



Reducing Youth Disorder and Property Damage around the Everitt Road Shops: A Partnership Approach between NZ Police and the Ferguson Community

*Ferguson Neighbourhood Policing Team
Counties Manukau District Intelligence Unit
Released 1 June 2013*

Summary

The Ferguson Neighbourhood Policing Team (NPT) is deployed in one of the highest crime areas in New Zealand. A multi-tiered gang environment, consisting of adult motorcycle gangs and youth gangs, was extremely influential in the area, providing a sense of belonging and togetherness for disaffected youth. These gangs clearly demonstrated the attitude that they, and not the residents, controlled this community.

The Everitt Road shops were identified as a problem location for youth disorder and property damage. Large groups of young males congregated around the shops, wearing gang colours, causing disorder, begging for money or alcohol and generally intimidating residents. The location itself had become unsightly and neglected, covered in graffiti and rubbish. Residents were afraid to use the shops and felt powerless to change the situation. Business owners felt resentful and no one was willing or felt able to take control of their community.

Analysis identified these issues were negatively affecting both the immediate vicinity and the entire NPT area. Crime occurrences at the shops had increased consistently for the preceding three years. Most of the offending could be attributed to six youth offenders who had taken ownership of the shop area, and common themes of family violence, alcohol abuse and exclusion from mainstream schooling were identified.

The NPT took a coordinated community approach to addressing this problem. Relationships with residents and business owners were developed, improving confidence in Police and building a stand-alone foundation for the community. Key offenders were specifically targeted and two youth operations aimed at engaging with other youth were undertaken, in partnership with other agencies and local schools. Finally, a working bee of over 100 community members transformed the physical environment of the shops, clearing rubbish, freshly painting the exterior of the shops and removing graffiti. Local residents, business owners and community groups worked together under the direction of the NPT to improve the shop environment.

Since the completion of the project, crime occurrences and calls for service to date at the shops have decreased substantially (100% and 80% respectively). Graffiti and disorder are uncommon and groups of young males no longer congregate at the shops. The community maintains the shop environment and relationships have been established to ensure that results are sustainable. A community survey also shows a 95% reduction in concerns around disorder at these shops. Police are now accepted as members of the community and residents feel empowered and in control.

Scanning

The Ferguson Neighbourhood Policing Team (NPT)

The Ferguson Neighbourhood Policing Team (NPT) is one of 32 NPTs deployed in priority neighbourhoods nationwide. Their focus is on establishing an equal partnership with the community and using a problem-solving approach to achieve long-term crime prevention.

"Engage with the community to create a safe and secure neighbourhood, with a community confident that they have ownership, control and a sense of pride in their community."

NPT Purpose Statement

Most Ferguson residents are of Pacific Island ethnicity (70%), followed by Maori (18%), European (8%) and Asian (2%) residents. Ferguson has a high youth population (46% aged 19 or under), with four mainstream schools (students aged 5-12) and an alternative education centre for 'at-risk' youth in the immediate vicinity. There were strong gang influences in the area which contributed to much of the local disorder, violence, alcohol and drug offending. Ferguson is characterised by a high rate of victimisation, a

high offender population and a high level of overall demand.

Everitt Road Shops

The Everitt Road shops consist of a dairy, a takeaway and a liquor store. The NPT was comprised of Police staff with extensive local knowledge and, therefore, their observations became important in identifying the issues from a Police perspective. Large groups of males in gang colours congregated around the shops and intimidated local residents by causing disorder and begging. The gangs had clearly marked this area as their territory and residents felt powerless to change the situation.

The Everitt Road shops were also having a significant effect on the entire NPT Area for the following reasons:

- The shops are highly visible and are surrounded by high-density housing which is home to many local offenders (refer Appendix 2);
- The shops are located next to the Sandbrook Reserve, which had been identified as another congregation area for gang members and disorderly youth;
- There are also two schools nearby, resulting in high foot and vehicle traffic and groups of young people loitering around the shops.

Neighbourhood Policing in Ferguson

From the beginning, establishing relationships with the community was recognised as paramount to success in the Ferguson area. Previous attempts to gain community confidence were not followed up and there was no consistency of approach, leading to a lack of trust in the ability and desire of Police to effect long-term change. It was clear that the community's values were at odds with traditional policing tactics; they needed Police to engage with them as equals, honestly and face-to-face, without rigid structure and timetables. In order to improve crime reporting, achieve a sustainable reduction in crime and increase trust and confidence in Police, these relationships needed to be formed on the community's terms.

To achieve this goal, NPT staff conducted 'beat work' and approached local business owners, schools and community groups to gain a better understanding of their perception of the problem. Many residents were visited in their own homes, allowing the NPT to listen and connect with families in places they felt comfortable. As a result, discussions with police were welcomed rather than avoided. Having a more specific area focus also allowed the NPT to spend more time with their victims, earning their trust and enabling the disclosure of layers of crime that had previously gone unreported.

The NPT also formed partnerships with other community agencies with a desire and an ability to support the neighbourhood. NPT staff regularly attended meetings with the Otago Community Safety Network, a multi-agency group chaired by local government representatives for the wider Otago suburb. The Neighbourhood Safety Panel was also created with a specific focus on the Ferguson area. This is a Police-led group which includes key individuals from faith organisations, education, the Health sector and other community groups, including youth and elderly representation.

Neighbourhood Engagement Survey Template (NEST)

The NPT engaged the community in consultation to identify their main concerns. A survey of 500 Ferguson residents was conducted in August 2010 using a standardised Neighbourhood Engagement Survey Template (NEST).

"Prior to the NPT, I don't think we had a very good relationship with Police; there was a lot of mistrust. The only time we saw them was when they were arresting someone or taking them in for questioning.

The whole community relationship thing was non-existent so there was a real reluctance to work with Police, a real separation as to what the police did and what the community could do to help them out."

*Neighbourhood Support
Coordinator*

The survey results showed:

- 365 residents (73%) had issues about personal safety
- 320 residents (64%) did not report crime due to lack of confidence in Police
- 190 residents (38%) raised general concerns about disorder
- 80 residents (16%) identified the Everitt Road shops as a particular location of concern

The NPT coordinated a workshop, along with community partners, to discuss all the information received. One of the issues raised in the survey related to youths committing property damage and intimidating residents around the Everitt Road shops. Although there were two other similar blocks of shops in the NPT area, the Everitt Road block was identified as being the worst of the three. The workshop group decided that four problems would be given priority:

- Youths intimidating shoppers and residents around the Everitt Road shops
- Condoned truancy and exclusion from schooling
- Family Violence
- Youth gaining access to alcohol and causing public disorder

"From the beginning, the Everitt Road shops were just an eyesore; this is what Otara is all about. That perception was pretty sad because a lot of us knew that was not Otara..."

It was actually a flagship for all the anti-social behaviour around the place, for people to do whatever they wanted... A lot of people thought that this is our lot."

Neighbourhood Support Coordinator

These four issues were presented to the wider community who agreed that the risks and underlying symptoms were of such significance that a multi-disciplined intervention was the best option. Each of these problems was broken down and the PIERS¹ model applied to develop a long-term and sustainable response.

Given its impact on the wider area and its influence on the other key issues, the NPT decided to adopt the targeting of youth disorder and property damage at the Everitt Road shops as their first community project.

Analysis

History of the Problem

Ferguson has had a strong gang influence since the Tribesmen Motorcycle Club first formed in 1981. Numerous street gangs made up of younger males also dominated the area and this multi-

¹ PIERS - Prevention, Intelligence, Enforcement, Reassurance, Support

tiered gang environment was extremely influential in the Ferguson NPT area.

In 2008, a successful operation targeting two of these gangs removed a significant number of individuals from the area and, as a result, crime occurrences decreased dramatically. Although initially successful, the operation did not look at the causal factors in the environment that enabled gang activity to flourish. Consequently, another street gang, the Crown Crescent Boys (CCB), quickly filled the void and crime occurrences increased again in 2009. CCB members were involved in a range of serious offences, including a pack rape, wounding assaults, aggravated robberies and drug dealing. Younger siblings and associates of the CCB had recently formed another street gang, Junior Crown Crescent Boys (JC3), which modelled itself on the CCB and appeared to be following the same path. Both gangs exerted control over the Everitt Road area and the shops were tagged by the JC3.

The reactive policing methods of the past had not achieved long-term results, with residents only seeing Police making arrests, conducting search warrants or doing bail checks. The result was a community disengaged from Police. Without a coordinated, problem-solving approach, there were no opportunities for community engagement and, therefore, there was little hope of a sustainable solution.

Quantitative Analysis

The NPT analysed Police crime statistics to better understand the problem (refer Appendix 5). Quantifying the community's concerns around disorder and property damage at these shops enabled the NPT to determine the extent of the problem. When viewing actual crime occurrences as well as calls for service², the statistics showed:

- 2008: 7 occurrences and 12 calls for service
- 2009: 13 occurrences and 14 calls for service
- 2010: 19 occurrences and 27 calls for service

The Everitt Road shops and surrounding area also acted as a central location where offenders would meet to coordinate their criminal activity before descending on the wider area. Much of the alcohol-related offending could be traced back to purchases (or thefts) of alcohol from the Everitt Road liquor shop. This analysis clearly indicated that, in addition to the number of offences at the

² It is acknowledged that multiple calls for service may relate to the same occurrence and that incorrect geocoding may result in calls for service relating to other locations being geocoded to the shops. There is also a public phone box located directly outside the shops, which may also account for the elevated calls for service geocoded to this location. Occurrence numbers, however, are actual crime incidents directly related to the shops.

actual location itself, it also had a significant effect on occurrences across the entire NPT Area.

"I have been here fifteen years but it was really bad three years ago and I was stressed, thinking just sell the shop and get out of here. I used to resent the community..."

*Owner
Everitt Road Dairy*

Much of the offending occurring both at the Everitt Road shops and across the NPT Area could be attributed to six JC3 members who lived nearby; two of the most problematic males lived on each side of the shops. In the 30 months prior to the project commencing in November 2010, these six youths (aged 14-15) were involved in approximately 74 recorded incidents and offences within 200 meters of the shops; 67 of these incidents involved alcohol, disorder and violence to persons or damage to property.

Family violence, alcohol abuse and exclusion or truancy from mainstream schooling were common themes identified amongst these key individuals.

Based on this analysis, the NPT was able to assist with individual Youth Justice plans to be implemented in the Response phase.

Qualitative Analysis

The Scanning phase had identified that the Everitt Road shops were of concern for disorder and youth congregation. Residents indicated that they often preferred to travel to another set of shops a few kilometres away rather than use those located in their immediate vicinity. This also meant that the local shop owners were losing potential business, leaving both residents and business owners feeling disempowered, resentful and afraid.

In addition to JC3 members committing offences at the shops, students attending the nearby 'Back to Learning' alternative education centre were also identified as causing disorder. In order to properly impact on these students' behaviour, the University of Auckland's Youth '09 study was consulted. The study revealed that 70% of Alternative Education (AE) students had been in trouble with Police in the previous year, compared with 11% of mainstream schooling students. However, AE students were much more likely to have helped someone in their community in the past 12 months, compared with their mainstream counterparts. This study gave the NPT insights into how to involve these students in implementing a sustainable response in their community.

The location itself was subject to extensive graffiti and rubbish dumping, resulting in an unattractive environment which was dirty and neglected (refer Appendix 3A). The lack of proper lighting enabled the dumping of stolen cars behind the shops, and the front carpark was full of potholes.

"The Everitt Road shops were by far the most untidy block of shops I have come across in my 17 years of working for the Trust."

*Operations Manager
Manukau
Beautification Trust*

Offenders used natural ladders on the fence to gain access to the roof of the shop block, providing an additional canvas for graffiti and an entry point for burglary. Shop owners advised they did not see the point of cleaning up the mess since it would just be back the next day. Because they were constantly victimised by a small number of people living in the area, they felt separate from the community and demonstrated an 'us and them' attitude. It became clear to NPT staff that both the residents and the retailers had no sense of guardianship over the shop environment.

Consultation with community partnership groups, combined with the personal experience and research conducted by the NPT staff, identified numerous causal factors for the issues around this block of shops:

- Youth access to alcohol, whether directly purchased or indirectly obtained
- Gang influence, both established adult gangs and more fluid youth gang associations
- Truancy and exclusion from AE and/or mainstream schooling
- Disconnect between parents and disinterested children, either from lack of parental control or the youth's lack of connectedness with the family

These causal factors were presented to the community for their input and became the foundation for the Response phase of the project.

Response

To address as many of the causal factors as possible, the NPT designed their response around the 'PIERS' model and the 'crime triangle': victims, offenders and location.

Victims

To begin building relationships with the community, the NPT ensured they were visible and available to local residents (refer Appendix 4). They continued their beat work, talked to residents and business owners, responded to crime callouts and conducted reassurance visits. In partnership with Otara Health Charitable Trust, six different Neighbourhood Support Groups were established around the shops. To achieve this, the NPT conducted door knocks at residents' homes in advance, inviting them to an initial set-up meeting. Just prior to the street meeting, NPT members would visit each dwelling again, walking attendees to a common public location. This gave an opportunity for residents to meet the NPT and each other, often for the first time. Two volunteers from each meeting were chosen as street contacts, who acted as conduits for a two-way flow of information between Police and other services.

Finally, a media campaign was launched to spread the message of change in the community and encourage them to win back ownership of the area (refer Appendix 6). A regular newsletter was developed, detailing good news stories from the community and showing photos of community engagement (refer Appendix 7). All of these measures ensured that the community was involved during the entire process and empowered them to unite and take ownership of their community, without needing to be led by Police.

Sustainable change also required the relationship between residents and shop owners to be repaired. NPT staff visited the three shops individually and presented them with details of the community's perception and what they could do to help themselves. Building landlords, shop owners and management staff were all consulted in order to achieve buy-in at every level. Crime prevention advice was given and landlords were successfully encouraged to install CCTV cameras both inside and outside the shops to enhance security. Suggestions were given to the dairy owner for altering the shop's layout, including removing posters from the windows to provide more light and better visibility, as well as lowering the height of shelving units to improve lines of sight across the shop. In addition, the liquor store owner was reminded of his obligations as a responsible licensee and specific examples of the harm that alcohol was having on his community were highlighted.

"When I'm looking out the window now in the day and night, there is nothing happening. It's a lot better now than it was before because all the boys have gone. It is changed now. I see no fighting, no stealing cars now, all clean around the takeaway shop. Even when there are no police around, it is still good around here."

Local Resident & father to one of the Top 5 offenders in the area

Offenders

The actions of a few key offenders were having a significant impact around the shops and it was identified that disrupting association between gang members, restricting access to alcohol, and enrolment in alternative education was likely to reduce offending. NPT members attended, investigated and completed quality prosecution files for each of the six target youths, including updates of the youth's personal situation, the victim's views and recommendations considering the wider public interest. These files were forwarded to the Police Youth Aid section who initiated Youth Justice intervention plans specific to each offender, in accordance with the principles of the Children, Young Persons and their Families Act 1989. The NPT worked in partnership with Youth Aid to facilitate these plans, which included curfew checks, community work, alternative education and home visits by Police to support the family. Despite being placed on a number of plans, one of the youths continued to offend at a high level. The NPT was required to arrest him

on a number of occasions, oppose his bail and have him placed in a secure youth facility outside of Otara.

In addition to targeting street gang members, two operations addressing other youth in the NPT Area were conducted as a prevention tactic. Operation CONNECT and Operation BLACK OPS were conducted with partner agencies such as Youth Development Trusts, Housing New Zealand (HNZ) and Police Youth Aid, as well as with members of the Ferguson community. Both operations focused on proactive patrolling around schools, shopping centres and parks within the NPT boundary to deter any disorder and to interact with youth and their families. Known congregation areas and licensed premises, including Everitt Road, were checked to ensure compliance with the Sale of Liquor Act 1989. The NPT also conducted home visits with Youth Development staff for children in need of care and protection or those at risk of criminal offending. Vehicle and foot patrols were increased around problematic areas of HNZ housing surrounding the shops and along the two streets where youth gangs were known to congregate. The partnership approach allowed HNZ to invoke the 'breach of tenancy' clauses when its tenants' behaviour negatively impacted the community.

Location

The physical transformation of the Everitt Road shops was the most tangible and visible response tactic deployed to deal with this problem (refer Appendix 3C). A community 'working bee' of over 100 residents, business owners, students, community workers and Police staff worked together to improve the appearance of the shops: clearing rubbish and graffiti, removing alcohol advertising posters, providing new signage for the dairy and freshly painting the entire exterior of the shops. Partner agencies, including Bunnings Warehouse, Manukau Beautification Trust and Otara Health allowed their staff to attend the working bee and over \$10,000 worth of materials were donated for the project. Otara Community Probations provided working parties of one staff member and up to ten local offenders who were fulfilling community work sentences. These offenders, JC3 members and their families all worked alongside Police and other community members during the working bee project. The local council resealed the carpark and provided additional rubbish bins and better lighting around the exterior of the shops. At the end of the project, the council took

"Police did a great job of keeping a low profile, a lot of you were out of uniform and just mucked in with the rest of us.

Some of the people helping with the project were the ones Police had their eyes on but knowing the Police were working alongside them broke down the barriers."

Neighbourhood Support Coordinator

away two and a half large skips of rubbish. The success of this working bee was a direct result of the NPT's work to bring the individual groups in the community together.

"Prior to the project, the offenders saw the Police as an authority figure and in a negative light.

At the end of the project, they saw Police as people wanting the best for their community, who got in and worked beside them to achieve it."

*Service Manager,
Otago Community
Work & Community
Detention Team*

NPT staff also engaged with 'at-risk' youth at Back to Learning (BtL), the alternative education school located just across the road from the shops. Students were invited to design and paint a mural along one of the exterior walls of the shop block. Another mural with a Pacific-inspired design was created by a faith-based youth organisation which was active in the community. These murals inspired the youths to produce a piece of urban graffiti art (as opposed to graffiti vandalism) that had meaning to them and represented the local area. Giving the responsibility of weekly maintenance of the shops and the nearby Sandbrook Reserve to the BtL students also helped ensure the sustainability of the project.

Once the transformation was complete, NPT staff needed to ensure the community took on the responsibility for the upkeep and maintenance of

the shop area. Maori and Pacific Wardens were tasked to patrol the area and two residents were appointed as reliable guardians to keep an eye on the shops.

A letter was drafted to all surrounding residents, thanking them for their involvement in the project and providing a list of phone numbers to report any ongoing disorder, graffiti or other offending. These numbers included the local Council and the Manukau Beautification Trust, enabling Police to take a step back from the active management of the shops and hand over responsibility for its maintenance back to residents and shop owners.

This marked a shift from reactionary policing to a focus on preventative policing. The ongoing Police response would now include proactive patrols around the shops during peak hours and regular liquor licensing checks to ensure compliance. NPT staff enlisted the support of other Police workgroups to maintain a strong Police presence outside the shift pattern of the NPT. This ensured a coordinated Police response - no matter what time of day, Police assistance was always nearby if the community needed support.

Assessment

Quantitative Assessment

To measure the success of the project, the NPT conducted a second NEST survey of 500 Ferguson

residents in March 2013. Two and a half years after the project was completed, the results indicated:

Concerns around	Aug 2010	Mar 2013	Reduction
Personal safety	365	105	-71%
General disorder	190	35	-82%
Disorder at Everitt Road shops	80	2	-95%

The survey shows significant decreases in concerns around crime types previously highlighted as being most problematic for residents. Additionally, there have been no increases in any other type of offending at this location, reflecting a real impact on crime at these shops.

The NPT also re-examined crime statistics from NZP recording systems (refer Appendix 5):

	<i>Occurrences</i>	<i>Calls for Service</i>	
2008	7	12	} Pre-project
2009	13	14	
2010	19	27	
2011	14	43	} Post-project
2012	8	35	
Percentage change 2010-2012	-38%	+150%	
2013 ³	0	5	

Actual crime occurrences at the Everitt Road shops increased slightly from 2009 to the implementation of the NPT in 2010 and calls for service almost doubled; these results are typical in an area where increased reporting is sought and Police staff are out in force, proactively detecting crime rather than reacting to it.

In 2011, after the project was complete, there was a decrease in crime occurrences but calls for service increased again by 59%, likely reflecting the increase in confidence in Police.

In 2012, there was a decrease in both occurrences and calls for service to the shops, which reflects an actual reduction in crime at this location. The 2013 statistics indicate that there have been even further reductions in both calls for service and crime occurrences. NPT staff are confident this declining trend will continue for the remainder of the year

³ As at 14 May 2013

"I have been here a year now. The three previous owners and everyone said it was really bad. They were scared. I said to the neighbours, there are other ways we can do better.

The more you are open to people, the more you will get out."

*Everitt Road
Takeaway owner*

Since the completion of the project, groups of young males wearing gang colours have not been witnessed by the NPT or reported by the public. Five of the six targeted youth offenders are still living near the shops but no longer exert a negative influence there. In the 30 months following the project, these six offenders were involved in 27 incidents and offences within 200 meters of the shops, compared with 74 in the period before the working bee (reduction of 63%). Furthermore, 20 of these 27 incidents took place in 2011, which is indicative of a sustained decrease in offending in 2012 and 2013. The reduction in offending at the Everitt Road shops is an example of what can be achieved by empowering the community to take ownership of their surroundings.

Qualitative Assessment

Two years on from implementing the initiative in the Ferguson area, there has been a dramatic change in the attitudes of the community. During meetings with the Neighbourhood Safety Panel, residents confirm that graffiti is no longer tolerated and concerns for personal safety around the shops have been replaced by more minor complaints about noise from mini motorbikes.

All Police staff have noted graffiti at the shops is now uncommon and the Manukau Beautification Trust reports significantly higher levels of engagement and ownership by the shop community. The Everitt Road shops are still a clean and well-presented flagship for the community. The paintwork is maintained and there is no longer any rubbish surrounding the shops.

The relationship between residents and business owners has improved greatly. They now see themselves as part of the same community and share ownership of the shops and surrounding area. Additionally, NPT members have become highly regarded and more integrated members of the community they serve. Through the Everitt Road shops project, the NPT has gained the respect, trust and confidence of residents and business owners. At community events, the NPT is given the position of Tangata Whenua (people of the land) at traditional Maori or Pacific welcoming ceremonies, indicating their valued place as community members. As a result of this relationship, Police can take a less prominent role in the maintenance of the project.

"I used to resent the community but now I am giving free barbeques on public holidays. Everyone is a lot friendlier and profits are up. They are more willing to come in and shop because they are not scared away by the gang people hanging around outside."

*Owner
Everitt Road Dairy*

Everitt Road as a Model Project

Following the success at Everitt Road, this project has been used as the model for four additional ventures across the NPT Area, each one refining and improving on the last. The Cobham Service Lane project is one such example. This service lane is located almost directly across the road from the shops and was subject to a similar amount of graffiti and rubbish dumping.

Another working bee was organised, utilising existing relationships cultivated during the Everitt Road shops project. However, this time Police took a step back and let the community and other agencies run the day. The service lane and its surrounding houses were owned by HNZ, so they were brought on board as the landlord while their tenants worked alongside them. The community agreed on plain colours to decorate the exterior of the garages along the service lane. Having the community take a leading role in the working bee helped ensure they felt motivated to maintain their good work.

The Everitt Road shops project has also been used for training other NPTs across the country, providing an example of how to engage the community in implementing long-term solutions to crime. This project was the first of its type in New Zealand and the Ferguson NPT was one of the original teams established in the country; therefore they had the opportunity to be more innovative and creative than was previously seen. The NPT also presented this project to the New Zealand Government's Law and Order Select Committee in 2012 as a successful example of problem-oriented policing that can easily be adapted to suit other areas of the country.

The Everitt Road shops project is an excellent example of what Police can accomplish by using a problem-solving approach. The strategic and coordinated approach of the Ferguson NPT has had a positive impact on this community by breaking down barriers between its various members and building a relationship with the residents that will continue into the future.

Appendix 1 Ferguson NPT Staff



Ferguson Neighbourhood Policing Team

Sergeant Jonathan Milne
Constable Wesley Taefu
Constable Aron Singh
Constable Junior Teo
Constable Mark Hanson
Constable Marion Wood
Constable Silao Nansen

Written Submission

Marci Mead, Senior Intelligence Analyst

Project Contact Person

Julee Browning
District Manager: Policing Development Group
Counties Manukau Police
42 Manukau Station Road, Manukau, Auckland
Phone: +64 9 263 2742
Email: julee.browning@police.govt.nz

Partner Agencies

Auckland Council
(formerly Manukau City Council)
Back to Learning -
Alternative Education school
Bunnings Warehouse NZ - Hardware store
CrossPower Ministries
Housing New Zealand
Manukau Beautification Trust
Manukau Truancy Service

Neighbourhood Support
New Zealand Maori Wardens Association
NZ Probations Service
Otaru Health
Otaru Living Waters Church
Pacific Wardens
Yendarra Primary School

Appendix 2 Ferguson NPT Boundary

Ferguson NPT Boundary



Everitt Road Overview



Appendix 3 Physical Transformation of Everitt Road Shops

SECTION A - BEFORE



SECTION A - BEFORE



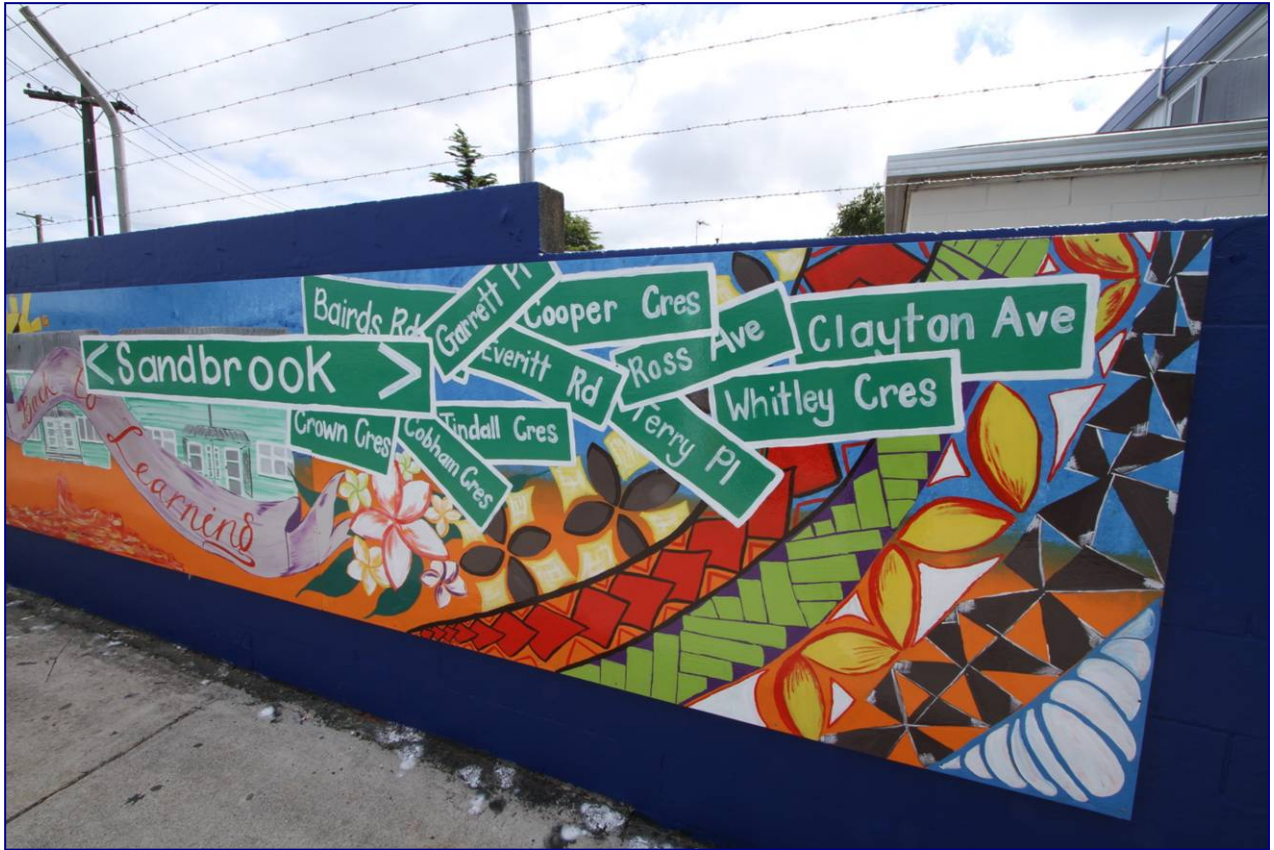
SECTION B - DURING



SECTION C - AFTER



SECTION C - AFTER



Appendix 4 Community Engagement Photos



Neighbourhood Safety Panel Members



Youth serving the community day



Neighbourhood Support Group - After
Cobham Service Lane Project



Yendarra Primary School students



Engaging with local teens



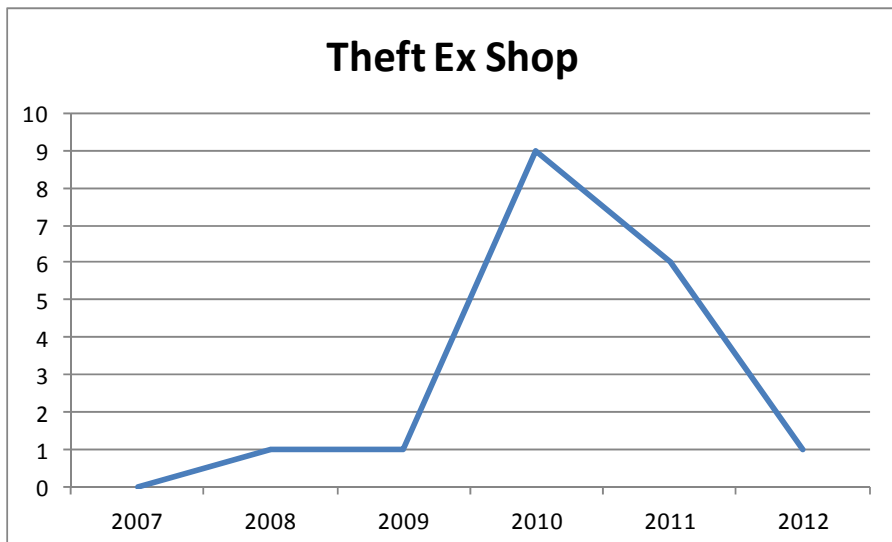
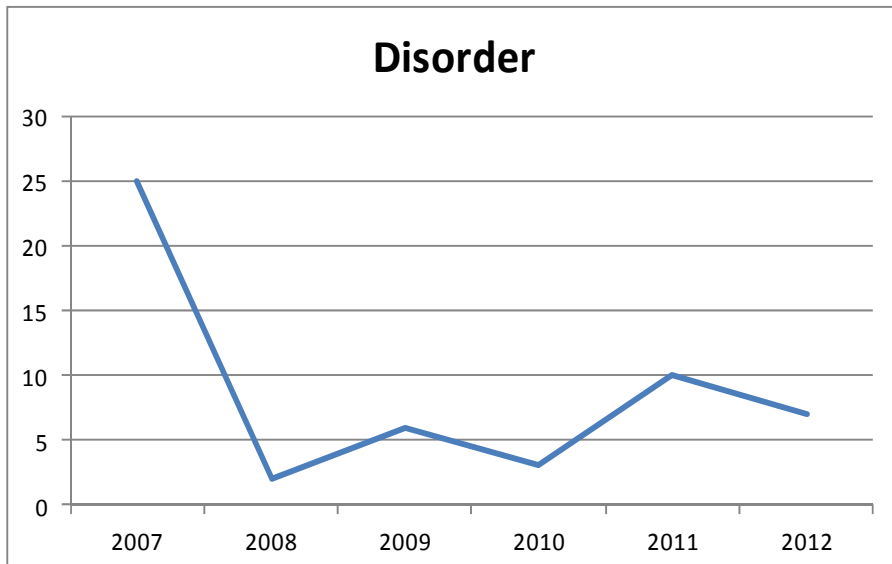
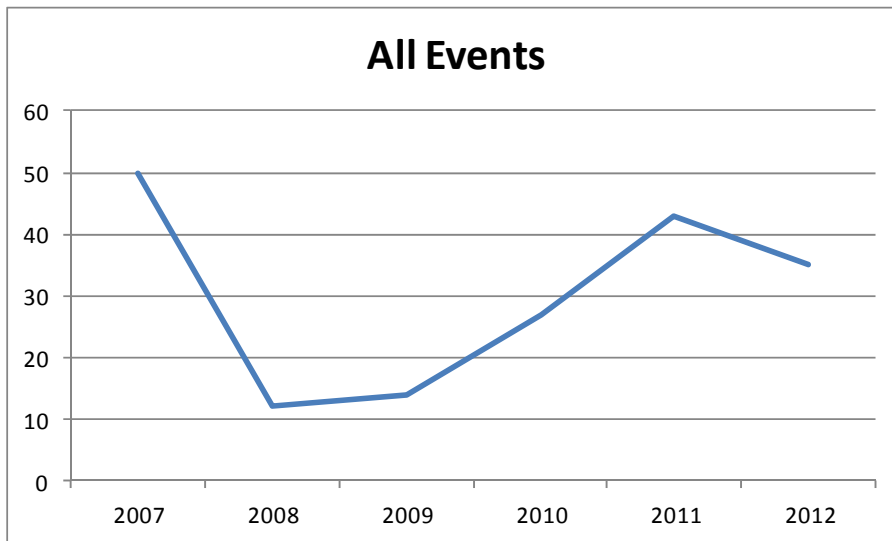
Neighbourhood Support street contacts

Appendix 5 Crime Statistics

All calls for service to the Everitt Road shops (58-62 Everitt Road)

Offence Type	2007	2008	2009	2010	2011	2012	Total
1310 - Robbery		1					1
1510 - Serious Assaults		1			1		2
1640 - Minor Assaults	1				1		2
1710 - Intimidation/Threats					1		1
1C - Car/Person Acting Suspiciously	5	1	1	2	3	2	14
1K - Drunk Custody/Detox Centre					1		1
1R - Breach Of The Peace					1		1
1U - Traffic Incident		1					1
1V - Vehicle Collision		1				1	2
1Z - Other Incident		1		1			2
2I - Information				3		2	5
2P - Public Relations	2					1	3
2R - Recovery Motor Vehicle	2			1			3
2W - Arrest Warrant (Other)	1			1	1	1	4
3210 - Drugs (Cannabis Only)	1						1
3530 - Disorder	25	2	6	3	10	7	53
4120 - Burglary	5				2		7
4320 - Theft Ex Shop		1	1	9	6	1	18
4340 - Theft Ex Car				1			1
4370 - General Theft					1		1
5120 - Wilful Damage	2	1		1			4
5210 - Endangering/Interfering	1						1
6110 - Trespass			4				4
6550 - Telephone Offences	1	2	1		10	7	21
6D - Bail Breach					2		2
NSEC - No Speech Emergency Call	4		1	5	3	13	26
Grand Total	50	12	14	27	43	35	181

Calls for service at the Everitt Road Shops

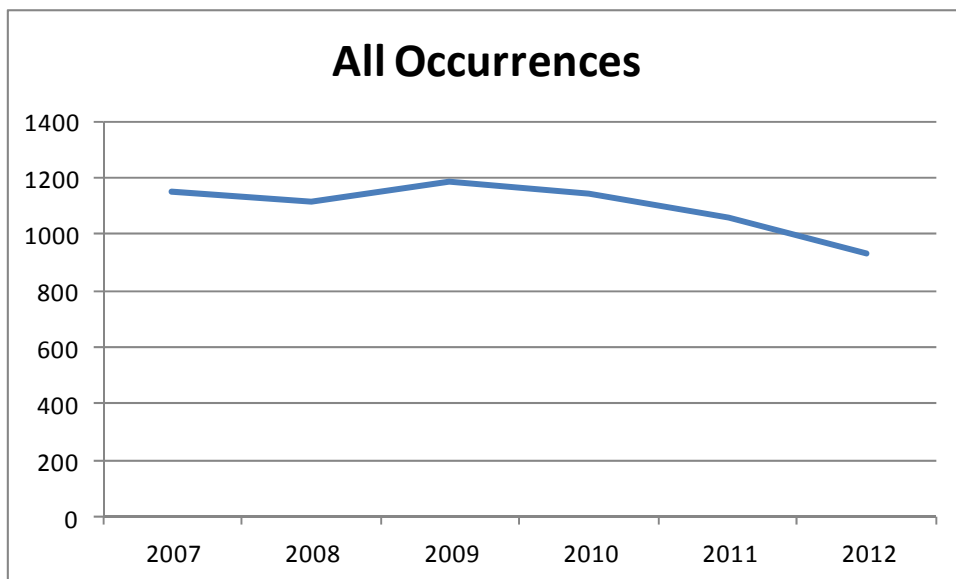


Occurrences grouped by type for Everitt Road Shops

	2007	2008	2009	2010	2011	2012	Total
Intimidation & Threats	2	2	0	1	1	0	6
Disorder	6	2	2	4	3	1	18
Theft	2	0	1	9	4	4	20
Destruction of Property	2	1	1	1	0	1	6
Grand Total	12	5	4	15	8	6	50

All crime occurrences for the entire Ferguson NPT area (grouped by type)

	2007	2008	2009	2010	2011	2012	Total
Robbery	17	11	7	12	20	3	70
Grievous Assault	27	25	34	38	24	17	165
Serious Assault	111	83	97	103	87	72	553
Minor Assault	54	60	71	64	49	48	346
Intimidation & Threats	52	53	79	59	50	34	327
Sexual	10	7	13	8	14	14	66
Drugs	80	36	54	58	42	72	342
Disorder	108	110	114	117	108	92	649
Burglary	133	181	142	143	104	107	810
Vehicle Crime	108	93	70	34	40	32	377
Theft	106	95	129	122	141	105	698
Receiving	6	4	7	1	2	5	25
Destruction of Property	110	111	87	112	108	91	619
Driving Offences	224	243	273	259	258	237	1494
Attempted Suicide	4	5	9	12	14	6	50
	1150	1117	1186	1142	1061	935	6591



Appendix 6 Media

Members of the South Auckland Neighbourhood Policing Team, from left, Constables Mike Milne, Sergeant Jonathan Milne and Constable Jesse Tate.

Out in force on the mean streets

Reporter **Andrew Laxon** and photographer **Greg Bowker** follow a team of police finding alternative ways to curb crime in South Auckland's Otara triangle

Writes the afternoon news. At a small block of shops in a suburban back street, a couple of men stand in front of a car and into a liquor store. One of the men is shouting and gesturing. Inside Sergeant Jonathan Milne notices one of the men kicking about a young man on the way to his work. He says there is a man who is drunk and aggressive. He says the man is shouting and shouting. He says the man is shouting and shouting. He says the man is shouting and shouting.

Reporter **Andrew Laxon** and photographer **Greg Bowker** follow a team of police finding alternative ways to curb crime in South Auckland's Otara triangle

Constable Milne (left) and Tate talk to a dairy owner in the Everset Rd shops. Left, Sergeant Mike Milne patrols the Otara triangle.

The advantage with it is it's still relationship-based, so while we're doing our apprehensions and our hard-nosed stuff, we still have a good relationship with both our criminals and our members of the public.

Sergeant Jonathan Milne

Shoot the difference

- Like community constables, neighbourhood policing teams
- Close to communities and in many areas with high crime rates
- Work to build trust and make a positive impact on the community
- Involve community constables
- Work with other agencies to address issues in their areas
- Investigate and respond to community issues, including drug supply

In the district and 18 in other crime hotspots across the country.

"Milne says the idea works because it combines a strong relationship with the community with the ability to get out and do stuff." The team responds to crime but they target what

with the store instead, on a clean-up exercise.

To Milne's surprise, police agreed to remove the glass liquor sign at the front of the dairy and set up a sign reporting attempts to underage serve to any alcohol. Constable Kevin Sings and youth workers at Crossways Ministries received a group of local teens to come a meal over the night - Milne says it has now become a monthly event and the group has grown to over 20.

The district programme around the shops is now much healthier, when he believes by a big effect on the whole community. But he still wants the liquor store to be beyond the letter of the law.

"If they sense that even though they're selling alcohol to adults, those adults are not enjoying it, they will stop around the corner, we want them to go further and we will let it to the adults. When you're making a public

ing dealer, who was selling cigarettes in his home. They will carry on investigating the case to make the prosecution.

"We're not expert investigators and we're not doing our own thing, we can be flexible. The advantage with our relationship-based work is we're doing our own thing and our own thing, we still have a good relationship with both our criminals and our members of the public."

The strategy is part of a first-in-the-world pilot of the police when they came to make an arrest now work with them. Some of the gang members say that when they're in trouble, they will call on the police. Milne says Otara is a really tough area but it's not as bad as it used to be. When he was on the beat the Otara Police Station had the highest crime rate in the country and you could feel the tension on the streets. But in 2008 police installed both pumps while open with a size of 1000 litres. And the next day the crime rate dropped by 40 per cent. The strategy is part of a first-in-the-world pilot of the police when they came to make an arrest now work with them. Some of the gang members say that when they're in trouble, they will call on the police. Milne says Otara is a really tough area but it's not as bad as it used to be. When he was on the beat the Otara Police Station had the highest crime rate in the country and you could feel the tension on the streets. But in 2008 police installed both pumps while open with a size of 1000 litres. And the next day the crime rate dropped by 40 per cent. The strategy is part of a first-in-the-world pilot of the police when they came to make an arrest now work with them. Some of the gang members say that when they're in trouble, they will call on the police. Milne says Otara is a really tough area but it's not as bad as it used to be. When he was on the beat the Otara Police Station had the highest crime rate in the country and you could feel the tension on the streets. But in 2008 police installed both pumps while open with a size of 1000 litres. And the next day the crime rate dropped by 40 per cent.

Neighbourhood policing area

Map showing the Otara triangle area, including Otara, Sandbrook, and Everset Rd.

Top 4

1. Gang intimidation
Gang members used to stand outside the shops and intimidate the shopkeepers. The police have been working on this for a long time.

2. Family violence
Each team member is responsible for one high-risk abuse family in the neighbourhood. The approach varies depending on the circumstances - sometimes a welfare officer will try to help a quiet word with a battered wife while her husband is at work. One case involved her teenage son who threatened to beat his father with a hammer. Milne and the pair showed up in court armed with evidence. The team intervened to make sure they were not talked to their parents' address.

3. Drink and disorderly behaviour
Locals told the police they were fed up with young people getting drunk and fighting in public. The response includes tougher monitoring of the local liquor stores in the neighbourhood and having a close eye on trouble-makers.

4. Drug and alcohol issues
Locals told the police they were fed up with young people getting drunk and fighting in public. The response includes tougher monitoring of the local liquor stores in the neighbourhood and having a close eye on trouble-makers.

Appendix 7 Community Newsletter



Issue 3 - April 2012

Awhi Whanau Early Childhood

Many have heard the proverb, 'It takes a village to raise a child'. Hannah Haiu told Mahi Tahī this principle is at the core of what we do at Awhi Whānau Early Childhood Centre - Awhi Whānau means 'to nurture family!' Proudly born out of the Otara/East Tāmaki community, we are Māori Bi-cultural, based on Christian values, and inspired by the Reggio Emilia approach (an international best practice).

Early childhood education isn't just about tamariki being ready for school. It's about a community supporting Whānau in giving their tamariki a foundation for life - one that nurtures their natural desire to learn and encourages their interests and strengths, which emerge from a very young age. Our vision is that tamariki become capable, competent and confident learners who develop a life long love of learning and become all they were created to be. As a community centre we're always keen to engage with others from the community to the benefit of the tamariki. Contact Thelma Chapman ph.265-1950



At rear from left NPT Constables Junior Teo along with children from Awhi Whānau early childhood and their teachers.

Passion for the Community

Local Neighbourhood Support Coordinator for Otara, Poutua Papalii, was in Samoa and migrated to NZ in the late 50's. He was raised here in Otara since settling here in 1962. Poutua is also involved as a trustee with a number of local community organisations and school boards while also serving the community as an elected member of the Otara-Papatoetoe Local Board under the new Auckland Council set up. In June 2008 he was appointed to the role of Neighbourhood Support Coordinator by Otara Health. At that time only 4 semi active NSG's existed. This has since been increased to 40 plus groups. At present we are only touching the surface as far as NS is concerned here in Otara. The injection of extra Police resourcing here in Otara through the Neighbourhood Police Team program has coincided with a decrease in criminal activity and an increase in interest for NS. This success has been due largely to the relationships that have developed between this community and the local Neighbourhood Policing Team.



From the left NPT Constables Mark Hanson with Poutua Papalii at a neighbourhood support meeting at Cobden, Otara.

Interested in Being Involved in Neighbourhood Support?

Contact: Poutua Papalii - Otara Neighbourhood Support Coordinator 027 4740 179
Email: poutua@otarahealth.co.nz, Otara Health: 09 265 2746



Ferguson Road Shops- Taking ownership

The neighbourhood on Ferguson Road has come together to make improvements to their local shops. Located on Ferguson Road near the intersection of Preston these shops are centrally located between the three primary schools of East Tamaki, Flatbush and Yendarra Primary.

Constable Sarah Moon is leading the community initiative which has received support from Bunning's Warehouse, Probation and the Manukau Beautification Trust. Other key partnerships are Neighbourhood Support coordinator Ngä and Kaima Jones.

On Thursday 22 March our community did a full day's work to kick off the transformation of the shops. An able team from Probation did the initial grunt demolition and rubbish removal, closely followed by staff from Bunning's painting the rear of the shops. Manukau Beautification painted the front and side as well as lawn mowing and the removal of weeds. Police and Neighbourhood Support prepared and served lunch for the workers.

On a local note the Manukau Beautification Trust has played a big part in two projects that have taken place in our area, the first being the makeover at the Everitt Road shops and the second was the painting of the garage doors in the Cobham Crescent cul de sac.

East Tamaki, Yendarra and Flatbush Primary will each create a mural reflecting their community's creativity and values. It is anticipated these three expressions of pride will stand side by side and unveiled in a special ceremony in May.



Manukau Beautification trusts working hard painting out the graffiti at the shops.



Ferguson Neighbourhood Policing Team provided a well deserved lunch for all involved in the working bee project.



Important contacts:

Otara Ferguson NPT mobile: 0274 740 173

Phone: 09 272 0930

Crime Stoppers: 0800 555 111

Crime Reporting Line: 09 261 1300

Email address: OtaraFergusonNPT@police.govt.nz

