

1. Details of application

Title of the project **Operation Phoenix**

Name of force/agency/CDRP: **Hampshire Constabulary/Southampton Police/Safe City Partnership**

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2. Summary – 400 words

Introduction/Description

Operation Phoenix is a four stage operation aimed at reducing crime and disorder within Southampton to affect a marked and sustainable increase in the quality of life of its residents.

- Analytical problem profile identifying most suitable area for concerted police activity
- Deployment of undercover officers to live in the community and gather evidence/intelligence on a range of criminal activity
- Overt arrest phases combined with high profile media strategy emphasising positive police action
- A multi agency based **consolidation** phase combining enforcement and crime reduction strategies

The problem in Southampton

- Marked increase in drug related violence
- Heroin prices suggested constant and high level of drugs availability within city
- Seizures of heroin and crack cocaine low
- Intelligence showed local drug markets being taken over by dealers from London, Liverpool and Birmingham, using violence to control local markets through exploitation of vulnerable persons and local sex workers.
- Southampton accounts for 25% of Hampshire Constabulary's crime rates.

Problem Orientated Policing

The SARA model was applied in partnership with stakeholder agencies. The lessons learnt from previous unsuccessful operations implemented in the area were considered.

- Nicholstown/Newtown hotspot for illegal drug activity in The City.
- Intelligence showed addicts travel there from all over the city to obtain drugs.
- Incidents of robbery, theft, firearms and burglary were higher than Operational Command Unit (OCU) average.
- The area has a higher proportion of all minority groups resident within its boundary's when compared to

the rest of the City.

Outcomes

- **135% increase** (31–73) in **people charged** with **drug supply** offences.
- 106 years worth of prison sentences so far.
- **36% reduction in people feeling** drugs were a significant problem against an increasing trend in other measures.
- **Robbery reduced by 20%** (19) in the locality **against an increasing trend of 8%** (25) for the rest of Southampton.
- Community intelligence improved. More than half (153) the year's calls to crimestoppers were in the 3 months post Phoenix.
- Low amount of Users into drug treatment.
- The **quality of life** for local residents **improved**.

Evaluation

- The total cost of the operation was £248,000.
- Two Surveys conducted - pre and post operation
- Acquisitive crime rates pre and post Phoenix analysed and compared.
- The Phoenix methodology of combining enforcement operations with consolidation tactics to be rolled out throughout the Force following its success.

3. Description of project – 4000 words

Objectives

Improve the quality of life of residents in Nicholstown/Newtown

Dismantle existing Class A drug markets by the arrest and conviction of drug suppliers

Reduce the fear of crime

Increase community intelligence

Reduce acquisitive crime and disorder, particularly robbery

Defining the problem

This project is based on the principles of **SARA**. The victim, offender and location problem profiles have been presented (**problem analysis triangle**). The **Scanning** and **Analysing** stages are illustrated and summarised under **victim, offender and location**.

Having identified the problem, **previous historical responses/examples of best practice** have been scanned and analysed, realising what worked well and what not so well. The **reader can follow why** the main **Responses were implemented**.

The final section is the **Assessment** with **costings, outcomes** and how the project was **evaluated**.

Scanning

- Southampton has an active drugs market which, having scanned and analysed the intelligence, is most prevalent in the Nicholstown/Newtown area. (BevoisValley ward).¹
- This is especially the case with Class A drugs.
- Through intelligence gathering, the sources of these drugs are London, Birmingham and Liverpool.

Seven of the city's wards fall within the most deprived 25% of wards in England of which,⁵

- BevoisValley ward is one.
- BevoisValley ward includes an area known as Nicholstown/Newtown

Southampton is the centre of the sex trade in Hampshire,

- Clear links between the local sex trade (based in Nicholstown/Newtown) and the drugs market,^{1,2,3}
- Drug dealing and the sex market being conducted at street level impacting on the quality of life of residents who live in the area.
- The area is an inner city socially deprived area which makes it easier for criminals to establish themselves.
- Especially those engaged in the distribution of Class A controlled drugs.
- During February 2004, 96 persons were identified as being active in the supply of Class A drugs within Nicholstown/Newtown.
- 20 of these were females, 4 of which were known prostitutes.
- There are 199 females held on the Southampton sex worker data base.

Data from police systems and partner agencies indicate the fear of crime and crime rates were rising.

Analysis

As a result of having scanned the profile type of residents who live in the area and then by analysing that data against the population type for the rest of Southampton, the levels of diversity of the local community is realised.

This had to be accounted for when informing responses

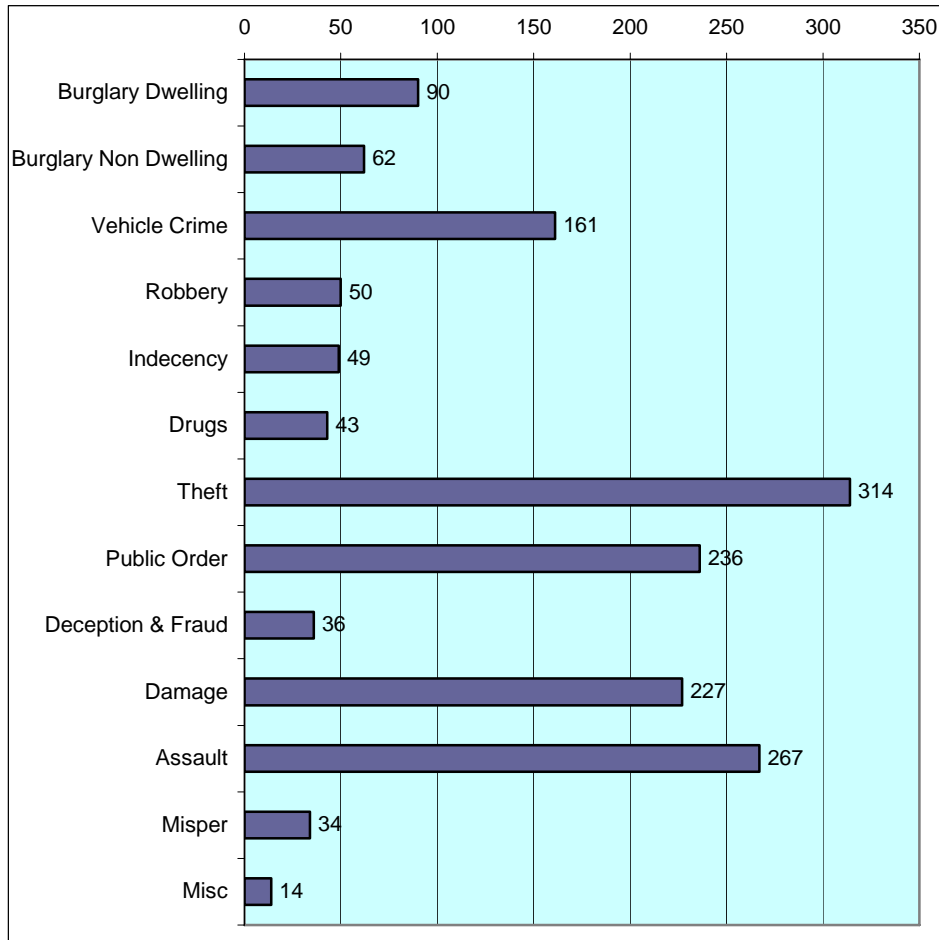
Location profile

In Nicholstown/Newtown (BevoisValley ward) this diversity is most concentrated,⁵

Group	% in area average	City
White	69.7%	92.4%
Indian origin	12.3%	2.2%.
Pakistani	7.1%	0.8%
Bangladeshi	2.6%	0.4%.
African-Caribbean	2.7%	1.0% ¹
Christian	42.6%	65.6%
Muslim	11.8%	1.9%

- Seizures of heroin and crack cocaine were low despite Southampton city heroin prices in 2003/2004 suggesting a constant and reasonably high level of drugs availability.²
- In Southampton between April 2002 and March 2004 there had been an increase of 25% in all acquisitive crime types.¹

When scanning a year worth of reported crime in Nicholstown/Newtown, from 01/03/03 to 31/03/04, the following is presented,¹



In total there were 1,588 offences reported between 01/03/03 and 31/03/04 in the Newtown/Nicholstown area.

The majority of the reported crimes involved theft offences. Closely followed by Assault(17%) and Public Order offences(15%).

When the figures are compared to the number of reported crimes in Southampton as a whole the following is most remarkable,

Robbery

The number of robberies reported in Nicolstown/Newtown accounts for **15%** (50) of all robberies reported in the Southampton area (327 in total).

- **During the period, the area had the highest volume of street robberies in Southampton.**

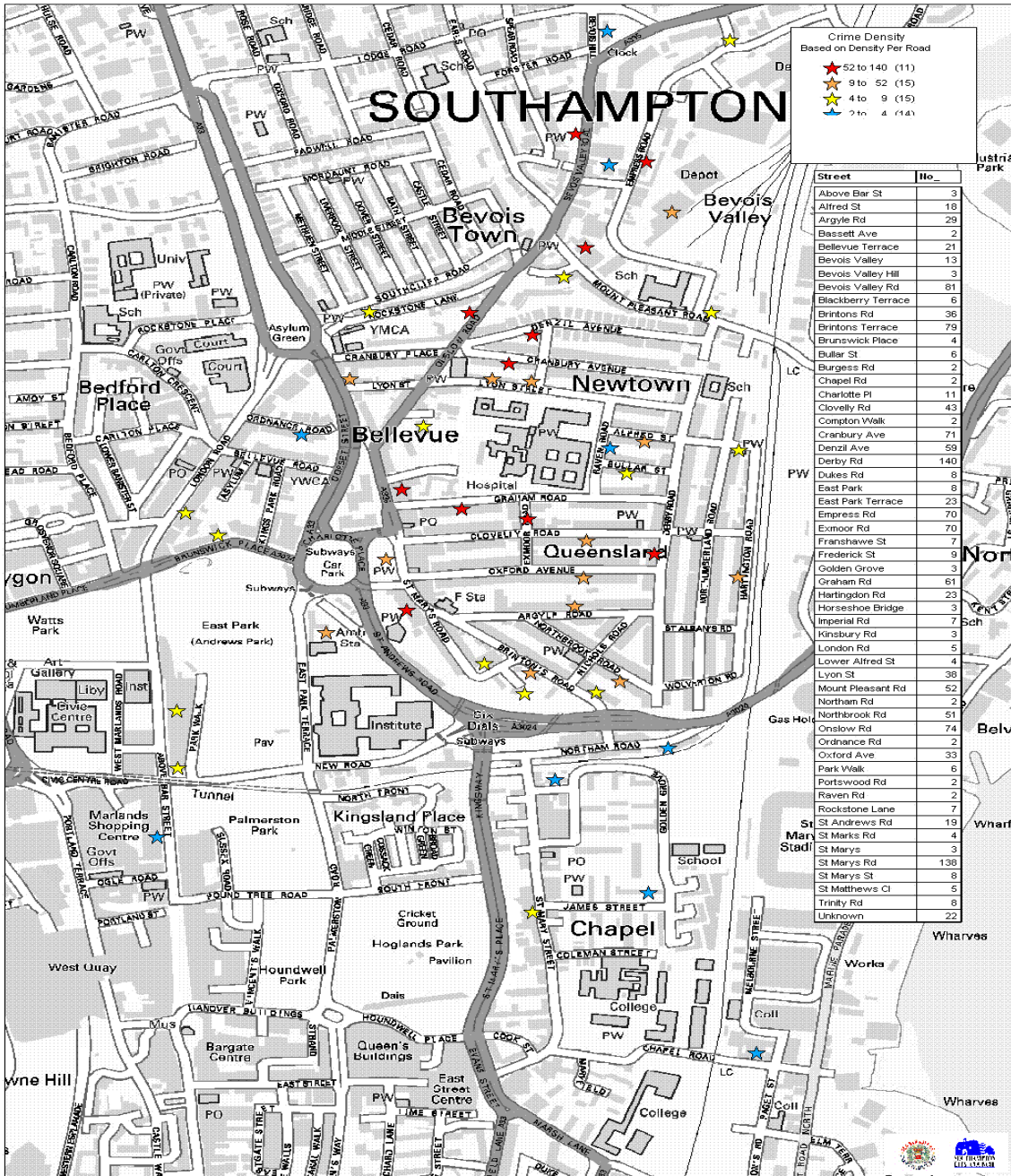
Hotspots

- The table below identifies the streets in Nicholstown/Newtown that have suffered more than one offence between 01/03/03 and 01/03/04. Those highlighted in red indicate the 10 streets with the largest number of reported crimes.
- This analysis takes account of **Pereto's law** in relation to whether (in crude terms) 20% of the problem area takes account of 80% of crimes. **The below table and map indicates that the locality is subject to that law.**
- Using best practice, the methodology behind **Operation Cobra** (Alan Edmonds, Portsmouth vehicle crime reduction initiative) has been used to inform hotspot location.¹

Street	No	Street	No	Street	No
Above Bar	3	Denzil	59	Northam	2
Alfred	18	Derby Rd	140	Northbrook	17
Argyle	29	Dukes	8	Northumberland	51
Bassett	2	East Park	8	Onslow	74
Bellevue Terrace	21	East Park Terrace	23	Ordnance	2
Bevois Valley	13	Empress Rd	70	Oxford	33
Bevois Valley Hill	3	Exmoor	4	Park Walk	6
Bevois Valley Rd	81	Franshawe	7	Portswood	2
Blackberry	6	Frederick	9	Raven	2
Brintons	36	Golden	3	Rockstone	7
Brintons Terrace	79	Graham Rd	61	StAndrews	19
Brunswick Place	4	Hartington	23	StMarks	4
Bullar	6	Horseshoe	3	StMarys	3
Burgess	2	Imperial	7	StMarys Rd	138
Chapel	2	Kinsbury	3	StMarys	8
Charlotte	11	London	5	StMatthews	5
Clovelly	43	Lower Alfred	4	Trinity	8
Compton	2	Lyon	38	Unknown	22
Cranbury Ave	71	Mount Pleasant	52	Total	1292
Cranbury Pl	24	New	5		
Cranbury Terrace	10	Nichols	16		

- The two streets with the largest number of offences were Derby Road and StMary's Road.
- These are two of the main routes into the geographically contained area. The other main routes into the area are: Onslow Road, Bevois Valley Road, Empress Road and Mount Pleasant Road.
- **It is unlikely to be a coincidence that these four roads also appear in the top ten worst crime affected streets in the target area.¹**
- When scanning intelligence reports, a large proportion of drugs supply intelligence has related to premises in Newtown/Nicholson.

- It is unlikely to be a coincidence that the streets appearing in the City's intelligence logs, relating to drug supply, are those that appeared in the top ten streets(above) worst affected by crime.¹
- The following map¹³ enables the reader to visualise the area and gain an appreciation as to why Nicholstown/Newtown would benefit from a response in order to reduce reported crime.



Location summary

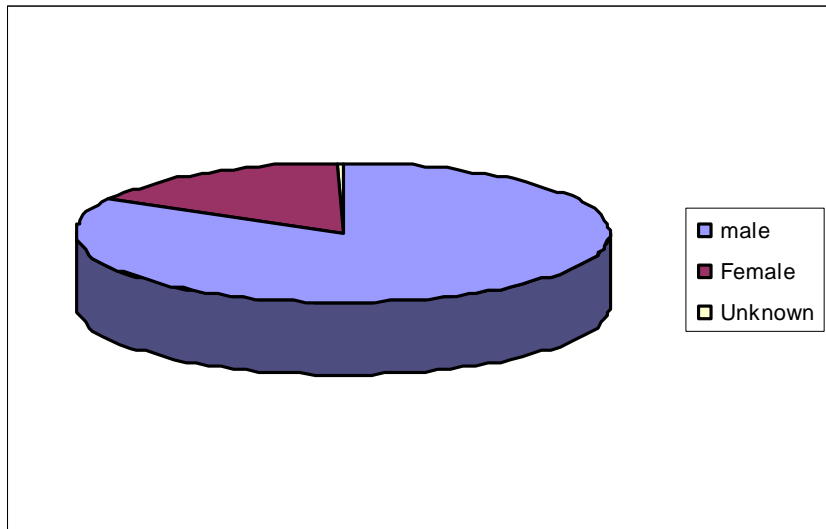
- Newtown/Nicholstown is a hot spot for Class A drug supply and acquisitive crime.
- The area is a hot spot of robbery offences.
- User's travel to the area to obtain drugs.
- The area has a high concentration of ethnic minority groups living within its boundaries.
- Prostitution link to drugs.

Having established the need for a response to be directed in Nicholstown/Newtown, offender and victim profiles for the area were considered.

Offender profile

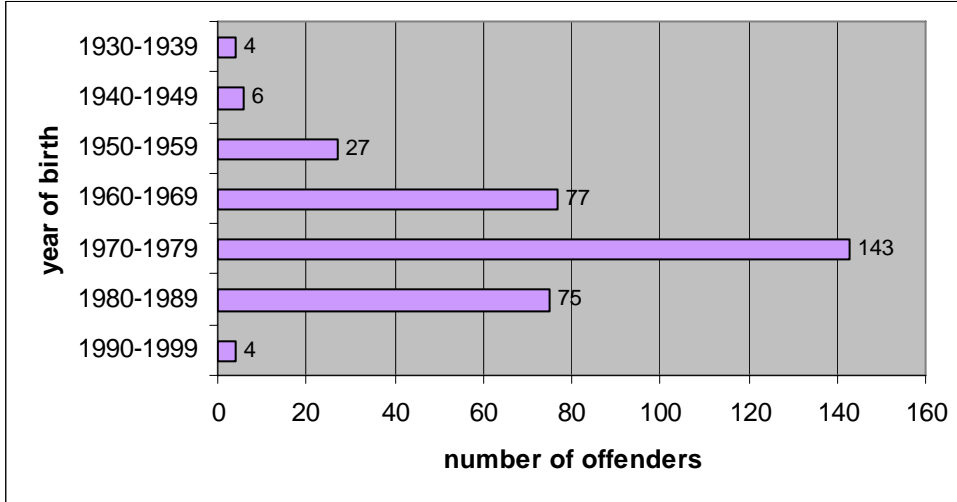
Having interrogated 1,588 crimes reported on Hampshire Constabulary's crime database between 01/03/03 and 01/03/04 in the Newtown/Nicholstown area, the following observations can be made of the 335 offenders:¹

Gender



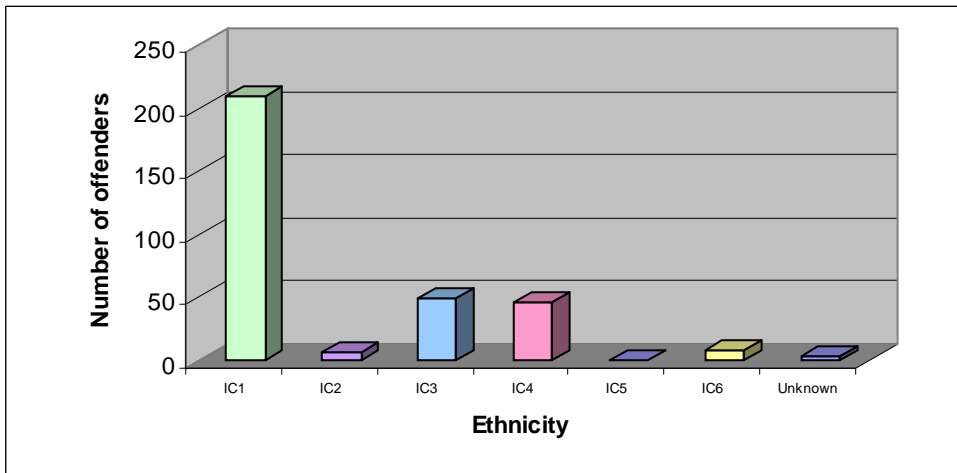
- 83% (278) Male
- 17% (56) Female

Age



- 22% born between 1980 & 1989
- 43% born between 1970 & 1979
- 23% born between 1960 & 1969

Ethnicity



- 65% Identity code 1 (IC1) White European
- 15% Identity code 3 (IC3) African-Caribbean
- 14% Identity code 4 (IC4) Asian

Offender summary

- The majority of offenders were white males aged between 24 and 34 years.
- There were a high amount of African Caribbean and Asian offenders.
- **Any response had to consider this offender profile.**

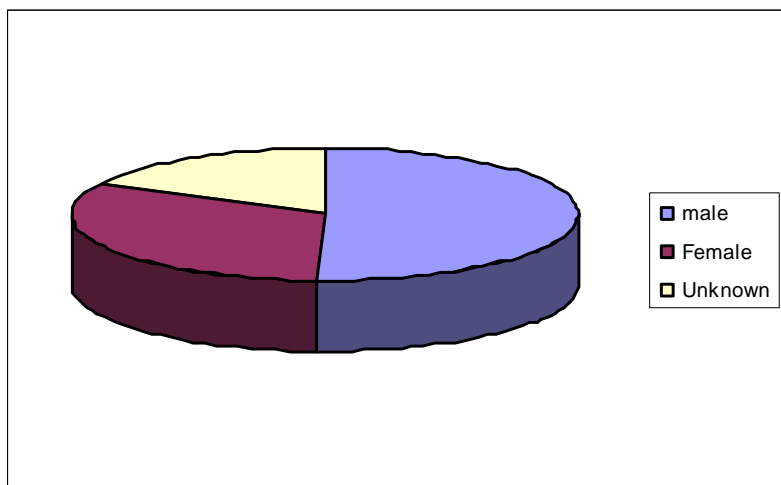
The number of persons charged/summonsed/cautioned in Southampton for class A drug supply offences by drug type between April 2003 to March 2004 was low, totalling **31**.²

- Drug dealers from outside of the area target vulnerable people and quickly establish a customer base.
- Having scanned and analysed the Intelligence, there is no structure or network to the drugs market, making the area **easy to move into**.
- 150 dealers of heroin and cocaine residing in Southampton, with an estimated 3–4 new dealers to the city each month.^{1,2}
- Dealers were becoming increasingly sophisticated in their methods frustrating both conventional and covert police methods affording no sustainability post an enforcement operation.^{1,2}
- The **scanning and analysis of previous operations are summarised later**.

Victim profile

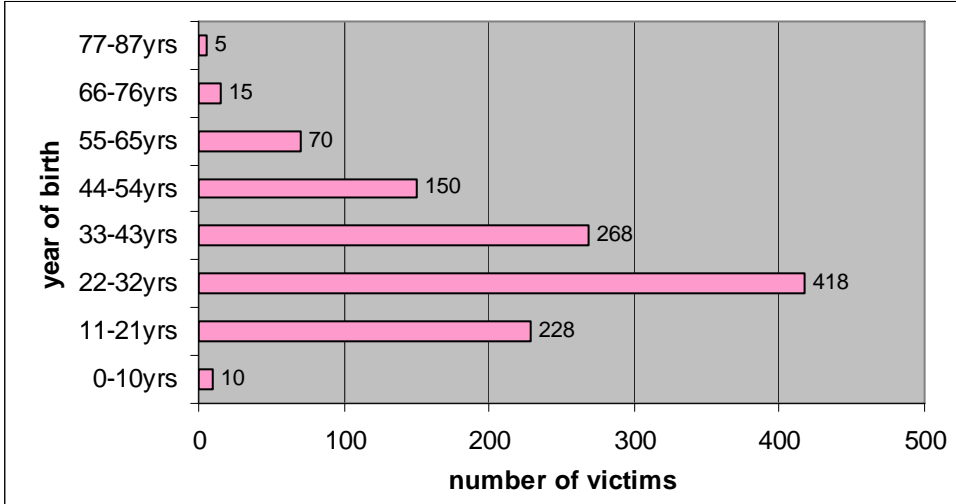
The same 1,588 crimes in the data set created 1,550 victims¹

Gender



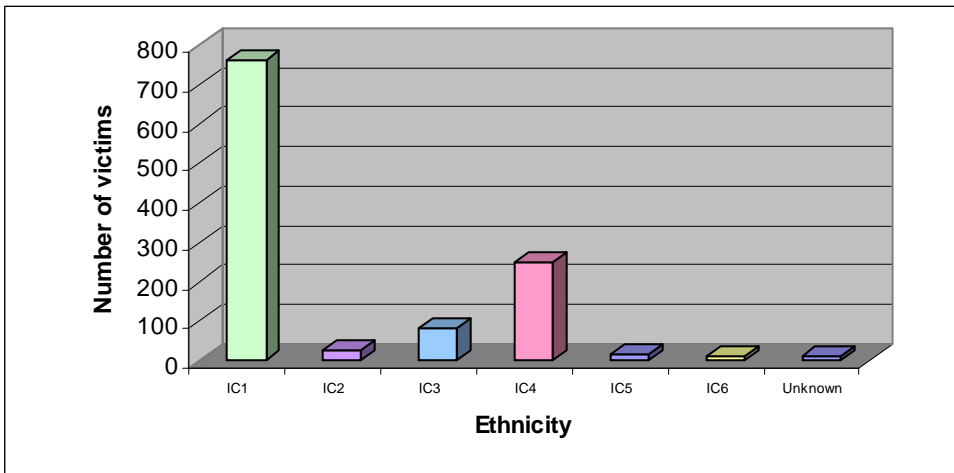
- 51% (785) victims Male
- 32% (499) victims Female

Age



- 15% aged 11 - 21
- 27% aged 22 - 32
- 17% aged 33 – 43

Ethnicity



- 66% were white
- 7% were African-Caribbean
- 22% were Asian

Home Address

- 80% in the Southampton area.
- 9% out of Southampton area.

Repeat Victims

- 9% (141)

Victim summary

- The majority of victims were white males, aged between 22 and 32, living in the target area.
- A large proportion of the victims were female.
- A high proportion of the victims were Asian.
- When considering the disproportionately high number of Asian and African–Caribbean offenders, **this may indicate conflict between individuals of different cultural and ethnic backgrounds**

This was important to note when considering responses

- Southampton has the highest number of registered addicts in Hampshire.
- **Drug Action Team identified as key partner.**
- There had been a marked increase in stabbings and drug related deaths in the city during the period. 11 class A drug related deaths in Southampton. Most were aged between 30 and 40.

Analysis of previous responses⁴

In 1998, operations involved the use of a participating informant who accompanied a test purchase officer.

This tactic brings with it difficulties.

- The tactic, Officer, and equipment are revealed to the source.
- Difficulty ensuring the safety and well being of the source for some time after the operation.

Any future response should not use a participating informant

In 2002 Operation Baigent concentrated on street level class A dealers. The result was the arrest and conviction of dealers both local and from outside the area.

- Although a success, the void was quickly filled as the demand was not removed.

Period of consolidation needed following enforcement

In 2003/2004, test purchase operations had been frustrated,

- Dealers from outside the area established a customer base of local users. Police unable to respond within the limited time frame.
- Dealers would only deal with known customers, not strangers.
- Dealers were sent to target a particular area and so the actual drug source was rarely uncovered.

**Mid to long term commitment needed to give time for an
undercover Officer to be accepted by the local community**

Crew, Castlenook and Towngate were high visibility policing operations, executing search warrants and surveillance. They were,

- Resource intensive.
- Resulted in very few drug seizures and arrests.
- Within days drug dealers were operating openly on the streets in Newtown/Nicholstown.
- Dealers frustrated police tactics using sophisticated methods of storage and supply.

**Any sustainable response needs to be more than high Visibility
policing operations**

Researching best practice, consolidation tactics were used post an enforcement operation in Medway, Kent,

- Led to the reduction of acquisitive crime by 12% over 3 months in the location where consolidation tactics were targeted against a worsening trend in other areas of the command unit.¹⁶
- Officers with drug awareness were on the ground to encourage users into treatment.

**Consolidation tactics after arrest phases to sustain the impact for longer and impact on acquisitive crime
local officers need practical drug awareness.**

Analysis summary

- A mid term infiltration tactic by an undercover officer (UCO), into the community of Newtown and Nicholstown, would be a cost effective method of detecting and reducing crime.
- Any undercover Officer should be white due to the large number of ethnic minorities each with their own unique cultural identity. Some of these groups are in conflict with each other. The UCO's needed to be all things to all people enabling them to move from group to group without causing offence.
- A period of consolidation should follow.
- Consolidation tactics should take account of the diversity of the area.
- Drug Action Team to increase drug treatment services so as to support the amount of addicts who will be left in need due to demand increase if market dismantled.
- Target supply routes into Southampton and of supply routes into Nicholstown/Newtown.
- Drug awareness training required for those officers most likely to engage users
- Vice unit

Responses

As a strategy, responses were designed where possible to utilise situational crime prevention techniques¹⁷ in three chronological stages so as to reflect the conclusions drawn from the analysis,

Firstly - A mid-term community infiltration operation using white undercover officers.

Secondly - Overt arrest phases combined with a high profile media strategy

Thirdly - A multi agency based **consolidation** phase

Firstly

- The skills of undercover officers were utilised for 12 months in the area of Nicholstown/Newtown.

Despite the sensitivity of the operation, **key high level CDRP partners** (Crime Disorder Reduction Partnership) were consulted,

- Southampton Drug Action Team (DAT)
- Community Safety Team, Southampton City Council
- Crown Prosecution Service (CPS)

By further scanning and analysing of the information and evidence gained from the infiltration tactic, obvious consolidation tactic responses were realised (e.g. the need to target particular licensed premises).

The infiltration tactic led to a significant amount of evidence becoming available. **After a further process of scanning and analysing** this evidence, key drug suppliers and criminal networks were identified. This led to the second **response** phase.

Secondly

Arrests were executed in Southampton, Birmingham and London on two separate arrest days,

(20/10/2005)	(26/01/2006)
48 warrants (35 Southampton)	39 warrants (29 Southampton)
31 charged and remanded	27 charged and remanded
10 charged and bailed	5 charged and bailed
187 drugs supply charges (majority class A)	90 drugs supply charges (majority class A)
4 money laundering charges	2 money laundering and 1 theft charge

Media

- Media were with arrest teams, capturing footage.
- **The media was a key partner** during the consolidation phases and was instrumental in reporting successes keeping the public updated and interested.

Thirdly

- The principle vehicle to engage with the community was to encourage people to phone 'crimestoppers' and to '**Rat on a Rat**'.



- The consolidation phase was marketed as **long term with partners and Police working together.**
- There is a Phoenix **website** keeping the **public updated** - www.operationphoenix.co.uk

SOUTHAMPTON: Undercover police continue their swoops on suspected criminals

Eight more arrested in Operation Phoenix

UNDERCOVER police are continuing their crackdown on drug-related criminality in Southampton as eight more suspects are netted in the latest sting of Operation Phoenix.

The multi-agency police taskforce, which included support from three uniformed officers, made the arrests yesterday by targeting suspected criminals and carrying out stop checks on the city centre streets.

A total of eight men were arrested on suspicion of various drug-related crimes and thefts in the area, and some were also taken into custody after failing to appear in court to face previous charges.

Also confiscating alcohol on the

By **Corey Stephenson**

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streets, the officers dealt with two illegal street traders and two unlicensed buskers.

So far more than sixty people have been arrested in Operation Phoenix, which was launched last month with almost 50 dawn raids across the city, London and Birmingham in a bid to crack down on drug networks and related crime in the city.

Previous campaigns have included high-profile drug sniffer-dog patrols at Southampton Central train station and a clampdown on drink and drug driving with more than 500 cars pulled over for stop checks in a single night.

From the arrests made yesterday, Tony Bellows, 49, of Clifford Street, Southampton, and Alan Watkins, 41,



of International Way, Southampton, have appeared at Southampton magistrates' court charged with shoplifting.

David Hogan, 31, of Millbrook Road, Southampton will appear in court charged with begging in a public place

on November 16.

Three others will also appear in court accused of breaching bail conditions or because they had a warrant out for their arrest.

Insp Lisa Stevens said: "This is one of a number of actions being carried out as part of Operation Phoenix, and it has proved very successful.

"We will be carrying out more of these kinds of initiatives targeting anyone involved in drug-related crime."

As part of the operation, a massive publicity campaign has been launched in Southampton with a number of posters encouraging the public to inform the police of any criminal activity in their neighbourhood.

Anyone with information can contact Crimestoppers anonymously on 0800 555 111.

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In Partnership

- **200 representatives from a range of statutory, voluntary, private and public sector partners** were invited to a launch to brief them on Operation Phoenix. Feedback was requested and suggestions made.
- Partners were invited to take actions forward within their area of business in support of Operation Phoenix
- A multi-agency working group met at regular intervals during the three months prior to the first arrest day,

DAT Commissioner

Community Safety Manager, Deputy Manager, Southampton City Council

Deputy Commander, Southampton Police

Partnership Sergeant, Southampton Police

Media Services Officer

Distinct Commander Nicholstown/Newtown

Kent Constabulary, Medway experience

Key consolidation responses

- **Consolidation initiatives and tactics were extensive** and are too much to list within this application
- Should the reader want more information on the details of these initiatives, the **Operation Phoenix Consolidation Tactics Document** can be made available from the Author.
- Some of the consolidation responses follow,¹⁰

Drug awareness training

- 60 key Police Officers trained in practical drug awareness prior to first arrest day.
- **This was a direct response driven by the analysis from the Medway experience.**

'The Top 50' - drug driven criminal nominal's targeted

- Profiles given to the Police Officers most likely to engage with the nominal.
- Officers given 'ownership' of pushing towards treatment.

Review – Cost nothing, **Nominal's did not take up the treatment options** but **an increase in intelligence** from users and feedback gained as to impact of enforcement stage amongst drug user community.

'Knock and speak'

- Officers **spoke with** the 30 **occupiers** of dwellings that were adjacent/opposite to each of the warrant locations, reassuring and engaging with the 'hidden community'.
- Occupiers briefed about Operation Phoenix invited to 'Rat on a Rat'.

Review - Cost nothing. 2,000 addresses visited. Positive feedback from occupiers and calls to Crimestoppers increased significantly. This tactic rolled out for all warrants executed within Southampton.

Drug treatment services – Drug Action Team

- Extra Treatment services commissioned for users in immediate need.
- Phone number publicised which gave direct access into local drug treatment services.

Review - Users taking up treatment was low. It was reported though that a user resident in Bradford had phoned the hotline for support/treatment.

Community Intelligence hotline

- Phone line installed in the intelligence cell at police station.
- Number given to 200 partners to phone in with information in relation to drugs/crime.

Review - £200 to install phone line. Twenty calls from a range of partners received, for example the Headmaster from a local school phoned with information. This was actioned in quick time which received praise.

Disrupting of supply routes into Southampton Road/Bus/Ferry/Train

- Ion track machines used comprehensively
- Overt and covert operations at train station
- Ring of steel targeting principle road networks
- Operation at Airport, train station, Ferry Port
- Each operation had heavy publicity and media coverage under Phoenix.
- Operations by local sector team to Nicholstown/Newtown targeting the arterial roads into locality.
- **This was as a direct response to the analysis recommendations to target supply routes.**

SOUTHAMPTON: Seventeen arrested as Operation Phoenix takes to roads

Police stop drivers in drink-drugs crackdown

DOZENS of police officers have staged one of the biggest clampdowns on drink-and-drug-driving in Hampshire.

A ring of checkpoints were set up on major routes around Southampton by police after the city was identified as having a high rate of drivers who got behind the wheel under the influence of either drink or drugs.

About 80 police officers were involved in the operation and stopped more than 500 motorists as part of the crackdown.

The move built on the work of Operation Phoenix - aimed at disrupt-

By Sian Davies

ing drug networks in the city - by using technology that identified whether people had been in contact with illegal substances like heroin and cocaine.

In all 17 people were arrested as a result of the operation including eight for drink-driving, three for drug-driving, one for driving while disqualified, one for possession of drugs, and four for public order offences.

Three vehicles were also seized for having no insurance, under new police powers. Strong traces of drugs were found in 37 vehicles - indicating that someone who had used drugs had

been inside the vehicle at some point.

All those stopped at checkpoints in West Quay Road, Northern Bridge, Bevois Valley Road, Inner Avenue and Itchen Bridge, were also given educational advice about the dangers of driving under the influence of drink or drugs and given a leaflet about Operation Phoenix.

Chief Inspector Roy Baynton from the roads policing unit said he was disappointed with the number of people arrested during the operation staged from 10pm on Saturday to 1am on Sunday.

He said: "From intelligence we had it appeared that Southampton and the New Forest were prominent areas for drink and drug driving in the county

"The infrastructure has been put in place to limit the number of drivers who drink or take drugs and drive so the only way we as a force can impact the figures further is by education and enforcement."

"Both those things were achieved by the operation on Saturday which also built on the work of Phoenix."

"We want to send a clear message out to people, particularly as the Christmas party season gets underway that we will not tolerate this kind of behaviour in Hampshire or the Isle of Wight."

He added that more operations were planned in the run-up to Christmas and throughout the festive season.

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Public House 'A'

- **When scanning and analysing the information received from the infiltration tactic, Pub 'A' was identified as central to the stolen goods market in the area.**
- This pub was closed in partnership with The Area Manger.

Tactical approach to engage with licensed premises

- Ion track teams visiting pubs during night time economy to publicise Phoenix
- High profile licensing visits

Identification of Drug usage Hotspots

- City council plotted drug use hotspots taking account of council data.
- Neighbourhood wardens targeted these areas together with Accredited Community Support Officers (ACSO).
- Joint patrolling of Police officers and ACSO's to maximise local knowledge to impact on locality.

Community police aware signage in different languages

- **This tactic respective to analysis recommendation to take account of the diversity of area.**
- Signage placed in key areas within locality most likely to engage with minority groups.
- Signage in eleven languages

VICE operation

- Vice unit engaging intrusively with prostitutes to push towards drug treatment.(none into treatment)
- Obtained intelligence ref new networks forming/impact of phoenix.
- **This tactic in response to analysis recommendation.**

Assessment

Costs(calculation breakdowns can be supplied)¹¹

Total estimated cost for the UCO operation for 6 months £76,610.00

The actual UCO operation ran for 12 months

UCO actual cost £165,000.00

Arrest Phase costs

Phase one £37,000

Phase two £6,000

Arrest phase cost £43,000

Consolidation costs

£30,000.00 spent on consolidation tactics (including media and marketing)

£10,000.00 as a capital spend for youth diversion initiatives

Consolidation costs £40,000

Total cost £248,000

Outcomes and Evaluation

Under cover operation

- The following table illustrates outcomes from the undercover operation.

73 people charged
277 drugs supply charges (majority class A)
£90,000 seized under POCA

- The above table represents a **135% increase** (42) in those **people charged**.

- **106 years** worth of **prison sentences** by The Courts so far.
- 277 charges reflect a significant **improvement in the detection rate**.

Acquisitive crime

Reported crimes in Beat SC06(Nicholstown/Newtown) between 01/04/05 & 31/03/06 were compared with data from the baseline year.⁶ Six months has yet to come to pass since the first arrest phase (October 20th 2005) under Operation Phoenix.

(Due to changes in the recording systems used by Hampshire Constabulary, comparison of all crime types analysed before the Operation cannot be used.)

Robbery

- **Robbery** offences **dropped by 20%** in the Nicholstown/Newtown area(SC6) (19 offences less)
- This is **against a trend of robbery increasing by nearly 8%** (327 to 352) **for the rest of the OCU**.
- The area now accounts for **9% of the OCU's robberies** (31) **as oppose to 15%** (50) as in the baseline year.

Burglary Dwelling

- **Burglary dwelling** Offences **dropped by 31%**(90 to 62). Overall crime for the OCU dropped by 27% -At a lesser rate when compared to Nicholstown/Newtown.

Theft

- **Theft** offences **dropped by 17.5%**(55)

Other acquisitive crime

- Criminal damage increased by 22% (227 to 276)
- Burglary non-dwelling remained at a constant level (62 – 67)

- Vehicle crime reduced from 161 offences to 146. This is at a similar rate when compared to the rest of the OCU.

Intelligence from community (Phoenix launched on October 20th 2005)

- The number of **calls to Crimestoppers increased.**⁹
- In October 2005, the **previous 6 calls a week rose to three a day** for the last 11 days of the month.
- In **December 2005, 54 actionable calls** - the **same number as achieved in October 2005.**⁹
- Southampton's total calls for 2005, from April, is 282 of which, **more than half (153) have been in the last three months of the year.**⁸

The tactic of following an enforcement operation with a period of consolidation has had significant impact on the community reflected in the sustained calls to crime stoppers.

The crimestoppers evaluation relates to Southampton as a whole and is not specific to Nicholstown/Newtown.

There is a **gap analysis** as it would be beneficial to measure the calls for the Nicholstown/Newtown locality.

Community feel measurement

The following question from the fear of crime survey 2004 (FOCS) was taken, and answers compared to answers to a similar question asked in an environmental survey during the end of November 2005.⁷

1006 people were surveyed in 2004

A different 1012 people surveyed in November 2005.

- Do you feel that people using or dealing drugs is a significant problem in your area? (2004 FOCS)
- In Nov 2005 people were asked to distinguish between whether they felt people were using or dealing drugs being either a fairly big problem or a very big problem.

The second question was placed in the local environmental survey of November 2005 specifically to facilitate an evaluation of Phoenix

In order to make a reasonable comparison between both surveys, the percentages given to 'Fairly big problem' and 'Very big problem' have been combined. This makes the reasonable assumption that the person surveyed would define a significant problem to be either a 'fairly big problem' or a 'very big problem'.

- Analysis indicates that people **feel less concerned about drugs usage and dealing** in Southampton since Operation Phoenix. (The answers to 'using' and 'dealing' were added together).
- This improvement is significant when compared **against an increasing trend** in some other categories measured.

Of those surveyed:

8.4% more people felt that racial attacks were a significant problem in their area

*An **increase** of 84%*

13% more people felt that teenagers hanging around was a significant problem in their area.

*An **increase** of 26%*

16% more people felt that people being drunk and rowdy in public places was a significant problem in their area.

*An **increase** of 57%*

Yet

12% less people felt that drugs usage/supply was a significant problem in their area.

A decrease of 36%

- The people surveyed were not exclusive to Nicholstown/Newtown.
- Supported by the crime stoppers figures, this may give corroboration to a case for a **diffusion of benefit**.

Qualitative feedback

Comments from the Nicholstown/Newtown community have been positive. This feedback has been sustained to the present day.

A local Asian businessman made the following comment nearly 6 months after the first arrest day,¹²

“An employee returned to Pakistan before Phoenix to get married. He returned a couple of weeks ago and asked me what had happened since he had left as the area seemed so much ‘quieter’ and ‘safer’. I replied to him.....’Operation Phoenix’”.

Conclusions

- Robbery reduced significantly
- Those convicted in Class A drug supply offences increased remarkably
- The community feel in relation to drugs use/supply improved against a worsening trend in other areas
- Intelligence from the community increased
- The drugs market was dismantled but not to the levels where supply was so reduced that people felt the need to access treatment as in The Medway case.
- Gap analysis in relation to local drug network charts.

The Future

- Consolidation tactics to be rolled out across The Force to support enforcement operations (Op Trojan).
- A consolidation role/post formulated, for the next year, to spread best practice.
- An independent piece of academic research commissioned to further evaluate the project.(Department of Criminology,Portsmouth University).

References/Appendix – (Not inclusive of 4,000 word limit)

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This Goldstein application prepared by Inspector Tony Rowlinson on 28th June 2006.

