

Project MOONSHINE

Hampshire Constabulary and Test Valley Borough CDP

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SUMMARY- Project MOONSHINE

In year 1 this project saved £76,500 by addressing a problem of anti-social behaviour and crime being committed around commercial and public premises located around Pilgrims Close, Chandlers Ford. The offenders were young people between 12 and 18 years, under the influence of alcohol.

Complaints from the local community, parish council and young people identified a reduction in quality of life and an increase in the fear of crime. Scanning and analysis identified the root causes of the problem as;

1. Alcohol related offending
2. No legitimate area for young people to socialise in a safe environment
3. Poor environment design of location
4. Lack of a cohesive community
5. Requirement for resourcing objectives

The objective of the project was to address the root causes of the problems in order to reduce in year 1,

- complaints of anti social behaviour by 25%
- crime by 25%
- alternative youth provision
- reduce fear of crime and restore quality of life.

By achieving these objectives the outcomes impacted on 6 of the 7 Strategic areas of the Test Valley Community Safety Strategy. The lead agency was the police. The project was effectively monitored and quality assured by a multi-disciplined steering group utilising the S.A.R.A processes.

Responses - Funding streams were identified from the Local Government, Parish Council and Police. A total of 13 interventions aimed at the underlying causes, from the provision of marked carrier bags to identify origin of alcohol, enforcement, environmental design, structured youth diversionary activity, a youth shelter and mobile youth unit.

Assessment - In first year:

- A reduction in offending of 30%
- Reduced incidents by 70%
- Restored policing activity to normal levels
- Improved quality of life

There is no evidence of displacement associated with these offenders. Wider consequences were identified as transferable good practice for other PRIME projects. Improved awareness to our partners of the benefits of adopting a problem solving approach.

Strengths and weaknesses

- Strong Chairmanship
- Wider use of data for analysis
- Wider use of data for evaluation
- Missed opportunities of community contact through the Schools

Key success factors

- Managing the expectations and negativity of everyone
- Exceeded crime and disorder target reduction
- Restored quality of life
- Reduced fear of crime
- Improved wider community cohesion

This project was identified as 'good practice' by the Home Office Crime and Policing group.

SCANNING AND ANALYSIS

General context

The Borough of Test Valley, Hampshire is primarily rural, the two main towns are Andover and Romsey.

The Borough has experienced a steady rise in rural population. According to the Census 2001 the population of Test Valley was 109,801 (44,134 households), of which just over 2% are from ethnic origins other than white; this compares with just under 10% nationally. Unemployment within Test valley accounts for 1.5% of the working age population, sizeably lower than the national average (5.1%).

Valley Park (its principal town is Chandler's Ford) is a new ward, formerly part of Field ward before May 2003. Indications from the last indices of multiple deprivation completed in 2000 highlighted that Field ward scored within the 5% of wards least deprived (8012th/8414 wards). The population of Valley Park was 7,484 as per the Census 2001 findings, of which just over 3 per cent were of Asian ethnic backgrounds, with a further 1 per cent from Chinese (and "Other") ethnic backgrounds. Just over 1 per cent of the working age population were unemployed.

The project initially examined crime data for the Pilgrims Close and Knightwood Community Centre areas recorded between March and August 2002. There was a reluctance to report ASB related crime by the public, due to apathy that the police were not doing anything to tackle the issues; hence the crimes recorded only represented a small percentage of actual ASB incidents occurring. (Kent 2004). This was further evidenced through verbal contact with the community when officers were undertaking targeted patrols and via a public meeting attended by over 120 local community members. It became apparent there was a far bigger problem than was being reported. This was further supported by the daily incident logs created by the Community wardens which recorded complaints and incidents on average of 18 per month between August 2002 through to March 2003. (White 2004). Specific incidents recorded were acts of drunken behaviour (not necessarily drunk and disorderly; involving loudness and substantial congregation of youths)¹. Criminal offences of burglary of commercial premises, criminal damage, drugs offences. A local parish counsellor had been contacted with demands to take action. The drop in centre for youths was used as a location to hold a focus group to identify the needs of youths in the community. (White 2004)

At the time the baseline data was collected (March to August 2002), there were on average 30 anti-social behaviour complaints per month, 6 recorded (ASB related) crimes per month and 36 other crime and disorder act incidents per month. This was creating a negative impact on the community's quality of life. The youth presence was disrupting the peace and criminal damage was experienced in the main around the Knightwood Leisure centre area (White 2004)

Juveniles involved were of either sex aged between about 12 and 18 congregating around Pilgrims Close in groups of up to 50 youths at any time, in an intoxicated state induced by the consumption of alcohol which made them progressively noisy and disorderly, eventually leading in some cases to violence. This was an affluent area of the south of England, therefore the local ASB offenders had on average a disposable income of £10 at least a night.

A particular shop door was targeted by youths, as it was behind a broken roller shutter, which was repeatedly kicked in so that the youths could steal alcohol and food.

Wider crime problems

There was evidence (based on stop and search of youths) of significant use of recreational drugs by youths in the Valley Park area. Groups aged 12 and above had been found to be persistent abusers of cannabis and alcohol; although this only affected a minority of this age group in Valley Park. When offenders were found in possession of recreational drugs such as cannabis, the most commonly used excuse for possession was that they thought it had been legalised.

¹ The team defined acts of disorder as "anything that you can think of that would impact on your quality of life without being a criminal offence".

Significant consequences of the crime problem

The general public's perception of safety had been severely diminished, members of the public felt intimidated by this group.

Customers were deflected from the row of shops in Valley Park at certain times of the day also.

The offending and anti-social behaviour resulted in a substantial proportion of police time attending to disperse some youths and deal with calls to apprehend others. At the onset of the project, the time spent patrolling the area was around 30 hours a month, with police overtime running into 25 hours a month. On average costs for policing this location rose from approximately £120 per month to a staggering £5,500. Damage to the Knightwood leisure centre also incurred costs of approximately £11,500. (White 2004)

Immediate causes² of the crime problem

Wider Environment

- A raised flowerbed was identified as a problem. The youths assembled here to consume alcohol, often bringing blankets with them. The rough patch of land encouraged littering compounding the problem.
- A specific store adjoining the flowerbed was identified as a focal point for youths gathering and subsequent ASB as it provided light and shelter (the shop had a canopy).

Resources for committing crime

- Loose bricks within the flowerbed presented as a tool for use in vandalism.
- Some of the migrant used golf clubs and wrenches to cause disruption and damage, and to use in conflicts.
- Mobile phones were sometimes used to draw gang members together.

Readiness to Offend

- Alcohol acted as a disinhibitor to increase the readiness to commit offences. Alcohol was available to youths through a certain number of them stealing from a 'soft target' shop, and through supply of alcohol from parents and legitimate purchasers.
- Boredom through inadequacy of local leisure facilities was cited as a common problem. The local leisure centre did not provide an exclusive resource for youths. There were play areas for younger children, but no recreational facilities for older youths. The absence of legitimate entertainment encouraged them to spend their sizeable disposable incomes on alternative entertainment, mostly alcohol.

Crime Promoters

- Local retailers sold alcohol to the youths contrary to the licensing rules. A possible contributory cause was younger, lower-wage workers being poorly supervised and supported, and not receiving the appropriate training.
- Peer pressure also served to initiate those who would not normally engage in ASB related activities.
- Harassment the general public to act as 'forced promoters' to purchase alcohol on their behalf.
- Low staffing levels, poor shop layout and poor quality CCTV in a particular store in effect promoted the theft of alcohol from this particular store.
- Migrant male youths conflicted over the females in the area, fuelling ASB activity.

Crime Preventers

- It was noted that the level of staffing in some of the local shops was not sufficient to monitor shop theft efficiently when combined with the shop surveillance capacities.

² Causes are described using the Conjunction of Criminal Opportunity (CCO)–
www.crimereduction.gov.uk/learningzone/cco.htm. Those judged particularly relevant to this crime problem and its prevention have been emphasised. Where possible these relevant causes are supported by evidence; where such evidence is missing, and the causes are relevant to the interventions, conjectures are identified.

RESPONSE

Initiative

The overall objective was to reduce anti-social behaviour and crime by a combined 50% thereby reducing the fear of crime, restoring the quality of life and returning long- term sustainability to the area. This was achieved by identifying the key offenders and disrupting them through removing the opportunities for offending, tackling the supply of alcohol, re-establishing community cohesion and developing youth diversion activities. (White 2004)

Monitoring of performance

The steering group chaired by the Crime Reduction Officer was supported by key stakeholders. An initial meeting was held to identify the 5W's and H through the Scanning process of S.A.R.A. Subsequently a series of regular meetings took place to review S.A.R.A. Two public meetings, a focus group with young people and a presentation to the parish council were held which resulted in series of actions.

The main organisations involved in this project were:

Hampshire Police Force
Test Valley Borough Council / Eastleigh Borough Council
Neighbourhood Wardens
Retailers
Residents Association
Youth Service
Land agents for the shops
Parish Council
Young people
Media

Inputs into the project

There were no stipulated running costs, these were mostly absorbed in routine costs and human resources, the community wardens and volunteers from the community cleaning up the environment. High visibility police officers shifted additional time on their daily duty. The crime reduction officer's time was absorbed into the normal workload. The capital costs of the project mainly concerned the funding of the of a youth shelter and mobile youth van – this came from a budget of £48,000 which was awarded to the project by the Government Office for the South-East. (White 2004)

Interventions

Underlying the main interventions was the importance of identifying the key ASB offenders and disrupting them through removing the opportunities for offending, the time to cause nuisance and the alcohol generating the nuisance activity.

Intervention 1: Modification of carrier bags

Method: Modification of plain carrier bags to branded bags
Principles: Reducing readiness to offend (removing supply of alcohol); Deterring and incapacitating crime promoters (shopkeepers) and converting them to preventers; Mobilising preventers (parents); Empowering preventers (police).

Retailers selling alcohol to youths underage were identified through the seizure of alcohol from youths, supported by CCTV footage from the stores to identify purchaser. CCTV footage was also used to inform the parents of the offending child about the crime problem. The risks were that alcohol was transferred into other branded bags.

Intervention 2: High visibility police patrols

Method: Covert and overt observation police patrols and neighbourhood wardens, aided by mobile CCTV

Principles: Deterrence and discouragement; Reassurance; Removing offenders from crime situation/ dispersing groups of offenders

High visibility police patrols and neighbourhood wardens were used to disperse young people from the areas. Surveillance of ASB offenders was boosted by the use of a mobile CCTV, this reassured the public. The use of hoodies (hoods or garments that covered most of the head and face) by youths hindered identification by natural and CCTV surveillance. However intelligence on specific clothes worn by offenders enabled identification of individuals.

Intervention 3: ABCs

Method: Threat of ABCs for identified persistent ASB offenders

Principles: General and specific deterrence and discouragement; Removing offender from crime situation; Cracking down on promoters (parents) and converting to preventers

9 persistent ASB offenders were identified by the police as potential candidates for ABCs. These offenders in the presence of their parents, were contacted by the council to inform them they were under scrutiny for the application of an ABC (Anti-social Behaviour Contract). No ABCs had been applied to the 9 offenders at the time of this study.

Intervention 4: Target hardening of a retail store

Method: Set of structural and environmental modifications to increase the effort required to steal alcohol

Principles: Perimeter/access security; Target hardening; Environmental design; Conversion of crime promoters to crime preventers

A particular store received crime prevention advice. The CCTV system was upgraded inside and out, a new roller screen was installed to replace the broken one and the layout of the store was altered to promote natural and CCTV surveillance.

The staff and management of the store received training by trading standards, the police and their company to promote crime prevention and to tackle theft.

Intervention 5: Removing a flowerbed from the front of shops

Method: Removing the flowerbed from the row of shops and improving the environmental design

Principles: Environmental design; Restricting resources for crime; Deflecting offenders from a crime situation; Reassurance

A flowerbed outside a row of shops was removed. It was reducing the image of the area, not enhancing it. Removing the flowerbed prevented the loose bricks being used as missiles, no longer anywhere where for youths to sit or drop litter.

Bollards at frequent intervals were placed outside the shops both to prevent ram-raiders targeting the shops, enhanced the environment but also prevented the youths from sitting down.

Intervention 6: Community clean up

Method: Community clean up of Valley Park

Principles: Reassurance; Deterrence; Motivating preventers

Website – www.hampshire.police.uk

The community wardens in collaboration with members of the public and young people cleared up the litter Pilgrims Close. This boosted reassurance although it is difficult to measure the direct impact, the visible presence of the community wardens the improvement of the environment signified a cleaner and safer place. It also engendered feelings of ownership and augmented collective efficacy/social capital. This action also served the involvement function of mobilising/engaging residents.

Intervention 7: Youth shelter

Method: Youth shelter for local juveniles

Principles: Removing offenders from crime situation and from alcohol; Reducing readiness to offend by meeting needs legitimately

Government Office for the South East funding enabled the project team to install a youth shelter following consultation with youths via the youth service. This provided a personal space for youths to gather and socialise. This also served to divert youths from hanging around the shops.

From the onset it was emphasised by the police that the shelter was ultimately the property of the youths, and they had to take responsibility for it. If the shelter was destroyed, it would be removed. The shelter did receive graffiti from the youths and this was seen as an acceptable in mark ownership. However where unacceptable language was used this was erased by spray paint by the police.

Intervention 8: Mobile recreation unit

Method: Mobile recreational unit moved to non-hotspot areas to engage youth in diversionary activities

Principles: Removing offender from the crime situation

This was to involve sporting equipment initially but the mobile recreation unit had not been fully equipped at the time of this study, however alternative recreations such as surfing the internet was being considered.

Intervention 9: Arresting/Cautioning of ASB offenders

Method: Arresting/cautioning of ASB offenders

Principles: Removing offenders from the crime situation; Giving offenders resources to avoid offending (education); Deterrence and discouragement; Mobilising preventers (parents); gateway to CJS; gateway to range of youth services

The police used cautions for the 1st and 2nd time ASB offenders, with the threat of arrest if they continued to commit ASB offences. For more persistent ASB offenders the police arrested them and sent them to the youth courts. In either case the police would recommend the youth seek youth service advice. The police showing the offenders' parent's video footage to confirm their child's involvement in ASB boosted this process. This also helped engage this group to tackle their children's offending. Physical conflicts between local and migrant ASB offenders were also dealt with primarily through the arrest of main participants.

Youths often resisted arrest/police contact attempts – using mobile phones to warn of impending approach, and 'starbursting', using a local primary school field as an escape route. The youths used bushes in the field to hide behind/in. The hedges in the school field were used to conceal alcohol, so that if the youths were caught they were no longer in possession of it. By council lowering the height of hedges and bushes and cleaning out rubbish beneath them this made this location less attractive as an escape route.

Intervention 10: Drop in centre for youths

Method: Drop in centre for youths

Principles: Removing offender from the crime situation

One night a week, a drop in centre was made available to the local youths as a place to socialise and provided the opportunity for detached youth work and the focus group for youth consultation. (White 2004)

Intervention 11: A healthy living centre for youths

Method: A healthy living centre was planned at the leisure centre

Principles: Removing offender from the crime situation; Reducing readiness to offend by meeting offenders' needs

The leisure centre are planning a healthy living service to youths to offer advice on diet, sexual health and community issues, input from the youth service, connexions and various agencies are anticipated. This intervention remains at the planning stage. (White 2004)

Intervention 12: A forest location as an alternative place for youths to gather

Method: A part of the local woods was given over for use by the local youths

Principles: Removing offender from the crime situation; Rule setting; Reducing readiness to offend by meeting offenders' needs

The Tree Conservation Volunteers Group (affiliated with Test Valley Borough Council) made available to the local youths a portion of a local wood to use as a gathering spot. This intervention was an attempt to forestall the increasing ASB associated with the summer holidays. Ground rules about acceptable were established before the youths were allowed in the designated area. Where these regulations were not adhered to (for example, unacceptable levels of littering), then encampments that had been built were taken down and the area left as it was originally. After this had been carried out several times, the youths understood that they needed to comply with the regulations to retain the encampments.

Intervention 13: Disrupting a possible drugs market targeting youths

Method: Enlisting youths to identify drug dealers so that they could be dealt with through the CJS

Principles: Removing offender (dealers) from the crime situation; Deterrence (dealers); Resources to avoid offending (drugs education for youths); Mobilising preventers

The potential for drug dealing was stamped on quickly through arresting identified and known drug dealers. Youths were approached to get them to identify those they believed were attempting to sell drugs to them. Youths were also educated in the risks of drug usage and encouraged to report drug dealers. For identified drug dealers, the use of bail conditions was placed on them, so that they could not return and sell drugs in the Valley Park area.

ASSESSMENT

Outcomes

The following outputs were achieved:

- Modification of the environment (removal of a flower bed and insertion of bollards)
- Augmentation and installation of facilities for youths at a local leisure centre facilitated by the youth service.
- Installation of a youth shelter.
- Designated area of a wood for use as a gathering spot for youths.
- A mobile recreational unit for supplying diversionary activities for youths.
- Reinforced security measures in a local shop identified as a target for theft of goods.

Risks in implementation / Blockages to implementation

Confusion over borough council boundary lines added confusion in identifying responsibility compounded the existing lack of public confidence and poor vehicle access to problem areas. This was addressed by police officers using bikes, allowing greater mobility allowing them to be more approachable by the public offering greater reassurance. (White 2004)

Lessons learnt from the implementation process:

- Adaptability – coping with limited sustainability of impact. It was estimated the interventions would only be effective for 3-5 years, therefore contained within the exit strategy is a continually monitoring and reassessment process to sustain the project. This may be due to the cyclic nature of fashionable activities for youths i.e. Skate boarding. Thus a certain element of the project was to estimate future youth interests and adapt the project accordingly.
- A degree of learning came from what didn't work in the project. This was partially due to the crime prevention through problem oriented approach to crime and disorder reduction partnership methodology.
- Support from the BCU Commander was seen as paramount, as it reinforced messages of empathy, caring and commitment, as public confidence was at it lowest.
- Reformed police powers were cited as boosting the project, in particular, Section 59 of the Police Reform Act³ (granting police powers to retain vehicles) and changes in the supply of alcohol to under 18's in public. (section 1(5) Conviction of alcohol (young persons) act 1997.
- Liaison with local retailers, the licensing officer and trading standards led to the adoption of an over 21s sale policy on the sale of alcohol of the local retailers. This impacted on the possibility of older peer/sibling supply of alcohol to youths. (White 2004)

Committees involving the general public helped to quell the fear of crime perceived by the local community. Through involving the general public, this enabled the steering group to identify some community champions. Also it proved an opportunity to highlight that the police were part of the wider community and to confirm that tackling the issue wasn't just the police's responsibility – it was the whole community's responsibility.

Information about the project and its progress was fed back to the local multi media, including the residents newsletter, distribution of 3,500 – this helped to reassure and inform the public. Specific information that was provided which included: good practice, progress and future plans. (see appendix 1)

Community wardens engaged with the public directly by way of knocking on people's doors and talking about their role and the current projects being run by the police and local council.

Risks/blockages of Involvement in the project:

The community involvement in the project was managing the conflict between the older age group and the juvenile community, this centred on the differing needs and lifestyles of these two groups. The project team provided a mediating role to build consensus through highlighting the importance of each group. Hence mediating between these two groups led to a greater understanding of the differing needs of the two age groups, leading to respect between these two groups. This understanding was further boosted by the older community group attending the opening of the youth shelter, which symbolically functioned as an acceptance and acknowledgement of the youth in the community by this group.

Impact evaluation design

The Home Office conducted a simple retrospective evaluation to gauge the impact of the battery of interventions brought to bear on youth ASB activity in Valley Park.

The outcome measures were twofold:

- Recorded crime ASB figures and CADA (Crime and Disorder Act) incidents, Several factors constrained the reliability of the evaluation:

³ See <http://www.legislation.hmso.gov.uk/acts/acts2002/20020030.htm> for the Police Reform Act document – which gives further information on section 59 of the act.

- The recorded crime ASB figures included both adult and youth ASB crimes – but it was estimated that youth ASB crime accounted for approximately 80%.
- A longer before-period would have thrown more light on the history of ASB in the immediate area but unfortunately, there was no data available there prior to 2002.
- It was not possible to adjust the analysis of impact for background changes in crime in Test Valley/Eastleigh areas or Hampshire as a whole, as there were differences in data aggregated at force and district level compared with measurements taken on the local level.

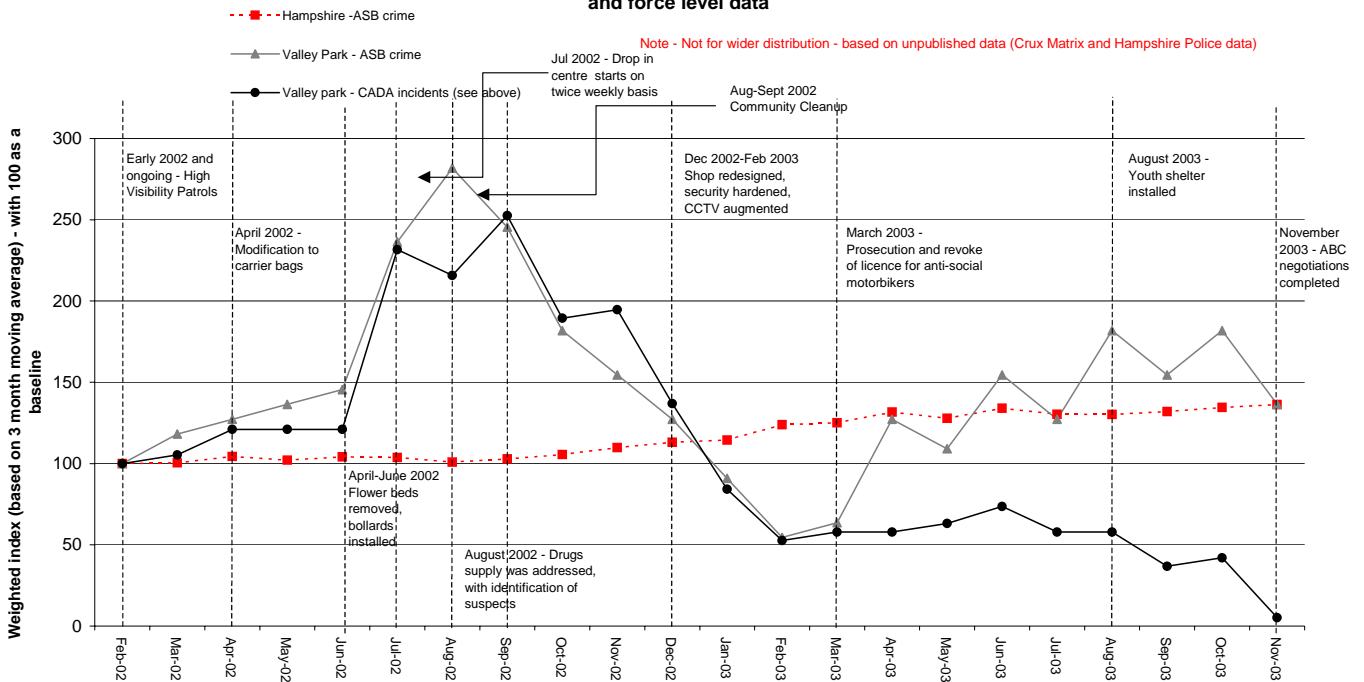
Impact evaluation results

Recorded crime and CADA incidents recorded in the Pilgrims Close and Knightwood Community centre both indicate a drop in ASB. Recorded crime fell by 30%, from 74 offences in January-December 2002 to 53 offences in the same period in 2003. CADA incidents experienced a substantial reduction of around 70%, falling from 120 in Jan-December 2002 to 34 in the same period for 2003.

The graph on the next page gives a more detailed indication of relative change in ASB offences/incidents at a local level compared to the Hampshire Force as a whole (although the limitations of this comparison are noted above. The figures are indexed to February 02 = 100 for ease of comparison.)

The graph indicates that ASB recorded crime in Hampshire as whole showed a gentle increase since September 2002. The Valley Park area, in contrast, experienced a sizeable wave of ASB offences and CADA incidents between June to November in 2002. The subsequent falls from November 2002 to February 2003 were equally steep, taking both types of event to below their pre-wave baseline. After February 2003 the CADA incidents remained level until tailing off even further from August to November 2003. The ASB recorded crimes in this area started to rise again moderately in April 2003 and began to fall again slowly in November 2003. The project team felt that increased reporting of the crimes could have come about in 2003 due to improved community reassurance.

Index of three month moving averages of ASB related recorded offences and CADA incidents comparing local, district and force level data



Sustainability

It was noted that many shops in the Valley Park were undergoing change in management, so it was essential that new retailers were advised on the previous work of the project. A degree of monitoring would be carried out on new retailers to see if they were complying with the legislation. An exit strategy at the time of this study is being developed.

Authorship

This report was prepared by Andrew Kent and Paul Ekblom of UK Home Office and Barbara White where referenced.

APPENDIX 1

Valley Park Residents Association Newsletter Article

My name is Barbara White and I am your local Crime Reduction Officer employed by Hampshire Constabulary.

As a resident in Valley Park you will almost certainly be aware of the problems involving the young people gathering in and around the ONESTOP shop, Pilgrims Close. Over a period of time there have also been a number of incidents involving criminal damage and burglary, and staff and customer intimidation. That said it is now deemed as a police 'hotspot'. Valley Park is a very pleasant place to live, work and visit, as being a member of the neighbouring local community I am fully qualified to say so. Indeed the Boroughs of both Test Valley and Eastleigh have some of the lowest crime areas in Hampshire and indeed the Country. Nevertheless as your local Crime Reduction Officer it is my intention to maintain community safety, reduce crime further and improve your quality of life.

Therefore I wish to inform you of what action has been started and how we can take things forward with your help.

The basis of all crime reduction and community safety work is a partnership approach with a number of agencies engaged in joint actions, this includes involving the local community and most importantly does include the youths themselves.

On February 25th and 9th April this year the Police, your Community Beat Officer, PC Iain Wilson and myself met initially with a number of key people, i.e. the One Stop management, TVBC Youth Service and Cranbury Estates, the agents for the land around the shops in order to discuss the issues and possible solutions.

So far, we between us have been successful in initiating removal of the flower bed outside the shops to prevent the youths from sitting and dumping rubbish.

The Youth Service have been engaging with the young people via a detached youth worker and she has been successful in identifying some key issues for the young people, in fact they are now using the leisure centre on set occasions to meet and 'chill out' under the guidance of the detached youth workers.

The Police and One Stop Head Office have been successful in dealing with a member of staff selling alcohol to underage young people, improvements in crime prevention measures to the store and a change of management.

The Police have had a succession of enforcement operations over the spring which has resulted in the dismissal of a member of staff from One Stop Valley Park for selling alcohol to an underage person, and a number of young people having alcohol confiscated and their parents informed.

That is just the start! For any long term sustainable changes to occur, medium and long term strategies have to be worked at and put in place, these unfortunately do not happen instantly. In order to build on the foundation of good work that has taken place so far we are now in a position to ask for your assistance, you the local community.

Our aim for the summer is to engage the youth with the assistance of the TVBC detached youth teams in order to divert them away from crime, disorder and antisocial behaviour. Encouraging them to access youth social provision such as youth clubs, drop in facilities using a youth shelter, to open up the opportunity for social interactive and learning opportunities, this is seen fundamentally as the key solution in this equation. However to do

this important work funding detached youth is always an issue. Funding applications are now in place and being sought with various different sources, however resources come in many forms. If you know of any resources that can contribute to this particular action, if you or your employer feel they can sponsor this initiative or indeed you want to contribute to the wider strategy you are invited to attend the next meeting to be held at or should you wish to discuss the matter with myself or PC Iain Wilson CBO please feel free to contact us at Eastleigh Police Station on 023 8074 5344.

Finally it is important that we keep ourselves informed of the problems so please do keep reporting any incidents and dare I say some of you are the mums and dads of these young people, do you know where your children are and what they are doing?

The summer is fast approaching and we are making a concerted effort on your behalf to address the concerns of you all. I do look forward to either hearing from you, in person or via your Residents' Association, remember it is not just one persons problem.