

Tilley Award 2005

Application form

The following form must be completed in full. Failure to do so will result in disqualification from the competition.

Please send completed application forms to Tricia Perkins at patricia.perkins@homeoffice.gsi.gov.uk

All entries must be received by noon on the 29 April 2005. Entries received after that date will not be accepted under any circumstances. Any queries on the application process should be directed to Tricia Perkins on 0207 035 0262.

1. Details of application

Title of the project

CRIME AND YOUTH DISORDER IN THE WESTBURN AREA OF EDINBURGH – A PROBLEM SOLVING PARTNERSHIP

Name of force/agency/CDRP:

LOTHIAN AND BORDERS POLICE

Name of one contact person with position/rank (this should be one of the authors):

SERGEANT ANTHONY CATLIN

Email address:

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Full postal address:

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EDINBURGH
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Telephone number:

0131-622 2425

Fax number

0131-453 3916

Name of endorsing senior representatives(s)

PADDY TOMKINS

Position and rank of endorsing senior representatives(s)

CHIEF CONSTABLE

Full address of endorsing senior representatives(s)

**LOTHIAN AND BORDERS POLICE HEADQUARTERS
FETTES AVENUE
EDINBURGH
EH4 1RB**

2. Summary of application

In no more than 400 words please use this space to describe your project. Include details of the problem that was addressed a description of the initiative, the main intervention principles and what they were designed to achieve, the main outcomes of project particularly in relation to the problem, evidence was used in designing the programme and how the project is evaluated.

CRIME AND YOUTH DISORDER IN THE WESTBURN AREA OF EDINBURGH A PROBLEM SOLVING PARTNERSHIP A SUMMARY

In August 2004, a significant increase in crime and anti-social behaviour was identified in the Westburn area of Edinburgh.

A meeting with local residents and their Neighbourhood Council representative, established the following concerns:

- *Anti-social behaviour.*
- *Underage drinking.*
- *Vandalism and graffiti.*
- *Fire-raising.*
- *Assaults and fear for personal safety.*
- *Youths stoning local buses and vehicles.*

Possible Causes were identified and an action plan formulated with clear objectives achievable through a partnership approach.

The objectives were to:

1. Reduce the level of crime and disorder in the Westburn community.
2. Work in partnership with the local community to improve the quality of life for residents, stakeholders and service providers.
3. Identify local youths believed responsible for the crime and disorder and *modify their behaviour.*
4. Make noticeable aesthetic improvements to the environment.
5. Provide interesting activities for youths at identified peak problem times.

Evaluation of the intervention.

The partnership project has been evaluated throughout and the identified objectives have been successfully achieved.

- Local Residents and their representative groups have been party to the positive approach taken to address their concerns.
- Through the partnership, funding has been obtained to extend the WHALE community centre opening hours, purchase equipment and hire session workers to provide activities of interest to the youths at peak trouble times.
- Three acceptable behaviour contracts have been signed by youths who affiliate themselves to the 'Young Westburn Team' street gang. To date the contracts have not been breached.
- Anti-Social Behaviour is sitting at one of the lowest levels since July 2003.
- There has been a significant fall in crime committed in Westburn.
- There are no broken windows or fences on the estate.
- At date, 28th March 2005, there is no graffiti in the Westburn estate.
- Rubble has been cleared away and shrubbery cut back giving clear views of the bus terminus and surrounding area reducing the opportunity for crime.
- Incidences of throwing stones at buses have ceased.
- A program to replace the existing yellow sodium streets lights with high-pressure white lights is underway.
- A complete A-Z list of community contacts has been published.
- Partnership working in the community has been developed; a communications network established and a problem monitoring and evaluation process are in place.

3. Description of project

Describe the project following the guidance above in no more than 4000 words



CRIME AND YOUTH DISORDER IN THE WESTBURN AREA OF EDINBURGH A PROBLEM SOLVING PARTNERSHIP

- **Definition of the problem**
- **Response to the problem**
- **Evaluation of the intervention**
- **Internal and external links**

Police Sergeant 2369A. Tony Catlin.

Definition of the problem (A brief resume of how the problem was identified, and to illustrate the area involved, a map is included below)

Westburn is a housing estate on the West side of Edinburgh. It is set apart from similar estates nearby, as it is bounded by the Edinburgh City Bypass, the railway line, the B701 dual carriageway and the Union Canal.

It is a predominantly residential area with housing provided by the City of Edinburgh Council and Prospect Housing Association. The community is served by a licensed general grocers and the WHALE Community Centre. Public transport is provided by two bus services, which culminate at the bus terminus in Westburn Avenue. The terminus is adjacent to the Community Centre.

The area is poorly lit with old style yellow sodium street lighting. There are a number of areas, which are overgrown with dense shrubbery.

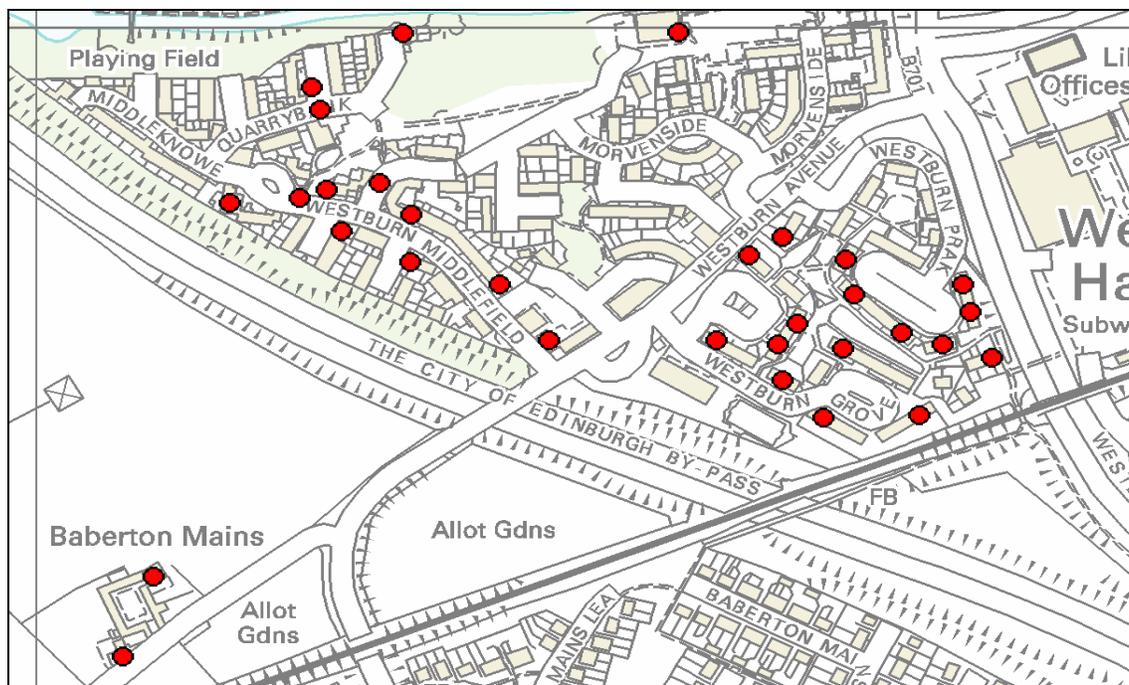
In August 2004, a significant increase in crime and anti-social behaviour was identified in the Westburn area.

The problem was identified through repeated calls made by local residents to the Police and by letters of complaint mailed to local councillors and community representatives.

In addition, the Police Divisional Intelligence Unit identified Westburn Grove, as a youth 'hotspot' through regular analysis of data held on police computer systems.

The area, which is the focus of the problem, is outlined below in Figure 1.

Figure 1. (Incident Map)



Brief analytical resume of problem (including the time span when the analysis was undertaken, conclusions reached and recommendations)

In August 2004, Sergeant Tony Catlin instructed the police analyst to compile a report on the levels of crime and anti-social behaviour in the Westburn area between July 2003 and July 2004.

On receipt of the analysts report, Sergeant Catlin convened a meeting with local residents and Maria Newey, the Westburn Village Neighbourhood Council representative, where the following concerns were raised:

- *Anti-social behaviour.*
- *Underage drinking.*
- *Vandalism and graffiti.*
- *Fire-raising.*
- *Assaults and fear for personal safety.*
- *Youths stoning local buses and vehicles.*

Possible Causes were discussed and identified as:

Youths operating outwith parental control with no apparent deadline for them to return to their respective home addresses resulting in groups congregating into the late evenings particularly at weekends.

Youths identifying themselves as members of the 'Young Westburn Team' street gang and subject to peer pressure from other gang members.

Access to alcohol, purchased locally and most probably by adults known to the youths and not the youths themselves.

Lack of facilities available to local youths at the weekend leading to boredom.

General appearance of surroundings leading to a lack of respect for the environment.

Sergeant Catlin informed the group that he would address their concerns and keep them apprised of any progress through their elected representative.

An action plan was formulated with clear objectives achievable through a partnership approach, which would be properly evaluated.

Response to the Problem

1. Reduce the level of crime and disorder in the Westburn community.
2. Work in partnership with the local community to improve the quality of life for residents, stakeholders and service providers.
3. Identify local youths believed responsible for the crime and disorder and modify their behaviour.
4. Make noticeable aesthetic improvements to the environment.
5. Provide interesting activities for youths at identified peak problem times.

Tactic of Treatment

In line with the objectives, Sergeant Catlin drew up the following *Tactic of Treatment*.

⇒ **Short Term Solutions:**

- The formation of a Problem Solving Partnership involving local stakeholders to address the concerns raised by the community by means of a multi-agency approach.
- Creation of occurrence markers on CAPTOR, the Lothian and Borders Police command and control system, advising officers attending calls to the Westburn area on the action to be taken.
- Crime and disorder initiative to be carried out on successive weekends between 17th September and 2nd October 2004, with increased number of officers patrolling the targeted area on foot, in uniform and plain clothes in an effort to identify, apprehend or deter the perpetrators.
- In line with the 'Making the Difference' approach to reduce antisocial behaviour and crime by young people, Personal Descriptive Forms (P.D.F.'s) to be issued and advisory letters mailed to respective parents.
- Intelligence gathered on local youths to be input to the Scottish Intelligence Database.

⇒ **Medium Term Solutions:**

- Identify an officer to work in partnership with Prospect Housing and City of Edinburgh Housing Department to pursue 'Acceptable Behaviour Contracts' and follow up further incidents of anti-social behaviour with joint Council and Police home visits.
- Rectify and repair existing damage, particularly broken windows and graffiti.
- Clear away rubble and cut back shrubbery, particularly in the area around the bus terminus.
- In partnership with Lothian Transport, increase the use of video buses, decoy buses and driver DNA kits.
- Liaise with the Council regarding improving estate management in the Westburn area.
- In consultation with WHALE Community Centre, rectify and repair existing damage, clear away rubble and cut back shrubbery.
- Improve security at WHALE Community Centre.
- Task an Architectural Liaison Officer (ALO) to survey the area.
- In partnership with British Transport Police and Network Rail, repair existing damage to fencing along railway track, remove boards/planks, which assist youths gain access trackside and clean up graffiti.
- Make any findings available to Force CCTV liaison officer, Sergeant Glen Milne, who is best able to pinpoint locations for CCTV cameras to be installed.
- Street contact work identifying activities youths would be interested in participating in and take appropriate measures to provide same.

Long Term Solutions:

- Install CCTV in the appropriate areas.
- Liaise with the Council and WHALE to extend use of the recreational facilities already available to the youths. Integrate local youths into community activities.
- Any suspects or accused for this type of crime to be considered for Acceptable Behaviour Contracts.

Output. (Including the actual action taken based on your tactics / treatments).

Following the meeting with local residents, Sergeant Catlin contacted Constables Beverly Bowles and Susan Kerr of the Police Community Services Department, and requested their assistance in identifying local interested agencies to work together in partnership to address the concerns raised.

Sergeant Catlin submitted requests for occurrence markers to be created on CAPTOR. The markers require officers attending calls to the Westburn area to deal with any incidents in line with the 'Making the Difference' strategy to reduce anti-social behaviour and crime by young people, note names and issue Personal Description Forms, copies of which are forwarded to Sergeant Catlin for action.

'Making the Difference' is a strategy employed by Lothian and Borders Police and is indispensable when dealing with youth issues. Where a youth's behaviour falls short of criminal behaviour, but is delinquent or anti-social, the officer at the scene warns the youth regarding his conduct and issues him with a Personal Description Form, (PDF). A copy of the form is handed to the youth who is instructed that he should inform his parent of his contact with the Police. The information contained in the Police copy is input to a spreadsheet for the area in which the incident occurred. A second entry, involving the same youth would, depending on a number of factors including time scales between incidents and type of incident, result in a Parent Awareness Letter (PAL) being mailed to the youths parent or guardian with an offer to discuss their child's behaviour. Any subsequent incident would result in a visit by the Police to the youths home address to discuss his behaviour with the youth and his parent or guardian.

Sergeant Catlin registered the Problem Solving Partnership with the City of Edinburgh Council thereby opening up access to the Edinburgh Community Safety Partnership Local Action Commissioning Fund.

On 9th September 2004, Constable Beverly Bowles chaired a multi agency meeting, involving Lothian and Borders Police, City of Edinburgh Housing Department, Prospect Housing Association, Lothian Transport, and the Whale Community Centre. As a result a program of action; including cutting back shrubbery, painting graffiti damaged common-stairs and sandblasting graffiti from walls, repairing broken windows, fencing and other street furniture commenced.

Sergeant Catlin was appointed liaison officer with the City of Edinburgh Housing Department.

Lothian Transport were advised to increase the use of video surveillance buses in the area and ensure that buses were equipped with DNA kits and drivers trained in their use.

British Transport Police agreed to repair existing damaged fencing alongside the railway track and remove boards giving youth's access trackside.

Constable's Bowles and Kerr invited the editor of the West Edinburgh Times, the local community newspaper, on a walkabout of the Westburn estate, along with representatives from the partner agencies, to conduct an environmental survey of the area, identify problems and establish how they could each contribute to remedying them. The walkabout resulted in actions for a number of partner agencies.

A list of the Westburn Problem Solving Partnership contacts is attached at **Appendix B**.

Actions From Walkabout

Constable Beverly Bowles and Sergeant Glen Milne, Lothian and Borders Police architectural liaison officer, carried out a 'secured by design' survey of the fire-damaged WHALE Community Centre and submitted a written report to WHALE on how best to complete the building repairs to reduce the opportunity for crime.

Andrea Wilson from the City of Edinburgh Council Estate Management Department progressed much of the work, which had been highlighted, relating to environmental improvements to the area. A programme of garden tidying and pruning shrubbery commenced, graffiti was cleared up in two problematic stairs and surrounding areas.

Fencing has been erected to cut off an informal path, which had been a source of problems of vandalism and nuisance. A proposal has been submitted to block an underpass, which is dark and unused. The lighting for the whole estate is to be upgraded to high-pressure white lamps.

WHALE has also made improvements to the surroundings of their premises, which in the past have been subject to vandalism and fire-raising. Constable Bowles provided them with a Crime Prevention Survey suggesting improvements for their security. They have cleared up overgrown shrubbery and have environmental projects in place to progress this further.

Through the PSP, Sergeant Catlin liaised with Laura McKenna, manager of the WHALE Community Centre, and obtained an application form for the Local Initiatives Fund from Edinburgh Community Safety Partnership and advised on completion of the form. Sergeant Catlin submitted the Police Analyst report in support of the application.

Mark McCabe, youth worker with WHALE and his colleagues were progressing detached youth work in an effort to establish what activities local youths would be interested in and encourage them to attend the Centre.

The WHALE centre was awarded a grant of £9,500. The grant has been used to extend the scope and hours of the centre on a Friday evening, to provide activities of interest to youths based on Mark's street-work. Session workers have been employed and equipment purchased to provide access to Internet DJ spots, coupled with dance and digital media activities.

British Transport Police and Network Rail were invited to play a part in improving the environment and have removed the boards, which were providing access to the rail tracks. Additionally, they stated that they would repair damaged railings along the trackside and that they would remove graffiti from the side of the rail track that crosses the City Bypass. They are also considering fencing this off more effectively to prevent youths accessing the bridge once it has been cleaned.

Constable Kerr authored an article, which was included in the West Edinburgh Times, highlighting the work of the partnership to local residents.

A police initiative was implemented between 17th September and 2nd October 2004. The initiative, codenamed Operation Affect, involved additional uniform and plain-clothes officers on foot patrol in the target area between 20:00 hours and 24:00 hours on recurring Friday and Saturday nights. The officers were directed to respond to any complaints of crime and youth disorder and take appropriate action.

In line with the 'Making the Difference' strategy to reduce crime and anti-social behaviour by young people, Personal Descriptive Forms (P.D.F.'s) were issued and advisory letters mailed to the respective parents. Intelligence gathered on local youths was input to the Scottish Intelligence Database.

Initiative analysis included the following

- The number of persons detained/arrested
- Number of PDF's issued and parent awareness letters generated
- Number of crimes solved
- Number of weapon/drugs stop searches
- Number of intelligence items submitted to S.I.D.
- Comparison made between number of calls received during the 4-week period of the initiative and corresponding 4-week period 2003.

The Operation resulted in a number of youths being spoken to, alcohol confiscated, personal description forms being issued and details added to a spreadsheet log for the consideration of parent awareness letters.

In addition, a local youth was charged with vandalism, having been caught throwing stones at the windows of the premises occupied by Prospect Housing Association. Another youth was traced and charged for throwing stones at a marked police vehicle.

The Operation is a standard Police Operation, the parameters of which are outlined above. The content of the Operation Order has not been reproduced herein.

A further report was requested from the Police analyst to evaluate the impact of the Police initiative. It was to be expected that there would be a downward trend in the number of youth related incidents during the period of the initiative and this was evident from the analysts report.

The analysts report centred on the period of the initiative only and has not been reproduced herein, however is summarised as follow;

'Although the trend regarding youth related incidents in Westburn has been on an increase since April 2004, the recent pattern since 28/08/2004 has been a decline in the number of youth related incidents. The downward trend identified in the linear line reflects the fact that the average number of youth related incidents has declined since 17/09/2004.'

It was evident that the additional officers detailed to police the Westburn community had the desired effect, in that it reduced the number of complaints in that area. However, it was also evident that the initiative could not be sustained and that the only way to ensure a lasting improvement would be through partnership working.

As part of the ongoing evaluation, and in an effort to re-focus the partnerships efforts, Sergeant Catlin requested a further evaluation of Crime and Disorder in the Westburn area between July 2004 to 23rd November 2004.

On 30th November and 2nd December 2004, further multi-agency meetings chaired by Constable Beverly Bowles were convened and the group were updated with the progress to date. The group were joined by representatives from the City of Edinburgh Council Neighbourhood Response Team and Community Safety Partnership.

The Neighbourhood Response Team (NRT) are part of the City of Edinburgh Council Anti-Social Behaviour Division and provide a response capability to deal with serious and emerging anti-social behaviour which threatens to stretch existing local resources. Three groups of five persons can be tasked across the City to assist in the co-ordination of Problem Solving Partnerships. They play a supportive role facilitating the PSP process.

Kathy Huxford representing the City of Edinburgh Council Neighbourhood Response Team informed the group that they could support, facilitate and co-ordinate the work of the partnership.

The installation of CCTV had been discussed, however it was decided that this was not an option as it would take a minimum of two years to implement and although the initial cost for equipment and installation was not prohibitive the future maintenance costs would be high. It was decided as an alternative that the NRT Housing Investigation Team would utilise their portable cameras in any covert surveillance.

It was agreed that there was a need for local residents to be encouraged to report their concerns and crimes committed to their local police station to enable the group to properly measure the scale of the problem and effectively tackle it. Constables Bowles and Kerr submitted a further article to the West Edinburgh Times to drive home this point.

Acceptable Behaviour Contracts

Sgt Catlin worked closely with Shirley McLaren at the local Housing department to progress the implementation and enforcement of acceptable behaviour contracts.

On 25th November 2004, in partnership with representatives from City of Edinburgh Housing Department, Wester Hailes Education Centre, WHALE Community Centre, Police and other support agencies, case conferences were conducted to discuss ways of modifying the behaviour of a number of youths and as a result it was decided to pursue acceptable behaviour contracts in respect of three local youths who identified themselves as members of the 'Young Westburn Team' street gang.

Senior Housing Officer Shirley McLaren of the City of Edinburgh Council Housing Department drew up Anti-Social Behaviour Contracts in respect of the three identified youths and on the 26th January 2005, the three youths and their respective parents agreed the contract content.

The contracts were signed by the individual youths, their respective parents, Housing Officer Jacqui Rollo and Sergeant Catlin.

The contracts each contain conditions, which are specific to that individual. The type of conditions, and penalties should they be breached, are listed below:

- I will not write graffiti or damage any property or vehicles, in and around West Edinburgh.
- I will not harass, pester, or abuse other tenants or passers-by in any way, in and around West Edinburgh.
- I will not conduct any criminal activity from my mothers or any other tenancy.
- I will accept support from the WHALE Community Centre and will attend evening activities at the WHALE centre.
- I will accept support from the Wester Hailes Education Centre.
- I will attend all organised appointments at the Wester Hailes Education Centre and will accept their support in planning my future career path.

A marker has been placed on the Police National Computer system and should any of the youths come to the attention of the Police, for whatever reason, be it criminal or non-criminal behaviour, then Sergeant Catlin will be notified by e-mail on that date.

On agreeing to sign the contract the parent or guardian agrees that should the contract be breached the following will apply:

- The City of Edinburgh Council will refer the case to the Reporter of the Children's Panel.
- The City of Edinburgh Council may make an application through the Sheriff Court for an anti-social behaviour order, which if breached, would result in criminal charges being brought.
- Where an anti-social behaviour order is granted, the security of the tenancy with the City of Edinburgh Council may be changed to a short Scottish secure tenancy.

This action, if it were necessary to follow it through to a conclusion, would lead to the eviction of that family from their tenancy.

Sergeant Catlin and Housing Officer Rollo have resolved to respond to any breach of contract within forty-eight hours, with a home visit. The breach of contract will be investigated and reported in line with the conditions set out in the contract. The contracts remain in Force for a period of one year. Sergeant Catlin and Housing Officer Rollo will visit the families every three months to discuss the subject's behaviour and modify the contract if changes are deemed necessary.

On discussion with one of the youths, it was established that he had a keen interest in motorcycles. Sergeant Catlin contacted RUTS and submitted an application to enroll the youth on a ROUTES 1 course. ROUTES 1 is a six-week motorcycle maintenance course, which culminates in off road driving instruction. The course requires commitment to the project and prepares the candidate for possible future employment in that field.

Throughout the period of the project the Police Divisional Intelligence Unit Analyst compiled a number of evaluation reports. An extract from the final report is included at **Appendix A**.

Evaluation of the intervention.

- Local Residents and their representative groups have been party to the positive approach taken to address their concerns.
- Through the partnership, funding has been obtained to extend the WHALE community centre opening hours, purchase equipment and hire session workers to provide activities of interest to the youths at peak trouble times.
- Three acceptable behaviour contracts have been signed by youths who affiliate themselves to the 'Young Westburn Team' street gang. To date the contracts have not been breached.
- Anti-Social Behaviour is sitting at one of the lowest levels since July 2003. (See *Figure 2 – appendix A*)
- There has been a significant fall in crime committed in Westburn. (See *Figure 3 – appendix A*)
- There are no broken windows or fences on the estate.
- Rubble has been cleared away and shrubbery cut back giving clear views of the bus terminus and surrounding area reducing the opportunity for crime.
- Incidences of throwing stones at buses have ceased.
- A program to replace the existing yellow sodium streets lights with high-pressure white lights is underway.
- A complete A – Z list of community contacts has been published.
- Partnership working in the community has been developed; a communications network has been established and a problem monitoring and evaluation process are in place.
- At date, 28th March 2005, there is no graffiti in the Westburn estate.

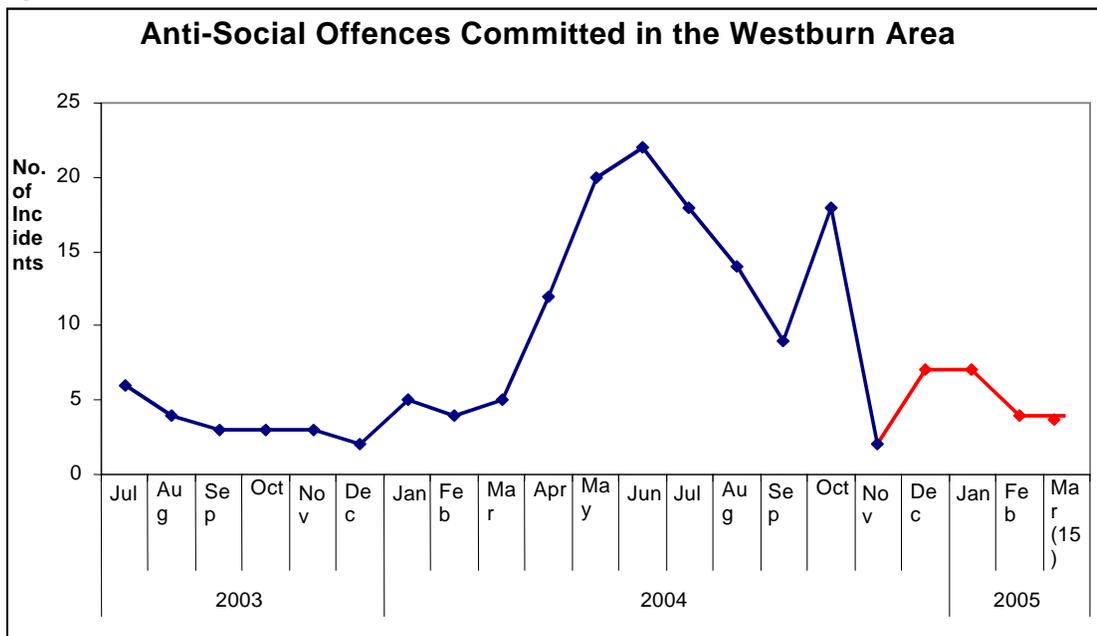
Extract of analysts final report

This report uses the same definition of Anti-Social Behaviour as the three previous reports, which included the following crime types:

- Vandalism (*Excluding Motor Vehicle*)
- Malicious Mischief Motor Vehicle
- Fire-raising
- Minor Assault

The following chart (Figure 2) shows the level of Anti-Social offences recorded between July 2003 and 15 March 2005. This data was taken from the OSS crime recording system.

Figure 2



Anti-Social Offences committed is currently at a level comparable to the equivalent time last year and has decreased dramatically since June 2004, when recorded crime was at its highest.

The comparison between streets for the two different time periods is shown in Figure 3 below.

Figure 3

Street	No. of Anti-Social Behaviour Incidents (July 03 - 23 Nov 04)	No. of Anti-Social Behaviour Incidents (23 Nov 04 - 15 Mar 05)
Westburn Grove	45	5
Westburn Park	29	5
Westburn Gardens	3	0
Westburn Avenue	18	3
Westburn Middlefield	16	5
Morvenside	13	3
Morvenside Close	10	0
Quarrybank	11	1
Quarrybank Close	16	0
Quarrybank End	1	0
Total	162	22

There have been no incidents reported in Westburn Gardens, Morvenside Close, Quarrybank Close or Quarrybank End since July 2004.

Other Crime

The following table (Figure 4) gives an overview of other crime types in the Westburn area.

In order for the comparison to be fair, four periods of time are examined: 23 November 2004 – 15 March 2005; the equivalent period last year; and two 4-month periods preceding November 2004.

Figure 4

Crime Type	23 Nov 2003 - 15 March 2004 (No. of CRFs)	April 2004 – July 2004 (No. of CRFs)	Aug 2004 – 23 Nov 2004 (No. of CRFs)	23 Nov 2004 - 15 March 2005 (No. of CRFs)
Serious Assault/ Assault and Robbery	1	1	0	0
HB (Domestic Dwelling)	1	2	0	1
HB (Business)	1	2	1	1
OLP MV	0	6	3	0
Theft MV	2	4	5	1

This shows that there has been a decrease in all crime type between 23 November 2004 and 15 March 2005, compared to the same period last year and the previous two 4-month periods.

Appendix B

NAME	ORGANISATION	TEL.	E-MAIL ADDRESS
Susan Kerr	Lothian and Borders Police	2212055	Susan.Kerr@lbp.pnn.police.uk
Beverly Bowles	Lothian and Borders Police	2212050	Beverly.Bowles@lbp.pnn.police.uk
Tony Catlin	Lothian and Borders Police	6222425	Anthony.Catlin@lbp.pnn.police.uk
Glenn Milne	Lothian and Borders Police	3113628	Glenn.milne@lbp.pnn.police.uk
Andrea Wilson	C.E.C Housing Property Management	5273862	Andrea.Wilson@Edinburgh.gov.uk
Laura McKenna	WHALE	4583267	info@whalearts.co.uk
Sandy McCulloch	Lothian Buses	4750176	smcculloch@lothianbuses.co.uk
Pat O'Rourke	Lothian Buses	4750176	PatORourke@fsmail.net.uk
Brendan Fowler	Prospect C.H.	2725018	Brendan.Folwler@Prospectch.org.uk
Lisa Valance	Prospect C.H.	4585480	Lisa.Vallance@Prospectch.org.uk
Alex Wood	W.H.E.C.		Alex.wood@WHEC.edin.sch.uk
David Corcoran	Wester Hailes Rep Council		karsumleo@hotmail.com
Maria Newey	Westburn Village Neighbourhood Council	5384687	mmumn@hotmail.com
Martin Salkeld	Westburn Village Neighbourhood Council		salkeldmorvenside@fsmail.net
Jacqui Rollo	C.E.C. Housing	5273872	Jacqui.Rollo@edinburgh.gov.uk
Jacqui Morton	C.E.C. Community Safety Partnership	4693872	Jacqui.Morton@edinburgh.gov.uk
James Haveron	Westside Plaza	4423123	Jimh.westsideplaza@btconnect.com
Tom Munro	Youth Justice Assessment Team	5564022	Thomas.Munro@edinburgh.gov.uk
Steve McGavin	W.E.C.C.P.		Steve.mcgavin@wecpp.co.uk
Kathy Huxford	Neighbourhood Response Team	5292284	Kathy.huxford@edinburgh.gov.uk
Bronwen Dunant	Neighbourhood Response Team	5292287	Bronwen.dunant@edinburgh.gov.uk
Kathryn Maclver	Neighbourhood Response Team	5292286	Kathryn.Maclver@edinburgh.gov.uk
Shirley McLaren	West Local Office	5273830	Shirley.mclaren@edinburgh.gov.uk
Helen Skene	WHEC	4422201	Helen.Skene@WHEC.Edin.sch.uk

PROBLEM	CAUSE	TACTIC/ TREATMENT	OUTPUT	RESULT
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