



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: **"From a Bang to a Whimper", The Cardiff Response to Halloween and Bonfire Night 2007.**
2. The project sought to address anti social behaviour and low level criminality associated with the period thereby restoring confidence in the ability of public services to deal with these issues.

Author contact details

3. Name of application author: C/Insp. 2465 Keith Prosser
4. Organisation submitting the application: South Wales Police & Cardiff City Council.
5. Full postal address: Rumney Police Station, 713 Newport Rd, Rumney, Cardiff. CF3 4FD
6. Email address: [keith.prosser@south-wales.pnn police.uk](mailto:keith.prosser@south-wales.pnn.police.uk)
7. Telephone number: 07974436116

Secondary project contact details

8. Name of secondary contact involved in the project: Sheena Lawson
9. Secondary contact email address: SLawson@cardiff.gov.uk
10. Secondary contact telephone number: 02920267067

Endorsing representative contact details

11. Name of endorsing senior representative from lead organisation: **C/Supt. J JONES, Divisional Commander.**

12. Endorsing representative's email address: josh.jones@south-wales.pnn.police.uk.

13. For all entries from England & Wales please state which Government Office or Welsh Assembly Government your organisation is covered by. **The project is covered by the Welsh Assembly Government.**

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:

In 2005 the city of Cardiff saw unprecedented levels of anti social and criminal behaviour associated with the Halloween and Bonfire night period. The divisional commander threatened to introduce a curfew, the public lost confidence in public authorities. In 2006 the partner agencies targeted the problem but acted in isolation. In 2007, the Cardiff 101 project took the lead in bringing together agencies into a joint tasking and coordinating structure to reduce disorder and restore public confidence. For the first time the response was based on the SARA model.

Analysis:

Crime and partnership analysts examined the problem; the results were shared amongst the partnership. Mapping of Cardiff took place that indicated the scope of the problem and identified the top ten hot spots for crime and disorder. The problem was mainly associated with groups of youths who engaged in low level criminality and took the opportunity to turn Halloween in particular from a children's festival, to the busiest night of the year for South Wales Police in terms of disorder. The partnership resolved to work on prevention, diversion as well as enforcement.

Response:

A joint tasking and coordinating group was established and chaired by the 101 single none emergency number project. Partners were tasked in three areas, prevention, diversion and enforcement. Trading standards carried out test purchases, staff from all agencies scanned the community, and the resulting intelligence was shared via the 101 call centre. Partners identified bonfires which were removed by street cleansing and the police and fire Service worked with children in schools. A youth diversion project was run in the Cardiff Bay. On both nights the police ran an inter agency command room and used police officers and PCSO's to disrupt criminal behaviour and provided high visibility patrols for public reassurance.

Assessment:

The operation was successful, residents stating that it was the quietest period for several years. The number of occurrences on Halloween fell from 890 in 2006 to 812 in 2007, for Bonfire night the reduction was even greater, from 699 to 564. Halloween saw a reduction of 22.6% in 999 calls, Bonfire night a reduction of 28.5%. No injuries were sustained by any fire officer, police officer or council employee. The joint tasking process was a success which will be incorporated into the Cardiff Neighbourhood Management model. Further work needs to be coordinated on youth diversion and analysing the causes of such disorder.

State number of words: 399

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:

The Halloween and Bonfire night period in South Wales had turned from a children's festival to time of sustained criminal and anti social behaviour. Halloween became the busiest night of the year for the police.

In 2005, the Cardiff BCU saw a 50% increase in calls, 800 on Halloween alone. Over 60 cars vandalised and an innocent resident brutally attacked. The divisional commander stated, "I am so appalled by the number and nature of the incidents that I am seriously considering the option of implementing a curfew in the worse hit areas next year

The story was covered on national media and public confidence in the ability of the police and their partners to deal with such disorder was reduced.

In 2006 the South Wales Police Service responded to the challenge targeting both Halloween and Bonfire night utilising "Operation BANG".

All rest days were cancelled and police and PCSO`s patrolled all areas of the City.

The South Wales Fire and Rescue Service, together with South Wales Police and partner agencies targeted young children and youths via the 'Crucial Crew' programme.

Cardiff City Council staff sought to deal with bonfires on Council property and the issue of unlicensed bonfires.

In June, 2006, Cardiff saw the launch of the 101 Non Emergency Number. A call centre was co-located with the South Wales Police Tasking and Intelligence Centre at 101 House in Pontprennau, Cardiff.

The service began to publicise its availability and its ability to direct non emergency calls to the most appropriate service.

As Halloween 2006 approached the community of Cardiff were in a heightened state of tension. Media coverage led to a sense of insecurity. Each agency targeted the issue in its own way. The uncoordinated approach saw high visibility policing on Halloween but, youths still roamed the streets throwing eggs and flour and engaging in anti social behaviour and criminality.

Five buses were attacked by missiles and in Cardiff Bay there was serious outbreak of disorder. There were difficulties in coordinating responses across the agencies; in particular Council staff were unable to contact police patrols to coordinate the collection of bonfire material. This was left in situ and added to difficulties on bonfire night.

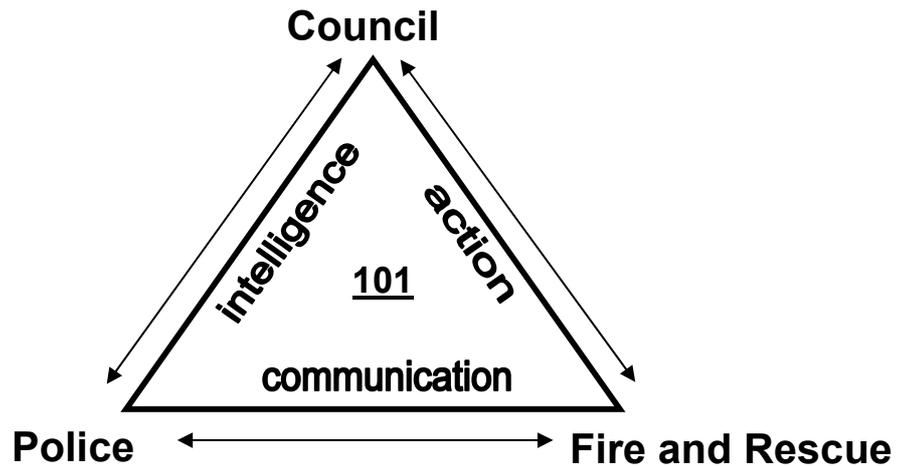
In August, 2007 South Wales Police, Cardiff City Council and South Wales Fire and Rescue Service are called together in a meeting chaired and led by Cardiff 101.

At the meeting it was decided to form a Tasking and Coordinating Group to ensure that there would be a true partnership response to Operation BANG 2007. The partners agreed that the meeting would be chaired by 101 to ensure that all agencies' views and needs were both recognised and acted upon.

The partnership also decided that as Operation BANG was a crime and reduction initiative, the SARA model would be adopted and used as the basis of the programme.

At this meeting the Partnership Aims were agreed:-

- To provide a coordinated response to the problems of crime and disorder associated with Halloween and Bonfire Night.
- To coordinate the communication flow between agencies via the tasking group.
- To retain public confidence in the ability of the partnership to deal with crime and disorder.
- To minimise harm and disruption to the general public.
- To provide a quality service to the customers of the partnership.



The scanning process began with an examination of what the communities were telling the agencies.

At PACT meetings throughout Cardiff, from local Councillors and from agency staff there were concerns that both Halloween and Bonfire night had changed. From being low level children's events, the 'trick or treat' had turned into something far darker, an excuse to throw off the constraints of order and indulge in vandalism and attacks on the police.

In Cathay's the use of eggs and flour had led to widespread mess. Council staff and Fire Service employees found themselves under attack if they tried to deal with illegal and dangerous bonfires.

The police felt that both nights but Halloween in particular had become associated with an increase in criminality by youths pre-disposed to such actions. This was exacerbated by a general feeling amongst otherwise law abiding youths that on that night the constraints were off.

Trading Standards confirmed that the illegal and unsafe use of fireworks now extended over several weeks leading up to Bonfire night.

With honesty on all sides the scanning process identified the gaps preventing coordination between services.

The 101 led Tasking and Coordinating Group had senior representatives from all agencies who were able to commit resources to the tasks assigned. They were also able to give their professional opinions to suggestions by other agencies thus speeding up the decision making process.

The Tasking Group identified data sources from the Police, Fire service and Local Authority. Crucially the Cardiff Partnership had a community analyst who was to play a vital role.

The ability to both record and analyse partnership data gave a more detailed picture of what was happening on the ground.

101 house located at Pontprennau in Cardiff was a unique institution in England and Wales. Non emergency calls were recorded and callers given appropriate advice or passed to either the local authority or police tasking unit.

The police were embedding neighbourhood policing teams into daily business. Cardiff comprises six police sectors.

Each Sector was headed by an Inspector who had been allocated police officers and Police Community Support Officers (PCSO's) based on the Cardiff Policing Model Matrix. This was an indices based on social deprivation, need as well as criminal and anti social statistics.

The new neighbourhood teams and especially the new PCSO's were tasked in gathering community intelligence to ensure that partners' needs and priorities matched those of the communities they served.

In the main feedback was achieved via the PACT process together with contact with and from Local Councillors and community groups.

The scanning process also identified a number of groups concerned by disorder and this period in addition to the communities of Cardiff.

Local businesses did not want Cardiff City in the headlines for the wrong reasons. There was a desire to promote Cardiff as a place for investment and tourism. The University with some 35,000 students did not want an image of the City where it was dangerous to come and study.

Residents themselves indicated that they wanted to feel safe on the streets and the events seen as an opportunity for community celebration. Children wanted to be able to enjoy the events without fear of crime or bullying.

South Wales Police determined to become an A* Force needed to display its ability to manage such events and therefore reduce the fear of crime.

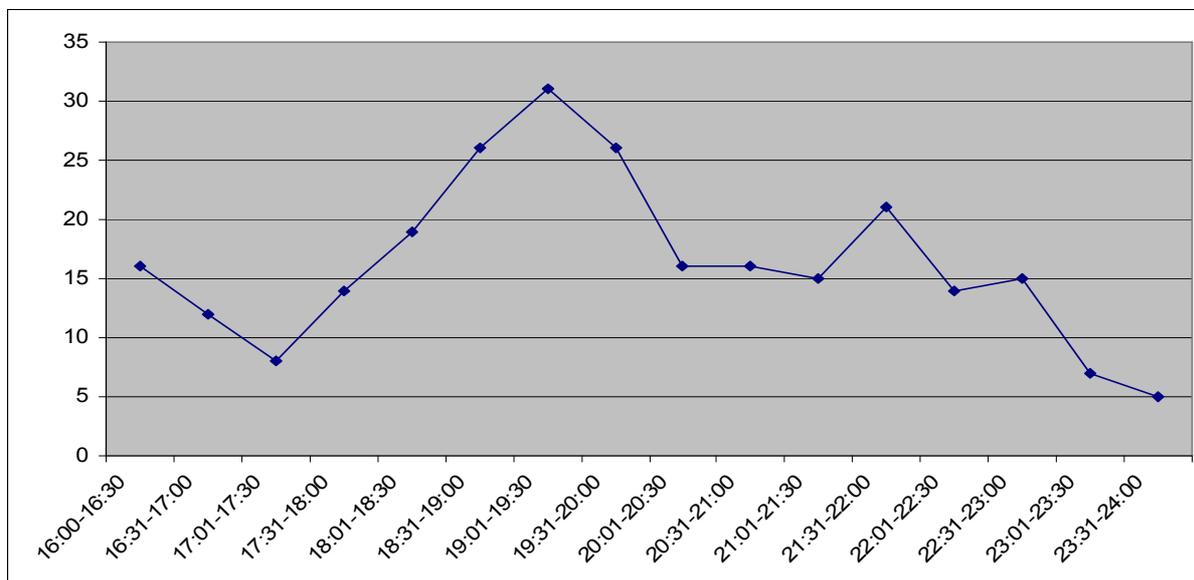
Having scoped the issues the 101 led partnership needed to measure the extent and nature of the problem. This task was given to the partnership analyst who would work closely with crime and performance analysts employed by South Wales Police.

Analysis:

The partnership needed to know what had happened precisely where issues were most likely to recur and on the days concerned, when resources were most likely to be needed. The analysis was then used to determine how many and what type of resources would be needed. This would in turn be disseminated to the communities to inform them of the expected nature and extent of the problems, but provide reassurance that the partnership would adequately resource the response.

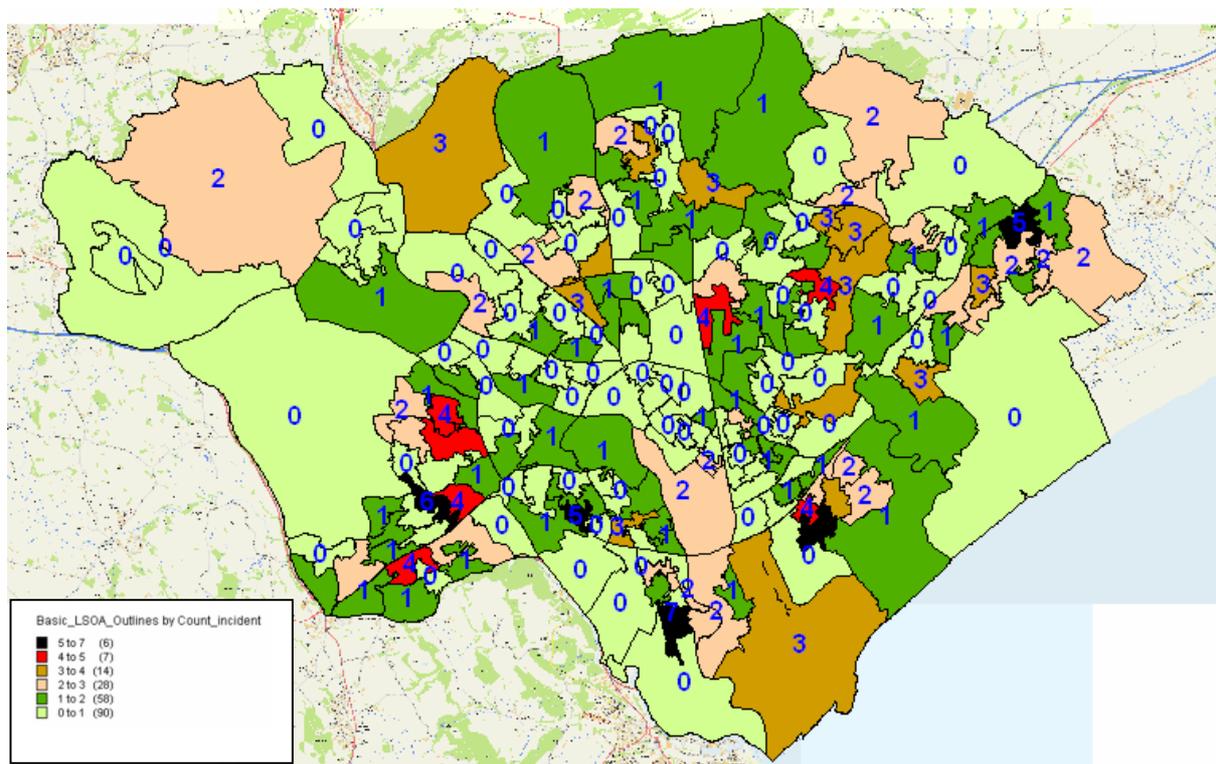
The Partnership and South Wales Police Crime analysts were tasked to research the nature and extent of the problems seen in 2006.

TIME RANGE CHART OF INCIDENTS CREATED AT 101 HOUSE FOR HALLOWEEN 2006



The Partnership analyst was able to map the position across Cardiff City.

HALLOWEEN 101 INCIDENTS 16:00HRS TO 24:00HRS 2007



The analysis was used to highlight the top ten hot spots in the City enabling local police commanders and their partners to concentrate resources for the maximum impact.

CARDIFF TOP TEN “HOT SPOTS”

1. Park at Dumballs Rd, Cardiff Bay (14)
2. Shops Caerau Lane Ely (7)
3. Cardiff High School, Llandennis Rd (9)
4. Countisbury Ave Shops (9)
5. Spar at Junction of Grand Ave & Cowbridge Rd West, Ely(8)
6. Whitchurch Library and shops (10)
7. Sevenoaks Park, Grangetown (5)
8. Beechley Drive, Fairwater (5)
9. Fairwater Green Shops (4)
10. Shops in Birdies lane, Ely (6)

In total 842 anti social behaviour incidents in 678 different locations had been revealed in 2006. The analysis was passed on to agencies to allocate resources and scope community intelligence for the upcoming 'Operation BANG 2007'.

The analysis revealed that the anti social behaviour associated with Operation BANG was not uniform across the City. The top ten areas reflected those areas that were known to have underlying social issues such as Ely, Fairwater, Grangetown and Rumney.

The analysis led onto debate as to why the Halloween and Bonfire night festivals had turned into occasions for widespread low level criminality. The Halloween period had changed to an occasion where many persons did not consider that the normal rule of law and order applied. The partnership realised that the reasons for the change were not identified; the problem of how to respond remained.

The role of 101 to chair the partnership approach was crucial in allowing an opportunity for persons to establish their agenda on a par with the police service.

In the spirit of openness it was realised that the Police alone could not deal with the issue, indeed in areas such as removal of hazardous waste, the police were not the lead agency. It was felt that the previous police focused operations had failed to fully engage partners and take their needs and capabilities into account. It was recognised that the internal structures and processes of each partner had to be disclosed and understood by all.

The partnership realised that to progress Operation BANG the difficulties had to be overcome and the group essentially involved into a joint Tasking and Coordinating Group. What was noticeable was that partnership tasks were delivered as a result of cooperation and not by coercion.

Strict comparison of data was difficult in some cases as South Wales Police had moved to a new computer record system termed Niche. This together with re-classification of crimes our time meant a 100% correlation was not possible. The partnership resolved to base the response for Operation BANG on the Problem Analysis Triangle.

The location of the disorder whilst affecting the majority of the City was concentrated in several specific areas. Using spacial mapping resources would be concentrated on these areas.

The victims were the communities affected in these areas but in addition to the residents there was a need to factor in the economic effect of such negative publicity on the City and region in general.

The offenders were identified from intelligence, community feedback and analysis as being in the main groups of youths from the communities concerned.

These offenders were active in these areas that had experienced higher levels of criminality such as autocrime and criminal damage than was the 'norm' across the City.

Several of the areas corresponded to these which had high indices for unemployment, poor health, and low educational attainment. Whilst such issues could not be used to apologise for such activity they indicated a far deeper problem that will require further analysis.

Operation BANG 2007 needed to focus on a solution that would be sustainable, proportionate and one which would address the issues of offender management, location management and the guardianship of our victims.

In the following partnership meetings each agency reviewed the analysis providing an insight into how it would affect their particular role. Each identified what it would contribute and how they sought to achieve the objectives of the operation.

In essence the analysis informed the partnership where the disorder was likely to occur and the intensity of the activity expected. It outlined at what times of the day the services could be expected to be most heavily engaged and the level of resources needed to deal with the symptoms of the problem, crime and disorder.

The analysis revealed gaps in our data and an inability to fully explain the full causes of the growth in disorder during this period. Acknowledging this, the partnership agreed a response to be based around education, diversion, disruption and enforcement.

Response:

Having seen the limited effectiveness of each agency acting alone, the Cardiff 101 Single None Emergency Number (SNEN) took the lead in establishing a joint partnership Tasking and Coordinating group.

The Cardiff 101 call centre dealt with none emergency calls, in the lead up to and during Operation Bang., 101 allocated tasks to the most appropriate agency.

The response was targeted at three main areas:

- Primary/Prevention. Focusing on the general public the partnership would seek to inform, educate and influence Cardiff's communities. Using the Cardiff 101 logo, a joint message was delivered that public concerns were being recognised and actioned.
- Security/Diversion. Specific groups such as children and young people would be targeted. Police, Fire Service and Council youth workers focused on the minority most at risk of committing crimes and disorder, whilst educating the majority on the negative effects such actions had on their communities.

- Tertiary/Enforcement. Agencies would be tasked to directly intervene in reducing the opportunity for crime and disorder with the ultimate sanction of arrest and prosecution for those who broke the law.

Each agency undertook tasks to reduce crime and disorder the resulting partnership approach was seen to be inclusive and not dominated by a police agenda.

The South Wales Fire and Rescue Service naturally saw Bonfire night as their main issue but throughout the period were fully committed to the project. Using local radio channels they undertook a safety campaign highlighting the dangers of the illegal and dangerous use of fireworks.

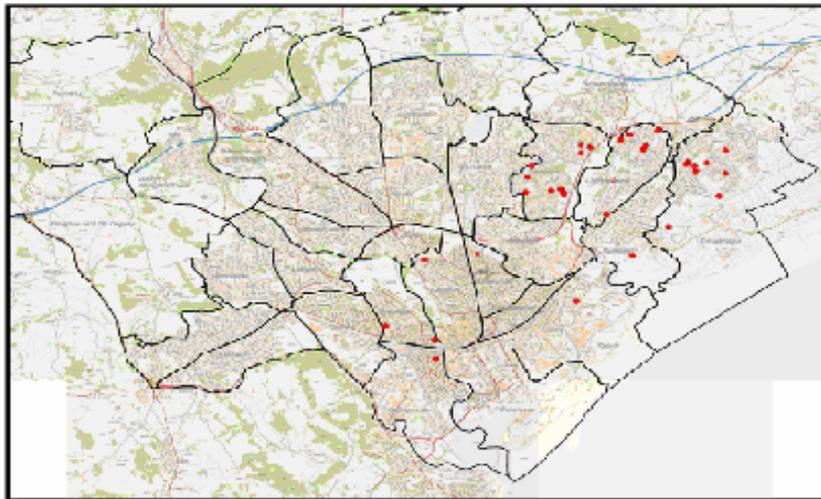
They provided a service to collect and safely dispose of Gas Bottles, supervised a Bonfire at Llanishen Fire station and on Halloween the Youth Liaison Officer organised a candle safety night in Riverside.

The Arson Reduction Team gathered intelligence that youths were planning to ambush a fire crew in Tremorfa using petrol doused hedges. The information was passed via 101 to the police, evaluated and the area was targeted. During the operation no attacks on or injuries to any fire officer.

Cardiff City council staffed a number of organised events over the period. Trading Standards provided information packs to police officers in relation to Fireworks, they also conducted 26 test purchases by children and no premises failed. An improvement on the previous year.

Street Cleansing concentrated on removing Bonfire material before problems arose. They provided staff and vehicles and recorded their activity on GPS mapping thus providing a base line assessment and intelligence for future years.

Incidents of Illegal Bonfires within Cardiff City Halloween – Bonfire Night 2007.

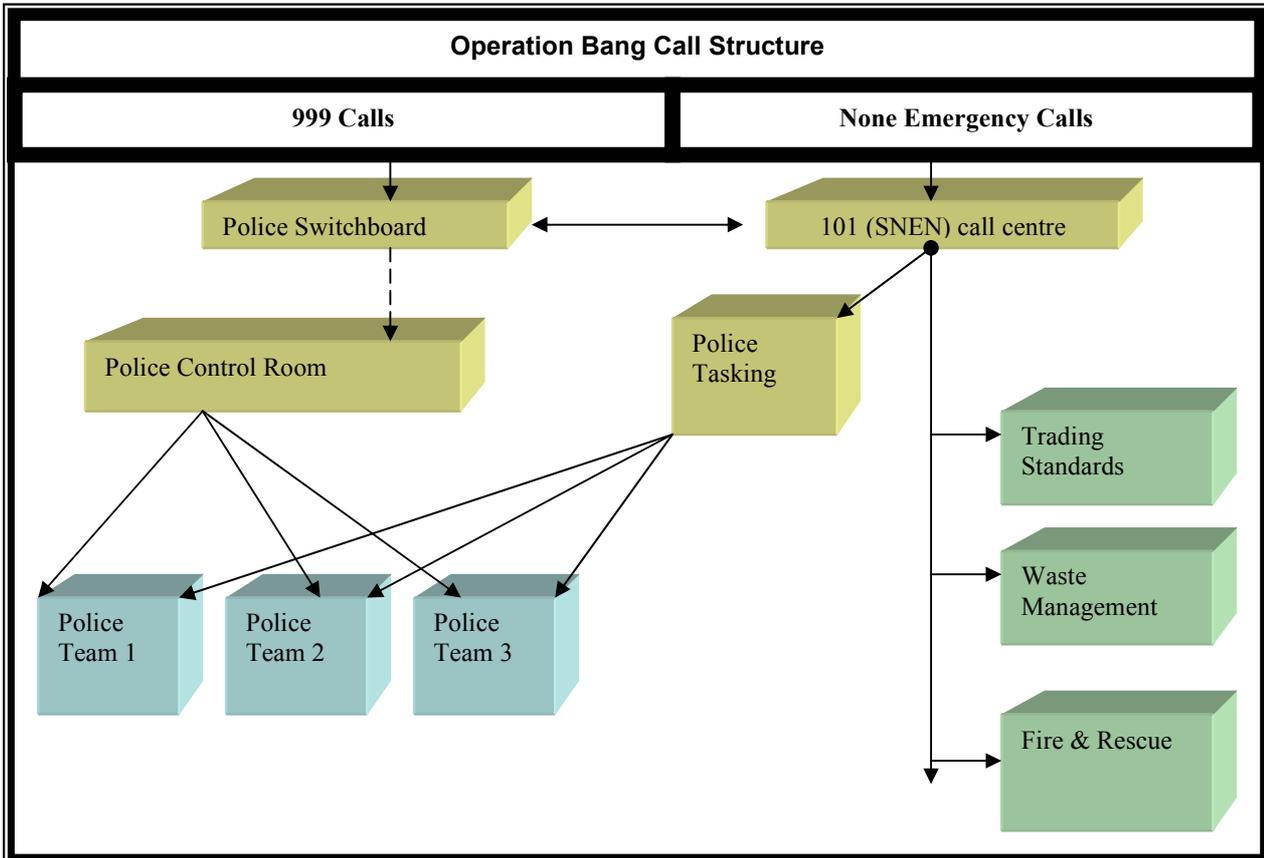


Working through the 101 Call centre, street cleansing teams attended 28 locations and removed material. By mapping the incidents this illegal activity was linked to overt police intervention and used as a reference for staff deployment in 2008. The data was also used to inform communities of the joint action being undertaken by the partnership.

In Kent Lane, Grangetown they identified over 40 tyres being stored. Information indicated youths intended to create a burning barricade and create disorder. The material was removed and the police updated with the community intelligence. An example of how partners shared and acted on joint intelligence.

Communications

Communications were crucial to operational effectiveness. Emergency calls went via police control rooms to operational officers on the ground. Non emergency calls were directed via the Cardiff 101 call centre to either the appropriate none police agency, or, to the co located police tasking and demand unit. From there they were passed to the neighborhood policing team. 101 managers created an inter agency call manual for their operators providing information and giving call handlers the confidence to deal with callers from across the City.



A joint Command centre was established at Cardiff Central police station where representatives of Cardiff City Council, Police, and Fire and Ambulance services sat alongside representatives of Cardiff Bus Company.

The Silver police commander had a far more comprehensive view of what was happening across the City than had previously been the case.

The Cardiff BCU contains six super sectors. Each has a police Inspector and a neighborhood team comprising both police officers and PCSO's. The police wanted to maintain public confidence by providing a highly visible police presence. The tactic was felt to be the most effective in disrupting anti social behaviour and deterring criminal activity. Prior to the operation, police officers had worked in schools and youth clubs to break down barriers between the police and this part of the community. On Halloween and Bonfire night a large number of staff were deployed across the City.

Police Staffing



■ East	68	21	57	23
■ West	92	35	88	26
■ Divisional	26		23	

Officers were deployed on foot targeting areas identified as “Hot Spots”. Licensing Officers visited both on and off licensed premises as analysis indicated that some disorder was fuelled by underage drinking. Neighbourhood staff also targeted shops selling flour and eggs, retailers supported the operation by removing these items from sale.

Each sector also identified sector targets, persons whom intelligence indicated would act as a catalyst for crime and disorder.

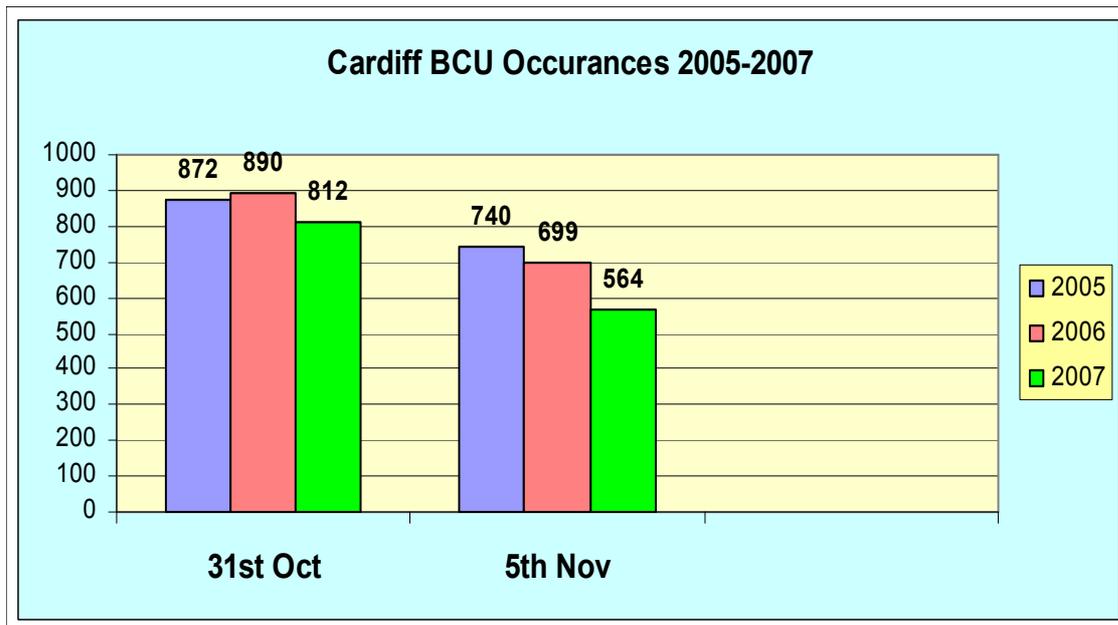
Best practice was demonstrated by the Bay neighbourhood policing team. Using confiscated drug monies, 100 local youths taken to Alton Towers. The young people paid a fee which helped fund a Halloween party for the remaining youths at the Riverside Warehouse Youth centre. In breaking down barriers it ensured there were no disturbances in the area in 2007. The response was a success.

Assessment:

- The representatives of each agency were empowered to take decisions on behalf of their respective organisations. This was demonstrated by the ability of 101 and the Police to change the call handling structure in order to meet specific intelligence and deployment needs on the night.
- The business process was intelligence led with agencies entering into the concept of joint data analysis.
- Adopting a joint Tasking Centre the partners were able to promote a more effective service that responded not only to the needs of the community but also to each others needs.
- There was a focus on community engagement, initially based around PACT, it benefited from the multi agency contact within the community.
- By adopting a joint media based strategy with the 101 logo; Operation BANG 2007 became visible as an entity within the community. People who had been exposed to the marketing of the 101 SNEN concept were able to identify that this response involved far more than just South Wales Police.

The Cardiff Partnership approach to Operation BANG 2007 and its associated problems was seen to be a success. This conclusion is reached as a result of the analysis of data and the feedback from the residents of Cardiff and the staff themselves.

2005 had been the baseline for available data. Although with the introduction of Niche Record Management System (RMS) it was expected that more incidents, now termed occurrences would be recorded on police systems.



The graph shows that in 2006 there was an increase of 18 occurrences for Halloween and a reduction of 41 occurrences for Bonfire Night. However, in 2007 occurrences reduced by 78 for Halloween and 135 for Bonfire Night.

This indicates that the partnerships need to focus on Halloween for the coming year. We have outlined the need to re-focus on youth diversion and engagement with children and leisure services.

On Bonfire Night the activity of Street Cleansing and targeting unlicensed bonfires had a significant impact on disorder.

The reduction is all the more remarkable as during 2007 the residents of Cardiff had the 101 facility, which for the first time enabled a more compulsive capture of non emergency and nuisance calls. With such a facility and a more integrated flow of intelligence the number of occurrences reported should have been expected to rise, this was not the case.

Within the Police control rooms, switchboards, police occurrence bureau, Halloween saw a reduction of 22.6% in '999' calls compared to 2006. Bonfire Night 2007 saw a reduction of 28.5% in '999' calls compared to 2006.

The debrief felt that the sustained partnership work coupled to High Visibility Patrols in the targeted 'hot spots' reduced the need for persons to phone as staff on the ground were pre-empting incidents.

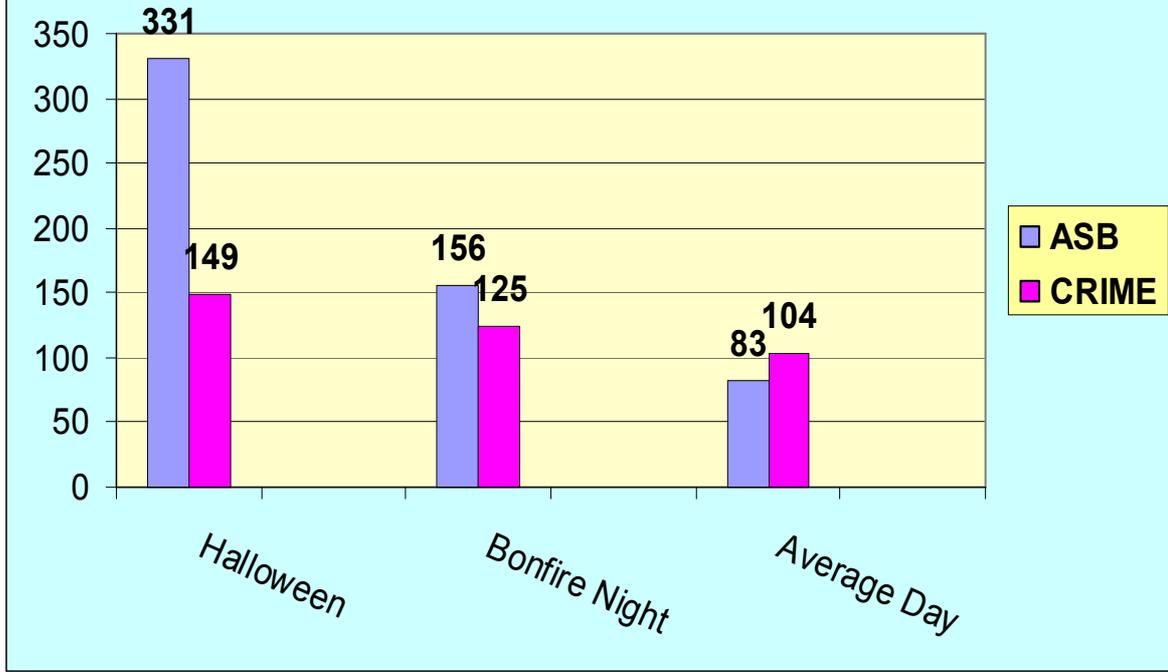
The Bonfire night operation gave greater scope for multi agency tasking as disorder was associated with the collection and setting fire to collected material. Agencies were able to locate sites and via 101, tasked to ensure material was either removed or fires put out. Halloween presented a greater challenge relying on enforcement and disruption to supplement diversionary tactics.

In areas where organised events were held disorder reduced. The marshalling of events created a family atmosphere reducing the opportunity and willingness of youths to engage in disorder.

There were of course problems during the Halloween and Bonfire period. 101 received 310 reports of dangerous bonfires and unlawful use of fireworks between 16th October and 6th November, 2007. Analysis revealed 34 relating to dangerous bonfires and 158 to youths throwing fireworks.

But the public realised through the media and PACT that the partnership was geared up to dealing with the issue. In so doing we did not hide from the on going issues.

Cardiff Partnership 2007 Crime & Anti Social Incidents



We can see that the Halloween and Bonfire nights are both busier than an average day in terms of crime. However, bonfire night fell on a Monday traditionally a busier day in Cardiff as more crime is reported on a Monday as people discover or report offences that occurred over the weekend.

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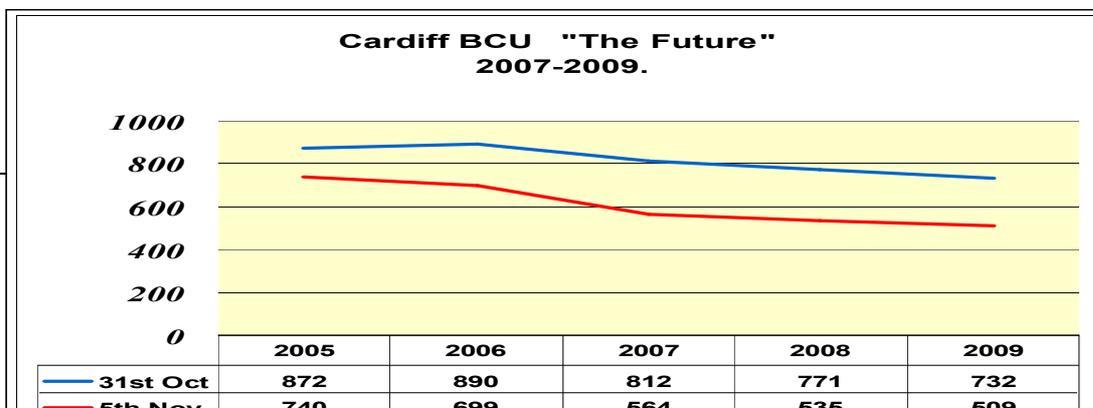
This is the only discernable difference to previous years as the weather conditions over the comparable periods in 2006 and 2007 were similar, weather did not contribute to the reduction. What is not known, are the number of organised events available to youths in 2006 and whether these amenities increased in 2007. This analysis will be factored into the 2008 evaluation together with data from partners.

Anti social behaviour is higher on both nights but Halloween is by far the more serious problem.

The decrease in occurrences and more integrated tasking will give agencies the opportunity to review their resource allocation. Not cancelling rest days for officers would mean a saving of £6100 per event for South Wales Police. The benefit costs to partners needs to be quantified as does the public perception of Cardiff as a destination of choice.

Further analysis will be carried out to establish why Halloween has become a focus for anti social behaviour. The partnership will look to balance young people's enjoyment with social acceptability.

There is light at the end of the tunnel and we can celebrate success. On the current rate of reduction the partnership feels it is possible to reduce incidents of disorder to levels approaching normality for Cardiff.



The baseline assessment was set based on 2005 police figures this will be expanded to include partnership data.

Instead of relying on PACT alone as a means of gauging public satisfaction a before and after survey will be conducted with residents, businesses and staff within the partnership to give a qualitative view of the operation.

The partnerships will be encouraged to 'manage the risk as well as the problem'. For instance, youth diversion will have limited success as some youths will be determined to engage in criminality and low level disorder. These elements will need to be managed in a number of ways including enforcement.

Operation Bang 2007 highlighted the effectiveness of partnership tasking and the incorporation of the national intelligence model across all agencies. Key to the success was the use of data analysis before committing resources.

Each area now has a neighbourhood profile allowing the Neighbourhood Management Teams under the newly appointed partnership tasking manager to embed the lessons learned into daily business.

Operation Bang 2007 is now the bench mark for future crime and disorder reduction. **3999**

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

South Wales Police



Heddlu De Cymru

Working with the Community

Cydweithio Gyda'r Gymuned

CHIEF CONSTABLE

BARBARA WILDING, CBE, QPM, CCMi

PRIF GWNSTABL

JJ/KN/08

Ref/Cyf:

Direct Line/Llinell Uniongyrchol:

Extension No./Rhif Estyniad: Ext. 30218

14th April 2008

Chief Inspector Keith Prosser
Rumney Police Station
Newport Road
Cardiff.

Dear Keith,

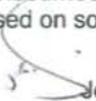
Re: "From a Bang to a Whimper" – Cardiff Tilley Award Application 2008

As the BCU Commander for Cardiff City may I take this opportunity to record my support for our Tilley Award application, "From a Bang to a Whimper". The application covers the partnership response to the problems associated with the Halloween and Bonfire night period. Sadly, over a number of years we have witnessed an increase in both crime and anti social behaviour to the extent where Halloween became the busiest night of the year.

The project was chaired by 101 House and was not seen as a police led initiative. It saw for the first time staff from all agencies utilising problem solving techniques such as the SARA model and the natural development of multi agency tasking.

The methodology incorporated the use of the partnership analyst to determine resource deployment and their subsequent effectiveness. This model will now be incorporated into the new Neighbourhood Management model for the City. The project resulted in the quietest Halloween and Bonfire night period for several years and has given the partnership the opportunity to reduce our resource demand over the period making substantial financial savings.

Having seen the project reviewed by leading academics and the public presentation of the project at the recent Neighbourhood Management conference I am confident that the conclusions drawn are based on sound statistical analysis.


Josh Jones
Chief Superintendent
Cardiff BCU

South Wales Police . 'C' Division . Cardiff Central . Cardiff Central Police Station . King Edward VII Ave . Cardiff . CF10 3NN.
Heddlu De Cymru . Rhanbarth 'C' . Canol Caerdydd . Gorsaf Heddlu Canol Caerdydd . King Edward VII Ave . Caerdydd . CF10 3NN.
Telephone/Teliffon 029 2022 2111 . Facsimile/Ffacsimili 029 2052 7280



All correspondence should be addressed to 'Divisional Commander'
Dylid cyferio pob gohebiaeth at 'Comander Rhanbarthol'



Chief Insp. Keith Prosser
Rumney Police Station
Newport Road
Cardiff



County Hall
Cardiff
CF10 4UW
Tel: (029) 2087 2000

Neuadd y Sir
Caerdydd
CF10 4UW
Ffôn: (029) 2087 2000

Monday, 25th February 2008

Dear Chief Inspector Prosser,

Following on from your presentation at the Neighbourhood Management Conference earlier this month, I am writing to convey my support for the analysis and planning work that is ongoing to continue with the development of Operation BANG.

As you know, never before have we had the capability within Cardiff to manage and share the important information that is vital to so many of our operations, but now with 101 as our intelligence front we are in an enviable position. To see that the partnership that you have created has taken full advantage of this service and has not only included it within your strategy, but made it the driving force behind the entire operation is to be commended and in my opinion, re-enforces the innovative position that Cardiff is gaining on the community safety map.

We have long come to understand that to make a difference within our City, many hands are needed, and if all hands are able to bring something different to the table then we are already a step ahead. As the 101-chaired partnership you knew what you needed to achieve a safer and more peaceful Halloween and Bonfire Night for Cardiff's residents and between you, you set out to find the right people for the job and bring them together around one table.

Operation BANG brought results in 2007, with the quietest Halloween and Bonfire for many years recorded within Cardiff and if our statistics alone do not reflect the impact we made, calls of thanks to 101 from residents of some of the areas that were hit so badly in 2006 and 2005 is surely testament to the work that you have done and the results that you have achieved.

I send you all the best as you plan for Operation BANG 2008 and offer my support in any way possible.

Kind Regards,

Councillor Judith Woodman
Deputy Leader Cardiff Council
Joint Chair of the Cardiff Community Safety Partnership

Chief Insp. Keith Prosser
Rumney Police Station
Newport Road
Cardiff



Wednesday, 12th December 2007

Dear Keith,

I understand that a team of you are working to analyse and assess the impact of this year's Operation BANG and are already thinking ahead to Halloween and Bonfire Night 2008.

Firstly, may I offer my support in providing you with any information or resource you need to assist you in doing this – Due to the planning and preparation that went into the partnership response to tackle the problems that we are all too familiar with at this time of year, the call advisers here at 101 felt that they were in an informed and invaluable position over this period and all are proud to have taken part in this groundbreaking operation.

Secondly, I believe that the way in which we planned and prepared for this event, an event that we know occurs every year, should be treated as a benchmark for the way in which we aim to manage similar events in the future. We have the technology, knowledge and drive to ensure that partnership problem solving within Cardiff works and I offer the services and experience we have at 101 to assist in developing and building on all that we have achieved so far.

I wish you and the team the best of luck in undertaking this work and hope to meet with you again in the new year to discuss how we can take this successful and recognised partnership forward.

With all my support,

A handwritten signature in black ink that reads "Jonathan Warne".

Jonathan Warne
101 Contact Centre Manager
Cardiff

101 House, Oak Tree Court, Mulberry Drive, Cardiff Gate Business Park, Pontprennau, CF23 8RS

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.