording anti social behaviour over the last 12 months in roads where there were significant spikes in reports. These spikes related predominantly to calls of a rowdy and inconsiderate nature. We also evaluated the survey to gauge the fear of crime and satisfaction of police and the community safety partnership by residents. There were 23 respondents to the survey and 96% of those felt police and the Community Safety Partnership were doing a fair, good or excellent job in the area. Issues which respondents felt were a big or fairly big problem were:

- People being drunk or rowdy in public places (41%)
- Vandalism or graffiti (52%)
- Groups of teenagers congregating in the streets or in public places (48%)
- Rubbish or litter lying around (59%)

Drum Housing commissioned independent consultants to facilitate group meetings with residents about their concerns and to identify their ideas about how Drum could address them. Based on all the feedback from the groups, a Radian Residents' day was held at Marwell in March to look at their 3 top areas of concern These three areas were 1. Overall quality of home 2. Environmental works to improve local areas and 3. Community based projects.

Between 01/04/2007 and 31/03/2008 the roads in this community priority made 59 101 calls (the non emergency phone number for Hampshire and the Isle of Wight). These were spread across 31 addresses

4 addresses made 2 calls

4 addresses made 3 calls

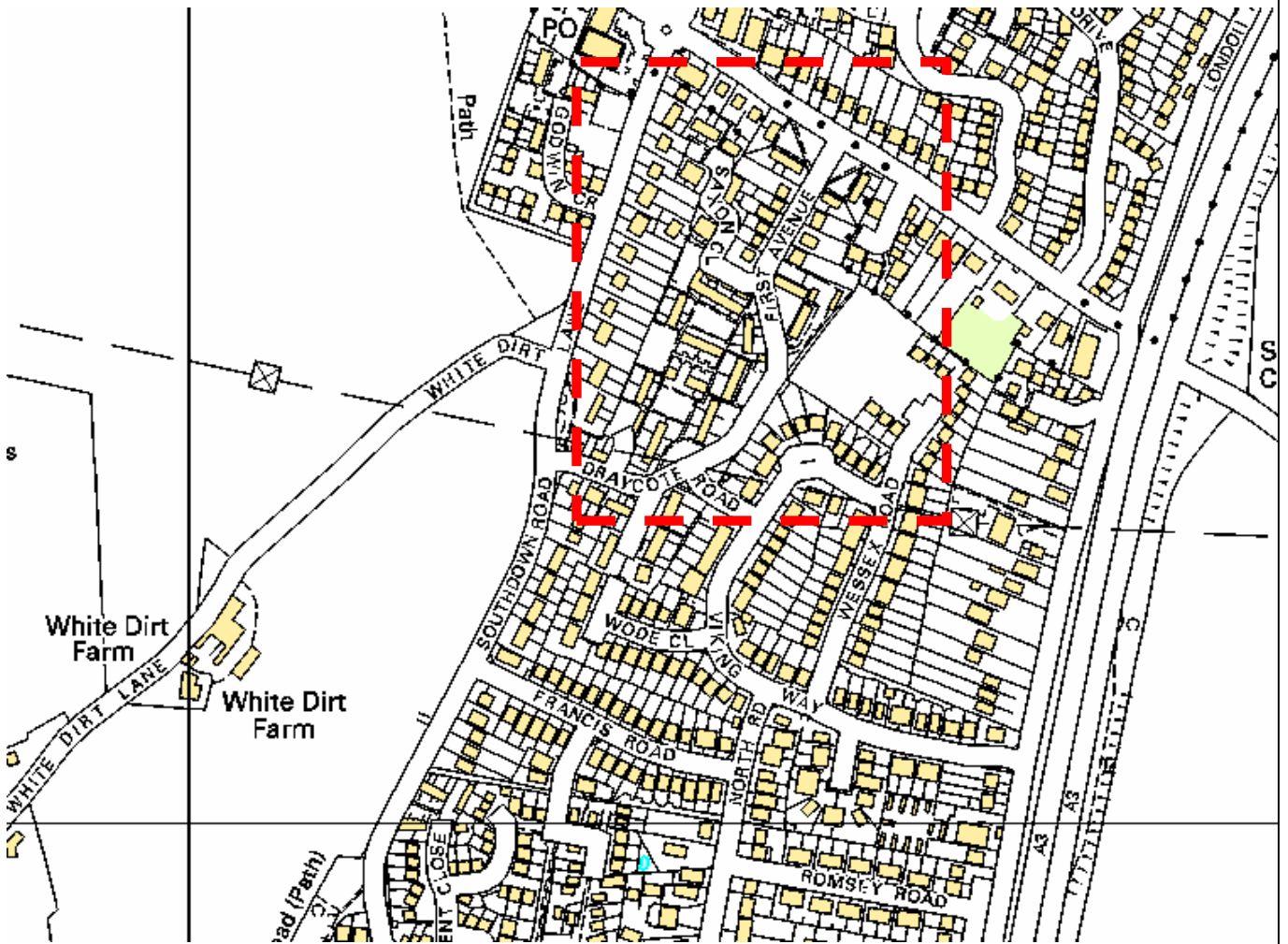
3 addresses made 4 calls

1 address made 5 calls

1 address made 7 calls

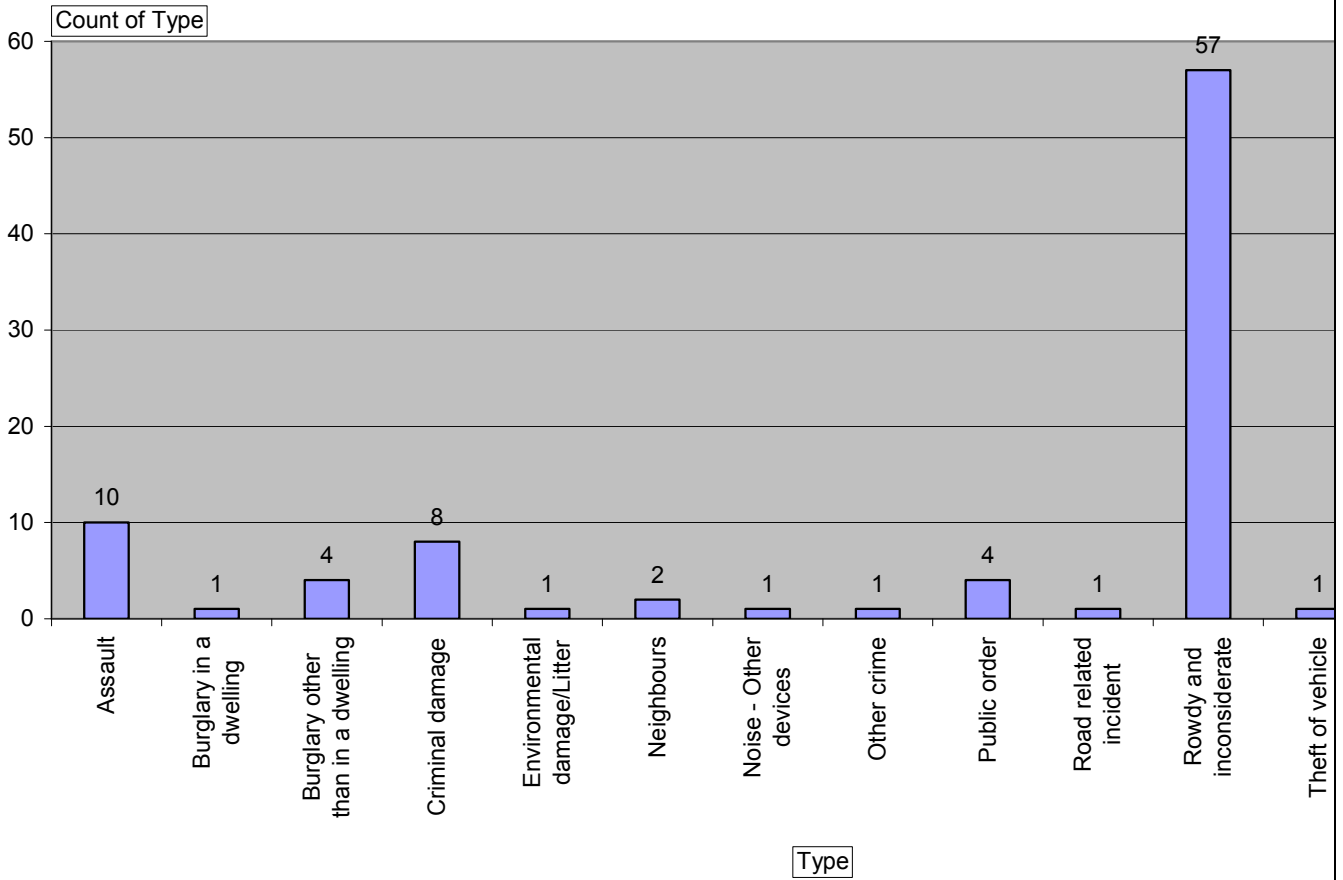
Involving the community and tackling the underlying causes of the problems were key to reducing the problems.

The Community Priority Area.



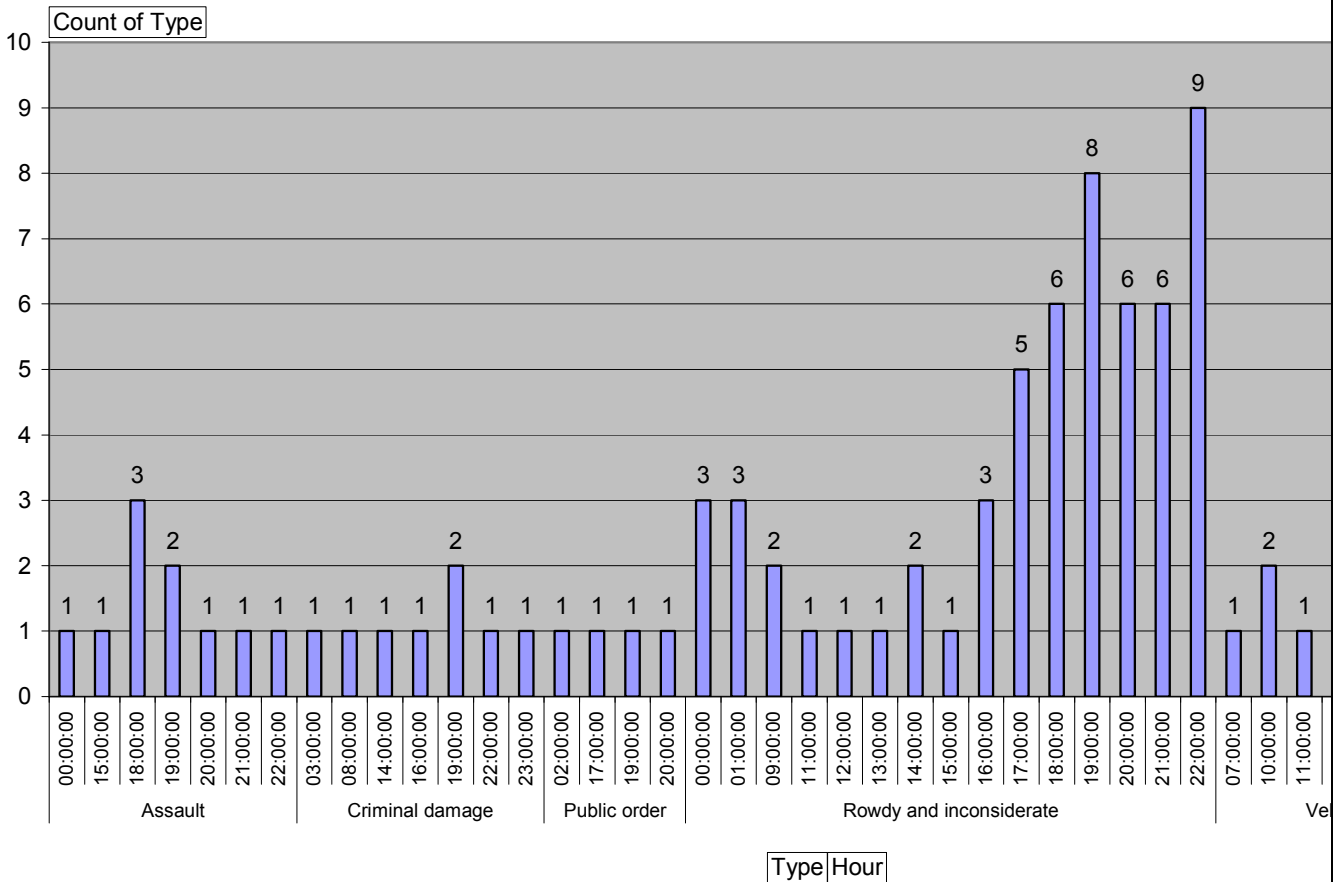
The bar graph below demonstrates the number of rowdy and inconsiderate calls in the community priority roads over a nine month period.

First Avenue Area 01/01/2007 to 05/10/2007



The bar graph below demonstrates the key times of day when the problems occurred. This ensured the High Visibility Patrols were conducted at the most effective times.

First Avenue Area 01/01/2007 to 05/10/2007



Although there was a significant issue with anti social behaviour during August and September 2007, problems had been occurring at this location for years. Previous responses had involved high visibility patrols which provide short term wins but are not sustainable.

The following illustrates elements of the Problem Analytical Triangle:

Victim: Apart from the people in Chalk Ridge who live by the cut through to the park, there is nothing apparently common between any particular reporting person.

Location: There was a gap at the top of Wessex Road where motor cycles were coming in and riding anti socially.

First Avenue is a traditionally laid out road generally with bungalows on either side. There are some two storey homes along the access route to the garage and car parking area and a small block of maisonettes on the eastern side of the road adjacent to Downs Park.

Saxon Close is a traditional cul – de – sac road it contains a mixture of two storey dwellings (the two storey dwellings appear to be flats) and bungalows. Several of the front gardens of the two storey dwellings contain children’s toys.

Hillside Close is a pedestrianised area containing bungalows, several grassed areas and a garage court. Connectivity is achieved by footpaths. The grassed areas do appear neat and tidy with no evidence of drinking.

Downs Park is generally laid to grass it does contain some trees and low shrubs. It also houses a children’s play area, three bench seats and two litter bins, and a mess bin. The facilities within the park are generally in good condition. There is a certain amount of concrete debris within the park. There is no boundary treatment along the

western boundary. There is a cut through from a private drive on Chalk Ridge in to the park. A number of empty alcoholic drink cans were found within the park.

Offender:

Many of the reported incidents concerned groups of youths being rowdy and alcohol was often mentioned. However, a number of reports mentioned the same four young people who frequent the area. A dog was also identified who regularly fouled the footpaths.

Response:

- PC Helen Murphy was allocated this community priority and co-ordinated the joint response. This included making sure we all knew what each other was doing.
- A baseline was set so that we could tell if things were getting better or worse. This involved recording what anti social behaviour had taken place over many months and gauging public feelings from the survey.
- A meeting chaired by Councillor Ken Moon was held 6th September 2007. The purpose of this meeting was to introduce everyone and explain what the problems were in and around First Avenue and determine what we could do to help. The second PRIME meeting (Problem Resolution in a Multi Agency Environment) took place on 18th October 07, the third PRIME meeting took place on 12th December 2007 and the fourth is scheduled for 4th March 2008.
- The Crime Prevention Officer Stuart York visited the area and made recommendations about how we could reduce anti social behaviour.
- Dumped car pieces were removed which had made the area look messy and unlooked after.
- Youth Services put outreach youth workers in the area to engage with the young people.
- The Parish Council removed glass and rubbish from the top corner in First Avenue.
- Over the last 2 yrs Drum Housing has conducted regular walkabouts to see what needed to be done. As a result of these visits, they employed a caretaker to sweep the car parks and remove rubbish. During this same period, Drum housing evicted 3 local families.
- The police Beat Surgery was established in Clanfield. This gives local residents an easily accessible venue where they could discuss issues with their local police Safer Neighbourhood Team.
- The Anti Social Behaviour Officer Natalie Doig sent diary sheets to people complaining about noise in the area. This made sure we really understood what was happening. Owners of nuisance vehicles were identified and their details were passed to Environmental Services.
- The Countryside Team spent days tidying up the area of all debris at Downs Park
- The Countryside Team conduct daily playground checks and litter pick the areas
- The Parish Council installed fencing at the boundary of chalk ridge to stop youths crossing the gardens
- The Parish Council incorporated fencing to the top by Wessex road to stop motor cyclists. This has made the area look much nicer
- The Parish Council are in the process of changing the stepped access point to a slope for disabled access
- Partners are looking to set up a new youth facility in the area
- The Parish Council are in the process of installing a basket ball goal.
- The Community Safety Team at East Hampshire District Council developed a process for updating communities living in community priority areas. This involved all those people who phoned 101 from this area (the single non emergency phone number for Hampshire and the Isle of Wight), being called back and personally updated about all the good work being done in their area.
- The Police, PCSOs and ACSOs focused on this area providing reassuring high visibility patrols at key times: 5pm to 10pm. We had feedback from local residents through the District Councillor and our 101 feedback process that they really appreciated seeing the officers and this improved the relationships between the other organisations and the local residents.
- On October 2007 the Anti Social Behaviour Officer and PCSO met with a young person and his parents because he had been causing problems in the area. He was told that if we got any more complaints it may lead to him being put on an Acceptable Behaviour Agreement. This worked and he hasn't caused any problems since.
- We sent an update every month to all Councillors, Neighbourhood Watch Coordinators and other agencies and organisations telling them about all the good work being done by everyone involved in this community priority area. This was useful because the recipients could then pass on this feedback to others which increased reassurance.
- We are collating evidence to see if we can apply for a Designated Public Place Order to help control alcohol
- Drum Housing commissioned independent consultants to facilitate group meetings with residents about their concerns and to identify their ideas about how Drum could address them. This area was chosen to be one

of the groups. Based on all the feedback from the groups, there is a Radian Residents' day at Marwell in March looking at their 3 top areas of concern These three areas were 1. Overall quality of home 2. Environmental works to improve local areas and 3. Community based projects

- The Anti Social Behaviour Officer and PCSO met with the dad of a young man causing problems in and around First Avenue. Uniformed officers had passed his details to the Community Safety Team and we arranged the visit. His father was very receptive and cooperative. He was told that if his son continues to come to our attention we would consider an acceptable behaviour agreement. This was successful as the young man hasn't caused any more problems in the area.
- A letter was written by the Community Safety Team and posted to all residents by the PCSO. This letter was to reassure residents that we knew what the problems were and that we were working hard to sort them out. We also included the Community Safety Survey and pre-paid envelopes. Please see appendix A to read the letter. We received 20 completed Community Safety Surveys which were logged and evaluated. Please see Appendix B for a summary of the survey results.
- In October 2007 2 females who had been causing problems in and around First Avenue were put on Acceptable Behaviour Agreements. They are now being visited on a regular basis by the Anti Social Behaviour Officer and PCSO.
- Drum Housing paid for professional witnesses over 3 weeks to watch the area and gather information about any offences
- 19 mums and dads have been contacted because their children were causing problems to residents in and around First Avenue. They were contacted by the Community Safety Team having been stopped by Police, PCSOs and ACSOs.
- A 'Make a Difference Day' was held on 8th April 2008 and a post survey distributed to all residents. This included fun activities for children and an opportunity for agencies to meet again with local residents and tell them what services we offer
- The dog warden has visited an address and warned the owner about penalties for allowing his dog to foul the footpath and not clean up after him. The dog warden is also trying to encourage local residents who see this happen to give statements.
- The garages have been smartened up and repaired.

Letter sent to residents in the Community Priority Area in November 2007



Enquiries to: Helen Murphy
Direct Dial: 01730 234166
Our Ref: HM/JW
Your Ref:
Direct Fax: 01730 234385
e-mail address cslo@easthants.gov.uk
Date: 25 October 2007

Dear Resident

Over the past two months the Community Safety Team have been working closely with District Councillor Mrs Julia Marshall, District Councillor Ken Moon, Councillor Daphne Giddings, the Police, PCSOs Sally Beard and Ritchie Clarke, the Accredited Community Safety Officers, Drum Housing and Environmental Services to target anti social behaviour within the First Avenue area.

We have been involved in regular meetings to establish the problems and actively working together to put in place initiatives to reduce anti social behaviour and reassure residents. The area was identified as a Community Priority and as such is monitored monthly at the Community Tactical and Coordinating Group (CTCG) with multi agencies present. Those engaging in anti social behaviour have been identified by Police, Police Community Support Officers (PCSOs) and Accredited Community Safety Officers (ACSOs) and as a result the Community Safety Team have contacted 19 parents and guardians explaining that a child in their care has been stopped in a Community Priority area in anti social circumstances. If a person is stopped three times they are visited by the Anti Social Behaviour Officer (Natalie Doig) and Police. This has occurred on two occasions resulting in Acceptable Behaviour Agreements (ABAs). If ABAs are breached, it could provide evidence towards an Anti Social Behaviour Order (ASBO). Drum Housing have highlighted areas of concern including clearing and improvement of the residential area with the Environmental Services Department. A Crime Reduction Report has also been completed which recommends

improvements to the area. The dog warden has also been working on this Community Priority.

Your police point of contact regarding anti-social behaviour in this area is PCSO 13144 Sally Beard who is your local Police Community Support Officer. Your point of contact within the Community Safety Team based at East Hampshire District Council is Helen Murphy.

If you experience anti-social behaviour and it is not urgent, please call the single non emergency number for Hampshire which is 101. It is important that you report anti-social behaviour because it enables us to build up a good picture of what is happening. Alternatively if it is not urgent you can call the police on 0845 045 45 45. This information assists us in identifying how we can best help. Obviously in an emergency situation you should always dial 999.

Enclosed is a short survey and provided you give your details you will enter a £50 cash prize draw. The purpose of the survey is to identify ways we can help improve your quality of life, and we would be really grateful if could complete it and return it in the prepaid envelope.

Yours sincerely

Helen Murphy

Community Safety Team

East Hampshire District Council

Assessment:

Anti Social Behaviour Reports

	August	September	October	November	December	January
2006/2007	8	3	1	1	6	2
2007/2008	23	11	5	7	0	1

Anti social behaviour figures were especially high over August, September, October and November 2007 so we needed to act quickly.

Reports are not generally this high in the summer which is evidenced in the table below. For example August 2006 had 8 reports compared to 23 in August 2007 and September 2006 had 3 reports compared to 11 in September 2007.

We feel that due to all key stakeholders taking ownership of the problem and working hard together, anti social behaviour is now under control. We will continue to work with residents to make sure it stays that way.

Councillor Mrs Julia Marshall wrote the following statement after several months of partnership working:

Solving a Local Problem

Background

0. The area around First Avenue in Horndean was seen as a problematic arena.

1. Drinking, rubbish, youth issues and a host of anti-social behaviours characterised the surrounding community.

Tackling The Issues

2. Engaging with the community highlighted that the local councillor and officers had made this project a priority. The scale of involvement gave the project a sense of direction and demonstrated a positive 'can-do' approach to the community as a whole.

3. The Community Safety Team were able to utilise the resources of all stake-holders to influence the management of this project and deliver a successful conclusion.

Summary

4. This co-ordinated model can be used as a template for tackling issues of this nature across our entire district.
5. As a new councillor this project has given me an in-depth knowledge of the elements at my disposal in solving local issues.
6. Working with officers to manage these resources has demonstrated a structural approach to resolving issues that have a direct impact on my ward.
7. Officer support has been both professional and educational. Enabling a councillor to obtain a clear and concise understanding of the requirements needed to effectively manage a project of this nature has been an invaluable learning experience.
8. This type of project management has broadened my horizons in how to tackle complex issues and this experience will enable me to manage other projects more efficiently in the future.
9. Working with the different local stake-holders has demonstrated the breadth of resources that EHDC can muster to provide essential support for our community. Listening to and working with the elements that support our residents has provided an overview and comprehensive insight into how local government operates within this arena.
10. Importantly it has shown me that the work undertaken by a councillor can make a real impact on the people within my community. It has instilled a feeling of pride and achievement that makes the role of public service a strong motivator.

Julia Marshall
District Councillor

The following survey has been re-distributed to all residents and we are currently collating and analysing the results.

This is the result of the first survey

1 Areas of Analysis

The Community Safety team carry out regular surveys to the public to review satisfaction with the Police and Community Safety Partnership performance. This report highlights area analysis results to date for surveys completed by respondents living in the following locations in order to assess particular concerns and opinions in the local areas:

- Draycote Road
- First Avenue
- Hillside Close
- Saxon Close
- Chalk Ridge

2 Results

There were a total of 24 respondents who lived in these locations out of the 292 surveys received so far.

Street	Number of Respondents
Draycote Road	1
First Avenue	9
Hillside Close	5
Saxon Close	3
Chalk Ridge	6
Total	24

The following questions show results from these respondents.

Note that percentages may not always add up to 100 due to rounding.

3 Police and Community Safety Partnership Performance

3.1 How good a job do you think the police and Community Safety Partnership are doing in this area?

Up to 76% of respondents thought the police and CSP team were doing a good job in their area.

	Number	%
Good	17	74
Fair	3	13
Excellent	2	9
Poor	1	4
Very Poor	0	0

3.2 When answering this question, please tick the box that represents how much you agree or disagree with the following statements about the police.

Most respondents answered in the 'tend to agree' and 'strongly agree' category for each of the following questions asked.

	Strongly Agree		Tend to Agree		Neither agree or disagree		Tend to disagree		Strongly disagree	
	No	%	No	%	No	%	No	%	No	%
They treat everyone fairly regardless of who they are	6	27	9	41	5	23	1	5	1	5
Taking everything into account I have confidence in the police in this area	4	18	11	50	2	9	4	18	1	6
They understand the issues that affect this community	8	36	8	36	5	23	1	5	0	0
They can be relied on to be there when you need them	2	9	9	39	3	13	7	30	2	9
They are dealing with the things that matter to people in this community	8	38	8	38	5	24	1	5	0	0
They can be relied on to deal with minor crimes	4	18	9	41	5	23	1	5	3	14

4 Feeling Safe.

4.1 When answering this question, please tick the box that best represents your views.

How safe do you feel in the following situations?

The majority of respondents felt either very safe or a bit safe in all given situations. For walking home after dark up to 25% felt fairly unsafe.

	Very safe		A bit safe		Fairly unsafe		Very unsafe	
	No	%	No	%	No	%	No	%
Walking home alone in this area during the day	16	67	7	29	1	4	0	0
When you are alone in your home at night	10	43	10	43	3	13	0	0
Walking home in this area after dark	3	13	10	42	6	25	5	21

5 Your Concerns.

5.1 When answering these questions, please tick the box that best represents your views.

How worried are you about the following?

Several categories showed that respondents were fairly worried about certain issues, these were:

- Being burgled (46%)
- Having things stolen from their car (44%)
- Having their car stolen (38%)

The remaining categories showed that most respondents were not very worried in the areas specified.

	Very worried		Fairly worried		Not very worried		Not at all worried	
	No	%	No	%	No	%	No	%
Being burgled	2	8	11	46	9	38	2	8
Having your car stolen	4	25	6	38	5	31	1	6
Having things stolen from you car	4	25	7	44	4	25	1	6
Being mugged or robbed	4	17	8	35	9	39	2	9
Being physically attacked	3	35	7	30	12	52	1	4

6 Anti-Social Behaviour

6.1 For the following issues, can you tell me how much of a problem they are in your area? By your area we mean 5 minutes walk from your home.

The majority of categories given respondents felt issues were not a very big problem. Issues which respondents felt were a big or fairly big problem were:

- People being drunk or rowdy in public places (41%)
- Vandalism or graffiti (52%)
- Groups of teenagers congregating in the streets or in public places (48%)
- Rubbish or litter lying around (59%)

	Very big problem		Fairly big problem		Not a very big problem		Not a problem at all	
	No	%	No	%	No	%	No	%
Arson								
Abandoned cars	1	7	3	21	6	43	4	29
Nuisance Neighbours	0	0	4	18	5	23	13	59
Noisy neighbours	4	17	2	9	11	48	6	26
People being insulted, pestered or intimidated in the street	3	14	3	14	9	43	6	29
Vehicle Nuisance	5	22	6	26	7	30	5	22
People using Drugs	1	7	2	13	5	33	7	47
People dealing Drugs	0	0	3	21	6	43	5	36
Noise from people returning from a night out	1	5	5	25	9	45	5	25
People being drunk or rowdy in public places	6	27	9	41	6	27	1	5
Vandalism or Graffiti	3	14	11	52	6	29	1	5
Groups of teenagers congregating in the streets or in public places	9	39	11	48	3	13	0	0
Rubbish or litter lying around	13	59	6	27	3	14	0	0

State number of words used: 3998

Section D: Endorsement by Senior Representative - Please insert letter from endorsing representative, this will not count towards your word or 1MB size limit restrictions.



**East Hampshire
Community Safety Partnership**

Enquiries to: Councillor Mrs Hilary Ayer
Direct Dial:
Our Ref:
Your Ref:
Direct Fax:
e-mail address Hilary.ayer@easthants.gov.uk
Date: 21st April 2008

Dear Sir/Madam

As Portfolio Holder for Youth and Community for the East Hampshire District area I write to endorse this application.

I feel this is an excellent example of joined up working involving the councillors, residents and other organisations with really good sustainable results.

I can confirm that everyone involved in this project is aware of this application.

Yours Faithfully

Councillor Mrs Hilary Ayer
Portfolio Holder for Youth and Community

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 e.g. civil or criminal proceedings pending in relation to your project?
7. Have you inserted your project name as a footer note on the application form? Go to View-Header and Footer to add it.
8. Have you saved you application form as a word document and entitled your message '**Tilley 08 entry (followed by project name in brackets)**' before emailing it?

Once you are satisfied that you have completed your application form in full please email it to Tilleyawards08@homeoffice.gsi.gov.uk. One hard copy must also be posted to Alex Blackwell at Home Office, Effective Practice & Communication Team, 4th Floor, Fry Building (SE Quarter), 2 Marsham Street, London, SW1P 4DF and be received by 25th April 2008.