

OPERATION BOX CLEVER

CLEVELAND POLICE

LANGBAURGH DISTRICT

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TILLEY AWARD 2000

SUBMISSION SUMMARY

PROJECT TITLE- OPERATION BOX CLEVER

The Crime and Disorder Audit for the Redcar and Cleveland Borough Council and Langbaurgh District Police identified the alarming fact that the district of Redcar and Cleveland had the highest levels of arson and hoax calls within the U.K. The two adjacent wards of South Bank and Grangetown were the worst affected, and could justifiably be recognised as **"the arson capital of the U.K."**

The Fire Brigade provided evidence of the twenty-five worst performing enumeration districts across the Cleveland area, ten of these were in the South Bank and Grangetown area.

Research by the Fire Brigade identified young hoax callers, if unchallenged, can encourage others to make calls. Some hoax callers will progress to fire play and ultimately fire setting. It was further identified that areas with significant social deprivation also had the highest levels of hoax calls and arson. The Fire Brigade had access to a *'one to one'* education service for referred fire-setters, which had a proven success rate in breaking the offending cycle.

Historically, the dispatching of Police resources has always been prioritised. Hoax calls made predominantly by children below the age of criminal responsibility were never afforded the necessary commitment or investigative process and very few were identified.

The response to the problem would include arson and hoax calls as a priority within the Community Safety Strategy for the district. The Police, Local Authority and Fire Brigade would co-operate in identifying offenders, and impact on the problem by breaking the offending cycle at the earliest opportunity, when offenders were most receptive. The means used would include; identifying peak times and locations for hoax calls, deploying sophisticated surveillance equipment to identify hoax callers, and extending the *'one to one'* education programme to hoax callers.

A strategy has been developed using the S.A.R.A. model, and in accordance with the model is subject to constant review and refinement. The information exchange and partnership working has already resulted in an additional nine offenders being identified and referred to the *'one to one'* education service. A county wide education programme has been implemented. Hoax calls have fallen significantly. Fire setting in derelicts had shown a similar decline. The impact on rubbish and car fires has not been so significant and the strategy is once again under review.



OPERATIONBOX CLEVER

SCANNING

The Crime and Disorder Audit for Redcar and Cleveland brought together the Local Authority, Police, Fire Brigade, Health Service, probation, business community, voluntary sector, together with community consultation, in order to identify local needs.

This partnership identified the wards of South Bank and Grangetown as "***the arson capital of the U.K.***" 1997 statistics prepared by Cleveland Fire Brigade showed that in Cleveland 31.4% of all fire calls received were hoax.¹ The rate of hoax calls in the Redcar and Cleveland district is almost three times the national average.² Similarly, the number of residential arson attacks per thousand households exceeds three times the national average.³

Many of these incidents are attended by the Police, the Fire Brigade attends all of them, tragically some are attended by the Ambulance Service. The aftermath of arson, for example, burned out cars and the shells of burned out houses has a very detrimental impact on the quality of life for the residents of those areas. The problem was identified during Cleveland Fire Brigade research into the rates of hoax calls and arsons. The findings were fed into the Crime and Disorder Audit process.

The subsequent decision to prioritise hoax calls and arson within the Community Safety Strategy was inescapable due to their high levels and serious impact on society.

The principal officers involved in identifying and researching the problem were:

Divisional Officer Bob Wood: Cleveland Fire Brigade Headquarters,
Endeavour House,
Stockton Road,
Hartlepool,
Cleveland. TS25 5TB.
Tel. (01429) 872311 ext. 4201.
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¹ Appendix 1, Table A

² Appendix 1, Table B

³ Appendix 1, Table C



ANALYSIS

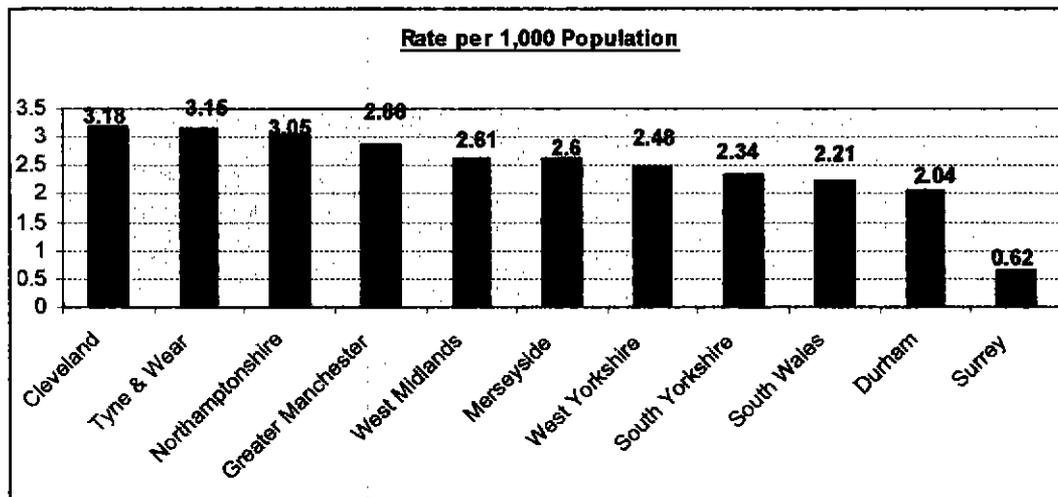
Hoax fire call offending is a complex problem, which can exist as an expression of curiosity, fascination, peer-pressure, communication, revenge, deviancy or compulsion.

Analysis of the geographic location of hoax occurrences and its socio-economic status assists in understanding the situation. Hoax fire calling should be viewed as a precursor to deliberate fire setting and other anti-social behaviour.

Indicators and research suggest that; if incidents of hoax fire calling remain unchallenged it can often lead to anti-social activities, criminal damage, and auto-crime, before escalating to arson itself.

National statistics produced by Cleveland Fire Brigade show that hoax calls accounted for a high proportion of the total calls received by the brigade.⁴ Cleveland still has the highest proportion of hoax calls of any brigade in the country.

National statistics show that in 1996 the former county of Cleveland had the highest rate of deliberate fires in the U.K. The actual rate being 3.18 fires per thousand population, which is three times the national rate.⁵



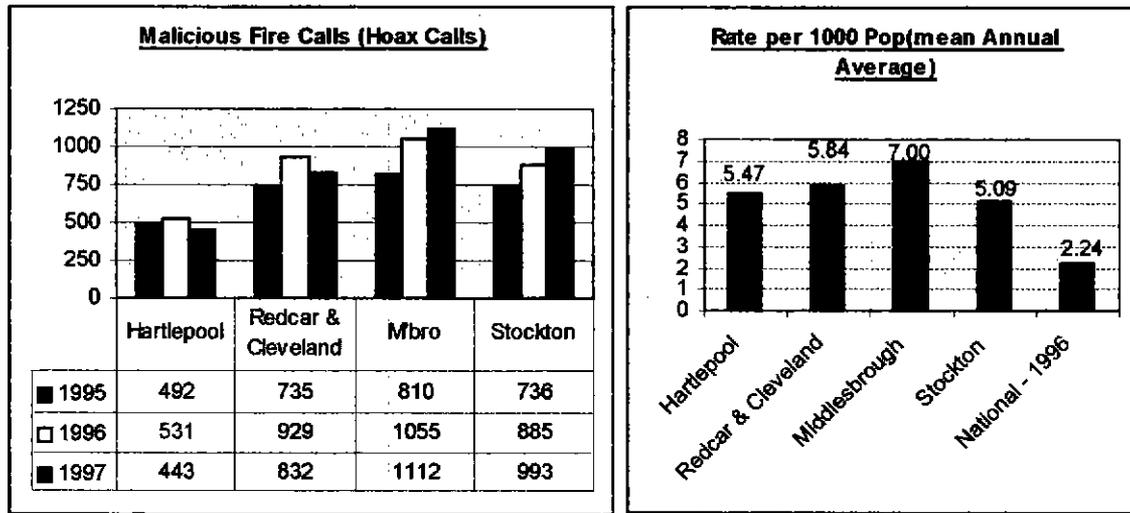
Divisional Officer Bob Wood as part of his degree thesis was able to provide in-depth research and analysis of the problem. He conducted extensive local research into both hoax calls and deliberate fires over a three year period.

⁴ Appendix 1, Table A

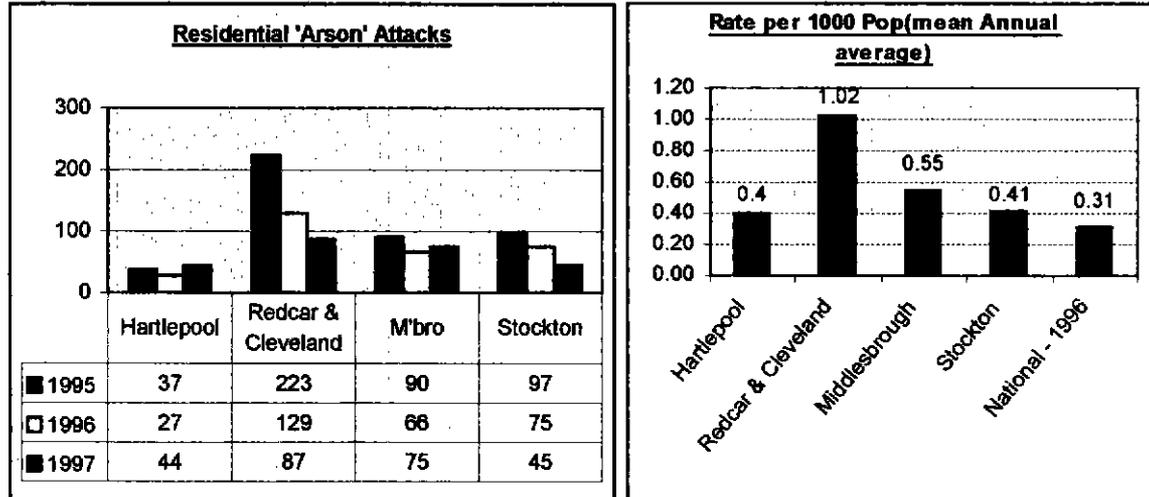
⁵ Appendix 1, Table D



The rate of hoax fire calls in Redcar and Cleveland is nearly three times the national rate and is the second highest of the four districts making up the former Cleveland County area



Research also showed that Redcar and Cleveland had the highest number of fires (all categories).⁶ The number of residential arson attacks was also the highest, with more than three times the national rate, nearly twice the rate of Middlesbrough district and more than twice the rate of Hartlepool and Stockton. (The other three districts making up the Cleveland County area.)



Divisional Officer Wood did some very detailed research into arson fires, taking this down to enumeration districts within Cleveland. Of the twenty-five most arson attacked enumeration districts in the Cleveland area, eleven were in the Redcar and Cleveland district and ten of those eleven were in the adjacent wards of South Bank and Grangetown. The worst of these areas having over five times the national rate per 1000 population.⁷

⁶ Appendix 1, Table E

⁷ Appendix 1, Table F



Most monetary figures associated with deliberate fires account for direct insurance costs and fail to appreciate indirect costs such as business interruption, long term injuries and cost of death, unemployment, social breakdown and area blight, loss of trade, environmental and pollution impact. In addition, costs to associated agencies (police, fire, justice, health services etc.) should also be taken into account.

Each year over one hundred lives are lost due to deliberate fire attacks. The direct insurance costs to society nationally from arson fires are around £1.5 billion. Vehicle fire accounts of 39% of primary fires in the Cleveland Fire Brigade area, most are deliberate arsons. The current cost to the brigade when sending an appliance and crew to a hoax fire call stands at £457.20.

Divisional Officer Wood's research into Hoax calls identified that the calls were in clusters, for example, at the same telephone box, often on or about the same time. The frequency of the calls would sometimes increase and occasionally there would appear to be an epidemic or pyramid-effect taking place.

Most hoax callers are children who are often only 6 to 10 years of age. The calls will take place on the way home from school or at a call box near to where they live. The children may well have their friends watching or with them.

If the offenders are not apprehended it becomes an exciting game which encourages others to make similar calls. The children involved will often have little or no comprehension of the serious nature of what they are doing. They may well understand the concept of stealing and have some awareness of the consequences that **go** with it however, they may not associate hoax calls with similar concepts of wrongdoing or consequences. Areas identified as significant, high and very high socially disadvantaged represent the enumeration district locations where most malicious hoax fire calls are made.

Hoax fire calls are not recorded as a crime, however they are included as summary offences in the Telecommunications Act 1984. Historically the despatching of Police resources has always been prioritised on an emergency or urgency basis. Hoax calls have always had a lower priority than serious crime and life threatening situations. The traditional Police response of sending a patrol car to check the area after a suspected hoax call has been made has very rarely been successful. To address the problem effectively requires surveillance of target telephone kiosks and identification of offenders. The cost of utilising police officers and technical resources would be prohibitive and subject to prioritisation. For example, if something more important came up they would be taken away.

If the Police were to contribute effectively towards reducing hoax calls and introducing interventions to drive down both hoax calls and arson attacks, it was apparent that innovative and cost effective problem-solving measures would be required.



Prior to the research and information exchange process for the Crime and Disorder Audit, the Police were unaware of the extent of the problem. It was the bench marking process that identified the extent of the problem. The Police were aware of both the high cost to society of serious fires and an ongoing problem with arson attacks on educational premises, however Police responses were always reactive rather than proactive.

It was apparent that an effective response to hoax calls and arson would have significant efficiency savings for the Police, Fire Brigade, Health Service, Local Authority and business. Furthermore, addressing this problem would have a major impact on improving the quality of life of those people living in the most disadvantaged areas within our community. It was concluded by the Police and Fire Brigade together that a partnership and problem-solving approach was the only way forward.



RESPONSE

In February 1998, Sergeant Dave Lister was appointed as the Local Authority Liaison Officer for Langbaugh District Police and Redcar and Cleveland Borough Council. His particular brief was to develop the partnership between the Police and the Local Authority, to develop the Crime and Disorder Audit and the subsequent Community Safety Strategy.

Sergeant Lister worked closely with the District Crime Prevention Officer. In July 1998 they were jointly tasked, by the District Commander with researching and costing a mobile covert surveillance camera with both on site and remote monitoring and recording systems. The intention was to have on District a flexible low cost and speedy response to emerging or urgent crime or problem hot spots.

The Crime Prevention Officer conducted the main research and identified a low cost, high quality J.V.C. camera and V.H.S video recorder which operates on either an eight or twenty-four hour programme. This equipment could be deployed within twenty minutes and remote monitored using a telephone, modem and a personal computer. The camera has a low light level facility and up to a 70mm zoom, with a range of 50 metres to enable positive identification of offenders.

The equipment was purchased in December 1998 at a cost of £2400 and was trialed around the district in different settings and lighting conditions. A publicity campaign was launched and generated a significant level of positive media coverage. The equipment proved to be of a high standard and produced good quality evidential pictures in a range of lighting conditions.

During this period, whilst researching and producing the Crime and Disorder Audit, Sgt. Lister met Divisional Officer Bob Wood. At that time Divisional Officer Wood had been involved in an in-depth analysis of Hoax calls and fires within the Cleveland area. The evidence he provided identified Redcar and Cleveland District⁵ and in particular the two wards of South Bank and Grangetown⁹ as the '**Arson Capital of the U.K.**' Divisional Officer Wood made the Police aware of the cycle of offending; the pyramid effect of non-intervention, and of counselling and education services that the Fire Brigade could provide.

Sgt. Lister fully accepted the benefits of early intervention with young offenders, and breaking the cycle when least harm has been caused, and when the offenders are most receptive. Sgt. Lister also recognised that the existing Police procedures were very rarely successful in apprehending hoax callers or indeed fire setters, particularly the minor or nuisance fires of rubbish or those in derelict properties. Sgt. Lister identified that an improved Police response and the use of the new surveillance technology were appropriate.

¹ Appendix 1, Table D

⁹ Appendix 1, Table F



Hoax fire calls and fire setting were recognised as a priority issue and included in the Redcar and Cleveland Community Safety Strategy.

The Police demonstrated their mobile surveillance equipment to the Fire Brigade who were sufficiently impressed to purchase their own. The first simple protocol developed was as follows;

- The Fire Brigade would identify a telephone kiosk, which was becoming a 'hot spot' for hoax calls. They would preserve the audiotapes for evidential purposes and produce a working copy for the Police. The frequency and times of the calls would be analysed.
- + The local Community Policing Team would be tasked with identifying a suitable covert location for the camera and recording equipment, and with obtaining the necessary authority to set it in place.
- + The system would continuously record (tapes changed every 24 hours) until a hoax call is made. The Fire Brigade would then inform the Police who would retrieve the tape and view the relevant video evidence.

It was anticipated that local knowledge or simple local enquiries such as at nearby schools would result in identification of offenders. Once the offender had been identified and it has been established that they fitted the appropriate criteria, (below the age of criminal responsibility or suitable for caution and the necessary parental consents obtained) they would be referred to the Fire Brigade's 'one to one' education programme.

The scheme was trialed in the Langbaugh District during the later months of 1999 however, a number of teething problems were encountered. The first real issue was that the calls were unpredictable and nothing seemed to be happening in the Langbaugh District however, problems were occurring in the other Districts. It seemed inefficient not to utilise the equipment in other areas.

The Crime Prevention Officer from Langbaugh District, was managing the equipment on behalf of the Fire Brigade. He began taking the equipment to other Districts and explaining the operation to them. Clearly this impacted on the workload of that one officer and proved to be an inadequate system.

Problems were also experienced in identifying safe locations to place the system, given people's reluctance to assist the Police, due to fear of reprisals. It was also identified that in some areas the use of existing public C.C.T.V. equipment was more effective.

The existing protocol was revised in consultation with the Fire Brigade, the four Police Districts and various partner organisations, including British Telecom, Mobile Phone Companies and CCTV operators. A protocol was formally approved and implemented in January 2000.



The improved model includes: 'o

- The Fire Brigade and British Telecom identify all public telephones and their location.
- C.C.T.V. operators would identify all C.C.T.V. locations, numbers and viewing zones.
- All British Telecom public phones with C.C.T.V. coverage are cross-referenced into the Fire Brigade computer mobilising system.
- On receipt of a potential hoax fire call from a C.C.T.V. covered public phone, the Fire Brigade Control notifies the C.C.T.V. operator immediately.
- + In accordance with the agreed 'protocol', the C.C.T.V. operator trains the numerically identified C.C.T.V. camera onto the public telephone box. The operator seeks to monitor and follow the suspected offenders and to obtain the best quality recorded evidence.
- In the event that C.C.T.V. does not cover the public telephone box, use of the covert mobile equipment should be considered. This equipment is kept at Stockton Fire Station and accessed via the Fire Brigade and Police Designated Officers.
- Confirmation that the call was a hoax activates the Fire Brigade hoax fire call protocol, and the co-ordinator is informed.
- The C.C.T.V. tape and the Fire Brigade Control audiotapes are retrieved for evidential purposes.
- The appropriate District Police nominated contact officer is informed, who in turn arranges for an appropriate local police officer to be nominated as investigating officer. The tapes are examined jointly by the Police and the Fire Brigade co-ordinator and a course of action is agreed.
- Identified offenders are interviewed by the Police and following Police disposal, if appropriate they may be offered the 'one to one' fire education provided by the Fire Brigade.

Acknowledging that enforcement alone could not solve the problem, an Education Package was developed and introduced. The Cleveland Fire Brigade is committed to fire safety instruction in schools, which forms the focal point of the brigade's community educational efforts. Information is presented in a format which ensures that children absorb, understand and retain the knowledge. A combination of educational methods is employed, utilising experiential learning techniques to provide information and skills compatible to the child's developing cognitive and physical abilities.



Four educational packages are provided:

- Age 3 - 5 years - Delivered by operational personnel.
- Age 6 - 7 years (Key Stage 1) - Delivered by operational personnel.
- **Age** 10 - 11 years (Key Stage 2) - Given by community education personnel.
- Age 11 - 14 years (Key Stage 3) - Given by community education personnel.

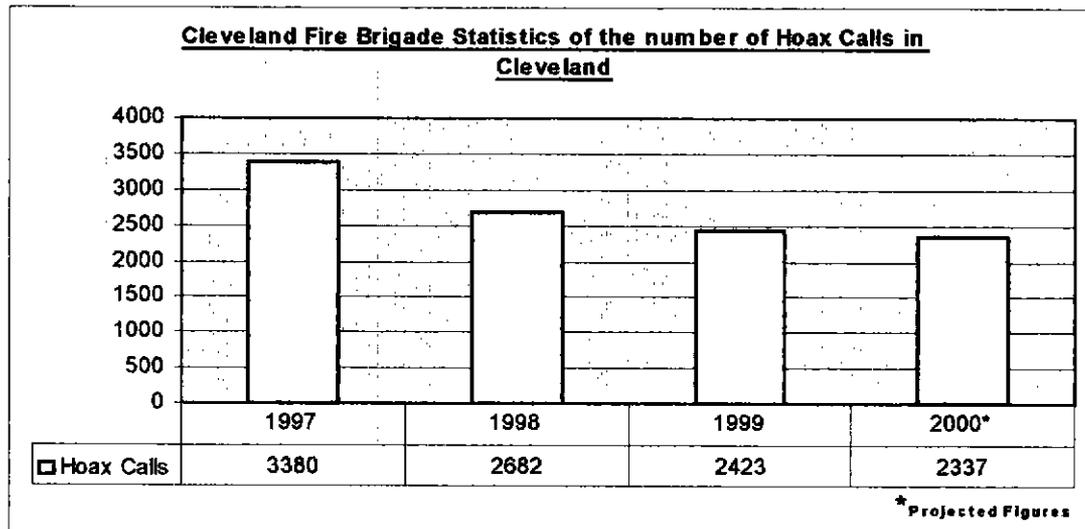
Fire safety education gives children the opportunity to withdraw from the school for a short time to achieve a maximum focus and understanding. The education of children in fire safety, irrespective of age begins a 'domino' effect. It is expected that children will pass on fire safety messages to their family, neighbours, friends and relatives. Cascading information by word of *mouth* will *lead to a* more fire conscious adult population, resulting in a reduction of fire and hoax fire calls.

The target aim is to provide fire safety education to all key stage 2 pupils where the pupil's catchment area is drawn from the 25% most socially deprived and disadvantaged communities in each Cleveland borough. These are the areas where we attend most accidental, deliberate and secondary fires and where we receive most of our malicious hoax fire calls.



ASSESSMENT

- The latest Fire Brigade statistics for the period 1997 to date show a significant decline and reduction in the number of hoax calls.



- Nine hoax callers were identified in the first four months of the year 2000 as a direct result of Operation Box Clever. All of them were offered the 'one to one' education programme and eight accepted.

Details are as follows:

- 05/01/00 - Mill House Centre, Hartlepool
Two children caught on C.C.T.V.

- 07/01/00 - Church Lane/Monmouth Road, Eston
One male child caught on C.C.T.V.

- 28/03/00 - Palladium Buildings, Middlesbrough
One male child caught on C.C.T.V.

- 01/04/00 - Brus Corner, Hartlepool
Two female children caught on C.C.T.V.

- 03/04/00 - Palladium Buildings, Middlesbrough
One male child caught on C.C.T.V.

- 05/04/00 - Bevenlee Road, South Bank
Two children caught on C.C.T.V.



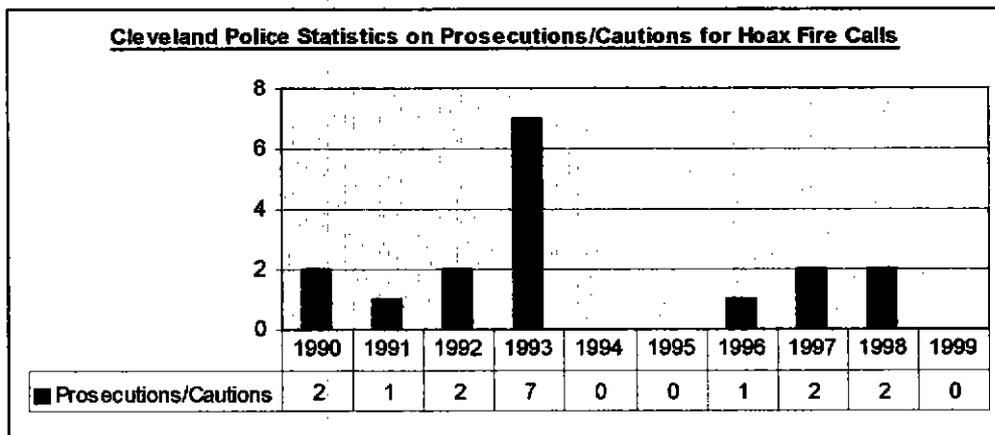
- Two further matters are currently under investigation to identify the person(s) responsible for making the hoax calls.

Details are as follows:

23/04/00 - Palladium Buildings, Middlesbrough

25/04/00 - Bevenlee Road, South Bank

- Cleveland Police statistics reveal that during 1999 there were no successful prosecutions in respect of hoax fire calls.



- The number of incidents captured on camera and being investigated is rising and it is anticipated that the full impact of the scheme will be reflected in future statistics.
- Research is being undertaken into other hoax and nuisance calls in order that similar protocols can be developed. For example calls to the ambulance service.
- The Cleveland area is to pilot a combined Police, Fire and Ambulance control, which will make implementation of this model even easier.
- It is intended to have a high profile public launch of Operation Box Clever to promote public awareness of the various issues.
- Local media coverage has served to highlight the initiatives inspired by Operation Box Clever.¹¹
- The Producers of the Television Documentary series '**Tonight with Trevor McDonald**' have shown interest in the scheme and research and filming for the programme has taken place. This edition is to be broadcast on 28th May 2000.

¹¹ Appendix 3



- **Having completed the S.A.R.A. model, assessment has shown that the methods implemented in Operation Box Clever were a resounding success. As a consequence, independent research by both the Police and Fire Brigade has identified antisocial behaviour, as problematic, notably deliberate vehicle fires and rubbish fires. This analysis of Box Clever has highlighted the benefits of the S.A.R.A. model as a tool for continuous improvement. Assessment of Box Clever has now introduced a second phase of the S.A.R.A. model in which the Police and Fire Brigade can focus on joint future initiatives to combat the problem of anti-social behaviour.**
- **The process itself has significantly improved the working relationships between the partners, particularly the Police and the Fire Brigade. New protocols are being developed for the Police to work with the Fire Brigade's dedicated arson investigation team.**



ACKNOWLEDGEMENTS

The author would like to thank the following people for whom, without their support, this submission would not have been possible.

- Divisional Officer Bob Wood Cleveland Fire Brigade.
- Leading Fire, Fighter Sean Ormesby
- Fire Fighter Ray Dowson

- PC 881 Karon Mackay Cleveland Police,
- PC 683 Claire Hornsby Langbaurgh District,
- Mr Mathew Butcher Management Support.

- PC 1304 John Harrison Cleveland Police,
- PC 458 Jim Brown Crime Prevention Officers.

- Inspector Dave Walker. Cleveland Police,
Stockton Police.

- The Evening Gazette Teesside.

Table A.

Cleveland Hoax Fire Calls	1997	1998	1999
Cleveland Fires	7383	5850	7612
Hoax Fire Calls	3380	2682	2423
Total number	10763	8532	10035
% Hoax Calls	31.4%	31.4%	24.1 %
Rate per 1000 Population(Cleveland)	6.1	4.9	4.3
Rate per 1000 Population (National)	1.7	1.4	NIA

Table B.

Malicious Fire Calls (Hoax Calls)	1995	1996	1997	Total	%	Rate per 1,000 Population (mean annual average).
Hartlepool	492	531	443	1466	15.35	5.47
Redcar & Cleveland	735	929	832	2496	26.13	5.84
Middlesbrough	810	1055	1112	2977	31.16	7.00
Stockton	736	885	993	2614	27.36	5.09
Total	2773	3400	3380	9553	100	5.85 Cleveland mean
						2.24 National mean

Table C.

Residential 'Arson' Attacks	1995	1996	1997	Total	%	Rate per 1,000 Population (mean Annual average)
Hartlepool	37	27	44	108	10.85	0.4
Redcar & Cleveland	223	129	87	439	44.12	1.02
Middlesbrough	90	66	75	231	23.22	0.55
Stockton	97	75	45	217	21.81	0.41
Total	447	297	251	995	100%	0.61 Cleveland mean
						0.31 National 1996 mean

Table D.

Brigade (Top 10)	Total no. of Deliberate Fires	Population	Rate per 1,000 Population
Cleveland	1,772	557,700	3.18
Tyne & Wear	3,548	1,127,300	3.15
Northamptonshire	938	307,400	3.05
Greater Manchester	2,875	2,575,500	2.86
West Midlands	6,888	2,642,500	2.61
Merseyside	3,698	1,420,400	2.6
West Yorkshire	5,228	2,109,400	2.48
South Yorkshire	3,047	1,304,700	2.34
South Wales	3,139	1,418,900	2.21
Durham	1,242	608,100	2.04

Table E.

CLEVELAND FIRES	1995	1996	1997	TOTAL	%	Rate per 1,000 Population (mean annual average)
Hartlepool	1506	1198	1208	3912	15.55	14.59
R & C	2913	2440	1874	7227	28.73	16.91
Middlesbrough	2328	2262	2123	6713	26.69	15.79
Stockton	2709	2414	2178	7301	29.03	14.23
Totals	9456	8314	7383	25153	100	15.39 Cleveland mean
						9.04 National mean

Table F.

The 25 most Arson Attacked Enumeration Districts in Cleveland.
(South Bank and Grangetown highlighted)

ED	Location	No. of Arsons 1994, 95 & 96	Disadvantage Score	Population	Households	Ratio per 1,000 Population
ETGA12	South Bank, R & C	59	-99*	0	0	0
ETFH03	Grangetown, R & C	54	8.148	345	131	156.52
EWFY11	Ragworth, S'ton	50	8.733	490	156	102.04
ETFH02	Grangetown, R & C	50	7.394	475	172	105.26
EWFY10	Ragworth, S'ton	49	10.652	771	219	63.55
EUFZ06	Hemlington, M'bro	34	9.451	567	195	59.96
EUGA06	Brambles Farm, M'bro	26	10.274	556	206	46.76
ETGA13	South Bank, R & C	23	11.059	1,363	455	16.87
ETGA11	South Bank, R & C	20	11.896	595	199	33.61
ETFH08	Grangetown, R & C	20	6.496	550	194	36.36
ETFH06	Grangetown, R & C	20	11.728	528	196	37.87
ESFP02	West View, H'Pool	18	10.46	490	196	36.73
EWFB11	Blue Hail, S'ton	14	11.307	541	202	25.87
ETFL03	Lakes, Redcar, R & C	14	11.495	491	218	28.51
EWFBIO	Blue Hall, S'ton	13	14.888	398	179	32.66
EUFX14	Central Mews, M'bro	13	10.031	1,115	543	11.65
EUFX05	St Hildas, M'bro	13	12.865	667	298	19.49
ESFC05	Dyke House, H'Pool	13	5.114	791	254	16.43
EUGA04	Thorntree, M'bro	13	10.735	583	200	22.29
EUFD02	Grove Hill, M'bro	12	9.587	529	170	19.6
ETGAOS	South Bank, R & C	12	7.872	612	231	19.6
ETGA01	South Bank, R & C	11	-99*	0	0	0
ESFP03	West View, H'Pool	11	9.683	584	193	18.8
ETFH07	Grangetown, R & C	10	10.715	393	180	25.44
EWEB08	Ragworth, S'ton	10	14.246	545	195	18.24

-99 Indicates predominately industrial or commercial with small numbers of persons added to adjacent area ED for statistical purposes.

Appendix 2
Cleveland Police Protocol
Operation Box Clever

**A PARTNERSHIP PROTOCOL FOR
RESPONDING TO MALICIOUS AND
HOAX FIRE CALLS**

OPERATION BOX CLEVER

1. INTRODUCTION

- 1.1. Cleveland Fire Brigade in the past 12 months has recorded the highest percentage number of Hoax telephone calls throughout the Country.
- 1.2. District Crime and Disorder Audits have identified a link between Hoax telephone calls by *young* people and anti-social behaviour.
- 1.3. Operation "Box Clever" is a Partnership between Cleveland Police, Cleveland Fire Brigade and the 4 District Unitary Authority C.C.T.V. Monitoring Services to combat anti-social behaviour and Hoax telephone calls.
- 1.4. This protocol applies *to the misuse of the '999' Emergency Telephone System* in respect of calls made to the Cleveland Fire Brigade.
- 1.5. The Safety and Welfare of members of the Public is paramount and nothing in this protocol should in any way compromise this aim.

2. AIM

- 2.1. Reduce the number of Hoax calls made to Cleveland Fire Brigade.
- 2.2. To deal positively with persons responsible for making Hoax 999 calls.
- 2.3. To identify any emerging pattern with regard to the malicious use of particular kiosks.
- 2.4. *To ascertain the location of the kiosk and its unique telephone number.*

- d) A Community Education Officer **to contact appropriate** CCTV monitoring service, and pass over details from Fire Control faxed event log. A request will be made for the footage to be viewed. CCTV to return call at earliest convenience to confirm if there is *or is not any activity in or around the* kiosk, *which* would be of benefit to a Police enquiry.

If reply *is positive* Community Education *Officer to* attain a reference number from the CCTV correspondent and duly inform the respective designated Police Officer, passing over tape reference number, and all known details.

(Details of the Police District designated Officers are contained at 5.2).

Police may during their enquiry contact Community Education at Stockton Fire Station to request a copy of the voice recording from Fire Control master tape, which will be forwarded to the appropriate Police Officer for evidential purposes.

4. **C.C.T.V. MONITORING SERVICE RESPONSE**

- 4.1. Upon receipt of a call from the Fire Brigade Control identifying that a malicious fire call is being made and in connection with '**Operation Box Clever**' take immediate action to locate the appropriate C.C.T.V. camera on the kiosk identified.
- 4.2. Commence Real Time Recording of the incident, using full PTZ capability to clearly identify the caller.

- 6.2 This equipment will be kept at Stockton Fire Station and arrangements can be made through the Fire Brigade and Police Designated Officers to use it subject to necessary Police Authority being obtained.

7 **MONITORING AND EVALUATION**

- 7.1. This protocol will commence *on 1st July, 2000 and* will be monitored by the Cleveland Fire Brigade.
- 7.2. A joint review will be carried out by the Police and Fire Brigade in July, 2001.

MIDDLESBROUGH.

DISPOSITION OF FIXED CAMERAS WITHIN PROXIMITY OF TELEPHONE KIOSKS

ALL BEGINNING (01642)

FIXED CAMERA

PREFIX NUMBER	LOCATION OF KIOSK	TELEPHONE NUMBER(SL OF KIOSKS) WITHIN RANGE
1	Queens Square/Lower Gosford Street	242841 / 245867
8	Queens Square/Bridge Street West	249791
10	Hartington Road/Near Eye Infirmary	242624 / 247580
12	Corporation Road/Outside HSBC Bank	248872
12	Corporation Road/Outside Rede House	245360 / 243362
12	Corporation Road/Outside Madison	250817 / 250816
13	Linthorpe Road/Opposite Binns	213485 / 213486 / 243830
13	Linthorpe Road/Opposite Burger King	^ 242544 / 246081 / 243733 / 243901
14	Grange Road/Opposite Post Office	250803 / 250804
14	Linthorpe Road/Opposite Macdonalds	^ 244069 / 244 1 07 / 24078 I / 242104
15	Borough Road/Amber Street	251882 / 254501
15	Borough Road/Opposite Methodist Church	242895 / 254976 / 246110 / 246078
16	Linthorpe Road/Princes Road	242491 / 240792
16	Linthorpe Road/Southfield Road	246687
16	Southfield Road/Southfield Lane	231623
16	Linthorpe Road/Opposite Arnott Insurance	231024 / 23 103 7
17	Linthorpe Road/Parliament Road	232025 / 231984 / 230923 / 231019
17	Linthorpe Road/Waterloo Road	252435 / 252 139
17	Granville Road/Opposite McKennas	241332
18	Woodlands Road/Waterloo Road	254170
21	Marshall Avenue Shopping Parade	242551
24 (33)	Newport Road/Wilson Street	- 242263 / 223 822
24 (33)	Newport Road/Hill Street Centre	231526/231527
24 (33)	Newport Road/Bus Station Entrance	231779 / 231694
24 (13)	Bus Station Interior	244271 / 244419 / 219935 / 219883 / 245342 / 219937
26	Grange Road/Albert Road	250812 / 250813 / 250805
28	Eastbourne Road/Opposite Library	816615 / 813313
28	The Vale/Eastbourne Road	817608
31	The Greenway/Shelton Court	242470
81	Corporation Road/Marton Road	221536
	Southfield Road/Woodlands Road	254265 / 253441 / 231855 / 231906
	Tandy/Linthorpe Road	251882 / 254801
	M'BRO CCTV CONTROL HQ SECURE PHONE LINE TEL	(01642) 287003
	FAX	(01642) 243160
	ALT PHONE NUMBER	(01642) 231177

EXAMPLES OF MEDIA COVERAGE FOR HOAX FIRE CALLS

COURTESY OF THE EVENING GAZETTE, TEESSIDE

ARTICLE 1

Halting the hoaxers/Firefighters winning battle. (24/12/1999)

Firefighters are winning the war against the scourge of hoax callers on Teesside. Latest Government figures reveal Cleveland Fire Brigade has cut the number of false calls by more than 1000, from 6953 to 5921 in the past year. And the slashing of the number of potentially lethal mischief calls is down to a far reaching policy of tackling the menace at grassroots level, a senior officer said.

Divisional Officer Tony Marwood said: "There are a number of positive programmes in place, including community education where we hammer home the implication of making hoax calls. The major drop in the number is down to the firefighters on the stations who are going out and delivering this education programme." The cost to each Teessider for the service is around £40 a year - for a brigade saddled with one of the highest risk areas in the country.

Chief Fire Officer John Doyle said: "We've still got a long way to go but the reduction in the number of false calls last year is encouraging. We're working closely with the local councils and the police to target hoax callers through CCTV surveillance."

ARTICLE 2

Winning the war over fire hoaxers. (26101/2000)

Hoax calls to Cleveland Fire Brigade have hit a five-year low. The number of malicious false alarm calls to the brigade fell by 344 calls in 1999 compared to the previous year. That represents an 11% reduction on the year...John Doyle, Cleveland's Chief Fire Officer, reports....."It suggests the brigade's educational initiatives and community activities are having an effect. Malicious false alarm calls to Cleveland Fire Brigade in 1999 were the lowest in five years. Over the year the brigade, in conjunction with Cleveland Police and borough councils, have piloted a number of initiatives to reduce such calls including CCTV surveillance of identified public telephone boxes," said Mr Doyle.

ARTICLE 3

Pupils on call to halt hoaxers/Video is dialling up a safety message.05/02/2000

The pupils of St Thomas More Primary School are making a video in the fight against hoax callers and vandals. Pupils recording a pop video want it to be a smash to hit hoax callers on Teesside. Budding video stars from St Thomas More RC Primary School, in Middlesbrough, are helping to spearhead a war against call-box cranks. And their production team will target vandalism as well. A ten-strong team is producing and directing the video, featuring Kiosk Kate, a BT cartoon character linked to the call-box safety campaign. Team leader Catherine Priddy 11, gave some idea of the vital messages the video will put across. "Hoax callers cause danger by calling the police or fire brigade and stopping them giving someone help in an emergency", she said.

Cleveland Fire Brigade has welcomed the initiative, which BT is introducing because half the nation's annual 24 million 999 calls are hoaxes. Phone pests calling from one kiosk alone is St Hilda's, Middlesbrough, cost cash-strapped Cleveland firefighters £10.000 two years ago.

George. Mudd, Senior Divisional Officer for Cleveland Fire Brigade, said: "Malicious calls put lives at risk and put a serious strain on resources. That's why we work with the police, using CCTV cameras to watch phone boxes in well known hot-spots. But it's vitally important youngsters understand the consequences of making hoax calls as well. The BT scheme is a great way encouraging youngsters to use their imagination to help in the fight to save lives."

If the video tops a shortlist of seven on March 14, the storyboard and script will be professionally produced and included in Kiosk Kate packs for schools nation-wide.