

# SAFER STREETS 4

## Reducing antisocial behaviour in Hemlington and Pallister Park

*Funded through the government Safer Streets fund*



*Delivered in partnership with:*





# INTRODUCTION

The Home Office's Safer Streets programme has been running since 2020.

Since then, the Home Office has invested £125 million in crime-busting measures in police force areas across the country.

Cleveland Police and Crime Commissioner (PCC) has been successful in securing Government investment for some of the area's most vulnerable communities from the first three rounds of the fund.

In March 2022, the Home Office announced the launch of the Safer Streets 4 Fund.

One of the target areas for round 4 of the fund was antisocial behaviour.

Hemlington and Pallister Park, both in Middlesbrough, have suffered particularly high volumes of antisocial behaviour in recent years.

As a result, the Office of the Police and Crime Commissioner (OPCC) submitted a bid for funding in both areas.

In July 2022, the Office for the Police and Crime Commissioner for Cleveland (OPCC) in partnership with Middlesbrough Council, Thirteen Housing and other agencies were successful in securing funding.

The bid received a total of £696,611, which was spent on a range of measures over 18 months to October 2023.





# SAFER STREETS 4: MIDDLESBROUGH

## Setting the scene

Safer Streets 4 Middlesbrough targeted specific parts of Hemlington and Pallister Park.

The areas on both estates were targeted because they showed a particularly high volume - and severity - of antisocial behaviour (ASB) compared to the rest of the town.

This conclusion was supported by data from Cleveland Police and Middlesbrough Council as well as a survey of local residents.

The main aims of the project were to:

- Reduce the number and severity of antisocial behaviour incidents
- Encourage residents to view public spaces as safe and increase public confidence
- Build evidence of what works when combatting ASB and increasing feelings of safety

Among the main issues to be targeted as part of Safer Streets 4 were litter, graffiti and fly tipping, ASB, harassment and intimidation, criminal damage, deliberate fire setting and motorbike nuisance.

Safer Streets 4 also had a number of secondary aims including tackling serious violence in public places, burglary, attacks on emergency vehicles and public drug use and dealing.

Cleveland OPCC worked with Middlesbrough Borough Council, Safer Communities, Cleveland Police, Thirteen Housing, Cleveland Fire Brigade, Community First and Safer Communities to deliver Safer Streets 4.

## Key Results

Figures for the twelve months to March 2024 showed dramatic improvements compared to the same period the previous year.

**57%**  
reduction in  
ASB  
incidents

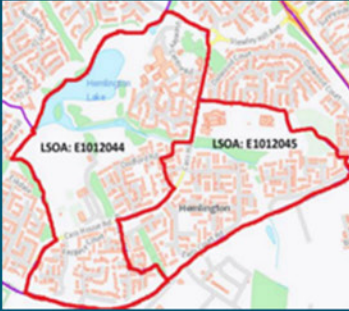
**47%**  
decrease in  
arson and  
criminal  
damage

**39%**  
reduction in  
public order  
offences



# SAFER STREETS 4: HEMLINGTON

## Setting the scene



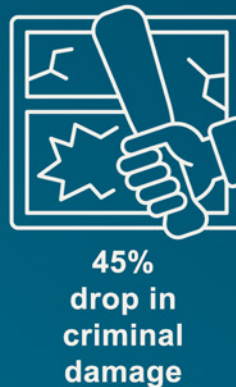
In recent years, Hemlington attracted the unwelcome reputation as one of the worst places in the country for antisocial behaviour (ASB.) Crime rates and socio-economic deprivation on the 1970s-built housing estate soared.

By 2022, Hemlington had the highest ASB rates in Middlesbrough. The area was such a cause for concern that Cleveland Police in partnership with other agencies launched Operation Fortress in February 2022.

The estate's unique lay-out also meant it was a haven for ASB and crime. A network of paths meant it was easy for offenders to escape on foot. Planters and over-grown shrubbery meant there were plenty of hiding places.

Two target areas were identified– around Hemlington Lake and the Viewley Centre (E0102044) and between Cass House Road and Earls Court Road (E0102045.) Target areas are home to 3,024 residents.

## Following Safer Streets 4



A survey of Hemlington residents clearly showed they saw the difference, which Safer Streets 4 made.

Before		Statement	After	
35%		People feeling safe during the day in their area		56%
8%		People feeling safe after dark in their area		19%
34%		People who wanted to stay in the area in the next 3 years		43%
94%		Amount of gang activity in the area		86%
9%		Ability to influence decision making		24%



# SAFER STREETS 4: HEMLINGTON

## Improved Surveillance

### CCTV



An additional four CCTV columns were installed in trouble hotspots – like the Viewley Centre. They were linked to Middlesbrough Council's existing CCTV monitoring system.

Each of the columns was reinforced with so-called Belfast shrouds to prevent vandalism.



### Street lighting



A total of 80 lights around Hemlington Lake were upgraded to increase visibility at night and improve public confidence about using public spaces on the estate after dark.



## Environmental work



Trees and shrubbery in key areas around the estate were cut back. Large planters close to the Viewley Centre were removed so criminals had no hiding place. Work improved visibility for both residents and CCTV cameras covering the area.

### Increased feelings of public safety



An influx of professionals from a range of agencies meant residents were more confident - and likely - to raise incidents of crime and ASB. As a result, agencies got to know what was happening on the estate and could act quickly.

## Target Hardening

### Home security



Home safety packs were offered to all residents in Hemlington's target streets. Packs included door and window locks, padlock alarms and security lighting. A total of 143 packs were delivered and installed.

### Screening of empty properties



Empty properties on the estate were particularly vulnerable to break-ins, fire and criminal damage.

Screening secured up to 48 properties, which had been empty for some time. Fencing was put up to prevent unauthorised access.





# SAFER STREETS 4: HEMLINGTON

## Access closures



### Subway closure

The subway under Cass House Road had become a focal point for antisocial behaviour (ASB.) In order to close access to the subway, Middlesbrough Council need to get the views of local residents before seeking a legal order through the courts. In a formal consultation, residents overwhelmingly backed the closure. The subway was closed off and a safer, alternative crossing point was put in place across the road.



### Closure of walkways

Some of the houses in Hemlington have overhanging bedrooms, which form a link between two properties. This creates an open-ended pathway under the bedrooms, which became a magnet for drug taking and intimidation. This led to numerous complaints from residents especially about nuisance at night. Funding from Safer Streets and Thirteen housing, enabled six walkways to be closed off with reinforced wooden gates.



## Sporting facilities



The old storage depot at the lake was fitted out to be used as a boxing gym. It is now due to open in 2023.

The Multi Use Games Area (MUGA) at Hemlington Recreation Centre, which had been badly vandalised, was re-surfaced so it could be used again. It is now used for football sessions by organisation like Middlesbrough Football Club's Premier League Kicks programme.



## Community Development



Giving residents a single point of contact based on the estate made it easier to keep in touch and foster two-way communication.

The community development worker set up a newsletter, which went out to residents in the target areas. He also helped provided feedback about what was happening at grass roots level and identify households, who could benefit from initiatives like the target hardening packs.





# SAFER STREETS 4: PALLISTER PARK

## Setting the scene



In Common with Hemlington, Pallister Park and neighbouring Berwick Hills had some of the highest ASB and crime rates in Middlesbrough.

It was an area of deprivation, where community spirit was low and lack of confidence in local services was high.

A network of back alleys and footpaths throughout the estate provided easy access and escape routes for offenders, reducing the fear of being caught.

As a result, gangs of youths roamed the estate, often using bikes to cause nuisance, harass people visiting Norfolk Road shops and throw missiles at a range of targets,

In spring 2023, matters came to a head in Pallister Park and nearby Berwick Hills when a series of ASB incidents sparked concern.

Working relationships built up as part of Safer Streets 4 meant a wide range of services were able to move quickly to work together on some of the issues causing problems.

Two target areas were identified in Pallister Park – around Norfolk Road shops and Crossfell Road (E1012074) and the C's area (E1012076.) A total of 2,921 residents lived in the target areas.

## Following Safer Streets 4



**34% decrease in  
ASB incidents**



**53% drop in  
criminal  
damage**



**27% decrease  
in public order  
offences**





# SAFER STREETS 4: PALLISTER PARK

## Improved Surveillance

### CCTV



An additional four CCTV columns were installed in hotspots including Cottingham Drive, Norfolk Road shops, Chertsey Avenue and Cranmore Road. Each of the columns was reinforced with so-called Belfast shrouds to deter vandalism and criminal damage.



### Off Road Bikes



Nuisance from off road bikes was seen as a particular problem in Pallister Park. Increased monitoring by a number of agencies led to a series of court orders and bike seizures, deterring the worst culprits.

## Target Hardening

### Home security



Home safety packs were offered to Pallister Park residents living in the target areas. Packs included door and window locks, padlock alarms and security lighting. A total of 51 target hardening packs were distributed and installed across Pallister Park.

## Access Closure

### Kick Rails



New kick rails were installed at Darrus Walk and Ellerby Green in 2023 to prevent off road bikes using spare ground.



## Training



Cleveland Fire Brigade delivered a 12-week course on fire safety to 12 young people. Eight of the participants completed the course and six obtained a B/TEC qualification.



## Community Development

### Community Action



The Safer Streets Community Development Worker organised several days of action on the estate. These allowed agencies working on the estate to come together to hear residents' concerns first hand. It also gave residents an opportunity to hear about improvements and for both sides to work together on ongoing problems. Work culminated in a Week of Action in July 2023 with a series of family-friendly events.

### Youth Focus



Detached youth workers from Youth Focus engaged with young people and signposted them to positive activities. They also carried out four engagement sessions to find out how young people felt about their area.



# COMMUNICATIONS AND CONSULTATION

A Community Development worker provided a key link between residents and support agencies throughout Safer Streets 4.

Employed by Safer Streets, the worker ensured two-way communication between residents and delivery partners throughout the project.

He told residents about plans for their area and gathered their views on the improvements - as well as any concerns, which they had about their area.

As a result, strong relationships were built between partners and residents, many of whom had previously lost faith in the authorities to resolve problems with antisocial behaviour and crime.

During the 18 months of Safer Streets 4, the Community Development Worker:



**Spoke with over  
1200 local  
residents**



**Attended 64  
community  
events**



**Helped to  
resolve 17  
issues**



**Linked in with  
more than 170  
partners and  
local businesses**

Articles were commissioned in each of the ward newsletters to highlight work done as part of Safer Streets.

Press releases were issued to the wider public at key points throughout the project on how funding was being spent.

Talking to residents before, during and after the project was one of the key features – and successes – of the project.

Surveys at the beginning of the project allowed partners to understand how residents felt.

Consultation at the end of Safer Streets 4 let partners assess how well they had addressed residents' concerns.

Youth Focus in Pallister Park, were commissioned to speak to young people and understand their views on some of the issues locally.

Young people in Hemlington took part in an estate walkabout to tell agencies what facilities they'd like to see in the area.





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