

London Assembly Police and Crime Committee

‘Respecting others: tackling antisocial behaviour in London’ – evidence pack

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**BRITISH
TRANSPORT
POLICE**

London Assembly

Police and Crime Committee

Tackling antisocial behaviour in London

Submission by British Transport Police

12 July 2017

INTRODUCTION

British Transport Police (BTP) would like to thank the Committee for the opportunity to provide evidence on this important matter. The letter inviting the submission set out a number of specific areas for which the Committee has requested information and they are addressed below.

BTP provides a national specialist railway policing service to passengers, rail operators and their staff across England, Scotland and Wales. Within London as well as the over ground railway, BTP also police the London Underground, Docklands Light Railway, Croydon Tramlink, and the Emirates AirLine.

Since April 2014, BTP's B-Division has been responsible for delivering policing across London and the South East. B Division is divided into two Sub Divisions:

- Sub Division North responsible for delivering policing on mainline and underground services north of the river Thames across London and the surrounding Home Counties.
- Sub Division South responsible for delivering policing on mainline and underground services south of the river Thames across London and to the South East Coast.

BTP's close links with its stakeholders in London ensures effective command and control arrangements. BTP's Force Control Room London (FCRL) is situated at Transport for London's (TfL) Palestra House in Southwark. It is adjacent to the London Underground Control Centre (LUCC) and allows for effective interoperability; providing quick time communication and decision making to tackle crime incidents, while balancing the needs of keeping London moving.

Additionally, B Division has access to other resources based within London who provide support to deal with crime on rail transport in London. These include:

- Counter Terrorism Support Unit who take the lead on CT issues and support B Division with a visible armed capability
- Specialist Response Unit who provide quick time response and assessment of suspect items/devices which assist in minimising disruption to the network
- Police dogs that provide a general purpose capability as well as an explosive detection capability.
- Crime reduction advisors who assist industry and other commercial bodies with protecting their assets on rail premises from crime and theft
- A Major Investigation Team to assist with more serious crimes and offences
- Scientific Support Unit that provides services around forensic submissions and crime scene management
- Emergency Response Units which are crewed by police officers and TfL/rail staff to assist with disruption incidents, such as fatalities.

Whilst the rail and underground systems are a safe and low crime environment, any occurrence of antisocial behaviour can make for an unpleasant and stressful journey for those who are victim or witness to it, and can also increase fear for personal safety. For repeat victims, it can be particularly distressing.

Success in tackling crime and antisocial behaviour relies upon successful partnership working with the transport infrastructure, stakeholders and policing partners. BTP has a history of strategic partnerships with TfL, Network Rail, London Underground Ltd (LUL), rail operators, passenger groups, Metropolitan Police Service (MPS) and City of London Police (CoLP).

An example of BTP's partnership approach is Operation Stronghold, which was developed following an increase in antisocial and criminal behaviour occurring on late night trains, particularly on Fridays, where BTP works in conjunction with railway partners and LUL across locations in London. The focus of this operation is to target crime and antisocial behaviour on the railway, aiming to reduce violence and crimes, as well as staff assaults. This is critical in improving both passenger and staff confidence.

The following paragraphs provide a response to the questions raised in your invitation to submit evidence.

1. To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

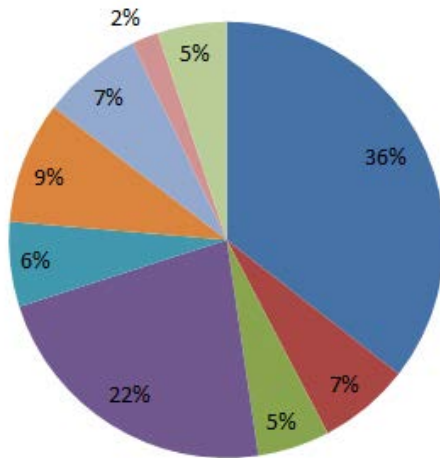
1. BTP use a number of surveys to understand and address passenger, public and rail staff concerns. These are outlined below with specific references to findings that relate particularly to antisocial behaviour. It is worthy to note these reflect the position nationally across England, Scotland and Wales, and are not focused solely on London.

National Rail Passenger Survey

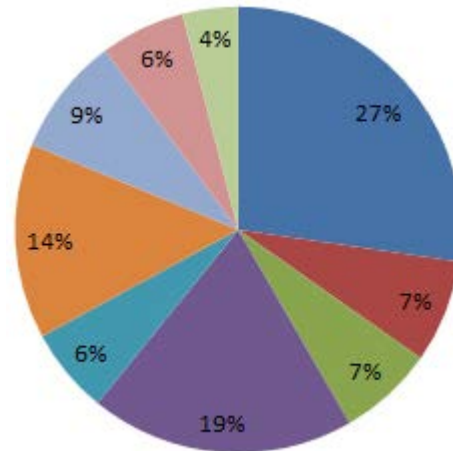
- 1.1 The National Rail Passenger Survey (NRPS) is a bi-annual survey run by Transport Focus in spring and autumn each year. The NRPS asks respondents if they have had any "cause to worry about personal security in the last six months whilst making a train journey". Over the last three years, between 8 - 9 % of respondents said they have had cause to worry about their personal security. Of these respondents, NRPS further asked what their reasons for worrying about personal security were. In the latest survey (Autumn 2016) around a third of respondents who had reasons to worry about their personal security cited antisocial behaviour by other people, either at the station or on the train, as one of their reasons. The following charts display the different reasons passengers said were causing them to worry about their personal security whilst making a train journey in 2016.

Reasons to worry about personal security (NRPS Autumn 2016)

On train



At station



- Anti-social behaviour by other people on train
- Fear of terrorism
- Lack of information
- Lack of staff (on train / at station)
- Lack of other passengers
- Lack of Police Officers
- Other on the train
- Poor train lighting
- Saw actual vandalism or violence on the train

Rail Staff survey

- 1.2 The Rail Staff survey is an annual survey carried out by BTP to understand the issues affecting the rail staff community and what BTP can do to help improve their personal security whilst working on the railway. The survey usually runs for four to six weeks between March and June each year. The survey is made available to complete and return on paper as well as online.
- 1.3 The 2017 Rail Staff survey results are expected to be published in August. In the 2016 survey respondents were presented with a list of possible crime, disorder and security related concerns and were asked how much of a problem they considered these activities to be at their place of work.
- 1.4 In total 5,645 rail staff responded to the question, with nearly half of the respondents feeling antisocial behaviour was a moderate problem where they worked (2,391), 26% (1,468) felt it was a serious problem' and 22.5% (1,268) felt it was a minor problem.
- 1.5 The free text comments in the survey indicated that ticketless travel, petty theft, vandalism and drunkenness were the main types of behaviour that led to concerns, with Friday and Saturday being the main days when this behaviour occurred.

Public Consultation

- 1.6 BTP conducts an annual public consultation towards the end of each year in order to inform policing priorities for the following year. The consultation provides the public with an opportunity to tell BTP what matters to them when travelling on the railway and what BTP can do to increase their confidence about their personal safety.
- 1.7 The most recent Public Consultation entitled *Railway Policing: What matters to you?* ran between November 2016 and January 2017. Respondents were asked to select what they think should be the top three policing priorities for BTP from a list of 17 priorities. Similar to results from previous consultations in 2014 and 2015, antisocial behaviour was the respondents top policing priority – 40.1% of respondents chose this option. The table below lists the priorities identified by the survey.

Public Consultation 2016-17: Policing Priorities

Priorities	Respondents	%
1 Antisocial behaviour (e.g. begging or drunkenness)	785	40.1%
2 Greater police presence in the evening and at night	779	39.8%
3 Increased general visibility of uniformed officers	771	39.4%
4 Terrorism	570	29.1%
5 Violent crime	393	20.1%
6 Crime-related disruption on the railway (e.g. trespassing or cable theft)	373	19.0%
7 Sexual offences	346	17.7%
8 Staff abuse / assault	317	16.2%
9 Ticket fraud	266	13.6%
10 Hate crime	221	11.3%
11 Drug dealing and using	196	10.0%
12 Criminal damage, vandalism and / or graffiti	184	9.4%
13 Theft of personal property (e.g. pickpocketing)	183	9.3%
14 Football-related disorder	151	7.7%
15 Robbery	127	6.5%
16 Cycle theft	120	6.1%
17 Other priority (please specify)	55	2.8%
18 Other sporting events (e.g. rugby, horse racing)	40	2.0%
Total Respondents	1959	

London TravelWatch

- 1.8 London TravelWatch is the independent, statutory watchdog for transport users in and around London. They conduct surveys and publish reports for all London transport users on all modes of transport. One of the reports published is the Transport users' priorities for the 2016-20 mayoral term. London TravelWatch has identified 10 key policies to help keep Londoners, commuters and visitors moving¹. Within this, a key policy is for *everyone to be able to travel without fear of crime or antisocial behaviour*.

¹ http://www.londontravelwatch.org.uk/documents/get_lob?id=4130&field=file

2015 TfL Safety and Security survey

- 1.9 TfL produces annual reports on respondents feelings of safety and security. The report describes Londoners' feelings of safety when travelling on the Underground, buses and trains, and how their experience of events on and around the transport system impacts on their use of public transport.
- 1.10 The 2015 report showed that almost all Londoners have witnessed some form of antisocial behaviour on public transport in London during the three months prior to the survey. Noise from people speaking loudly on mobile phones (84 per cent), listening to loud music (71 per cent), eating hot food (69 per cent), pushing and shoving (66 per cent) and littering (66 per cent) are the most prevalent antisocial behaviours on public transport witnessed by at least two thirds of Londoners on public transport in the October 2015 study. These were also the most prevalent in October 2014 and October 2013. The next most common behaviours in 2015 were people taking up more than one seat (61 per cent), drunkenness (59 per cent) and begging (59 per cent).

Summary

- 1.11 Tackling antisocial behaviour is clearly an area that stakeholders view as a priority and BTP uses the feedback from these surveys and reports to inform its policing priorities nationally and at a Divisional level. Specific recommendations from these surveys are built into actions plans for implementation by relevant departments and overseen by BTP's Confidence and Satisfaction Board, which is chaired by the Assistant Chief Constable (ACC) Territorial Policing.
- 1.12 An example of how BTP responds to feedback is the launch of the joint alcohol awareness campaign '*Keep a clear head*' in conjunction with Network Rail and the Rail Safety and Standards Board in November 2016 - January 2017. Taking into account concerns from both rail staff and passengers, this campaign highlighted to the public the risks and consequences associated with excessive drinking on or near the railway. A key part of this campaign was also to encourage local policing teams to work together with Network Rail colleagues to hold engagement events.
- 1.13 Results from the public consultations also indicated increasing public concerns over certain crime types – including sexual offences and hate crime. In response to these concerns, and in addition to Divisional and Subdivisional action plans, BTP launched specific campaigns targeting these areas. This included a hate crime campaign '*We stand together*', which focused on community engagement activities and a refreshed '*Report it to stop it*' campaign, in partnership with TfL, MPS and CoLP. This campaign targeted sexual offences by encouraging passengers to report unwanted sexual behaviour on public transport.

1.14 Feedback from the community is also used to shape policing priorities and the focus of BTP's performance management processes. BTP has seven 'pillars' within its performance framework, which are:

- Counter terrorism
- Preventing crime
- Protecting vulnerable people
- Supporting the railway
- Supporting and valuing our workforce
- Building confidence and satisfaction; and
- Improving effectiveness and efficiency

1.15 A range of indicators under each pillar are reported upon and reviewed at monthly Force performance meetings. This includes levels of antisocial behaviour under the preventing crime and protecting the public pillar as well as rail staff and public confidence, both of which are linked to antisocial behaviour incidences.

1.16 Within B Division's Policing Plan there are a range of commitments linked to these survey outcomes and focused on improving the confidence of passengers and staff. These include ensuring that officers are visible late in the evening and through the night to provide a reassuring presence, responding swiftly to emerging incidents, improving deployment patterns so officers are deployed more at the times and places where they are most needed, and through the use of an array of tactics and techniques such as intelligence led deployments, problem solving action plans and media engagement.

2. How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?

2.1 Reported occurrences of antisocial behaviour are recorded on BTP's incidents recording system (ControlWorks). They are classified into three headings – environmental, nuisance and personal, which are defined within The National Standard for Incident Recording (NSIR) counting rules.

2.2 'Personal' is designed to identify ASB incidents deliberately targeted at a particular individual or specific group or are aimed at having an impact on a particular individual or specific group rather than the community at large.

2.3 'Nuisance' captures those incidents where an individual or group causes trouble, annoyance, inconvenience, offence or suffering to people in the local community in general rather than being deliberately targeted at specific individuals or groups.

- 2.4 'Environmental' deals with the interface between people and places. It includes incidents and inconsiderate actions which have an impact on the surroundings including the natural, built and social environments.
- 2.5 The table below shows the number of these incidents recorded by BTP within the MPS and CoLP boundaries for the last three years. There has been a 28% reduction in recorded incidents between 2015-16 and 2016-17.

British Transport Police Antisocial Behaviour Incidents Within Borders of Metropolitan Police and City of London Police From 01/04/2014 to 31/03/2017

Financial Year	Environmental	Nuisance	Personal	Total
2014-15	344	13265	1352	14961
2015-16	498	15989	1458	17945
2016-17	381	11556	943	12880

3. Who leads the response to antisocial behaviour in your borough/organisation?

- 3.1 BTP's ACC Territorial Policing is responsible for the national delivery of policing on the railway including tackling antisocial behaviour. Whilst the ACC owns the national strategy the responsibility for operationalising the strategy rests with Sub-Divisional Commanders.
- 3.2 Local leadership of neighbourhood policing and working with the local community to problem solve is the most critical element to tackling antisocial behaviour. BTP's Station Commanders oversee this activity within their geographical area of responsibility.

4. How has spending on antisocial behaviour changed over the past few years?

- 4.1 BTP's budget is not constructed in a way that is costed against particular crime or antisocial behaviour. However, where potential increases in demand related to crime or antisocial behaviour are identified, BTP works with railway operators, TfL and other partners to develop a proportionate response.
- 4.2 An example of this is Night Tube. In consultation with partners, it was agreed that BTP's policing service to support Night Tube operations should predominantly be a highly visible presence to provide reassurance and to deter and prevent antisocial behaviour and crime occurring. A £3.4m investment was made by TfL to fund additional officers and ensure that members of the public and staff feel confident in using these services during night time hours.

5. How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?

- 5.1 BTP is committed to putting measures in place to reduce the chances of anyone being subject to antisocial behaviour or having their quality of life adversely affected when they travel or work on the rail network.
- 5.2 BTP's focus is on improving the travelling experience of passengers and the working lives of rail staff and tenants. Key elements of the strategy include:-
- Tackling antisocial behaviour through partnership working
 - Promoting confidence
 - Communicating effectively
 - Focusing on vulnerable and repeat victims
 - Focusing on offenders
 - Managing performance
- 5.3 A significant part of the BTP's strategy is consultation - engaging with the local community, local agencies, railway operators, TfL and other agencies.

Report It To Stop It Campaign

- 5.4 BTP has an on-going commitment to tackling unwanted sexual behaviour. As part of this commitment the Force is part of the London Transport Safeguarding Community Partnership (LTSCP), a sexual offences working group in partnership with the MPS, CoLP and TfL. This group focuses on a joint approach to tackling sex offences on all forms of public transport across London and delivers a range of operational activity such as focused 'days of action' to tackle this behaviour.
- 5.5 Significant emphasis has also been placed on encouraging people to report these types of offence. Project Guardian was set up to tackle sexual assault and unwanted sexual behaviour on London's public transport systems. The project aims to create a transport environment free from sexual harassment – with specific objectives to increase confidence and awareness to report and challenge all unwanted sexual behaviour and to target offenders.
- 5.6 Project Guardian was originally developed in 2013 as a partnership between BTP, TfL, MPS and CoLP. The project was delivered with the support of key advisors which included the Everydaysexism project, Hollaback UK and End Violence Against Women. It focused on encouraging victims to report crimes, alongside more proactive police enforcement and engagement.
- 5.7 The project was further developed to become the '*Report it to stop it*' campaign, which was launched across London in April 2015, and has since

become a national campaign for BTP. This campaign focuses upon improving reporting of sexual harassment and offences and continues to be supported by BTP, TfL, MPS and CoLP. A second phase of *'Report it to stop it'* launched in March 2017.

Tackling Hate Crime

- 5.8 BTP is also focused on tackling hate crime and will not tolerate behaviour where someone is targeted or made to feel uncomfortable on their journey.
- 5.9 As part of this commitment BTP is actively working with communities and those that represent them to reduce the fear that these incidents can cause. Strong relationships have been built with communities so people who experience hate crime can feel more confident about reporting this type of incident. BTP's officers hold regular community awareness events to reduce the fear of crime among minority groups and to promote our tough stance against discrimination.
- 5.10 BTP also works with True Vision to help people report hate crime and hate incidents. Independent Advisory Groups have been set up in different regions to help community engagement, develop plans, and to act as critical friends reviewing policing activity and operations. BTP's lesbian, gay, bisexual and transgender (LGBT) support group - LINK – also advise on LGBT issues in support of policing procedures.
- 5.11 Operationally, BTP targets hotspots and exploits opportunities for prevention tactics to be deployed during periods of increased tension.

Problem Solving through Partnership Working

- 5.12 In respect of other types of antisocial behaviour BTP adopts a partnership approach with the common aim to reduce offending and increase public confidence. An example of this includes working in partnership with agencies such as Safer Streets, Outreach, local councils and park authorities to tackle antisocial behaviour and other issues resulting from homelessness. Days of action are introduced where joint patrols are conducted with the aim to refer those in need, rough sleeping or drug dependent to the right agency to assist them with housing and employment.
- 5.13 BTP also regularly works in partnership with the MPS to address antisocial behaviour and crime issues. BTP is currently supporting the MPS Homeless and Street Drinking Scheme, and the Zip Oyster photocard withdrawal Scheme. Operations PAX and Sceptre, which are focussed on reducing knife crime, are other examples of where BTP support pan-London policing initiatives.
- 5.13 BTP's Level One Tasking process is delivered through a monthly meeting involving representatives from all respective police posts, supporting departments, the Integrated Offender Management Unit and Crime Prevention Department. Intelligence is reviewed and emerging crime trends are

highlighted. The use of intelligence enables effective targeting of vulnerable locations, prolific offenders and vulnerable victims for crime and antisocial behaviour.

- 5.14 Problem Solving Plans (PSPs) are used whenever possible to tackle crime and antisocial behaviour. They can be large strategic or smaller local plans focused at resolving an issue or number of issues.
- 5.15 An example of this approach is the strategic partnership PSPs created as part of Crime Stoppers - a series of monthly problem solving meetings which are held with representatives from TfL and BTP. This approach focuses on tackling the root causes of issues to bring about sustainable, long term reductions in crime and antisocial behaviour. A current active plan involves reducing low level passenger-on-passenger assaults generated by congestion during peak periods.
- 5.16 Another example of how BTP works in partnership with other rail operators is the monthly Rail Crime Tasking Groups (RCTG). These groups (one on North Subdivision and one on South Subdivision) enable participation by all rail and underground stakeholders in BTP's tasking process and assist with identifying vulnerable locations experiencing antisocial behaviour. Targeted local activity and other prevention measures such as target hardening are agreed and implemented by this group.

Integrated Offender Management

- 5.17 BTP focuses on actively managing those offenders who that cause the most harm through antisocial behaviour. The Integrated Offender Management (IOM) team deliver this service in relation to the most prolific recidivist offenders.
- 5.18 The team works alongside a number of different organisations and agencies, which include probation, prison services, police forces, Home Office Immigration and organisations involved in rehabilitation of offenders. The aim is to divert offenders away from criminality or, where this is not possible, use enforcement tactics.
- 5.19 Enforcement tactics can include the use of Criminal Behaviour Orders (CBOs), Withdrawal of Implied Permission (WIP) Orders, the setting of License Conditions and other operational tactics such as directed surveillance.
- 5.20 To manage foreign national offenders, BTP has embedded Home Office Immigration staff working with the Force's IOM team to remove those causing most harm from London and the UK.
- 5.21 BTP's ASB & Problem Solving Co-ordinators manage repeat offenders and problem individuals by monitoring their offending for as long as necessary; checking whether any further offences have been committed and drafting any

future applications. Part of their role is to assess which subjects are suitable for court orders such as Criminal Behaviour Orders (CBOs) and Sexual Harm Prevention Orders (SHPOs). The team are currently monitoring 966 individuals on B Division.

6. To what extent have the new powers introduced in the Antisocial Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?

- 6.1 The most widely used and effective powers within BTP relate to dispersal. These powers are regularly used to prevent continued antisocial behaviour. Officers report that the power is simple and effective to use. Joint working with the MPS means that dispersal orders are regularly communicated between both organisations. This helps to tackle antisocial behaviour not only at stations but also the surrounding environment. An example of this is the station and local authority underpass at Charing Cross Station where vagrancy and antisocial behaviour was affecting the confidence of local communities and passengers.

7. What evidence do you collate on the effectiveness of interventions?

- 7.1 The evaluation of the effectiveness of interventions and other relevant measures is essential in understanding the problem and focusing on what works.
- 7.2 BTP's Territorial Policing Support Department (TPSD) and Crime Reduction Unit monitor PSPs on a monthly basis to ensure they are up to date and that the information saved is of a good quality and the same high standard across the Force.
- 7.3 The formal review process is a fundamental part of the process and ensures the PSP is signed off in agreement and following consultation with partners to evidence issues have been effectively dealt with.
- 7.4 When managing prolific offenders, the Integrated Offender Management Unit ensures that the programme is meeting its aims and is able to measure success by conducting an annual review, completed by the Divisional Intelligence Unit. This review enables the programme to adjust its methodology and be more proactive in identifying individuals most at risk or who will obtain greatest benefit from being referred to the scheme. Offender cohorts are continuously reviewed to measure whether the interventions being made are reducing or stopping the offender from committing further crime.
- 7.6 BTP also focuses on sharing what works in line with College of Policing guidance. In May 2015 BTP created a Lessons Exploitation Centre (LXC).

This department provides BTP with a dedicated capability to capture and share lessons learned across the Force in order to build on and share good practice and improve working practices. All officers and staff are encouraged to inform the LXC about good practice, innovation, or areas for improvement that they see in their day-to-day work. This can include anything from small station initiatives to larger national projects or operations.

- 7.7 Performance management meetings are regularly held at Sub-divisional, Divisional and Force level to review performance and data in relation to crime and antisocial behaviour. Daily management team meetings also include a focus on antisocial behaviour and enable an effective and dynamic response to emerging issues.

8. What support is available to victims and witnesses of antisocial behaviour?

- 8.1 BTP's Justice Department Witness and Case Unit team provides a high quality service to all victims and witnesses of crime, as well as other agencies involved in the administration of the criminal justice system.
- 8.2 The team ensure national standards are achieved by providing support and guidance to police officers and staff in the administration of justice. A national service is delivered by this single team which ensures that a consistent high level quality of service is given to witnesses across England and Wales.
- 8.3 The primary purpose of the team is to support victims and witnesses through the court process and to assist police officers in the preparation of cases for court and manage the progression through the courts to sentencing.
- 8.4 The team works closely with the Courts, Crown Prosecution Service and victim services to ensure that those who offend are brought swiftly to justice, whilst supporting the victim and witnesses. BTP offer the full service required by the Code of Practice for Victims of Crime to all victims and an enhanced service is offered to victims of antisocial behaviour who are assessed as vulnerable.
- 8.5 A Witness and Case Officer is designated as the single point of contact for a victim or witness. These officers assess the individual needs of a victim or witness and update them or the officer in charge about the progress of the case. As part of a Full Needs Assessment, the Witness and Case Officer will also ask the victim if they would like to make a Victim Personal Statement, which gives the victim an opportunity to explain to the court the impact the crime has had on them.
- 8.6 BTP make arrangements for the victim or witness to attend court if they are required to give evidence, and refer them to external organisations if they need

more support. These organisations include Citizens Advice Bureau, Witness Services, Victim Support, CrimeStoppers, Rape Crisis, Samaritans, ChildLine & True Vision.

- 8.7 The Government's Transforming Summary Justice initiative has key national indicators, which each police force is measured against. One of these measures is the percentage of unsuccessful cases relating to witness issues. The national target for this measure is to achieve under 25% and the national average is 20%. BTP is consistently a top performing force nationally, with performance usually under 10%. In May 2017 it had zero unsuccessful cases relating to witness issues.
- 8.8 For cases which do not proceed to prosecution, victims may have the right to challenge decisions through the Victims Right to Review scheme if their case has been No Further Actioned. BTP also hold Out of Court Disposals Scrutiny Panel sessions which provide an independent review of BTP decisions to ensure they have been used appropriately. This will include where an antisocial behaviour incident has not been considered suitable for prosecution.

9. How do you update the local community on what is being done to tackle antisocial behaviour?

- 9.1 Promoting feedback and communicating to passengers and rail staff that their concerns about antisocial behaviour are taken seriously is an important element of BTP's strategy.
- 9.2 BTP's website highlights successful activity against antisocial behaviour and both traditional and new media is exploited to highlight recent operations and partnership work targeting antisocial behaviour to the railway community.
- 9.3 A BTP London Twitter account is also used to update the community who live, work and travel in London about BTP's activities. This includes appeals for information, advice, updates from policing teams and the promotion of campaigns. The account is run by officers from across a range of policing posts to ensure effective geographical coverage across London and frequent updates to be provided. There are also Twitter accounts for hub stations in London, including Euston, Kings Cross and St Pancras, Paddington, Waterloo, London Bridge, Liverpool Street, Stratford and Victoria.
- 9.4 BTP has a dedicated London Facebook page run by the central Corporate Communications team which frequently features appeals for information and successful convictions. BTP also proactively publicise convictions with regards to antisocial behaviour to demonstrate how action is taken against offenders and also proactively appeal for information from the public in cases of antisocial behaviour.

- 9.5 BTP's non-emergency text number, 61016, is promoted across the rail and underground network and through social media. Introduced in March 2013, this service allows passengers to discreetly report incidents to BTP - over 67,000 texts have been received since its launch.
- 9.6 The majority of texts relate to annoying and unpleasant anti-social behaviour issues such as smoking, rowdy or inconsiderate behaviour, begging or public order offences. All people who use the 61016 service receive a text to confirm that their message has been received. BTP will then follow-up and ask for more information if required, or inform the sender what action is being or was taken in response to their text.
- 9.7 Dedicated Stakeholder Managers are assigned to TfL, DLR and other operators. These managers act as a single point of contact, dealing directly with any issues or concerns, attending stakeholder and community meetings and ensuring communication and feedback is constantly flowing. BTP also provides updates on initiatives to partners at Police and Communities Together (PACT) meetings and other community partnership meetings.
- 10. What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?**
- 10.1 The Mayor may consider chairing a joint working group involving strategic leads from London's police services in conjunction with Chief Executive officers from the London Borough councils, NHS England and other partners who can assist with tackling the social drivers of antisocial behaviour and signposting individuals to agencies that can assist with housing, dependency and other relevant issues.

City of London response to the London Assembly Police and Crime Committee – tackling antisocial behaviour in London

- ***To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?***

City of London residents report a range of antisocial behaviour concerns. These include noise and nuisance /inconsiderate behaviour associated with the Night Time Economy (NTE); poor cycling behaviour, issues associated with rough sleeping, littering and begging.

- ***How do you record and monitor antisocial behaviours – please provide your antisocial behaviour for the last three financial years?***

Different types of ASB recording and monitoring are undertaken by either the City of London Police or the City of London Corporation. We are currently developing a combined (Corporation and City of London Police) baseline.

For anti-social behaviour reported to the City of London Police over the last three years we have the following data

Year 01/04/14 – 31/03/15

ASB Personal (CAD code 214)	62 for the year.
ASB Nuisance (CAD code 215)	1053 for the year.
ASB Environmental (CAD code 216)	58 for the year.

Grand total 1173

Year 01/04/15 – 31/03/16

ASB Personal (CAD code 214)	71 for the year.
ASB Nuisance (CAD code 215)	879 for the year.
ASB Environmental (CAD code 216)	43 for the year.

Grand total 993

Year 01/04/16 – 31/03/17

ASB Personal (CAD code 214)	92 for the year.
ASB Nuisance (CAD code 215)	1451 for the year.
ASB Environmental (CAD code 216)	47 for the year.

Grand total 1590

2016 saw a change in recording practice within the City of London Police.

- ***Who leads the response to antisocial behaviour in you borough/organisation?***

Overall lead sits within the Safer City Partnership (the Community Safety Partnership for the City of London) and co-ordination is undertaken by the Community Safety Team.

- ***How has spending on antisocial behaviour changed over the past few years?***

Funding for ASB activity sits within a number of budgets. Overall the funding has remained effectively stable in the last two years.

- ***How do you work with local policing teams and other local partners to tackle antisocial behaviours – what preventative and enforcement activities are undertaken?***

We work closely with City of London Police and other partners to tackle ASB. We have developed a more proactive response in terms of utilising available legislation such as Community Protection Notices and Criminal Behaviour Orders. Across the local authority we are improving training on the types and impacts of ASB and supporting incident recording to underpin effective responses. In 2016 we established a Community Multi Agency Risk Assessment Conference to look at vulnerable and repeat cases. This has supported proactive responses from a range of partners.

- ***To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour***

We are still working on embedding understanding of this legislation across the Corporation and exploring the potential it offer to respond to various forms of ASB. From a policing perspective it has made the process more efficient and they value the options that Community Protection Notices, Criminal Behaviour Orders and Section.35 Dispersal Powers provide.

- ***What evidence do you collate on the effectiveness of interventions?***

The City of London Police regularly dip sample victims of ASB to gauge their views of the service they receive. The majority reporting a high degree of satisfaction. Noise complaints managed by the City of London Corporation are also monitored in terms of the number successfully resolved. Feedback is also received from Police Surgeries, local resident meetings, Ward Motes, Street Briefings, City website and contact to the Community Safety Team.

- ***What support is available to victims and witnesses of antisocial behaviour?***

The City of London Corporation and City of London Police fund a Vulnerable Victim Coordinator who is trained and has the connections to support victims or witnesses.

- ***How do you update the local community on what is being done to tackle antisocial behaviour?***

We run regular, combined, surgeries and community events to keep our resident and business community aware of our actions as well as picking up intelligence on problems being experienced. We also make use of our websites and social media to tell the community of the action we are taking and highlighting how they can report issues.

- ***What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?***

Anti-Social Behaviour covers such a wide range of activities that it can be a challenge to ensure all aspects of it are effectively covered. Likewise the range of potential responses and legislation is daunting to non-experts. Bringing together expertise and promoting the sharing of practice would have significant advantages. Toolkits for addressing various aspects of ASB could also provide benefit.

City of London Corporation
12th July 2017

G15 RESPONSE

The G15 ASB group welcomes the opportunity to participate in this consultation.

The G15 is the group of London's largest housing associations, Collectively, we house around one in ten Londoners and manage around 410,000 homes. We build approximately 10,000 new homes every year. Our central objective is to build diverse communities, where people want to live.. We work closely with central, regional, and local government; with private and voluntary partners; and with our residents to improve the quality of life for Londoners.

The G15 ASB group aims to:

- Share areas of good practice.
- Identify areas of concern and identify appropriate responses
- Undertake comparison benchmarking exercises
- Promote the work of the group and attend liaison or representative meetings and participate in discussions which support registered social landlords and the way forward in addressing ASB.
- Work with MOPAC and Crime and Disorder Reduction Partnerships (CDRPs) where appropriate
- Lobby for changes in legislation.
- Respond to government and other consultations on anti-social behaviour, crime and community safety.

The G15 is comprised of: A2Dominion Group, Catalyst Housing, Clarion, , , Genesis Housing Association, The Hyde Group, (L&Q incorporating East Thames), Metropolitan, Network Homes, Notting Hill Housing, Optivo, Peabody(incorporating Family Mosaic) and Southern Housing group

We have addressed below the consultation questions insofar as we are able to answer them.

To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

G15 housing associations manage properties across London; so much of our work is cross borough.

For a number of our residents ASB is one of the biggest concern for residents after repairs.

For those RSLs that uses the HOUSEMARK categorisation, noise is the biggest issue for residents-Members report that noise represent between 30% and 40% of all ASB reports. The other major issues are Harassment and threats and domestic abuse. Members also report that drug use and dealing is a significant concern.

Our observation is that Domestic noise reporting is high and we haven't been able to enforce against these.

note that DA is managed by ASB teams in some of our members but in others it is managed by a Community Safety / Safeguarding team

How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?

G15 member use a variety of systems and processes.

Many but not all use Housemark categories. Members will submit data separately. Whilst an organisation may have 1000 reports a year, not all can break this down on a borough by borough basis.

Who leads the response to antisocial behaviour in your borough/organisation?
<p>A2 Dominion, Genesis, Hyde, metropolitan, Optivo Catalyst and Peabody have specialist staff/ASB teams, but their roles vary. Others are generic without any specialist staff.</p> <p>The ASB group brings members together to focus on ASB.</p> <p>All members work in partnership with local authorities and police and take a multi agency approach-see below</p>
How has spending on antisocial behaviour changed over the past few years?
<p>Some Members report that expenditure has reduced over the years. This may be a response to the 1% rent reduction imposed on RSLs.</p>
How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?
<p>All our members work with local police teams where possible. This can include joint visits, sharing information, supplying evidence,</p> <p>We participate in multi agency meetings, JAGs, community MARACs, DA MARACs etc. These take different formats in different boroughs</p> <p>We combine our housing work with a variety of innovative community and economic development programs worth over £40M a year. This includes work on employment, skills, education, health and wellbeing, volunteering, financial inclusion, family intervention, parenting, welfare benefits support, supporting older and vulnerable people and engaging younger people. These work with a variety of agencies both statutory and 3rd sector. Some of our members also have charitable arms.</p>
To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?

The new powers most relevant to RSLs are injunctions and the changes to possession.

Injunction: the Housing injunction is very similar to the old ASBI and is well used. Positive requirements are not often used due to the difficulty in finding agencies willing to participate-very few support positive requirements. Members also report that courts treat a breach of positive requirements less seriously than breach of prohibitions.

Absolute Ground: Some members use this successfully and find it helps. The delay in obtaining court dates is proving a real challenge though. Members all report that delays are increasing as county courts close and it can take over year to obtain a possession order.

Community trigger. Members report very few triggers invoked by our residents. When they are, the response by police and local authorities varies and is inconsistent.

Closure-Notices and Orders. Members find that police and local authority often do not understand the legislation, and approaches can vary even within one local authority. The evidence requirement varies from borough to borough/officer to officer. Some Local Authorities ask us to underwrite the cost although they admit they do not ask this of their own ALMO or council housing eapartmetn. our residents also pay council tax. Some LAs think it is acceptable to give our residents less of a service than other residents. One LA even threatened to seek an order to make us pay their costs. Attitudes to extending orders also vary and one RSL was told that the Metropolitan police will only seek an extension if the displaces tenancy was known to be causing a nuisance whilst away form ten property. Possession typically takes a year but closure orders can only be extended up to 6 months.

CPN Most G15 members have not sought accreditation and LAs in London are reluctant to designate RSLs with authority to issue these. The dispersed nature of our stock, with offices at some distance for the properties make it impractical for some to seek accreditation. Typically an RSL may have a concentration in two or three boroughs and stock scattered over a number of other boroughs. Some LA make extensive use of CPNs but others don't.

CBO: we are rarely consulted when these are sought on our residents and are often not told once they have been obtained.

What evidence do you collate on the effectiveness of interventions?

Most members measure satisfaction using the HOUSEMARK questions. Some report on these to their boards.
 One member is exploring the measurement of social value added by managing ASB cases.
 Some members have sought HOUSEMARK accreditation. Most if not all are signed up to the RESPECT standard.

What support is available to victims and witnesses of antisocial behaviour?

All members aim to support victims and witnesses. Apart from ASB casework support many of us have tenancy sustainment staff , welfare benefits advisers, family supporter, most offer management transfers for high risk victims of DA and ASB and participate in the pan London reciprocal scheme. Most offer mediation. Once member has an IDVA . Some members provide target hardening including sanctuary
 Many are seeking DAHA accreditation.
 Regular visits and phone calls.

How do you update the local community on what is being done to tackle antisocial behaviour?

Most use a variety of methods including newsletters, twitter, website, Facebook. Press releases, Door knocking as appropriate
 Organising estate meetings.

What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?

We would like the Mayor to:

- address inconsistencies in partnership working and available resources
- Information sharing-a cross London standard protocol would be helpful along with clear expectations on the provision of information. We find the specialist staff have left and SNTs are tasked with disclosures and do not understand and cannot resource our requirements. The use of ECINS could be explored.
- Address lack of 3rd party accountability i.e. consequences for those agencies who do engage-most find the Mental Health trusts uncooperative. Many of those we evict have a mental illness.
- It would help is if every borough had an effective community MARAC.
- To have a senior officer in each Police BCU who has responsibility for liaison with RSLs would be helpful. Someone who we can go to when arrangements lower down the chain fail.

London Assembly Tackling Antisocial Behaviour: Heart of London response

July 2017

About us

Heart of London represents key parts of the West End including Piccadilly Circus, Leicester Square, Piccadilly and St James's. We operate an alliance of four Business Improvement Districts (BIDs), representing over 500 businesses and property owners. These are iconic areas of London that experience some of the highest crime rates in Westminster, given the high foot fall on the area's streets. Our top priority is the safety of our districts. As such we partner closely with the Metropolitan Police Service (MPS), Westminster City Council (WCC) and others. This relationship is strong and highly valued, it is the product of many years' work and investment that we need to protect and enhance.

At Heart of London, our members' priorities are our priority. We seek to actively engage on consultations relating to antisocial behaviour and crime to highlight our members' concerns and suggest solutions to overcome these issues. In our response, we will focus on the issues below:

To what extent is antisocial behaviour an issue in London? What are the main concerns?

As an international destination, the West End faces unique challenges relating to antisocial behaviour and crime more generally. Antisocial behaviour creates challenges for businesses, residents and vulnerable people in the West End, risking reputational damage to the area and impacting on the ability of businesses to function properly. Heart of London is particularly concerned with several issues, including:

Pedicabs. Unregulated pedicabs have proliferated in the West End in recent years. This has been accompanied by alarming cases of drivers harassing pedestrians while touting for business, and playing music loudly to attract custom. Heart of London has been working in partnership with Transport for London (TfL), businesses and community groups to encourage government to legislate to allow TfL to regulate pedicab operators and make insurance a requirement, bring about fare transparency and create standards for driver quality.

Rough sleeping. For many businesses, particularly within the cultural sector, antisocial behaviour associated with rough sleeping has a detrimental impact on their ability to operate. Rough sleeping in Central London has increased at an alarming rate in recent years, creating problems around general antisocial behaviour, drug and alcohol consumption, and street cleanliness.

Street performing. Heart of London welcomes street performing as a vibrant element in our wider street scene. However, poorly located and antisocial buskers, often with low quality shows, have increasingly become an issue in the West End, clustering around iconic locations such as Piccadilly Circus and Leicester Square. These buskers often block narrow streets, cause unwelcome noise nuisance, deter businesses and undermine the reputation of the area.

Police resourcing. Whilst Heart of London welcomes the move towards the 24 hour economy, combined with successful programmes like the West End Impact Zone, we are concerned about resourcing and visibility of police in parts of the West End. This, combined with the potential for increased pressures on the Metropolitan Police, Westminster City Council and TfL resources from expanding the Night Time Economy, means that measures must be taken to accommodate these changes.

Does antisocial behaviour affect some communities more than others? If so why?

The West End is more than a tourist destination; it is also the home to a fantastic community of workers and residents. Heart of London want to work collaboratively to responsibly manage and grow the evening and night time economy whilst being considerate of the needs of residents and vulnerable people in the area. Antisocial behaviour related to alcohol consumption and noise in particular can negatively impact on communities in the West End; however several measures could be implemented to mitigate this and bring about an inclusive and responsible street culture:

Flexible operating hours. More flexible operating hours may result in a steadier level of noise rather than a disruptive 'spike' at closing times, and could also help temper the impact of those consuming alcohol by providing sustenance through a food offering. Antisocial behaviour associated with a strict closing time creates undue pressure on police, council and transportation resources, which could be mitigated by relaxing these laws.

Strong management and partnership working. Heart of London has worked with businesses around Leicester Square to achieve Purple Flag accreditation, in recognition of a well-managed night time economy. We are also working to implement the Best Bar None scheme with our members to encourage high standards not just for licensed premises but for all evening and night time venues.

More research. We believe that more research needs to be carried out into the costs and benefits of how a more diverse and flexible evening and night time economy could work. Bringing traditional daytime activities and cultural events into the evening is promising; however achieving this means tackling activities which hold back London from being an inclusive night time economy that can truly welcome visitors. Antisocial behaviour stemming from noise, alcohol consumption, disruptive street performers and rough sleeping all represent threats to our goals, and risk undermining the contract between businesses and residents in the West End.

Are the police, local authorities and other partner agencies, such as housing providers, doing a good job in tackling antisocial behaviour?

The West End's status as a global cultural destination makes it a special case, with distinct and unique challenges. Despite this, Heart of London can point to promising examples of best practice, but also concerns around resourcing:

The role of BIDs. Heart of London and its business members provide a vital network for information gathering. Our West End Ambassadors compile impact statements and intelligence from our members regarding antisocial behaviour, noise, begging and rough sleeping. Heart of London also funds an additional noise enforcement resource to address antisocial behaviour at night, and a responsive service to deal with fouling and urination – issues often associated with the night time economy.

Partnership working. Heart of London believes that partnership working between Westminster City Council, the MPS, BIDs and the West End Partnership has delivered promising reductions in antisocial behaviour over recent years. Westminster City Council brings these groups together in a fortnightly problem solving meeting, which allows for in-depth discussions about issues and deployment of outreach and enforcement resources.

The West End Impact Zone.

The West End Impact Zone has seen positive results; before this was introduced the West End accounted for 48% of Westminster's total recorded crimes; within a year of its introduction this fell by 36%. However, despite this progress resourcing remains a key concern in tackling antisocial behaviour. Whilst there are dedicated police posts for the Impact Zone, recruitment issues across Westminster have created difficulties in filling these posts.

Resourcing. We believe that a London-wide 'one size fits all' approach to policing does not work for our businesses and residents. We recommend expanding and safeguarding existing partnerships, systematising them and delivering this approach to the whole West End. With this formula, those areas that currently suffer from considerable antisocial behaviour problems, and indeed other issues, would benefit from a locally focused and targeted policing policy. This partnership could also address the current lack of visible policing in Piccadilly and St James' which causes concern for our members.

What steps have been taken to address antisocial behaviour in London and how successful have they been?

A number of steps have been taken by local authorities to tackle antisocial behaviour in London. In some cases, these have delivered positive results, but in others we believe that more robust policies are required:

Policing. As discussed above, the West End Impact Zone has seen tangible reductions in crime. However issues remain over resourcing, recruitment and staff changing issues across Westminster which restricts the scheme reaching its full potential.

Partnership working. WCC, the MPS, BIDs and the business community is working in partnership to deliver a range of schemes, under a new initiative called the Westminster Licensing Charter, which aims to minimise harm to vulnerable individuals at night. Other initiatives include working with Leicester Square businesses to achieve Purple Flag accreditation and the upcoming implementation of the Best Bar None scheme across the West End. Partnership working plays a crucial role in reducing antisocial behaviour.

Incident reporting. We have a continued concern over incident reporting; the current model discourages businesses, especially night time operating premises, from reporting crime for fear that incidents will be unfairly attributed to their premises. Related to this, the MPS, Heart of London and other BIDs use different systems to report incidents, leading to duplication and transcribing of reports. Our aim is to get information to the MPS as quickly as possible; to facilitate this we would look towards a joined up reporting mechanism that would allow all stakeholders to share information on one platform in real time.

Street performing. To date, actions taken to address antisocial street performers have been self-regulatory; Heart of London has contributed considerable resources to voluntary schemes for tackling this, such as *Busk in*

London. Unfortunately these have not delivered the intended results; only responsible street performers sign up to and abide by these principles. We believe that a more robust regulatory framework is required, including the designation of specified areas as performance zones.

How can the Mayor support London's local agencies responsible for tackling antisocial behaviour?

The Mayor's vision for a vibrant and diverse 24 hour economy for all Londoners is shared by Heart of London; we seek to work with the GLA, WCC, BIDs and the business community to deliver this. However, whilst this transition brings opportunities, it also raises a series of challenges around antisocial behaviour:

Pressures on resources. More flexible operating hours with a cultural-led focus may result in a steadier level of noise rather than a disruptive 'spike' at closing times which currently creates undue pressure on police, council and transportation resources.

Role of BIDs. BIDs can also play a vital role in the formation of a well-managed evening and night time economy, providing services and carrying out information gathering activities. Formalising and building on existing partnership structures would strengthen networks which can contribute to reductions in crime and antisocial behaviour.

Pedicabs. We welcomed comments by the Mayor regarding pedicabs in May 2016; however, despite recognition from the Government about problems relating to unregulated pedicabs and commitments to legislate in the near future, this has not been forthcoming. Heart of London leads the Regulate Pedicabs Coalition to call for action to be taken on rogue operators and we welcome continuing support from the Mayor in this area.

Conclusion

Heart of London and our members want to build on successes already delivered in reducing antisocial behaviour in the West End and overcome those issues that remain. Given that antisocial behaviour covers a wide range of issues outlined above, and a wide range of agencies, our key recommendations to achieve this are:

- The West End to have a dedicated strategy to build on a recognition of the value of partnership working
- Safeguarding existing resources including the West End Impact Zone policing service
- Robust regulations to be brought in for pedicabs and a framework for street performing zones
- Businesses and BIDs to be included in decision making in the West End at a strategic level to input into policing goals for the area
- One platform for incident reporting accessible to businesses, the Council, BIDs, MPS BTP, Safer West End and Safer London Business Partnerships.

We are grateful for the opportunity to feedback on antisocial behaviour in London, using our specific experiences representing businesses in the West End. We look forward to working increasingly more collaboratively with the Mayor's Office and other stakeholders to deliver a safer and more resilient West End.

To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

Overall level of concern about Crime and ASB

When asked in our Community Safety Survey “Imagine you could set local priorities to improve safety in this area”, the top response was “reducing levels of ASB and disorder”. Of all residents asked 50% said that this would be in their top three community safety related priorities.

More broadly in terms of the level of concern about crime generally the latest survey results from the Barnet Residents’ Perception Survey (November 2016) show that 28% of residents consider crime to be one of the top three issues that they are most concerned about. The Barnet Residents’ Perception Survey is a Council run survey asking questions on resident’s views on the council’s performance and engagement as well as having questions focused on specific service areas.

Concern about different types of ASB

Anti-social behaviour covers a wide range of crime and disorder which affects the quality of life of victims and communities, from litter and vandalism, to public drunkenness or aggressive dogs, to noisy or abusive neighbours. In the most recent Residents’ Perception Survey the type of ASB residents were most concerned about was ‘rubbish or litter lying around’ (39% of residents), followed by ‘vandalism, graffiti or other deliberate damage (23%) and ‘people using or dealing drugs’ (23%).

How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?

Recording and monitoring ASB

Within Barnet the Safer Communities Partnership there are a number of systems used for recording and monitoring ASB:

- Police CAD, CRIS and Airspace systems are used to record and manage ASB reports made to the police. In Barnet over the last 12 months there have been 9200 ASB calls to police, of which 221 were repeat calls.
- Barnet Council Community Safety Team ASB case tracker – recording ASB cases referred to Barnet Council Community Safety Team due to their persistent or complex natures requiring a coordinated multi-agency response. The Community Safety Team has managed over 440 such cases of ASB over the last 24 months.

In addition to this, during 2017 we have commissioned and launched an inter-agency secure partnership ASB information sharing system called ECINS. This system has replaced the Council ASB tracker and provides the advantages that the other Safer Communities Partnership organisations (i.e. police, Barnet Homes etc.) have access to the system for secure information sharing and inter-agency case management.

Within the partnership ASB is monitored at three levels:

- **The Community Safety MARAC:** This group review case management of complex, persistent and high risk ASB cases to ensure coherent and sufficient action plans are in place.

- **The Partnership ASB working group:** This group brings together managers from the key partnership agencies involved in working together to reduce ASB in Barnet and is responsible for implementing the ASB partnership delivery plan. This group reports to the Safer Communities Partnership Board.
- **The Safer Communities Partnership Board:** The Board has overall responsibility for oversight of the Safer Communities Partnership Strategy including those elements of it relating to ASB.

ASB Data

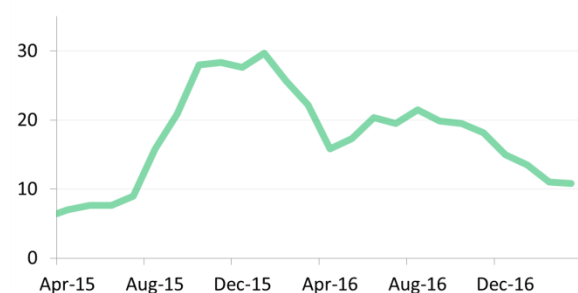
The Barnet Safer Communities Partnership Board uses a Performance dashboard to monitor the level and trends of number of ASB reports, repeat callers, and residents' level of concern, copies of the performance dashboard for the last three years are provided below:

Date	Data Set
Apr 2017	https://barnet.moderngov.co.uk/documents/s39464/agenda_item_7_Performance_Dashboard_SCPB_Apr_2017_v1.pdf
Jan 2017	https://barnet.moderngov.co.uk/documents/s37912/Performance%20Dashboard.pdf
Jul 2016	https://barnet.moderngov.co.uk/documents/s33546/Performance%20Dashboard.pdf
Jan 2016	https://barnet.moderngov.co.uk/documents/b26703/Performance%20Dashboard%2029th-Jan-2016%2014.30%20Safer%20Communities%20Partnership%20Board.pdf?T=9
Oct 2015	https://barnet.moderngov.co.uk/documents/s26864/A5.%20agenda_item_7_Performance_Dash_October2015.pdf
Jul 2015	https://barnet.moderngov.co.uk/documents/s24718/agenda_item_8_Performance_Dash_July2015.pdf
Jan 2015	https://barnet.moderngov.co.uk/documents/s20892/SCP_performance_dash_Jan2015_final.pdf
Oct 2014	https://barnet.moderngov.co.uk/documents/s18876/Agenda%20Item%209%20Performance%20Dash%20Board.pdf
Jul 2014	https://barnet.moderngov.co.uk/documents/s16718/SCP%20Performance%20Dashboard.pdf
Apr 2014	https://barnet.moderngov.co.uk/documents/s14596/Item%207%20SCPdashApr2014.pdf

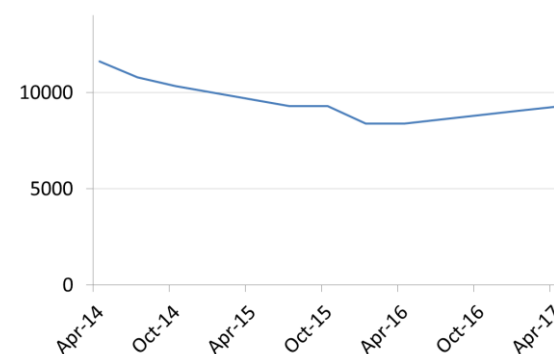
Snapshot of data from the Barnet Council ASB tracker, and police ASB call data:

Monthly level of multi-agency ASB cases

managed by Barnet Community Safety Team



Rolling 12 month level of ASB calls to police



Who leads the response to antisocial behaviour in your borough/organisation?

The Barnet Safer Communities Partnership continues to work to ensure Barnet remains one of the safest boroughs in London. It seeks to accomplish this by working in partnership with the local community, businesses and partner organisations so that there is a focus on: supporting victims of crime; managing offenders to reduce their reoffending; and directing partnership resources to the areas with higher rates of crime and antisocial behaviour.

Within Barnet Council the Safer Communities Strategic Lead is responsible for the response to anti-social behaviour.

We recognise that as well as the council there are a number of other organisations with roles and responsibilities for responding to anti-social behaviour, not least because ASB covers a wide range of crime and disorder which affects the quality of life of victims and communities, from litter and vandalism, to public drunkenness or aggressive dogs, to noisy or abusive neighbours. Such a wide range of behaviours means the responsibility for dealing with anti-social behaviour is shared between a number of agencies: Particularly the police, council and social landlords.

In Barnet Borough these different strands are brought together in the Community Safety Strategy. Reducing anti-social behaviour is one of the key priorities of the Community Safety strategy. The strategy is owned by the Safer Communities Partnership Board who are responsible for its delivery.

At the operational level The Barnet Community Safety MARAC (multi-agency risk assessment case conference) is a multi-agency meeting where stakeholders across the community safety partnership come together to discuss and resolve complex, high risk anti-social behaviour cases. The purpose of the CS MARAC is to:

- a) Share information about the victim, offender, location and action taken by agencies
- b) Identify underlying causes and any significant risk or safeguarding issues relating to the victim and/or offender
- c) Problem-solve and agree a set of actions

Overall the CS MARAC supports with:

- Delivering a victim focussed approach - Assessing the level of risk to the victim and putting measures in place to increase the safety and reduce the risk
- Addressing the perpetrators behaviour using a balance approach which considers prevention, interventions and enforcement
- Identifying actions that could address any environmental issues
- Keeping the community and/or victims updated

How has spending on antisocial behaviour changed over the past few years?

Responding to anti-social behaviour results in direct costs and indirect cost across a wide range of council services as well as other Safer Communities Partnership organisations; whilst this makes the identification of a single headline figure difficult, it is acknowledged that the costs of responding to anti-social behaviour are significant. The council has invested in initiatives such as the Community Safety MARAC which aim to coordinate joint responses to ASB issues thereby promoting effective use of resources.

In addition to the spending on responding to ASB from the core budgets of the various service areas, Barnet council has also secured funding from the MOPAC London Crime Prevention Fund. The projects delivered through this funding have, in line with the Barnet Community Safety Strategy, contributed to the partnerships efforts to provide a victim centred approach to victims of crime and anti-social behaviour. Between 2012/13 – 2016/17 this additional funding amounted to £1,033,046 over four years

How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?

Work has continued to formalise joint working across the police and council in terms of responding to cases involving persistent anti-social behaviour as well as issues such as hate crime and domestic violence and violence against women and girls. Barnet's model of delivering co-ordinated services to victims and local communities experiencing anti-social behaviour has a strong focus on:

- Keeping victims informed
- Identifying and addressing the behaviour of offenders
- Implementing area based interventions to provide short, medium and long term solutions
- Deploying resources across the partnership at the right time – when the ASB is taking place

This problem solving approach considers all aspect of the 'crime or ASB triangle': Victim, Offender, Location, and Time. Understanding the issues that are impacting on the community or the victim and identifying the underlying causes is imperative in order to come up with a viable, effective, permanent solution.

In order to facilitate and drive this work Barnet Community Safety Team has established a multi-agency problem solving panel which meets regularly to review the most persistent and complex ASB cases – This panel is known as The Community Safety Multi-agency Risk Assessment Case Conference (CS MARAC).

The panel is co-chaired by the Community Safety Team and the Police and is made up of a core group of officers from across the partnership which includes:

- Barnet Community Safety Team
- Police

- Family Services - Youth Offending Service, Social Care, Youth Service,
- Family First and a representative from schools
- Housing (Council and other Social Landlords)
- Barnet Homes
- National Probation Service (NPS)
- Victim support
- Mental Health Services

The Police Safer Neighbourhood Teams are fully engaged with the CS MARAC in that they have referred their most complex and persistent ASB cases for partners to work together and resolve. All partners have also been asked to identify their top repeat victims to enable the panel to consider interventions to reduce repeat. The CS MARAC is also notified if partners are seeking to use the ASB tools and powers and can deliver the partnership consultation required by some of the tools prior to application.

To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?

The Safer Communities Partnership has found that in practice one of the most usable and useful tools under the ASB, Crime and Policing Act 2014 is the Community Protection Notice (CPN). Because the Community Protection Notice is an out of court action available to officers it can be used immediately. It also creates the basis for the education of a perpetrator; establishes clearly what a person or business must cease doing and by when; and affords a clear case escalation process should compliance with the notice not be secured.

Civil Injunctions under the 2014 Act powers are helpful in scenarios where victims are reluctant to make reports and fear giving evidence. In Barnet a Civil Injunction has been used in relation to a DVA case. Housing providers in the borough, including Barnet Homes, have been using the civil injunction in ASB cases, including cases which have been reviewed by the Barnet Community Safety MARAC.

The facility within some of the new tools (e.g. CPNs and CBOs) to include positive requirements as well as prohibitions, allows a balance of support and enforcement to be combined. This is useful in situations where perpetrators have vulnerabilities and support needs and part of the solution involves interventions to address these needs. Gaining engagement with such positive activities can be difficult so the capability to include these as requirements has been welcomed.

What support is available to victims and witnesses of antisocial behaviour?

We recognise that given the new ASB powers, it is imperative that victims are provided with information, support, and guidance, especially when providing statements, attending court and working with partners. More intensive work with individuals already identified as vulnerable victims is important to both support those victims and resolve cases more effectively.

Barnet Council has commissioned Victim Support to deliver a local "ASB and Victim Support Project" with the aim of supporting victims and witnesses of anti-social behaviour (ASB) within Barnet and supports Barnet Community Safety Partnership to resolve complex cases of ASB. During 2016/17 this project provided support to over 70 victims of anti-social behaviour, with over 95% saying that they would recommend the service to others.

The project delivers more intensive work with individuals already identified as vulnerable victims as this is an invaluable additional tool to support those victims and help resolve cases more effectively. A project worker coordinates the activities of support work provided. Additionally Restorative Justice Panels are used as one of the interventions to support victims alongside, mediation, casework support and the Community Trigger.

How do you update the local community on what is being done to tackle antisocial behaviour?

The Council and Partnership utilises the 'You said, we did' approach for our ASB interventions that are deemed suitable and appropriate for media communications using police, council and social housing providers online media.

Examples of the use of the Barnet local media to promote ASB case results are below:

<http://www.barnet-today.co.uk/article.cfm?id=108609&headline=Colindale%20man%20given%20Barnet%27s%20first-ever%20criminal%20behaviour%20order§ionIs=news&searchyear=2016>

<http://www.barnet-today.co.uk/article.cfm?id=119363&headline=Five%2Dyear%20ban%20for%20%27Cuckoo%20of%20Colindale%27%20who%20ignored%20police%20warnings§ionIs=news&searchyear=2017>

We have undertaken a live twitter ASB question and answer session to encourage reporting and also seek to ensure that the local community know where, to whom and how to report the different types of ASB.

The immediate local community being affected by on-going ASB cases, especially those being managed via the Community Safety MARAC process are engaged with by door to door reassurance and victim support, by the local police, council and housing officers.

In addition the papers and reports of the Safer Communities Partnership Board including those detailing how we are performing in delivering the Community Safety Strategy published and available on line, for example:

[https://barnet.moderngov.co.uk/documents/s31540/AgendaItem 2Appendix%201%202015 16%20Action%20Plan%20Review.pdf](https://barnet.moderngov.co.uk/documents/s31540/AgendaItem%20Appendix%201%202015%2016%20Action%20Plan%20Review.pdf)

<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=457&MId=8764&Ver=4>

What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?

1) Having an effective IT case management system is an important element in supporting accurate recording, assessing and sharing of information when managing ASB cases. In Barnet we have taken steps to put in place a system to improve inter-agency ASB information sharing. We would welcome assessment of the potential viability of a pan-London inter-agency community safety IT platform which would not only enhance information sharing between different organisations but also across the different geographical areas of London.

Brent Questions

1. To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

There is still a great amount of concern by Brent residents. Figures for last year had shown an increase in reports to the police and council. The current top priorities for the Councils anti-social behaviour Team are:

- 1. Drug Dealing**
- 2.Noisy neighbours**
- 3.Rough Sleepers**
- 4. Street drinking**
- 5. Intimidation / harassment**

2. How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?

- **Anti -social Behaviour is recorded on a case work Management system called Civica**

Financial Year	Council Cases opened	Council Actions taken on cases	Brent Housing Partnership Cases Opened
01 /04 / 2016 – 31 /03 / 2017	281	2013	218
01 /04 / 2015 – 31 /03 / 2016	253	1869	137
01 /04 / 2014 – 31 /03 / 2015	149	1066	Records not available

3. Who leads the response to antisocial behaviour in your borough/organisation?
 - **The Anti -Social Behaviour and Crime Manager within the Community Protection Team**
 - **BHP – ASB Manager & ASB Team**
4. How has spending on antisocial behaviour changed over the past few years?
 - **Reduced or little budget to commission outreach workers in asb hotspot areas.**
 - **Lack of resources to put individuals through LIFE Courses which were funded in the past.**
 - **Budget constraints to commission to support services such as Brent Addaction to deal with substance misuse issues which is often a catalyst for anti-social behaviour.**
 - **Increased on Legal cases; staffing; improvement works (designing out crime e.g.lighting/fencing/removal of estate furniture – benches)**
 - **BHP – decreased on Warden Services (now hotspot patrolling only)**
5. How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?

- Brent Council entered into a 3 year s.92 contract with the Met Police to have a pool of police officers to work solely on Council priorities. The Community Safety Priorities in the borough and their work plan is developed by the ASB and Crime Manager.
 - The ASB service is split into three clusters (made up of all wards in Brent) which also mirror the way Brent Police divide up the borough. 3 Localities officers each manage a Local Joint Action Group which is chaired by the borough's Safer Neighbourhood Cluster inspectors and all high volume ASB is tasked through these panels.
 - There is also very good working relationships with the ASB Team and Local Safer Neighbourhood Teams.
 - BHP – attend Safer Neighbourhood Ward panels; Local Joint Action Group meetings; Joint working re Closure orders/ Action planning & Problem solving/patrolling/ Street Briefings; ABC signings; Resident boards and Police events.
 - BHP – sharing information following local protocols to enhance actions taken by BHP or SNT or Police specialist teams in general.
 - BHP – weapons sweeps with Trident and other police reps.
 - BHP – trained by Trident officers to learn preventive techniques re weapons
6. To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?
- **The New Legislation has given Brent more capacity in leading on enforcement/prosecution with less reliance on the police to do that.**
 - **There are currently 8 PSPO orders in the Borough to tackle street drinking and casual labour exploitation.**
 - **Use Of Community Protection warnings/ notices to deal with emerging anti-social behaviour more expediently**
 - **Greater capacity to also issue fixed penalty notices on breach.**
 - **BHP - Easier route to possession orders for the highest ASB categories.**
 - **BHP - Easier administrative processes due to lesser number of previous tools to manage ASB on Estates**
 - **BHP - Bigger impact on residents behaviour when receiving Warning letters which included details re further actions possible e.g. Eviction.**
 - **BHP – easier/quicker results when working with other teams re breach of tenancy actions.**
7. What evidence do you collate on the effectiveness of interventions?
- **Hot spot maps are produced monthly by the Community Safety Analyst based on calls to council and police as well as wider enforcement services. Following multiagency intervention these hotspots are evaluated (on a month by month basis) to see there has been a reduction in those areas.**
 - **Monthly case reviews by the manager and team.**
 - **Analysis of Enforcement tools and powers used under the ASB Crime and Policing Act 2014.**
 - **Satisfaction surveys by complainants who have used the service.**
 - **BHP – Monitor the types of interventions taken e.g. Mediation/Injunctions/other legal actions**
 - **BHP – Lesson learning from formal complaints and members enquiries – incorporated into case management e.g. target setting/procedure revisions.**
 - **BHP – Resident Satisfaction surveys**

8. What support is available to victims and witnesses of antisocial behaviour?
 - **ASB Localities Officer support all victims on anti-social behaviour in their respective clusters they manage.**
 - **The Brent Community Marac also supports vulnerable victims affected by anti-social behaviour.**
 - **Agencies incl victim Support; Hestia; Addaction; Change Grow Live (Brent); Mental Health Team; GPs; Youth organisations; Refuges; Sanctuary Project; Rehousing; Legal actions etc.**

9. How do you update the local community on what is being done to tackle antisocial behaviour?
 - **Update internal Web pages**
 - **Send specific and tailored information to the Community through the Brent Magazine, Brent insight**
 - **Send and respond to community complaints thorough our web team on twitter**
 - **ASB officers attend Safer Neighbourhood Ward Panels and Brent Connects (public forum meetings) to update on activity.**
 - **Residents , Local Councillors also updated on individual case progress.**
 - **Issue press items through the Local papers (e.g. Kilburn Times) on enforcement orders /prosecutions obtained.**
 - **BHP – regular feature on website; Resident magazine (The Voice); Press releases; Text messages; Facebook; Twitter; E-news bulletin; Posters; presentations at resident meetings; Talkback – resident engagement event; Local Councillors & MPs; Block letters and Estate or block Action Plans; Door knocking.**

10. What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?
 - **More funding for ASB specific interventions, and related drug and alcohol agencies which is often the root cause for many anti-social behaviour incidents in Brent.**
 - **More community police officers within the Safer Neighbourhood Teams; more Amnesty events; more knife arches; more social housing; more youth facilities and programmes; more inter-generational events and facilities; more visits and walkabouts.**

London Assembly

Police and Crime Committee – tackling antisocial behaviour in London

LB Camden - Draft Response July 2017

London Borough of Camden

1. To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

Antisocial behaviour (ASB) is a concern for a large number of people living in Camden, which is reflected both in terms of the numbers of reports the Council and police receive as well as in responses to community engagement through surveys and face-to-face contact.

As part of the public consultation phase for the most recent Strategic Assessment on the borough the following were the issues of most concern to residents:

- ***Drug related antisocial behaviour***
- ***Youth disorder***
- ***Rough sleeping***

In terms of reports to the Council's Community Safety service, drug related issues on housing estates are by far the biggest problem.

2. How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?

Previously the Council used a number of different databases to record information relating to ASB. The Council introduced a new recording and case management system (Northgate) in May 2017. Having all this information in a single source allows us to get a better overall view of issues being reported across the borough.

The introduction of the Partnership Information Hub as part of a recent Community Safety restructure now gives us the opportunity to review this information, create intelligence products and task resources using better quality sources of information.

CHAIN data is also a very useful source of information. Camden has high levels of rough sleeping and associated issues and this is a very useful tool for assessing problems locally whilst being able to compare with other boroughs.

The table below shows the data for the last 3 years for ASB Calls to Police, Calls to the Camden Housing Patrol and Total Rough Sleepers recorded to CHAIN:

	2014/15	2015/16	2016/17
ASB Calls to Police	8914	9055	10274
Calls to Housing Patrol	4870	4944	4648
CHAIN Reports (Total Rough Sleepers)	501	563	641

The Youth Offending Service records and monitors all information regarding Youth Crime and offending on Childview (YOS Management Information System) and routinely monitors data regarding First Time Entrants to the Youth Justice System, re-offending and the use of custody.

Reoffending analysis YOT cohort Oct 14-Sep 15 v National Average (based on PNC data for April 2011- March 2012 cohort)			
Measure		Local performance (based on local ChildView data)	National performance (based on PNC data)*
Cohort			
1	Number of young people in cohort	107	52,648
2	Number of young people reoffending	45	18,998
3	Number of further offences committed by cohort members	180	56,779
4	% of young people committing only 1 further offence	10.3%	N/A
5	% of young people committing 5+ further offences	8.4%	N/A
6	% of all further offending committed by those committing 5+	59.6%	N/A
7	% of re-offenders re-offending in first month	20.0%	N/A
8	% of all re-offences committed within first month	19.3%	N/A
Reoffending rates			
9	Overall binary reoffending rate (% of cohort who have reoffended)	43.9%	36.1%
10	Pre-court binary rate (Youth Caution and Youth Conditional Caution)	41.0%	31.4%
11	1st tier binary rate (Referral Order)	35.0%	38.8%
12	Community binary rate (Youth Rehabilitation Order)	54.2%	60.3%
13	Custody binary rate	50.0%	64.7%
14	Pre-court frequency rate (Youth Caution and Youth Conditional Caution)	1.85	0.66
15	1st tier frequency rate (Referral Order)	1.03	1.10
16	Community tier frequency rate (Youth Rehabilitation Order)	1.75	2.18
17	Custody / post release frequency rate	2.75	2.56
18	Overall frequency rate of cohort (average number of reoffences committed by cohort)	1.68	1.08

Youth Justice Measures	2013/14	2014/15	2015/16	2016/17
First time entrants to the Youth Justice System	53	39	97	75
Court disposals that start in the period	140	113	156	164
Court disposals that resulted in custody that start in the period	7	14	21	13
% court disposals that resulted in a custodial sentence	5%	12%	13%	8%

3. Who leads the response to antisocial behaviour in your borough/organisation?

Tackling ASB is a strategic priority for Camden's Community Safety Partnership for 2017/18. The Community Safety Partnership Board (CSPB) and YOT Management Board oversee governance and review performance in relation to antisocial behaviour.

Officers from the Community Safety Service and the Integrated Youth Support Service work closely with colleagues in Camden police and attend a monthly ASB meeting. The meeting has both a strategic and operational view and works to data from both the police and local authority.

Following on from a recent re-structure in the Community Safety Service, there are a number of roles dedicated to working with high-risk victims of antisocial behaviour. We also have a dedicated patrolling service with a remit around antisocial behaviour.

We are keen to develop systems that allow the voice of the community to be part of our response to ASB. This includes the use of Community Conversations, often facilitated by the Safer Neighbourhood Board on local priorities as well as the use of Peer Educators so that young people themselves influence the delivery of interventions such as Stop and Search in the borough.

In addition to this, there are two contracted services within Community Safety and these are:

- *Housing Patrol – late night patrolling service dedicated to work on Camden housing properties*
- *Safer Streets Team – outreach team dedicated to work with rough sleepers and street population issues*

Early Help in Camden is also a committed partner to addressing anti social behaviour in Camden. IYSS are a key delivery partner of early help services in Camden, ensuring anti-social behaviour is not seen in isolation. Early Help and community safety enjoy a strong working relationship, for example community safety participated in a whole family working trial with colleagues from housing, employment, CAMHs, school inclusion and family workers, to find better ways of addressing whole family need where anti-social behaviour may have been an issue. Early help workers will often seek advice and guidance from community safety where anti-social behaviour is a presenting need in families they work with; community safety become part of the team around the worker so that anti-social behaviour is addressed within the context of the wider family stressors, environment and history. Additionally the Camden Troubled Families programme supports addressing anti social behaviour, ensuring a broader and thoughtful approach to the wider family and environmental context in which anti-social behaviour occurs.

It is worth mentioning that closer links are being forged between community safety services and the Camden Children and Families Contact Service (which include Camden MASH and Early Help Front Door). This is to ensure complete synergy between the two services when anti-social behaviour (amongst other issues) presents, and to encourage workers across the two services to connect with each other to best meet the needs of families.

4. How has spending on antisocial behaviour changed over the past few years?

The Council faces an overall budget pressure of £78M due to reductions in funding from central government. The Council has reduced the investment it makes in services to tackle community safety, ASB and crime by £1.7M per annum as part of the response to the overall budget pressure.

This equates to a reduction of 28% each year.

5. How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?

Examples of joint working include:

- *Joint patrols with the local Safer Neighbourhood Teams to address specific issues and to deter and identify those that are involved.*

- *Partnership use of enforcement options including; Civil injunctions, Acceptable Behaviour Agreements, Dispersal Zones, Criminal Behaviour Orders, Crime Prevention Notices and Public Space Protection Orders.*
- *Joint work with police and support agencies at specific addresses where there are high levels of ASB and those involved are at high risk to obtain Premises Closure Orders and where necessary rehouse vulnerable victims away from the area with appropriate support in place.*
- *Camden Council will also attend resident's meetings with the police and relevant statutory and voluntary organisations to listen and identify concerns in order to deploy resources effectively as well as empower and enable the local community in taking ownership of issues and assisting agencies in dealing with their concerns.*
- *Preventative work with services such as Camden Youth Services where Youth Workers target certain areas where there are high levels of Youth ASB to engage with them and find out how and if the Council can help. This could be simple things such as advice on employment opportunities, education, training or leisure activities*
- *Camden's Out of Court Disposals Programme (OOCDD) has been successful in reducing First Time Entrants to the Youth Justice System and has ensured a sharp focus on prevention and early intervention to reduce and prevent youth offending and ASB. Camden's OOCDD programme is an established partnership approach with partners and there is a continuing commitment to develop this programme further to reduce FTES and ASB further. This programme is currently being independently evaluated by London Met University in order to support further developments regarding 'what works' with children and young people at risk of offending.*
- *The YOS has recently established and embedded a daily partnership meeting to monitor police intelligence, youth crime and anti-social behaviour, YOS top 20 young people (risk of offending, risk of serious harm and safeguarding) and the use of police custody for young people who have been arrested. This meeting ensures a rapid partnership response to ASB, youth crime and safeguarding in both individual cases and as a response to trends/community concerns. The meeting occurs daily with multi-agency representation from Police, YOS, Youth Early Help, Children's Social Care-LAC and MASH, and Camden's SYV lead.*
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6. To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?

See above.

In relation to Premises Closure Orders – these can only be effective if there is a full closure order where no one is allowed to remain in the property. Where there have been cases where the resident has been allowed to remain in the property the legislation can only be effective if the premises is monitored effectively by the police to prevent breaches however due to resources this is not possible. When Camden goes down this route consideration is given to all these aspects.

Camden currently has Public Space Protection Orders (PSPO) in place for the following:

- **Pedicabs**
- **Public Urination**
- **Irresponsible Dog Ownership**

7. What evidence do you collate on the effectiveness of interventions?

The dashboard of performance indicators that reports to CSPB is designed to show where interventions have had an impact. One of the key indicators examines ‘the percentage of clients made safer through interventions’. This looks at risk assessment scores relating to victims of ASB and shows where we have been able to reduce the risks using formal interventions.

One other key measure is a residents’ survey that is conducted on the borough every six months. Around 500 residents are questioned about a number of different subjects including how safe they feel both during the day and at night-time.

Finally, the new Northgate system allows an easy way to record ‘events’ relating to a case. This is essentially a log of all the activity relating to a case and gives the opportunity for a greater degree of scrutiny of successful and unsuccessful interventions.

8. What support is available to victims and witnesses of antisocial behaviour?

London Borough of Camden (Community Safety Partnership) provide funding to the ASB Support Project (Victim Support) to provide support services for victims and witnesses of ASB/ Hate Crime in the borough.

The support provided includes information & support to victims and witnesses who are or maybe involved in the criminal justice process (CJS), offer support during and after the hearing, act as a link between witnesses, courts, CJS and statutory and voluntary agencies.

ASB Support will also attend panel meetings as and when necessary as well as provide an enhanced community support element by attending community meetings or other events where there are ASB concerns. The majority of the referrals come through Camden Council however individuals can also self-refer.

9. How do you update the local community on what is being done to tackle antisocial behaviour?

We provide information on how ASB is being tackled to our communities in various ways depending on the circumstances of a situation.

We use “Quick Comms” to alert residents about ASB in their area, encouraging them to report issues as well as informing them about ‘good news stories’.

The Housing Department also have a quarterly newsletter for residents highlighting key information. Community meetings are another platform for conveying information around ASB as well as directly responding to individuals and organisations.

A number of police Safer Neighbourhood Teams also publish regular newsletters.

The Council commissions a specialist outreach service for rough sleepers called the “Safer Streets Team”, which runs a scheme called “StreetSafe”. This allows community members to report issues directly to the team and to receive feedback on the work being done in response.

10. What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?

Having ASB on the agenda for MOPAC’s Volume Crime targets across London is extremely helpful and helps align our local priorities with those at a pan-London level.

Support from LCPF has been a vital part of delivering a service across Community Safety. Additional funding for our patrolling service contributes to our work around reducing the impact of ASB for people who live in Camden.

It would be helpful to have a consistent message regarding the performance management of ASB. This is an area where it is difficult to judge success merely on the number of complaints made to the police or the local authority.

This becomes particularly pertinent when a borough works to increase awareness and levels of reporting. One consideration might be for boroughs to ‘think together’ with MOPAC and even consider local priorities for boroughs within the context of the volume crime priority for ASB.

London Borough of Hackney submission to the London Assembly Police and Crime Committee

Tackling Anti-Social Behaviour in London

The following is an initial response from the London Borough of Hackney to the invitation to provide a submission to the London Assembly Police and Crime Committee in respect of tackling anti-social behaviour (ASB) in London.

The initial submission provides a response to the factual questions asked by the committee but our response to those questions that invite broader opinion, is pending the return from leave on 15th of August, of the Cabinet member for Community Safety and Enforcement and will be forwarded shortly after that.

☐ To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

The Council is currently running a public consultation on public space ASB in the borough that is due to close on the 24th of September and this will provide a broad base of evidence as to residents concerns about ASB and which types.

From calls to police we understand that the key types of ASB are:

- Drunken and Rowdy Behaviour
- People congregating and being anti-social/threatening
- Begging
- Public Urination
- Public Defecation
- Noise
- Drug taking
- ASB caused by kerb-crawlers and street based sex workers

☐ How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?

Hackney Council uses police call data re ASB and we monitor trends through a problem profile to identify hotspots for different behaviours and increases/decreases over time.

Hackney saw a consistent five-year downward trend in ASB to the end of the 14/15 financial year, based upon calls to the police. The 2014/15 financial year alone saw an 18% reduction in calls.

Based on this data, calls recorded by the police as “rowdy or inconsiderate behaviour” represent the greatest contributor. However the data also includes calls relating to the police recorded categories of ‘begging / vagrancy’, ‘fireworks’, ‘prostitution related activity’ ‘street drinking’ and ‘littering / drugs paraphernalia’.

The whole borough experiences some level of ASB, with some areas recording a larger concentration of ASB. When the key hotspot areas for each behaviour are overlaid, they broadly correlate, with the exception of ASB associated with sex work and kerb-crawling, which occurs in distinctly different areas from the other types of ASB.

However when comparing the period from January 2015 to December 2015, with the same period in 2016, it shows an increase of 23% in calls to the police in respect of ASB, as the borough has experienced an uplift in ASB generally.

❓ Who leads the response to antisocial behaviour in your borough/organisation?

Within the Council it is led by the Head of Community Safety Enforcement and Regulatory Services

❓ How has spending on antisocial behaviour changed over the past few years?

Whilst the Council has had to make savings of £650k this financial year and with a further £350k in the next two financial years, we have reduced management and back office costs and increased spending on front-line services including uniformed enforcement officers. Overall we are increasing our uniformed officer presence from 15 officers to 28.

❓ How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?

The council and police work closely in partnership to tackle ASB, recognising that we have a statutory responsibility to do so through the Crime and Disorder Act as, as well as many common powers and some separate ones under the Anti-Social Behaviour Crime and Policing Act 2014.

As well as joint operations planned through four weekly Partnership Tasking, the Council attends the police fortnightly tasking process and the police attend the weekly council process. High risk cases are jointly supported through a fortnightly ASB Action Panel, putting the victim at the heart of our work.

Preventative work can include targeted youth outreach work to provide diversionary and preventative activity to reduce the risk of engagement in ASB. The Council uses the full range of informal sanctions in relation to ASB, including Acceptable Behaviour Agreements and Contracts, closure orders and Criminal Behaviour Orders.

❓ To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?

The powers create an opportunity for collaborative work, for example use by the police of dispersal powers has been used to compliment wider enforcement work by the Council's Enforcement Officers and those officers and CCTV operators have been deployed to identify persons in breach of a dispersal order. The powers have directly supported close working by different agencies to ensure that all available powers used to prevent or enforce against ASB.

❓ What evidence do you collate on the effectiveness of interventions?

All the council's taskings of enforcement officers are recorded and a return completed by the deployed officer, so that we can establish when patrols were undertaken, what was seen and what the impact has been on complaints from the public and calls to the police about ASB. In the longer-term we compare hotspots over time to see what impact patrolling, target hardening and crime prevention advice have had on the locality.

❓ What support is available to victims and witnesses of antisocial behaviour?

Hackney Council has a joint London Crime Prevention Fund project with Haringey, which funds a victim support worker to directly support victims of ASB.

❓ How do you update the local community on what is being done to tackle anti-social behaviour?

This is currently being reviewed as part of the communication strategy for the Council's new Community Safety Enforcement and Regulatory Service but key elements include general updates within Hackney

Today and the council's website. Specific updates to communities are provided through messages to group e-mail accounts, attendance at ward panels and tenant resident association meetings, briefings for elected members and where appropriate letter drops to neighbourhoods.

What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?

This will be subject of subsequent submission after consultation with the cabinet member for Community Safety and Enforcement, as advised in the initial paragraph above.

London Borough of Hammersmith and Fulham

• To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

LBHF is an inner-London borough. As such our residents share common concerns with millions of others; perceptions around; knife and gun crime; drug dealing (gang-perceived behaviours) and the associated ASB that goes with them; perception of youth-related ASB on estates, parks, travel hubs and other community spaces. Understandably, residents are also concerned around burglary, robbery and theft from motor vehicles.

According our Neighbourhood Confidence and Crime Comparator tool, (which utilises 14/15 MPS/MOPAC Public Attitude Survey data), residents of North Hammersmith / South Fulham communicated the following:

- 90% of respondents thought that there was low ASB disorder in the borough and 82% were not worried about ASB in the borough.
- 88% felt safe walking alone in the borough
- 75% were not very worried or worried at all by crime in the borough.

Residents concerns and perceptions of ASB are carefully taken into account, as we devise partners' tasking.

• How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?

The anti-social behaviour that is reported to the ASB Unit for action in regard to tenancy breaches is managed and recorded on our case management system, ReACT. The Principal Anti-Social Behaviour Officer meets with the Coordinators on a monthly basis to review cases and plan actions. These monthly panels are recorded on ReACT. Copies of all Agreements / Orders are also logged and attached to ReACT.

We provide monthly reports and attend monthly meetings with Cabinet Members to discuss our most high profile and often complex cases.

• Who leads the response to antisocial behaviour in your borough/organisation?

The Head of Community Safety.

• How has spending on antisocial behaviour changed over the past few years?

From having 5 Coordinators to manage Council-related ASB, efficiencies have reduced this number to 3. We have also lost the Policy and Performance Officer post within the Unit. Our budgets for legal action / target hardening and training have also been reduced. We are far more reliant on alternative funding.

• **How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?**

LBHF finances over 50 additional Police Officers to increase the number of visible officers on borough. This funded team can be tasked with focusing on areas of resident concern, so offers community reassurance, as well as practical, operational support. The team is managed by our Partnership Inspector, who meets with the Head of Community Safety and her management team on a monthly basis to review targets and adjust focus as necessary. Officers liaise with the Partnership Inspector on an on-going basis to ensure proper flows of information and intelligence and deal with any blockages as soon as identified. Our overall partnership working with Police on LBHF has to be described as extremely positive and strong.

One of the funded officers is the borough's experienced Crime Prevention Design Advisor, who is often called upon to design out ASB/crime issues within both public and private areas.

The Council is always represented at the Police TTCG and, therefore, has the ability to 'influence' Police Tasking around ASB, particularly on our larger estates where ASB can be more overt and disruptive.

Council operational officers are in daily contact with the local Police teams and DWOs in their areas. Information is shared and action plans agreed, including joint warning interviews and ABAs where appropriate. We are also in very regular contact with other specialist teams for; EGVE; CSE; Prevent Agenda; IOM; Deter; Trident; hate crimes, sexual offences etc.

As well as Police, we also work hand in glove with Adults and Children's Social Care, WLMHT, 3rd sector agencies, Youth Offending, Probation, Environmental Protection, other Registered Providers, Street Scene, CCTV, Neighbourhood Wardens, Community Safety, Estates Services, neighbouring boroughs, our tenants and residents, Safeguarding and others, as necessary on a less frequent basis. We offer advice and support where we can and try to foster positive working relationships between all our partners.

We will always strive to work in conjunction, if not at least in consultation with partners. Common tools and powers used are; formal warnings, ABAs, NoSP interviews, legal action against the tenancy, Injunctions, partial and full Closure Orders, Criminal Behaviour Orders, Dispersal Powers, CPNs, PSPOs.

We often work with Police to obtain CBOs and agree appropriate stipulations for Orders. CBOs are invaluable for managing the EGVE-type behaviour of some of our younger residents. We will often work closely in regard to the Closure powers too. Where appropriate we will seek to evict tenant-perpetrators within the life (3-6 months) of the Order. Police colleagues are also appreciative of our innovative use of CPNs, especially in the Shepherds Green area.

We should also highlight that there is a direct comms link between Police and our CCTV Hub; this ensures our operatives have the ability to feed real-time into Police

resources as incidents are happening. The effectiveness of this approach has received a lot of public recognition and goes a long way in helping our residents to feel safer.

A lot of time and emphasis is placed on prevention, diversion and support for those in need of interventions. LBHF is highly dependent on MOPAC for funding for commissioning these kinds of services.

In April 2017 we jointly delivered the One Life project in conjunction with Police and London Fire Brigade. Another session is being arranged. We are delivering the course directly to youths living on estates that have been involved in low level crime and ASB. The 1st session was very positively reviewed by both attendees and by a wide range of partners. Please note that MOPAC fund this for us. The project was originated in Hounslow in 2016; hence the reference in the attached information.

• **To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?**

They have had no discernible impact. We continue to use the legislation to hand as often and creatively as we always have. Efficiency savings within the judiciary and Police have had a negative impact on the management of ASB overall. Additional legal powers mean nothing without sufficient staff in place to administer and police them.

• **What evidence do you collate on the effectiveness of interventions?**

We conduct customer satisfaction surveys at the conclusion of each case. We monitor the numbers of repeat victims/perpetrators and incidents of reporting but this is informal as we do not have a resource to properly collate such information.

• **What support is available to victims and witnesses of antisocial behaviour?**

Our principal resource here is Victim Support, but we also use local / regional specialist support where needed (eg around faith, or sexuality). We often refer in to Adult and Children's Social Care, WLMHT and drug and alcohol support. For those tenants who do not have a specific specialist need, we can also refer on for more generic Floating Housing Support. These support agencies also play an integral part in our partnership working and are invited to meetings when appropriate.

Our officers are all experienced in dealing with victims of ASB and will offer as much direct support to them as is either deemed necessary, or requested. We will maintain contact with them on an agreed basis and via a medium of their preference. We will arrange for welfare checks to be carried out by Neighbourhood Wardens and local Police. Our approach to dealing with crime and ASB in LBHF is completely victim-centred. .

LBHF is in the process of recruiting a Victims' Programme Coordinator, who will administer our Community MARAC Meetings, which will replace our current partners' ASB meetings. We are also recruiting a Hate Crime Coordinator, whose role will include reviewing our policy for dealing with those affected by hate crime. We work

closely with the Prevent team for those, who have been impacted upon because of their religious beliefs.

• **How do you update the local community on what is being done to tackle antisocial behaviour?**

Housing provide regular, local newsletters for tenants and residents, highlighting what has/is being done to tackle the main issues in their area. We will often also use local press and on-line news outlets. If a problem is specific to an estate, or smaller area, we will often update them with hand-delivered newsletters (often joint-letters with Police). We make full use of local community notice boards and ensure our Tenant and Resident Associations are properly appraised. Where necessary meetings are arranged with the local community out of regular hours. We have a Tenant and Resident Action Group, with which we are currently undertaking a review of LBHF's communications around ASB and clarifying all our responsibilities and legal limitations to raise awareness.

• **What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?**

Continue to seek feedback from us, listen and support. Continue with the vital lifelines that are afforded by your funding streams.



Police and Crime Committee Report for London Assembly Police and Crime Plan

Tackling ASB> Our Local Approach- London Borough of Hounslow.

Please see responses below;

1. To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

Due to recent events, residents are most concerned about Hate Crime in the borough to increase. There have been some incidents at the local mosques. Other concerns are youth nuisance, fly-tipping, Vandalism, graffiti, drug use, noisy neighbours and loud late night parties.

Results show that residents in Hounslow perceive *rubbish or litter lying around* as the biggest anti-social behaviour concern in their area with 42% of residents saying it is a very or fairly big problem, with *groups hanging around the streets* (34%), *people being drunk or rowdy in public places* (32%) and *people using or dealing drugs* (30%) as the second, third and fourth biggest problems in the local area.

Although the survey carried out in 2016 showed a 3% decrease in residents concerns in these areas as they felt more safer.

In 2016/17 we had an internal audit and the Council's Corporate plan promised the community to help them live better in the borough. One of the Promise is titled 'Keeping you Safe'. The narrative of this promise is to make Hounslow a safe borough by reducing crime and anti-social behaviour and tackling drug and alcohol misuse that could lead to crime. There are commitments to work with the Police to tackle drug dealing, continue to reduce ASB and take actions against problematic premises, work to prevent harm caused by drug and alcohol misuse, support people at risk of domestic violence and keep them safe, tackle door step crime and loan sharks, makes more homes safe and secure and reduce fires and burglaries, prosecute businesses selling unsafe and counterfeit products, continue upgrading our street lights and design out crime in new developments.

2. How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?



Each Service has database to collect information and record data. We do not have database to record data globally. We rely on each service and partners to provide data. We acknowledge we need to become smarter on how we collate

the data and use it effectively as co-ordination centrally is needed. Clarity on what type of data will be helpful.

For Council Housing we can advise we had 929 ASB cases across 13,689 tenancies and 2825 leaseholders- representing 5.4% reporting rate. There is no data available before 2015/6.

Please find below data table for some of the actions taken on Environmental Crime from January 2016 till May 2017 from the Pollution/Enforcement Team.

Action	Jan-Dec 2016	Jan-May 2017
FPN Littering	5275	2241
FPN Spitting	365	233
FPN Urinating	17	3
FPN bird Feeding	1	0
FPN dog fouling	2	2 + 2 for breach of FPN
FPN other	269	94
FPN Fly-tipping	3	17
Notice EPA commercial waste provider	164	69
FPN breach of commercial waste provider	7	9
Notice Domestic refuse s46	25	2
Notice Commercial bins s47	20	1
Notice construction site s60	12	0
Notice s80 EPA Statutory Nuisance	13	8
Notice s 108	2	7
Notice Defective drains s59	11	0
Notice requiring information s16	5	1
CPWN	405	108
CPN	69	31
Breach of CPN	2	5

3. Who leads the response to antisocial behaviour in your borough/organisation?

It will be a lead from Community Safety Team



4. How has spending on antisocial behaviour changed over the past few years?

For Community Safety Team the spending on ASB has reduced significantly where the team are stretched and ASB case work is difficult to undertake.

For Council Housing, it has been maintained and remains a central part of their strategy. This enables them to investigate cases of ASB, implement resolutions and take appropriate actions for breaches for their Tenants and Leaseholders.

5. How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?

The Community Safety Team are introducing the Community Risk Panel in July 2017 to take a multiagency partnership approach to safeguard the victim in dealing with High risk and complex cases of ASB.

The Community Safety Team sits on the Safer Neighbourhood Board which is chaired by Residents who hold the Police accountable for reducing crime and ASB in the borough.

The Community Safety Team works closely with the Police on Joint Tasking group meetings, Licensing and Trading Standards Team.

The Community Safety Team are a key player in the ASB Prevention and Enforcement Sub Group Board where Community Safety Strategy is discussed, action plans are devised to tackle ASB concerns in the borough as ASB sits in the Community Safety Teams Strategy.

There are links to Local Reducing Anti-Social Behaviour group which is a joint preventative work between Police, Community Safety and Housing.

Housing employs through S92 agreement 4 Estate Police Officers who are tasked with dealing with ASB hot spots and specific addresses. Their work has mainly been focussed around drugs and drug dealing on our estates.

6. To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?

This is a wide question.

The fixed penalty notices served on members of the public for littering, spitting and urinating has seen a decline in the number of reoffending perpetrators.

From a housing perspective the mandatory ground is welcomed but courts still cautious, CPN/W's are working well.



We could utilise closure orders more effectively but due to cuts and restructures in the Council and the Police it has been difficult. The changes in the dispersal order process has created a gap. The police can obtain short term dispersal orders but the local authority is reliant on Public space protection orders which would usually be for a year or so, the previous ability to get say three months dispersal orders easily was very effective especially when dealing with drug dealing and these changes have made in the services.

Community Triggers have been poorly utilised. A power introduced which was not needed as such. What we need are improvements in social behaviours.

7. What evidence do you collate on the effectiveness of interventions?

From Housing this is based upon whether the interaction has closed the case down, this is in its infancy as we only changed the reporting availability from the 1/4/17 which will give us the data we need.

Any breaches following the actions taken by the Pollution Team will be an indicator whether the action has worked or not. There is no specific data that is collected to monitor the effectiveness of the interventions.

8. What support is available to victims and witnesses of antisocial behaviour?

From a Housing perspective we utilise a professional support officer for hand holding support for court.

They have a process for security works if needed and dedicated named contact point.

9. How do you update the local community on what is being done to tackle antisocial behaviour?

From a housing perspective we tend to have a local meetings should an issue emerge and then confirm estate by estate actions that have been taken should the need arise, most of what we deal with are individual cases and we have a process for keeping victims informed of actions we are taking.

The Safer Neighbourhood Board reaches out to local community through local groups and resident champions in different wards sharing information in their wards and feedback concerns to the board.

Hounslow has a local newsletter that is sent to all residents in the borough containing good news stories, achievements and raising awareness on ASB concerns.



10. What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?

Give certainty over future s92 funding.

Provide funding for a specialist ASB Team and ASB case work officers in the CST Team to deal with ASB issues for residents and members of the public living and working in the borough.

London Borough of Lewisham

- **To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?**

Each year the Safer Lewisham Partnership conducts an online public crime survey which informs the Partnerships' annual Community Safety Plan. We always ask a specific question on Anti-Social Behaviour and when we asked this question in March 2017, this is what the public told us;

Anti-social behaviour - priority

Ranking by preference

1. Drug or alcohol related ASB - 26.50%
2. Litter and Fly-tipping 21.50%
3. Intimidation and Harassment 15.50%
4. Noise Nuisance 8.50%
5. Begging 7.00%
6. Neighbour Nuisance 5.50%
7. I have no concerns 3.00%
8. Graffiti 2.50%
9. Other, please specify in free text box - 2.50%
10. Animal Nuisance 2.00%
11. Parking/Abandoned Vehicles 2.50%
12. Vehicle Nuisance 2.50%
13. Firework misuse 1.00%
14. Fly posting -- -- -- 0%

We as partnership are also aware through general casework and surgeries with the public that residents in Lewisham are very concerned about;

- Youth violence, particularly knife crime.
- Issues related to Mopeds.
- Drug dealing – on borough and links to County lines
- Criminal damage
- Noise from parties in public and private premises.
- Rogue traders targeting vulnerable people in various ways.

- **How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?**

Anti-Social Behaviour in Lewisham is recorded by different agencies in different ways.

- Lewisham Council records cases on an internal database system. Cases are collected and recorded through a variety of avenues. These can come through directly to the Crime, Enforcement & Regulation Service email/telephone; from the out of hours Council telephone Contact Point; through the Council's Complaints Dept.; from Local Councillor or MP surgeries or through regular public meetings.
- Lewisham Police collect ASB data through the CAD/CRIS database, from calls to the Grip & Pace team.

- Housing Associations in Lewisham, particularly Lewisham Homes (Lewisham Council's arm's length housing management organisation) collect and retain all data on ASB related to their tenants.

All agencies working to tackle anti-social behaviour in Lewisham are signed up to progressing appropriate cases through to the monthly Lewisham Victims Multi Agency Risk Assessment Conference (MARAC). We have developed a partnership victim risk assessment checklist which advises agencies when cases meet the threshold for MARAC (basically on severity and the need for multi-agency intervention) and this MARAC is chaired by either the Crime, Enforcement & Regulation Service Manager or the Chief Inspector for Partnership & Neighbourhood Policing.

Taking Police, Local Authority and Lewisham Homes ASB data (have not surveyed the other Housing associations operating in Lewisham) Lewisham has recorded **13,503** incidents of ASB between January 2014 and January 2017. I have not broken this down into ASB type as the specific ASB types recorded by each agency are not consistent.

- **Who leads the response to antisocial behaviour in your borough/organisation?**

There are a number of different antisocial behaviour leads for different organisations in Lewisham. The London Borough of Lewisham lead officer on ASB is the Strategic Crime, Enforcement & Regulation Service Manager and he chairs the Lewisham Community Trigger Panel (where needed) and co-chairs the Lewisham ASB Victims MARAC. The Crime, Enforcement & Regulation Service (CER) is the key lead service area on tackling ASB in Lewisham.

The Chief Inspector, Partnership and Neighbourhood Policing, represents the lead from the Lewisham Met Police. He leads the Grip and Pace unit and the Neighbourhood Policing officers, who work at the face of tackling ASB in Lewisham. He also co-chairs the ASB MARAC

Then, each of the Housing Associations operating in Lewisham, particularly Lewisham Homes, has an ASB Manager or lead Officer, who focuses the drive to tackle ASB affecting their tenants.

Finally, there are representatives from a number of key agencies on Lewisham ASB Victims MARAC, including Mental Health Services, Adult Social Care, Children's Social Care, London Fire Brigade and a range of housing associations.

- **How has spending on antisocial behaviour changed over the past few years?**

Obviously there have been reductions to Police resources over the past few years, with the most significant changes seen in the numbers and structure of Neighbourhood Policing. These officers have not only been the first response in many local ASB issues in the past, but they have also, often just through their presence and close relationship with local residents, been seen as vital to deflating or diminishing issues long before they become a significant problem.

Local Authorities have also been hit with savings to key resources over the past few years and as a result, many reduce or cease some work in key areas that most affect residents. In Lewisham, we have kept the victim firmly in mind as we restructure services around the best journey for the customer. Lewisham has in the past two years, restructured its Crime and Community Safety Service to accommodate the Local Authority's responsibilities on Licensing, Trading Standards and Public Nuisance. In doing this, officers have been amalgamated and retrained across all disciplines to create a team of multi-skilled officers who will focus on the key issues affecting residents at a given time. Thus in effect, increasing Lewisham's potential response to any ASB issues affecting the Borough.

- **How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?**

The London Borough of Lewisham's Crime, Enforcement & Regulation service works with Police, Housing and other internal and external colleagues in a range of ways to tackle ASB. CER Officers work closely with our Safer Neighbourhood Teams and their Dedicated Ward Officers on a daily basis. We have an highly productive and diverse relationship with our police Licensing Officer, dealing with ASB in conjunction with our Licensing functions. We work closely with our SNT panels and Local Assembly Ward panels, taking tasks away and feeding into priorities jointly.

We enjoy excellent working relationships with our Housing Association ASB teams, particularly Lewisham Homes, Phoenix and L & Q Housing.

We work closely internally with our parks service and environmental contractors to resolve public space ASB problems. We utilise our internal CCTV service regularly. We engage our Street Cleaning Enforcement Service, Private Sector Housing Enforcement Team and Planning and Regeneration Teams to help us problem solve specific ASB issues. We work closely with Elected Members and community groups to develop bespoke responses to key local concerns and we also regularly work with Lewisham's business community, both strategically within the Lewisham Business Crime Partnership to develop Borough wide responses to MOPAC inspired business crime plans and also directly with many businesses on Lewisham specific crime drives (e.g. we have developed Responsible Retailer agreements with many businesses on the sale of Knives, tobacco and Alcohol).

- **To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?**

Lewisham has welcomed the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014. The CER Service has been proactively using Closure Notices and Orders and we have just gone out to public consultation to replace our existing borough-wide Designated Public Protection Order (DPPO) with a new borough wide Public Place Protection Order (PSPO) which will address anti-social behaviour related to alcohol, dogs, psychoactive substances and unauthorised encampments under one order. This will also give CER Officers the power to issue FPNs.

- **What evidence do you collate on the effectiveness of interventions?**

Outcomes on ASB cases are recorded on our internal reporting systems. Outcomes of agreed MARAC case interventions and multi-agency Problem Solving Processes to tackle complicated ASB issues are brought back to monthly ASB MARACs. Programmes designed to tackle business related ASB are developed at regular Lewisham Business Crime partnership meetings. Effectiveness on intervention programmes are reported to the Safer Lewisham Partnership and on occasion, through to elected Council Member scrutiny Panels.

- **What support is available to victims and witnesses of antisocial behaviour?**

Victim and witness support is provided by Crime, Enforcement & Regulation Service Officers, local police officers and key Housing ASB officers. Throughout the investigation of a case CER Officers provide advice and information to victims and witnesses on how to best record evidence to support appropriate response if an immediate solution is unavailable. This can include CER officers acting as professional witnesses or developing anonymous Community Impact Statements where

necessary. Remote deployable CCTV is also offered to support victims who may help prove or disprove allegations of ASB.

Lewisham's CER Service has developed a network of Hate Crime Third Party Reporting Sites across Lewisham, where residents are encouraged to visit and report hate crime and ASB at a range of safe locations where they hopefully feel more comfortable. We have also supported and promoted the Self Evident reporting app to achieve a similar ease of crime reporting.

Lewisham Council and the Met Police also work closely with and promote the services of Victim Support Lewisham and a range of other key local support services, where appropriate.

- **How do you update the local community on what is being done to tackle antisocial behaviour?**

Victims of specific issues which we take on as casework are kept updated in line with service protocols by relevant officers. We regularly visit the public in problem areas, using community meetings, more discreet officer surgeries or letter drops where needed. We utilise the services of our Corporate Communications Team regularly to update the community on key national and local issues or to promote specific campaigns or alert on local geographic, seasonal or culturally specific vulnerabilities.

The Head of Crime Reduction & Supporting People, The Strategic Crime, Enforcement and Regulation Service Manager and the Lewisham Police Senior Management Team regularly attend the Safer Neighbourhood board to update the board members, associated and affiliated community organisations and public present, on a range of key crime and ASB issues.

- **What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?**

We welcome and agree with the Mayor's prioritising of Anti-Social Behaviour and we feel that properly identifying and addressing low level ASB issues, working closely with all partners, particularly the Community, is crucial to breaking the fear of crime and therefore bringing communities closer together. Strong support from the Mayor to ensure that ASB is seen as important an issue for all agencies to address as Knife Crime, VAWG, and Acquisitive crime will refocus their efforts to build on community cohesion as the key tool to reducing crime in London.

We feel that a key step to refocusing agencies to help build a stronger, more caring, peer supporting community, would be to ensure that all key agencies (Local authorities, Police, housing associations) develop a consistent 'victim support/call back/reassurance/customer satisfaction' service, offering a range of genuinely deliverable options to the victim to tailor the best resolution for each individual.

London Borough of Merton

- **To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?**
 1. ASB comes within the top three crime concerns for our residents across all geographical areas of the borough and has done for several years. During the consultation for the police and crime plan those residents whom engage in such conversations raised concern at the lack of ASB presence within the document.
 2. The main areas of concern for our residents come via youth ASB, street drinking and neighbourhood dispute
- **How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?**
 1. The councils ASB is recorded on a case management system. New cases come into the system via phone calls to contact centre, contact via the council website, email or drop in.
 2. All cases are assessed and risk rated high to low. Dependent on the risk rating cases are logged and actioned within set timescales
 3. ASB data for:
 - 2014-15 – 609 cases
 - 2015-16 – 603 cases
 - 2016-17 – 781 cases
- **Who leads the response to antisocial behaviour in your borough/organisation?**
 1. Merton's ASB offer comes from within the Safer Merton team (the Community Safety service for the council).
 2. Merton's ASB service addresses ASB in all areas aside from social housing
- **How has spending on antisocial behaviour changed over the past few years?**
 1. Due to financial pressures the investment in ASB has changed.
 2. The service has seen a 33% reduction in ASB caseworkers, reducing down from 3 to 2 persons in recent years. However the service has invested in three wireless CCTV cameras to allow for rapid deployment to ASB hotspots
- **How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?**
 1. Work and relationships with the SNTs and police ASB problem solving teams are very strong within Merton
 2. The ASB officers hold monthly ASB surgeries within each town centre area, police co-chair borough wide problem solving meetings and the police ASB team are co-located with the Safer Merton service within the councils main building.
 3. These relationships ensure that we maximise opportunities to intervene at the lowest levels of ASB through to the more complex and challenging areas
- **To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?**
 1. The changes from the crime and policing act have been difficult in implementing. With these changes came the requirement of changing existing processes and systems, legal paperwork etc. which, for boroughs with a small enforcement capacity, presents real challenge. There are some boroughs which are highlighted as market leaders for the implementation and use of the amended powers however what is not always recognised is the back office support in place and the importance of enforcement for these boroughs.
 2. The use of CPWs and CPNs are increasing in Merton but we are not seeing significant sentencing (in the widest sense) being issued by the courts upon breach, especially where persons have breached on numerous occasions
 3. The costs for injunctions are prohibitive which presents challenge in utilising them. The use of CBOs alongside CPNs are a better and more viable option to curb behaviour however, again, like CPNs where CBOs are being breached offenders are not receiving custodial sentences.
 4. The changes in ASB closure powers, with the option of partial closure, however are really effective. The partial closure, in particular, allows us to tackle ASB in a quick and effective

manner whilst protecting the vulnerable resident who resides at the property which saves homelessness (where appropriate).

5. There remains work to do around how we all reassure residents about the importance of impact statements, who can and who cannot take them and how “hear-say” statements work. We feel that the fear of crime and fear of retribution, even in a safe borough like Merton, is a real challenge in delivering real change

- **What evidence do you collate on the effectiveness of interventions?**

1. Where CPWs and CPNs are issued these figures are captured for the local offenders governance boards as well as for the CSP performance
2. Breaches of CPNs, CBOs and ASB closure notices are also captured for various governance boards as well as CSP performance
3. Those whom are in receipt of prohibitions are reviewed at the monthly ASB case panel and, where breaches are noted or challenges in behaviour seen, actions are revised and actions to address the behaviour are given

- **What support is available to victims and witnesses of antisocial behaviour?**

1. Where victims of ABS are neighbours, i.e. via neighbour dispute, Merton does spoc purchase mediation services for our residents although this service does require both parties to agree to participate in the conversations and to agree to the outcomes which are born from conversation
2. Merton does not commission any bespoke victims service for victims and witnesses of ASB. However, we do utilise support via third sector agencies such as Victim Support
3. Where residents work with the partnership and their work supports prosecution for instance, we will work to design and offer additional support via the ASB team, SNT and others, where appropriate, although this support is dependent on personal need

- **How do you update the local community on what is being done to tackle antisocial behaviour?**

We use a range of engagement tools within Merton:

- 1) You said we did – quick comms for the local area where work is undertaken to tackle ASB. Hand delivered letters, to the block or street affected keeps engagement local and reassurance specific
- 2) Use of social media – ideal for quick time response and live time updates when operations are being held. Merton are fortunate that, through the local police and borough commander, there is a strong partnership approach to social media, with significant numbers of followers who can be engaged
- 3) Press releases – generally used on the back of larger scale ASB project execution and/or where courts issue significant and/or interesting outcomes which are in the public interest
- 4) Council magazine – quarterly delivered publication this is used to promote ASB reporting, seasonal ASB challenges and/or to further promote key work streams (where timescales allow for that information to still be fresh and relevant)

- **What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?**

- 1) Social landlord engagement
There is a need for social landlords to become more engaged within the ASB arena especially around the lower level intervention and information sharing. Experience shows that where housing stock is not owned, or managed, by the local authority engagement can be hard. Whilst not all ASB emanates from social housing where it does, it is vital that the landlords use their housing powers to influence behaviour change.
- 2) Social landlord engagement 2
When working around higher risk ASB cases (managed by forums such as Community MARAC) it can be difficult to engage social landlords, especially at the correct levels for decisions to be made and executed. This is a repeated challenge across more areas of business than just ASB however
- 3) Review impacts of landlord licensing in reducing ASB.
Several boroughs have invested in landlord licensing schemes with ASB one of the key drivers for making this decision. As social rent becomes ever more difficult to get into the use of private rented sector increases. The absence of landlord, the absence of tenant

management, subletting challenges etc. contribute to causing ASB teams significant challenges in addressing behaviours within this area. It would be useful for the mayor to take a strategic view of the impact of this and then consider how these outcomes, if proven positive, could/should be rolled out on a pan London basis

4) CJS

One of the mayors key priorities in the police and crime plan is to ensure that the Criminal Justice System works for victims. As stated above the courts are not issuing the greatest and/or most severe punishments for breaches of ASB legislation. If we are not enforcing breaches in the most appropriate manner this does not send out strong messages to those breaching and/or does not encourage people to report and take action against a breach as perception will soon become “no point in reporting as nothing will happen to them anyway”.

We welcome the Mayors commitment to ASB and its inclusion within the Police and Crime Plans final draft. ASB for our residents, as with many across London, is a key concern and one which rarely has an easy resolution to be made

Subject:	London Assembly Police and Crime Committee - Investigation into Antisocial Behaviour in London
Report:	For information

Originator of report: Tahlor Alexander, Community Safety Partnership Officer

In response to London Assembly Police and Crime Committee's current investigation into antisocial behaviour in London, LB Newham were approached by London Assembly to participate in an information gathering exercise on how the borough tackle ASB.

Responses to the presented questions, as outlined in the PCC Call for Written Evidence request are provided below.

1. To what extent is antisocial behaviour a concern to residents in your borough?

What types of antisocial behaviour are of most concern?

Antisocial Behaviour is a significant concern for residents in London Borough of Newham. To instance, the recent Community Safety Partnership (CSP) Strategic Assessment found the following ASB types to be of most concern to local residents:-

- Begging Nuisance
- Drug Misuse/Dealing Nuisance
- Neighbour Nuisance
- Prostitution/Soliciting/Loitering Nuisance
- Rough Sleeping
- Street Drinking
- Verbal Abuse/Harassment/Threat Behaviour
- Criminal Damage/Vandalism
- Street/Off Road repairs to vehicles
- Vehicle sales on the highway
- Litter
- People/Music/Shouting
- Noise from Highways Works
- Noise/Dust Construction Site

2. How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?

The London Borough of Newham has a corporate system called UNI-form which records and monitors all ASB related complaints and cases reported by local residents and staff. Residents also have the opportunity to use a downloadable app called "Love Newham" to report ASB complaints for investigation. Once these complaints have been logged, they are recorded and assigned to the relevant in-house case monitoring system for investigation. This includes UNI-form and other council corporate reporting systems.

At present, we are unable to access ASB data for the last three financial years due to analyst staffing capacity issues.

3. Who leads the response to antisocial behaviour in your borough/organisation?

The London Borough of Newham has a dedicated ASB Investigations Team. This team is managed by the Enforcement and Safety Director. The ASB Investigations Team performance is governed by the CSP for overseeing the strategic delivery of ASB priorities. The Tactical Enforcement Group (TEG) model oversees the operational delivery of ASB priorities.

4. How has spending on antisocial behaviour changed over the past few years?

The CSP has experienced significant challenges over funding for ASB over the past years. There is less Council core funding to address ASB, for example, target hardening initiatives. The CSP has to rely heavily on external funding and grants for addressing ASB. There are fewer such funding opportunities.

5. How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?

The London Borough of Newham work closely with local policing teams to try and tackle ASB. The borough also works with central government such as UKBA and HMRC to deliver intelligence-led targeted operations which are borough-wide or at specific locations. The Council also has a four-weekly Tactical Enforcement Group (TEG) meeting where local service areas, Police and other relevant external agencies discuss problematic areas which are causing persistent and ongoing ASB. Through a 'tasking' process, partners are able to ask for resources and partnership resources to help tackle these problems. The Division also undertake strategic operations which target borough ASB priorities and focus on preventative and enforcement activities. This includes operations that target fly-tipping, rough sleeping, unlicensed premises, blue badge misuse, street drinking and prostitution.

6. To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?

The new powers introduced under the Anti-Social Behaviour, Crime and Policing Act 2014 have had a positive effect on tackling ASB. For example, the Council has issued a total of 2,559 CPNs since they were first introduced, as well as 94 FPNs. This demonstrates the effective utilisation of the power to address ongoing ASB issues.

Furthermore, the Council also has a Public Spaces Protection Order (PSPO) to address illegal street racing in the south of the borough. This has had a significant positive impact on this use and positive resident satisfaction.

7. What evidence do you collate on the effectiveness of interventions?

Newham work with a number of commissioned agencies to address ASB. This includes a rough sleeping outreach service, substance misuse intervention groups and sex work support services. As part of the commissioned service, providers must collate data to demonstrate effectiveness of interventions and support they provide to clients. This is contract manage and again reported at the CSP to demonstrate and scrutinise effectiveness of interventions and value of service.

8. What support is available to victims and witnesses of antisocial behaviour?

Statutory services provide support to victims and witnesses. This includes partnership responses from the ASB Investigations Team, Adult Safeguarding and Children Safeguarding. The Council also work closely with Victim Support and other witness and specialist victim support services, for example modern slavery and human trafficking charities.

9. How do you update the local community on what is being done to tackle antisocial behaviour?

The Council have effective communication avenues to update local communities on what is being done to tackle ASB. For example, updates are published monthly in the Newham Magazine, which is a free magazine that is posted to all residents. The borough also has an excellent Community Hubs model where key information from the local council and CSP are communicated to the Community Hub Teams where ward Councillors are able to cascade this to their constituents. This includes good news and success stories.

Furthermore the Council have social media accounts for Facebook and Twitter where they publish good news stories as well as safety messages for residents.

10. What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?

- Funding – better and more funding opportunities specifically for ASB problems and pilots.
- Pan-London ASB Forum – re-commencement of a pan-London ASB Forum. Newham found this resource to be valuable for partnership working opportunities, information sharing and work best practice sharing. This forum has ceased and we would welcome such engagement again.
- Online resources and e-learning – request for resources and information library on ASB practice and legislative changes to be available for partners.
- Analytical support – request for more central analytical staffing / resources to be made available to CSPs to support with analytical products to assist with ASB case management and profiling.

Steve O'Connell AM
Chair
Police & Crime Committee
Scrutiny and Investigation Team
London Assembly
City Hall, More London, The Queens Walk
London SE1 2AA

02nd August 2017

Dear Steve O'Connell,

Please find below submission from Southwark Council to the Police and Crime Committee in relation to the investigation into tackling anti social behaviour.

If you require further detail or discussion we would be happy to assist.

Q1) To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

Table 1 below shows that over the past 5 years, fewer residents reported / were affected by ASB than crime. Table 2 shows that the levels of ASB reported in the borough are comparable to that of London and of Southwark's Most Similar Group boroughs in London. Table 3A and 3B show that the type of ASB most reported to the police is 'rowdy / inconsiderate behaviour'; the type of ASB most reported to the council is 'neighbour nuisance'. Noise reported to the council is mostly 'loud music'.

It is important to note that frontline officers working to tackle ASB feel that mental health is one of the biggest issues that they face often underpinning Anti-social behaviour. This coupled with substance misuse and alcohol through dual diagnosis, (substance misuse and mental health) is often a causation of behaviour.

Table 1: Count of crime, ASB, and noise reported to Southwark Council and the Metropolitan Police Service - by financial year

Data sources: Metropolitan Police Service MetStats and Southwark Council APP

Please note:

APP figures contained in the table below are based on a cleansed and enhanced dataset and may differ from figures published elsewhere

	FY12/13	FY13/14	FY14/15	FY15/16	FY16/17	
• Crime (TNOs)	32,766	31,208	30,134	31,437	32,959	
• reported to police	15,591	13,564	9,607	9,206	9,561	
• ASB • reported to council	2,035	1,225	1,237	1,483	1,068	1 highest 5-year figure
• total	17,626	14,789	10,844	10,689	10,629	2
• Noise reported to council	8,257	8,535	10,564	10,029	10,354	3
						4
						5 lowest 5-year figure

Table 2: ASB per 1,000 population reported to the Metropolitan Police Service

Data sources: Metropolitan Police Service MetStats and GLA mid-year population estimates

	ASB incidents		
	Southwark	London	London MSG
FY12/13	54	46	53
FY13/14	46	41	48
FY14/15	32	31	37
FY15/16	30	28	34
FY16/17	31	32	38

Table 3A: Count of ASB incidents reported to the Metropolitan Police Service - by type and financial year

Data source: Metropolitan Police Service MetStats

	FY12/13	FY13/14	FY14/15	FY15/16	FY16/17
• animal problems	239	115	not applicable due to changes in CAD classification codes		
• begging / vagrancy	485	364			
• fireworks	286	9			
• littering / drugs paraphernalia	43	31			
• malicious / nuisance communications	1,345	719			
• noise	884	575			
• prostitution related activity	26	15			
• rowdy / nuisance neighbours	1,435	1,102			
• rowdy / inconsiderate behaviour	8,725	4,633			
• street drinking	57	34			
• trespass	242	210			
• vehicle abandoned (not stolen)	254	151			
• vehicle nuisance / inappropriate use	696	448			
• ASB Environmental		220	257	257	287
• ASB Nuisance	n/a	3,975	8,283	8,021	8,349
• ASB Personal		963	1,065	928	925
Total	14,717	13,564	9,605	9,206	9,561

Table 3B: Count of ASB incidents reported to Southwark Council - by type and financial year
Data source: Southwark Council APP

	FY12/13	FY13/14	FY14/15	FY15/16	FY16/17
• animal related	107	30	66	70	34
• criminal damage	37	24	11	30	26
• drug related	191	74	79	132	118
• harassment	95	58	55	64	43
• hate incidents	36	35	22	18	26
• multiple issues	119	55	20	66	58
• neighbour nuisance	563	348	410	371	249
• noise nuisance	210	132	126	132	101
• rowdy / inconsiderate behaviour	161	97	122	154	106
• staff abuse	12	26	13	16	18
• street drinking	18	12	11	12	4
• street population	33	64	23	54	32
• vehicle related	14	11	14	21	11
• waste related	195	69	105	159	81
• youth ASB	103	122	81	74	89
• other	150	84	85	112	82
Total	2,044	1,241	1,243	1,485	1,078

Q2) How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?

The council uses Civica APP (also known as Flare) to record and manage ASB cases. The police use CAD and Airspace. Data requested is detailed below above.

Q3) Who leads the response to antisocial behaviour in your borough/organisation?

Southwark has a dedicated Anti-Social Behaviour Unit who leads on dealing with ASB across the borough. The team works in an area based capacity with dedicated officers responsible for all ASB in a particular area. These officers work closely with the police, partners and communities in a problem solving capacity. Case conferences are held and intelligence shared so that there is a joint response to issues at hand with risk assessments fully understood.

Some officers within the ASB Unit have individual specialist responsibilities which include leading on disrupting drug supply and working with police to secure Criminal Behaviour Orders against gang members and other serious offenders. The unit also has an officer who is responsible for co-ordinating multi agency responses to deal with those perpetrators or victims of ASB who may have vulnerabilities. In connection with this, SASBU co-ordinates the council's Community MARAC (multi agency case conference) where high risk cases are discussed and problem solved. Most cases referred to the MARAC are around mental health or dual diagnosis with drug and alcohol issues involved. The MARAC was established in November 2014 and has dealt with over 50 high risk cases referred in to it.

The ASB team work very closely with Housing Officers within the local authority who is often the recipients of early reports of ASB. Housing Officers will carry out initial investigative work around ASB and where the problem cannot be managed or ASB is escalating, refer to the ASB unit as required.

Many cases are fully resolved by Housing Officers via early intervention, warnings or referral to mediation for alternative dispute resolution. Performance is collected on a monthly basis across the Housing Department on the following;

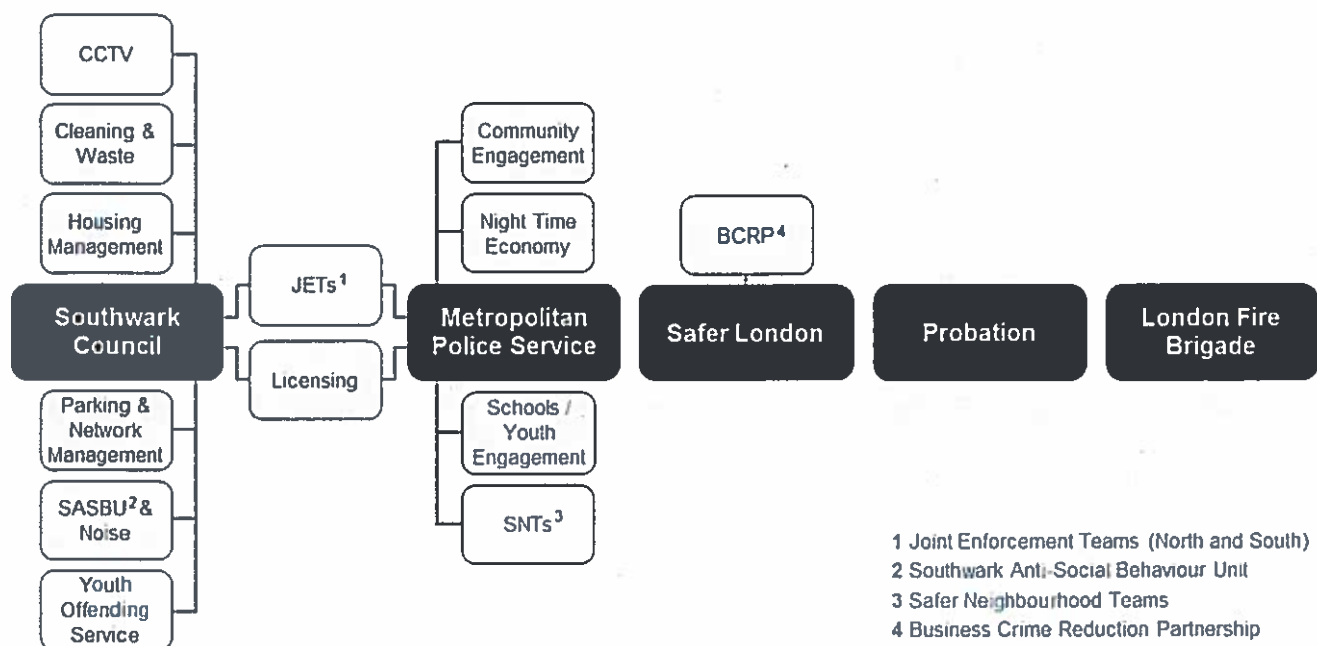
1. % of ASB cases where first response is within target – (measured by APP highlighted above)
2. % of ASB cases, (no referred) closed with 90 days – (measured by APP highlighted above)
3. % satisfaction with outcome of ASB Complaint – (measured by phone survey referenced in question 7)

The Partnership Tasking Group (PTG)

The Partnership Tasking Group provides for the effective co-ordination of partnership resources to support the Councils priorities and to aid the police's tactical tasking and co-ordination group by focussing on medium to long term problem solving. Tasking is based on analysis of partnership data and is set around the local community safety partnership priorities which are;

- Tackling hate crime and prevent
- Tackling youth violence including knife crime
- Tackling violence against women and girls
- Reducing substance misuse
- Reducing offending
- Tackling child sexual exploitation

The PTG meets every 4 weeks with a core membership as illustrated below. Emerging ASB issues, problem locations, repeat callers and vulnerable victims are discussed and a partnership response is agreed. This may include actions by the police and partners and / or utilising CCTV.



The Night Time Economy (NTE) Team is a joint council - police team who focus on ASB issues associated with the NTE. Problematical licenced premises are visited and appropriate action taken to resolve issues.

The role of the team also includes dealing with ASB in directly associated with licensed premises i.e. selling of legal highs, rowdy gatherings, parking contraventions and noise.

SASBU also attend the quarterly meetings of SOUHAG (South London Partnership Housing Association Partnership) to report on ASB issues and initiatives taking place across the borough. RSLs may refer problem issues to the PTG or to SASBU directly if they require assistance with complex issues. They may also refer cases in to the Community MARAC.

Q4) How has spending on antisocial behaviour changed over the past few years?

In relation to the SASBU there has been no change in spending over the past few years in relation to core posts. Last year the team piloted a mental health practitioner attached to the team although due to funding constraints, this resource could not be sustained from core funding. Further to this, 17/18 has seen a reduction of 7 FTE Community Wardens funded by core council funding which impact on the teams ability to patrol hotspots.

Q5) How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?

The council work very closely with local police teams. This is both through the Partnership Tasking Group which local officers and sergeants attend but also as required to manage individual cases and area based anti-social behaviour. The police are also represented at the Community MARAC and refer cases to the meeting. The relationships are strong and there are robust protocols for sharing of information and joint action to tackle issues. This includes joint patrolling and visiting and supporting the police in resolving issues via community resolution.

In September 2015 the council established the Joint Enforcement Teams (JETs). The JETs comprise of police, community wardens and enforcement officers providing a pro-active and flexible operating model which enables the partnership to respond to shared priorities of crime and anti-social behaviour across the borough. Specific functions of the JETs include

- Visible patrolling to tackle anti-social behaviour, enviro crime and associated criminality
- Application of problem solving approaches to area based community safety issues
- Working with businesses in priority areas to deliver improved and better co-ordinated regulation
- Prevent and address alcohol related crime and disorder in the night time economy

The JET model is currently divided geographically in to two areas covering the North and the South of the borough. The JETs are a visible presence carrying out tasked based patrols from the police, the PTG, SASBU, Housing, and RSLs. Regular weapon and drug sweeps are carried out in areas of concern. In addition, the JETs play a key role in providing local communities, businesses and residents of Southwark with reassurance and advice on how to report and deal with ASB. The JETs attend numerous community events where they provide advice and reassurance to the community.

Business Crime Reduction Partnership

In September 2015 Southwark Council partnered with the Safer Business Partnership and police to create Southwark Safe Business Partnership. This aims to create safe and strong businesses across the borough reducing crime and ASB that have a negative impact on the business economy as well as the look and feel of town centre environments. Community Wardens within the JETs have daily contact with 90 business members across four business communities.

Selective Licencing

Poorly-managed privately rented dwellings have a detrimental impact on neighbourhoods. ASB, nuisance neighbours, accumulations of rubbish and other problems can be linked to the failures of private landlords to manage their properties and tenancies effectively. Overcrowding, subletting and illegal conversions are all issues being addressed by Southwark as part of its selective licensing process which will in the long term improve communities and reduce instances of anti-social behaviour as described above.

Q6) To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?

The council and police have utilised the powers contained within the ASB Crime and Policing Act 2014 to good effect. The purpose of the Act was to streamline enforcement tools to make it easier for practitioners to deliver quick respite for victims and in a number of areas this has been successful particularly in respect of Closure orders.

Closure notices can now be obtained quickly and effectively and where they concern residential property allow the council to use mandatory possession as a route to secure possession. Southwark Council in conjunction with the police use these orders allowing for the most troublesome properties to be closed down within hours. This has proved useful in cases where dwellings have been used extensively for drug use and / or prostitution or where properties have been taken over by dealers to exploitative drug dealers.

Criminal Behaviour Orders have also proved a more flexible tool than ASBOs in that evidence not heard in the criminal case may be adduced for example other acts of ASB so allowing for more flexible prohibitions to manage ASB. Southwark have used these orders to assist in managing gang violence and knife crime.

The new **Dispersal power** is more flexible and police are able to deploy in a range of situations to provide an immediate respite to communities. The power is preventative as it allows an officer to deal instantly with someone's behaviour and ensure emerging issues do not escalate. The council will discuss possible locations where dispersal may be deployed at the Partnership Tasking Group meetings or raise directly with the local police team (LPT).

The council has an agreed protocol with the police for issuing **Community Protection Notices (CPNs)**. These have been used to deal with problematic members of the street population where behaviours are causing community concern. Exclusion zones have been utilised as part of the notices and breaches used to secure CPNs. These notices are a flexible tool and the council is looking at other scenarios where they might be utilised.

Southwark has just completed public consultation on the potential to implement a **Public Space Protection Order** to deal with dog related anti social behaviour within the borough. Implementation of any subsequent recommendations will be in line with the Home Office and LGA guidance documents with due consideration to the Animal Welfare Act

Listed below is a summary of enforcement action taken by the Councils Anti Social Behaviour Team using the new powers.

Year	Notices of Possession	Injunctions	eviction	Criminal Behaviour Orders	Closure Orders
2014/15	45	9	7	28	22
2015/16	20	7	7	25	21
2016/17	24	6	3	36	14

Q7) What evidence do you collate on the effectiveness of interventions?

The Partnership Tasking Group considers the effectiveness of its work and tasking at each meeting. The JETs produce a tasking return outlining work conducted and issues dealt with. The analytical team look at call volumes both to police and to the council to gauge the effectiveness of interventions made. This is reviewed at the PTG meeting and as necessary further work or additional asset is deployed. This may include for example deploying CCTV.

When dealing with area based issues officers will attend residents meetings and other community events to engage with the community and to reassure. Letter drops promoting the council's 24-hour reporting line plus a single point of contact for the ASB officer is disseminated so that residents can make contact if issues continue or resurface.

Quarterly ASB surveys are conducted with residents who have reported individual instances of ASB which may involve very specific case based interventions, for example intractable neighbour disputes or individual instances of harassment. These are phone surveys where the victim is able to comment on the approach of the officer in dealing with the case and the effectiveness of the outcome is looked at.

The council also conducts a Tracker phone survey measuring satisfaction with council services including Anti-Social Behaviour.

Q8) What support is available to victims and witnesses of antisocial behaviour?

The Community Trigger gives victims and communities the right to request a review of their cases and bring agencies together to take a joined-up approach in problem solving to find a solution. Southwark have received 17 Community Triggers since October 2014. Each trigger request is problem solved at the PTG or via the Community MARAC with a single point of contact supporting the person activating the triggers.

Residents Officers and Anti-social Behaviour Management Officers are responsible for supporting victims involved in individual instances of ASB especially where legal enforcement action is taking place as this can be very traumatising for victims. Dedicated Ward Officers (DWOs) within the local police teams also work with the council in supporting victims.

The council have a commissioned mediation service that is used to try and resolve cases at an early stage providing support and an independent scrutiny for victims. Referrals are made to Victim Support as required.

Q9) How do you update the local community on what is being done to tackle antisocial behaviour?

Community Engagement is key to resolving issues of ASB and restore community confidence that partners are working together to resolve issues. Residents meetings, police ward panels, letter drops, door step engagement, surgeries, drop-ins, action days, and working closely with ward councillors are all methods used by the council to engage with communities and to communicate success.

Southwark's Young Advisors also promote positive messages and good news via their social media sites to ensure that we reach out to all age groups in the community.

Q10) What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?

Despite the Mayor's commitment to roll out Dedicated Ward Officers by the end of 2017 maintaining police resources is essential to tackle anti social behaviour locally. They are imperative in ensuring an effective partnership approach.

A large amount of ASB is perpetrated by young people, with reductions in funding for youth provision, more support is required to resource more bespoke street based youth interventions.

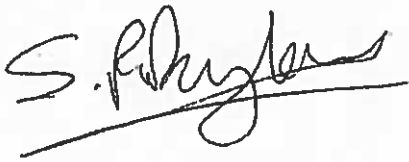
A large proportionate of perpetrators which the local ASB team work with suffer mental health issues. These often don't reach the statutory threshold to access mental health services. Historically, we have been able to fund a dedicated mental health professional to work on specific complex cases although due to funding this post ceased last year. There is a need to look at mental health pathways and support specifically for those who don't meet increasing thresholds.

As already outlined dual diagnosis is featured with some of the victims and perpetrators we work with. In addition, to working with current trends, from a pan-London perspective it would be helpful for the Mayor's Office to support horizon scanning in this area especially considering newer trends, (arguably) relating to substances such as SPICE and the direct linkages to the impact this has on mental health.

In terms of the new ASB powers it would useful for City Hall to lead on disseminating good practice around the use of the new ASB powers and how they are working. This would be particularly useful around Community Protection Notices which are a flexible tool and we suspect are being utilised in different ways around London. Linked to the new powers, specifically CPNs and injunctions to deal with ASB, there is an identified training need/awareness raising required to encourage police to make better use of these powers.

Lastly, locally we are seeing an increase in squatting in non residential property since it became a criminal offence to squat in residential properties. Support to extend powers so that squatters in non residential properties can be arrested and removed would be hugely beneficial. The owners are Landlords who are often slow in taking legal action due to costs.

Kind Regards,

A handwritten signature in black ink, appearing to read 'S. Douglass', with a long horizontal line drawn underneath it.

Stephen Douglass
Director of Communities

Police and Crime Committee
Tackling Anti-social behaviour
Response from Peabody
Date 5th July 2017

About Peabody

Peabody has over 150 years of history, experience and expertise. The new Peabody builds upon the history, strengths and capabilities of both Family Mosaic and Peabody.

Our mission is to help people make the most of their lives by: providing good quality affordable homes, working with communities and promoting wellbeing. As part of this, Peabody delivers services to our 111,000 residents, 8,000 care and support customers and the wider communities in which we work.

Peabody has 55,000 homes, with 96% of our homes spread across 29 London boroughs. We plan to build 2,500 new homes each year by 2021, maximising the number of low-cost rent and shared ownership homes we build.

As well as bricks and mortar, Peabody provides community programmes for the benefit of its residents and for people living in the surrounding neighbourhoods, including employment and training support; health and wellbeing projects; family support programmes; welfare benefits advice; and activities for younger and older people. This work aims to tackle poverty at its roots, supporting people to transform their lives and communities for the better.

Executive summary

- In May 2017 Family Mosaic launched a 6 month ASB pilot to make its service offer clearer to residents. They have set a higher threshold before opening and investigating cases whilst refocusing on supporting their most vulnerable customers through new channels based around a 'triage' process for all ASB complaints. Issues such as littering, dog fouling and graffiti are still addressed but through its tenancy management services as opposed to being classified as ASB.

Our most prevalent cases are as follows:

- Noise nuisance – 512 (combined) 32% of cases Apr16/Mar17
- Harassment – 204 (combined) 16% of cases Apr16/Mar17
- Domestic violence - 172 (combined) 13% of cases Apr16/Mar17
- Neighbour disputes – 159 (combined) 10% of cases Apr16/Mar17
- We mainly experience ASB incidents within the areas where we have social rented, general needs tenants. In blocks where we have only leaseholders we very rarely receive reports of ASB.



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Key challenges to partnership working are:

- Getting information from partners such as the Police, Community Mental Health Teams & Social Services in a timely manner (if at all).
- Getting partner agencies to meet with us/attending meetings to discuss our residents support needs / ASB issues.
- Partner agencies understanding the work we can and cannot carry out e.g. evicting alleged perps / moving victims with little/no evidence.
- Not a great difference has been demonstrated with the new ASB tools and powers, although the Mandatory Possession Order is welcomed

Our Response

How do we define anti-social behaviour?

Family Mosaic have recently launched a six month ASB pilot and have published a new policy to make their service offer clearer to their residents, as the existing open-ended definition meant that they were not able to provide the level of service they would like to those most in need of assistance. They are now setting a higher threshold before opening and investigating ASB cases. The new definition includes; criminal activity (requires a crime reference number), harassment / intimidation / threats / violence, group disorder and repeated, prolonged high-level noise nuisance. Issues such as littering, dog fouling and graffiti are still addressed but through their tenancy management services as opposed to being classified as ASB. As part of this new pilot Family Mosaic have designed brand new risk assessments which are carried out on every call. This ensures that even when they will no longer be treating a complainant's issue as antisocial behaviour; they will provide other support options for those people who are highlighted as 'at risk'. This includes through our own Tenancy Sustainment Team as well as getting them in touch with the right people to help them. This process is a much more victim-centered approach.

Peabody currently classifies anti-social behaviour into two categories of high level and low level ASB. High level is defined by the level of severity and impact of the alleged incident has on either an individual or the community. These categories of ASB include: Communal, criminal, drugs, domestic violence, harassment, hate crime, littering, noise, pet nuisance, stalking and violence.

Main anti-social behaviour concerns in London?

Our most prevalent cases are as follows:

- **Noise nuisance** (a total of 512 cases for FM & Peabody from Apr 16 - Apr 17 which equates to 31.8% of the cases for that year).
- **Harassment** (a total of 204 cases for FM & Peabody from Apr 16 – Apr 17 which equates to 16% of the cases for that year)
- **Domestic violence** (a total of 172 cases for FM & Peabody from Apr 16 – Apr 17 which equates to 13% of the cases for that year)
- **Neighbour disputes** (159 cases for FM from Apr 16 - Apr 17 which equates to 10% of the cases for that year).

This does not mean that these are our main concerns as some of these are low level and, for FM with their new pilot, are no longer being classified as ASB. For example noise nuisance will now be divided up between low level (such as living noise – children playing etc.) and high level (prolonged, excessive noise).



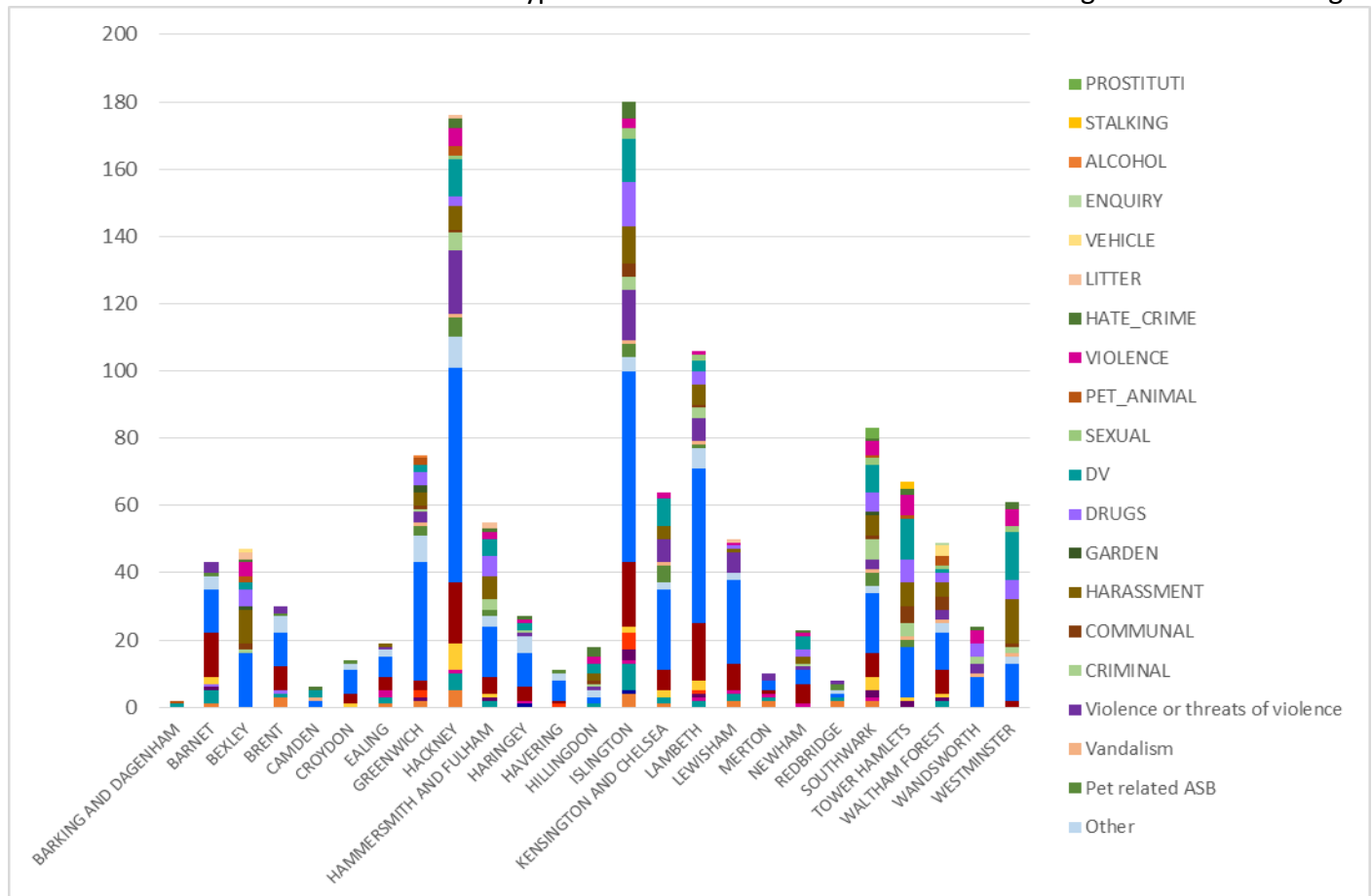
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We have concerns regarding drugs issues in respect of both dealing and use as we believe that these issues result in other ASB taking place within London. We also feel that we receive limited support in addressing such issues on our estates, particularly youths taking drugs within our communal areas.

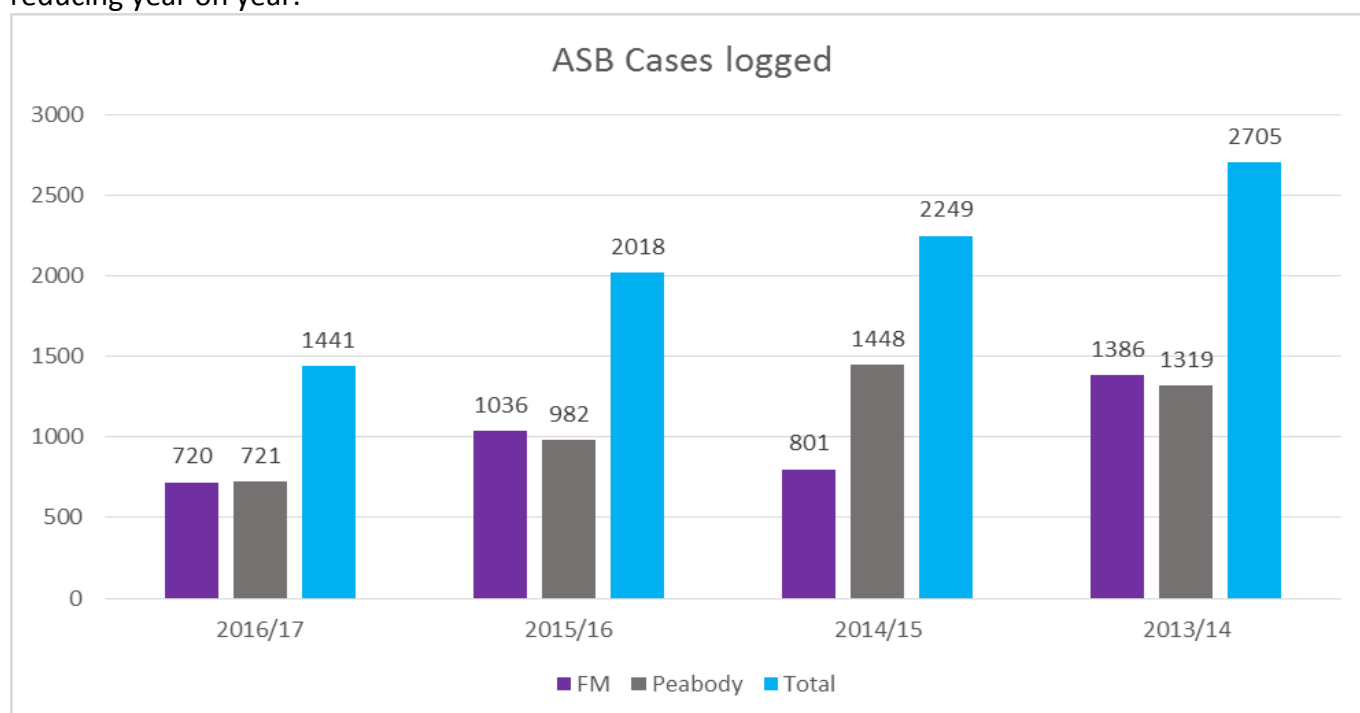
We have significant concerns regarding Domestic Violence as this figure has remained over 130 cases each year since 2014 (also accounted for nearly a third of Peabody's cases pre-merger) But what also needs to be considered with this is the incredible work carried out by Gudrun Helevuo-Burnet at Peabody around raising awareness of Domestic Abuse and the level of support offered to victims. This does not take away from the fact that this number of Domestic Abuse cases is a real concern, but that confidence to and methods of reporting it have been greatly increased by Guddy's work. If this could be replicated across all areas of ASB, it would be reasonable to believe that levels of reporting would increase.

The chart below demonstrates the types of anti social behaviour we manage in each borough:



Data on ASB – whether data provided by the Met provides and accurate picture of ASB in London.

According to our own data, the number of ASB incidents matches that of the MET data with regards to it reducing year on year.



Regarding the boroughs where most incidents are recorded; Peabody's data does not support the MET police report, (although this may be representative of the number of properties we have in each area) as can be seen below:

Borough	FM	Peabody	Total	Combined stock size	MET calls	Total Stock size ¹
ISLINGTON	97	76	173	5478	7758	100760
HACKNEY	112	50	162	6900	10958	106750
LAMBETH	67	26	93	3337	12334	136260
SOUTHWARK	29	46	75	3952	9561	128360
TOWER HAMLETS	6	59	65	2629	18330	110790
GREENWICH	33	31	64	4807	7499	106880
WESTMINSTER	4	57	61	3627	17586	121120
KENSINGTON AND CHELSEA	36	19	55	1593	5532	86540
HAMMERSMITH AND FULHAM	20	31	51	2154	6958	85270
BEXLEY	0	47	47	3182	5112	97000
WALTHAM FOREST	20	25	45	2542	8417	100310
LEWISHAM	35	9	44	2137	7995	122820
BARNET	38	0	38	1376	11043	145270
BRENT	27	0	27	764	11048	115600
HARINGEY	20	5	25	1293	9106	106640
WANDSWORTH	7	16	23	2277	6957	138840

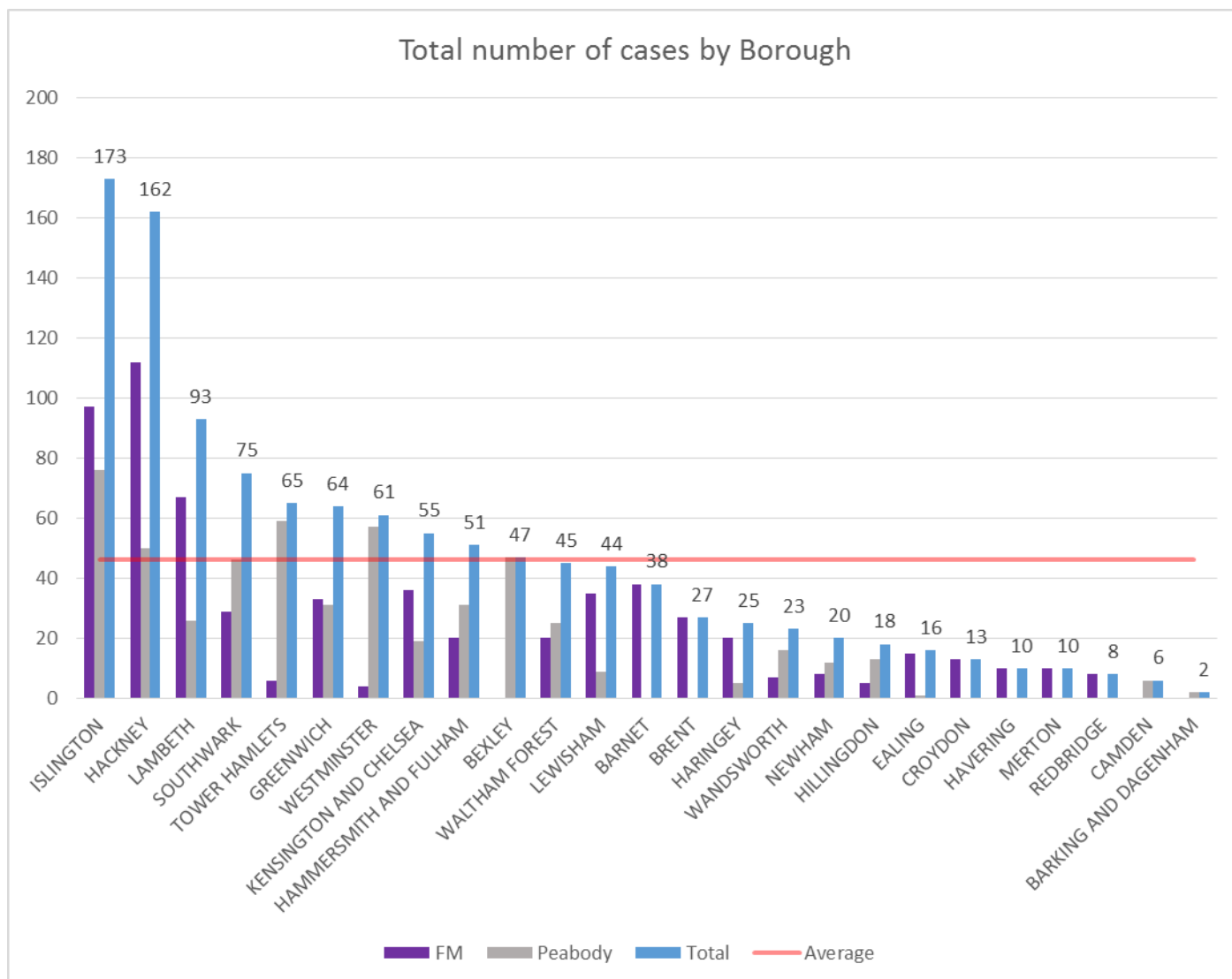
¹DCLG Total Number of Dwellings and Net Additional Dwellings, Borough 2015 <https://data.london.gov.uk/dataset/net-additional-dwellings-borough>



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NEWHAM	8	12	20	1579	10855	108810
HILLINGDON	5	13	18	601	9188	107640
EALING	15	1	16	516	11109	130530
CROYDON	13	0	13	517	10378	152520
HAVERING	10	0	10	172	6162	100260
MERTON	10	0	10	292	4388	82710
REDBRIDGE	8	0	8	353	7403	102650
CAMDEN	0	6	6	710	11197	101650
BARKING AND DAGENHAM	0	2	2	142	6460	73180



Although our data agrees that Tower Hamlets and Hackney are significant areas regarding ASB; we also experience a high number of calls from areas such as Islington, Greenwich, Lambeth and Hackney which appear much lower in the MET report. Again this may be representative of our stock levels in these areas.

The table below shows the types of ASB cases logged over the past financial year 2016/17:

ASB TYPE	Peabody	Family Mosaic	Total
NOISE	151	264	415
DV	136	29	165
VIOLENCE	47	75	122
NEIGHBOUR DISPUTE	0	120	120
HARASSMENT	110	0	110
DRUGS	74	14	88
CRIMINAL	60	2	62
HATE CRIME	26	24	50
COMMUNAL	41	0	41
PET/ANIMAL	17	20	37
ALCOHOL	2	22	24
VANDALISM	15	6	21
SEXUAL	12	0	12
LITTER	11	0	11
GANG OR GROUP RELATED ASB	0	10	10
GARDEN	6	0	6
PROSTITUTION	4	0	4
VEHICLE	4	0	4
ARSON	0	3	3
STALKING	2	0	2

Customer perception of ASB

We don't currently record this information but with the introduction of the new risk assessment being utilised by Family Mosaic during their pilot and future work planned within Peabody to include this question on their customer surveys, we will be able to gather this data in the future.

Underlying causes and drivers of anti-social behaviour

From examining the areas where we find ASB most prevalent and understanding our customers who reside in these areas we can deduce that the areas where we have high density builds can be an issue, due to dense population increasing the likelihood of neighbour disputes and noise nuisance.

The large number of converted buildings we own also results in poor sound insulation causing noise nuisance complaints. We also experience a high level of issues regarding drugs, alcohol and mental health issues associated with perpetrators of anti-social behaviour.

Which parts of London, individuals, households and communities are most likely to experience antisocial behaviour?

We mainly experience ASB incidents within the areas where we have social rented, general needs tenants. In blocks where we have only leaseholders we very rarely receive reports of ASB.

Do we understand the extent to which ASB affects individuals/victims and communities?

Our staff measure the impact ASB has upon victims in each case through risk assessments. This helps us to ensure that we provide the right levels of support to our customers. Each case is different and can impact a person in various ways. Those victims who suffer from other issues such as mental health can feel the impact of ASB at a much greater level. It is difficult to generalise the impact ASB has on individuals or a community as the range of ASB and victim types are so varied.



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In areas where there is a community impact, for example drug dealing/gang related issues the impact to our residents can be wide-ranging from residents no longer feeling safe to step outside their front doors to young people living in the area being dragged in to gangs. This can also result in raised criminal activity as a result causing an estate to get a negative reputation and become less desirable for people to live in. It can completely break down community cohesion. We receive requests for transfers to other properties (or even leaving Peabody properties altogether) on a regular basis due to ASB, which we cannot always facilitate.

Support provided to victims and witnesses of ASB in London

We provide mediation, management transfers, Tenancy Sustainment Officers/Tenant and Family Support Team, Domestic Abuse specialists, Victim Support, Sanctuary Scheme as well as an ASB prevention/detection budget to make safety improvements to properties. Our case management staff are also highly trained to provide a good level of support to victims. That being said, our staff can have time constraints due to a varied workload and may not be able to provide the levels of support needed. We recognise that the support for victims of antisocial behaviour is somewhat limited than that for those who are victims of crime and would like to see more facilities made available.

The new ASB pilot is a much more victim-centred approach; every complainant will be asked a set of comprehensive questions to best understand their level of risk and vulnerability. This means, that even in cases that we will no longer be addressing as ASB; we will be providing support services and advice for those who are classed as high risk/high vulnerability.

Key challenges:

Partnership working

We attend a number of multi-agency meetings to discuss ASB issues and specific cases as well as best practice models. These include LASBAS, LonHAG, Community MARACs and local authority meetings.

The biggest challenge we find is getting the right agencies to attend these meetings or to be held accountable for failing to complete actions following these meetings. We have difficulties with HPU's across the board when our residents are fleeing violence specifically domestic abuse and gang related violence (young people and cuckooing). Variety of responses from Police SNT's, currently doing some good work with Thurlow Park SNT (Rosendale Road).

Information sharing and joint working is particularly challenging with agencies such as the police, Community Mental Health Teams (CMHT) and Social Services. We find that it is very dependent on the individual borough as to what level of response we receive.

For example, we experience issues gathering information from Botwell SNT (Hillingdon), Southall Green SNT (Ealing), Perivale SNT (Ealing); we have great difficulty with them agreeing to patrol areas of concern, even with high level ASB/crime issues.

Sands End Ward (Hammersmith & Fulham) are completely unresponsive unless we escalate the queries higher and Tollington (Islington) have difficulty in responding with any inquiries within a reasonable timeframe.

The opposite can be said for Westminster Police and local authority who we have great partnership relations.



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We also experience difficulty in getting Community Mental Health Teams involved in ASB cases unless the case has reached crisis point. This could result in residents unnecessarily facing eviction where early intervention through support could have prevented such action.

Emerging Issues

We are seeing more ASB where the behaviour issue has an element of mental health (particularly undiagnosed) in both the perpetrators and victims. Where perpetrators have mental health issues this can make enforcement more complex and can take much longer, meaning victims can often suffer longer. Delays in courts exacerbates the problem. The Community Mental Health Team intervention threshold is high and we find ourselves managing the issues alone, and where possible by using our own in-house services. In some cases the mental health condition can mean that the perpetrator can do little or nothing to prevent the complaints from happening, for example where they may be unable to stop themselves from screaming out in the middle of the night or playing loud music in an attempt to drown out the voices in their heads. In victims this can mean low tolerance for such issues as noise or believing they can hear noises when there aren't any making it extremely difficult to address regardless of how we try to demonstrate the non-existence of such noises. They may also believe that someone is staring at them in a particular manner or that people are breaking in to their home and stealing personal items without any evidence of forced entry. Again, depending on the location of the issues can make a huge difference on whether Community Mental Health Teams will engage with us and our resident based on the information we provide them with.

During the colder months we see an increase in people sleeping rough in bin stores, communal areas, intake cupboards, indoor car parks. This is becoming particularly common among Eastern European males aged around 21-30. This is a relatively new ASB problem which seems to be growing. The impact can be severe and expensive for landlords as in most cases doors and locks are damaged and residents often become involved in confrontations.

Abandoned vehicles are also being used by rough sleepers as shelter. Also as a drugs storage facility for drug dealers.

We are having increasing issues with unauthorised dogs in properties. It is really difficult to obtain injunctions to remove unauthorised dogs, unless the dog is causing serious nuisance.

We have been experiencing nuisance from our newer leasehold properties being used through the short term online letting site Airbnb, the main is the people renting through Airbnb having loud, late night parties for a number of successive nights causing disruption to other residents. This is particularly difficult in cases where the leasehold property has a managing agent, as we cannot take action against their tenants.

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Impact (and effectiveness) of new tools and powers

We have not seen a massive impact in the new tools and powers. Having the Mandatory Possession Order is of benefit but we do not use this frequently and we still experience the same obstacles of waiting for court dates which can be in the region of 6-8 weeks. We would also like the opportunity to use the injunction with positive requirements but have struggled to get other agencies to engage with this. The one successful injunction of note that Family Mosaic have had with positive requirements was due to the support service being in-house.

Steps taken to prevent, manage and tackle antisocial behaviour in London

As well as the standard ASB tools we also have Community Development, youth clubs, parenting classes, Pembury Voice, Youth Department, action plans tailored to needs of customer/perpetrator setting realistic expectations, CCTV, professional witnesses, wardens, specialist Community safety officers, specialist DV, TSO/TFST, In-house legal teams, and partnership working with external agencies.

Information and sharing of best practice

As above through partnership working as well as Inside Housing, Resolve ASB and conferences.

Community Triggers

In the past two years we have received 7 but only 2 of them have met the criteria. The challenge with Community Triggers is that each LA has different criteria and there is little in the way of repercussions for those agencies who won't engage with the process. FM has created its own 'trigger threshold' as part of its ASB pilot which means any ASB reports that we receive which we have previously refused to address under our new criteria will be reviewed if they hit the trigger of 3 separate reports in a week or 5 in a month.

Engagement of victims, witnesses and communities in work to address ASB and how they are kept informed

Although we provide a comprehensive support package to assist witnesses in ASB cases; we can experience difficulty in getting victims to engage in tackling ASB or to provide evidence due to fear of repercussions and a lack of confidence in police to protect them. This can cause issues in getting cases to court and also has cost implications where professional witnesses have to be employed.

Tenant Resident Associations (TRAs) are useful in tackling ASB, providing information and supporting victims as part of their community. TRAs can sometimes be created from ASB issues.

The Mayors commitment to putting an extra dedicated PC back on every ward and identification of ASB as a local priority in every London Borough

We do of course welcome this. But we need more information to be able to comment on this. When will the PC be working? Nights? Days? Are they guaranteed not to be taken off to deal with other issues? What does making ASB a local priority really mean? Further consultation with key stakeholders would be needed to ensure that these resources are deployed in the most effective way to achieve the greatest impact.

What more can the Mayor do to address ASB?

- Introduce standardised information sharing protocols across all boroughs;
- Address inconsistencies in partnership working and available resources;
- Third party accountability – consequences for those agencies that don't engage; and



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- Every borough to have an effective Community MARACs



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Police and Crime Committee
Tackling Anti-social behaviour
Response from Peabody
Date 14th July 2017



About Peabody

Peabody has over 150 years of history, experience and expertise. The new Peabody builds upon the history, strengths and capabilities of both Family Mosaic and Peabody following the recent merger of the two organisations.

Our mission is to help people make the most of their lives by: providing good quality affordable homes, working with communities and promoting wellbeing. As part of this, Peabody delivers services to our 111,000 residents, 8,000 care and support customers and the wider communities in which we work.

Peabody has 55,000 homes, with 96% of our homes spread across 29 London boroughs. We plan to build 2,500 new homes each year by 2021, maximising the number of low-cost rent and shared ownership homes we build.

As well as bricks and mortar, Peabody provides community programmes for the benefit of its residents and for people living in the surrounding neighbourhoods, including employment and training support; health and wellbeing projects; family support programmes; welfare benefits advice; and activities for younger and older people. This work aims to tackle poverty at its roots, supporting people to transform their lives and communities for the better.

Our response covers both Family Mosaic and Peabody. The two organisations remain separate landlords until full integration has taken place. Where content in our response relates to a single landlord this is made clear.

Executive summary

- In May 2017 Family Mosaic launched a 6 month ASB pilot to make its service offer clearer to residents. Family Mosaic have set a higher threshold before opening and investigating cases whilst refocusing on supporting their most vulnerable customers through new channels based around a 'triage' process for all ASB complaints. Issues such as littering, dog fouling and graffiti are still addressed but through its tenancy management services as opposed to being classified as ASB.

Our most prevalent cases (2016/17) are as follows:

- Noise nuisance – 512 (combined) 32% of cases
- Harassment – 204 (combined) 16% of cases
- Domestic Abuse - 172 (combined) 13% of cases
- Neighbour disputes – 159 (combined) 10% of cases
- We mainly experience ASB incidents within the areas where we have social rented, general needs tenants. In blocks where we have only leaseholders we very rarely receive reports of ASB.

Key challenges to partnership working are:

- Getting information from partners such as the Police, Community Mental Health Teams & Social Services in a timely manner (if at all).
- Getting partner agencies to meet with us/attending meetings to discuss our residents' support needs / ASB issues.
- Partner agencies understanding the work we can and cannot carry out e.g. evicting alleged perpetrators / moving victims with little/no evidence.
- Not a great difference has been demonstrated with the new ASB tools and powers, although the Mandatory Possession Order is welcomed
- Through our work on domestic abuse nationally (via delivering training and the Domestic Abuse Housing Alliance, DAHA) we have seen a variation in whether Housing Providers are included in the Multi-Agency Risk Assessment Conference (MARAC) process or even invited to the meetings.

Our Response

How do we define anti-social behaviour?

Family Mosaic have recently launched a six month ASB pilot and have published a new policy to make its service offer clearer to residents, as the existing open-ended definition meant that they were not able to provide the level of service they would like to those most in need of assistance. Family Mosaic are now setting a higher threshold before opening and investigating ASB cases. The new definition includes; criminal activity (requires a crime reference number), harassment / intimidation / threats / violence, group disorder and repeated, prolonged high-level noise nuisance. Issues such as littering, dog fouling and graffiti are still addressed but through its tenancy management services as opposed to being classified as ASB. As part of this new pilot Family Mosaic have designed brand new risk assessments which are carried out on every call. This ensures that even when the organisation will no longer be treating a complainant's issue as antisocial behaviour; it will provide other support options for those people who are highlighted as 'at risk'. This includes through its own Tenancy Sustainment Team as well as getting the resident in touch with the right people to help them. This process is a much more victim-centred approach.

For cases that are considered low level and where no risk element has been highlighted, the resident is advised on how to deal with the issue themselves. We believe that by empowering the victim to address most issues in the first instance they will have much longer term benefits. For those cases where the resident does not feel confident to approach their neighbour; they are offered a 'Dear Neighbour' card which contains a polite, non-confrontational message about the issue, Family Mosaic post this to the resident making the complaint for them to complete and put through the neighbour's door.

Peabody currently classifies anti-social behaviour into two categories of high level and low level ASB. High level is defined by the level of severity and impact of the alleged incident has on either an individual or the community. These categories of ASB include: communal, criminal, drugs, domestic abuse, harassment, hate crime, littering, noise, pet nuisance, stalking and violence.

Main anti-social behaviour concerns in London?

Our most prevalent cases are as follows:

- **Noise nuisance** (a total of 512 cases for FM & Peabody from Apr 16 - Apr 17 which equates to 31.8% of the cases for that year).
- **Harassment** (a total of 204 cases for FM & Peabody from Apr 16 – Apr 17 which equates to 16% of the cases for that year)
- **Domestic Abuse** (a total of 172 cases for FM & Peabody from Apr 16 – Apr 17 which equates to 13% of the cases for that year)
- **Neighbour disputes** (159 cases for FM from Apr 16 - Apr 17 which equates to 10% of the cases for that year).

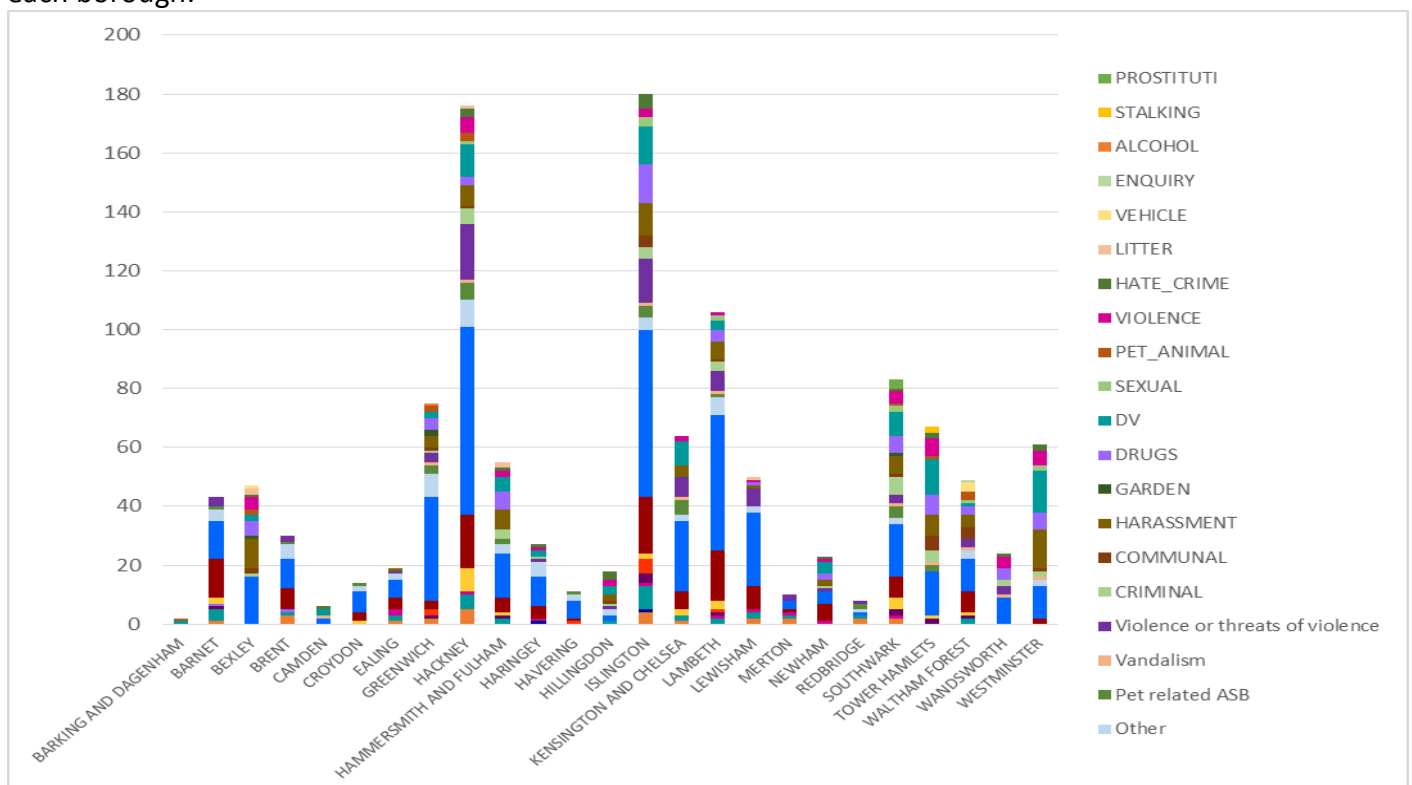
This does not mean that these are our main concerns as some of these are low level and, for Family Mosaic with their new pilot, are no longer being classified as ASB. For example, noise nuisance will now be divided up between low level (such as living noise – children playing etc.) and high level (prolonged, excessive noise).

We have concerns regarding drugs issues in respect of both dealing and use as we believe that these issues result in other ASB taking place within London. We also feel that we receive limited support in addressing such issues on our estates, particularly youths taking drugs within our communal areas.

We have significant concerns regarding Domestic Abuse as this figure has remained over 130 cases each year since 2014 (also accounted for nearly a third of Peabody's cases pre-merger) Peabody are acutely aware that on average two women a week are murdered by a current or former partner in England and Wales so have taken considerable steps to improve our response to domestic abuse and are now seen as leading in the sector. At Peabody our Senior Business Partner (Domestic Abuse), Gudrun Burnet and the whole Community Safety Team have raised awareness of Domestic Abuse across the organisation and increased the level of support offered to families experiencing abuse. This does not take away from the fact that this number of Domestic Abuse cases is a real concern, but that confidence to and methods of reporting it have been greatly increased by Gudrun's work. If this could be replicated across all areas of ASB, it would be reasonable to believe that levels of reporting would increase. Gudrun has also contacted the Home Communities Agency (HCA) to ask them to include regulations on domestic abuse for housing providers much like it does for ASB.

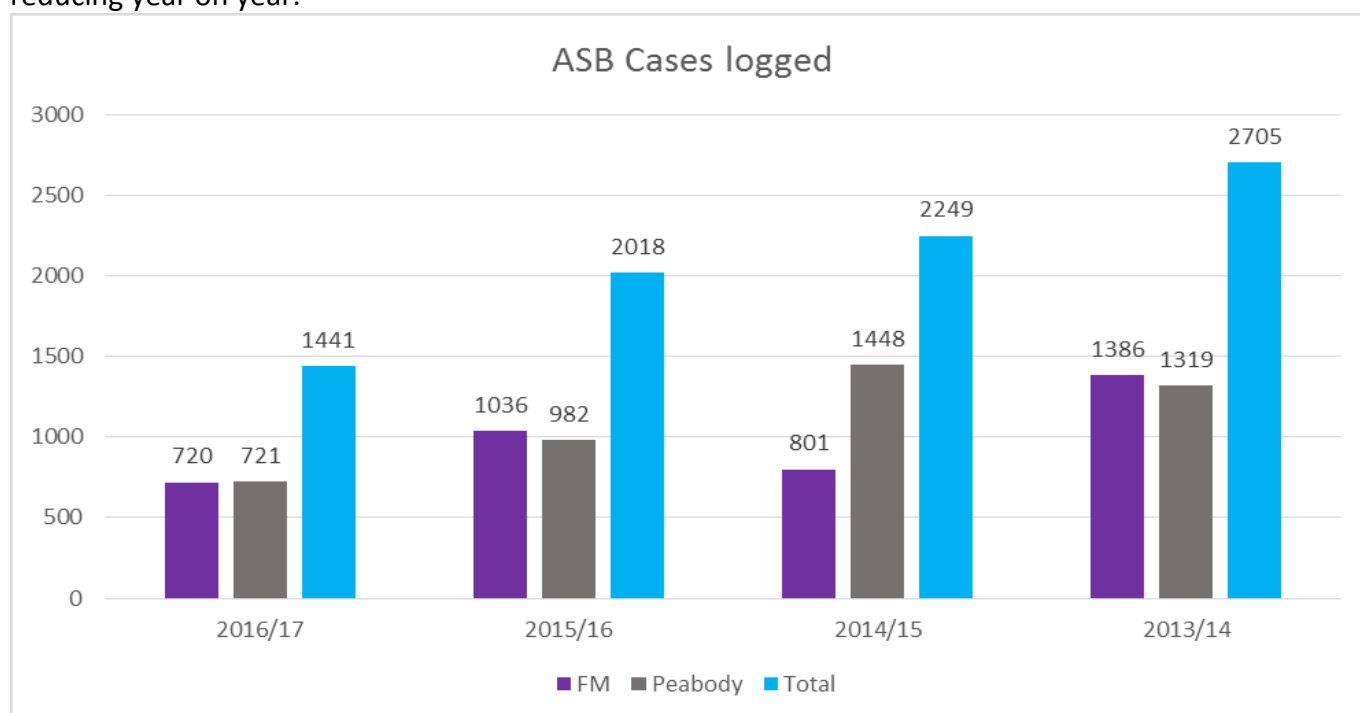
It is apparent when dealing with domestic abuse and ASB there is a separate response that is required. At Peabody our IT systems, policies/procedures and training for both are separate under the main umbrella of Community Safety and Support. We would suggest that this is adopted nationally as there is a real concern that housing providers are currently dealing with domestic abuse as ASB. Please see www.dahalliance.org.uk for further information on our national initiative to improve the whole housing sector response to domestic abuse.

The chart below demonstrates the types of anti-social behaviour Family Mosaic and Peabody manage in each borough:



Data on ASB – whether data provided by the Met provides and accurate picture of ASB in London.

According to our own data, the number of ASB incidents matches that of the MET data with regards to it reducing year on year.

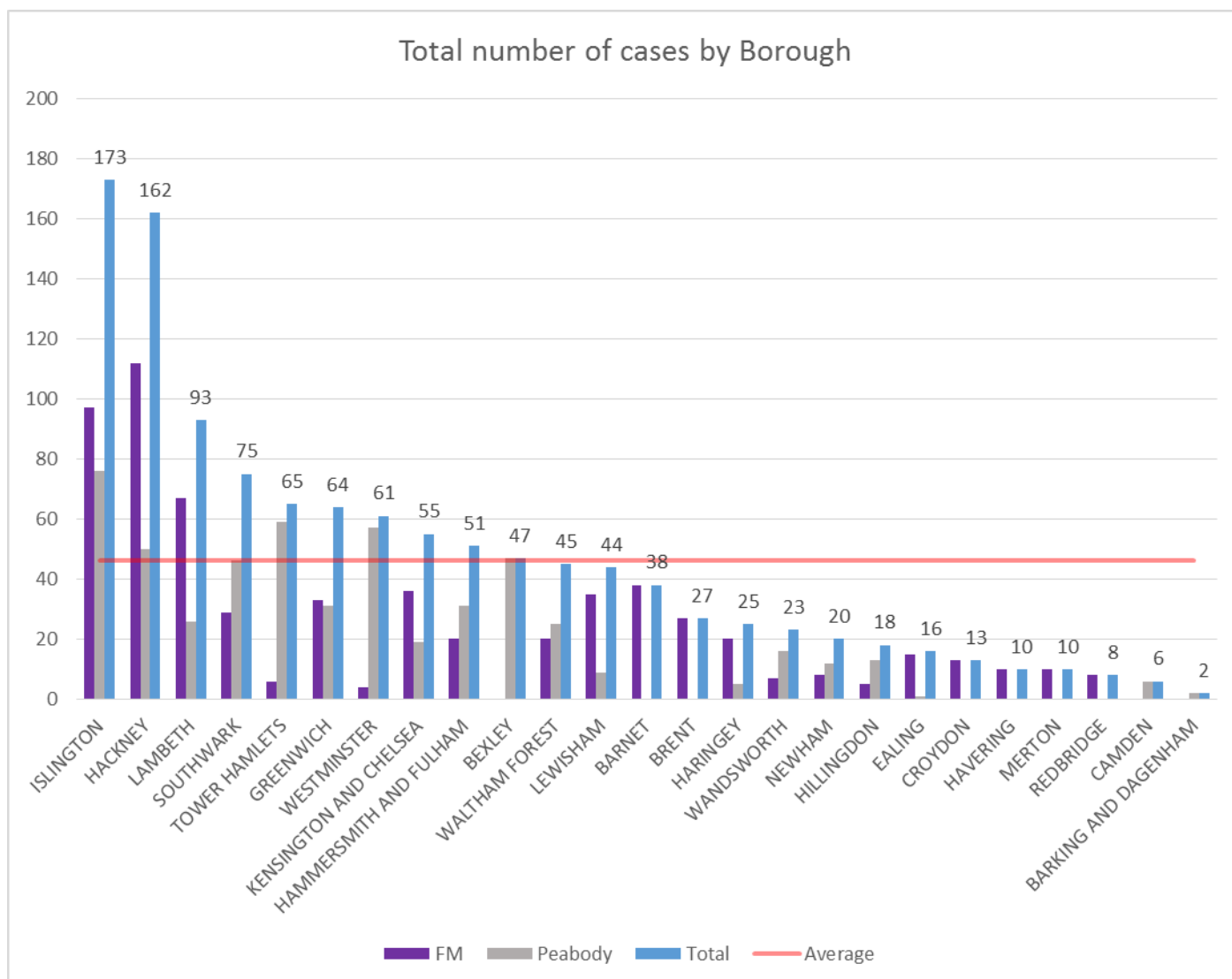


Regarding the boroughs where most incidents are recorded; Peabody's data does not support the MET police report, (although this may be representative of the number of properties we have in each area) as can be seen below:

Borough	FM	Peabody	Total	Combined stock size	MET calls	Total Stock size ¹
ISLINGTON	97	76	173	5478	7758	100760
HACKNEY	112	50	162	6900	10958	106750
LAMBETH	67	26	93	3337	12334	136260
SOUTHWARK	29	46	75	3952	9561	128360
TOWER HAMLETS	6	59	65	2629	18330	110790
GREENWICH	33	31	64	4807	7499	106880
WESTMINSTER	4	57	61	3627	17586	121120
KENSINGTON AND CHELSEA	36	19	55	1593	5532	86540
HAMMERSMITH AND FULHAM	20	31	51	2154	6958	85270
BEXLEY	0	47	47	3182	5112	97000
WALTHAM FOREST	20	25	45	2542	8417	100310
LEWISHAM	35	9	44	2137	7995	122820
BARNET	38	0	38	1376	11043	145270
BRENT	27	0	27	764	11048	115600
HARINGEY	20	5	25	1293	9106	106640
WANDSWORTH	7	16	23	2277	6957	138840
NEWHAM	8	12	20	1579	10855	108810
HILLINGDON	5	13	18	601	9188	107640
EALING	15	1	16	516	11109	130530
CROYDON	13	0	13	517	10378	152520
HAVERING	10	0	10	172	6162	100260

¹DCLG Total Number of Dwellings and Net Additional Dwellings, Borough 2015 <https://data.london.gov.uk/dataset/net-additional-dwellings-borough>

MERTON	10	0	10	292	4388	82710
REDBRIDGE	8	0	8	353	7403	102650
CAMDEN	0	6	6	710	11197	101650
BARKING AND DAGENHAM	0	2	2	142	6460	73180



Although our data agrees that Tower Hamlets and Hackney are significant areas regarding ASB; we also experience a high number of calls from areas such as Islington, Greenwich, Lambeth and Hackney which appear much lower in the MET report. Again this may be representative of our stock levels in these areas.

The table below shows the types of ASB cases logged over the past financial year 2016/17:

ASB TYPE	Peabody	Family Mosaic	Total
NOISE	151	264	415
DV	136	29	165
VIOLENCE	47	75	122
NEIGHBOUR DISPUTE	0	120	120
HARASSMENT	110	0	110
DRUGS	74	14	88
CRIMINAL	60	2	62
HATE CRIME	26	24	50
COMMUNAL	41	0	41
PET/ANIMAL	17	20	37
ALCOHOL	2	22	24

VANDALISM	15	6	21
SEXUAL	12	0	12
LITTER	11	0	11
GANG OR GROUP RELATED ASB	0	10	10
GARDEN	6	0	6
PROSTITUTION	4	0	4
VEHICLE	4	0	4
ARSON	0	3	3
STALKING	2	0	2

Customer perception of ASB

We don't currently record this information but with the introduction of the new risk assessment being utilised by Family Mosaic during their pilot and future work planned within Peabody to include this question on their customer surveys, we will be able to gather this data in the future.

Reporting on antisocial behaviour

We use internal I.T. management systems which records all incidents of antisocial behaviour as well as the interventions and actions carried out to manage it. This data is then produced as a monthly report for a number of staff involved within ASB to examine trends, look at the key issues and lessons learned. We then also submit data (how many cases, customer satisfaction, length of time to manage a case etc.) to Housemark for benchmarking purposes. We then discuss best practice and emerging issues with other housing associations within London at the London Housing Alliance Group (LonHAG) and the London Anti-Social Behaviour Advisory Service (LASBAS) meetings.

Underlying causes and drivers of anti-social behaviour

From examining the areas where we find ASB most prevalent and understanding our customers who reside in these areas we can deduce that the areas where we have high density builds can be an issue, due to dense population increasing the likelihood of neighbour disputes and noise nuisance. The large number of old converted buildings we own also results in poor sound insulation causing noise nuisance complaints. We also experience a high level of issues regarding drugs, alcohol and mental health issues associated with perpetrators of anti-social behaviour.

Which parts of London, individuals, households and communities are most likely to experience antisocial behaviour?

We mainly experience ASB incidents within the areas where we have social rented, general needs tenants. Residents who have drug and alcohol issues or mental health issues are more likely to be both victims and perpetrators of ASB. In blocks where we have only leaseholders we very rarely receive reports of ASB.

Do we understand the extent to which ASB affects individuals/victims and communities?

Our staff measure the impact ASB has upon victims in each case through risk assessments. For Domestic Abuse, we use the national Domestic Abuse, Stalking and Harassment and Honour Based Violence (DASH) Risk Identification Checklist (RIC) and refer to MARAC where appropriate. These risk assessments help us to ensure that we provide the right levels of support to our customers. Each case is different and can impact a person in various ways. Those victims who suffer from other issues such as mental health can feel the impact of ASB at a much greater level. It is difficult to generalise the impact ASB has on individuals or a community as the range of ASB and victim types are so varied.

In areas where there is a community impact, for example drug dealing/gang related issues the impact to our residents can be wide-ranging from residents no longer feeling safe to step outside their front doors to young people living in the area being dragged in to gangs. This can also result in raised criminal activity as a result causing an estate to get a negative reputation and become less desirable for people to live in. It can completely break down community cohesion. We receive requests for transfers to other properties (or

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Information sharing and joint working is particularly challenging with agencies such as the police, Community Mental Health Teams (CMHT) and Social Services. We find that it is very dependent on the individual borough as to what level of response we receive.

Specific examples of which areas we experience issues with are available on request.

We also experience difficulty in getting Community Mental Health Teams involved in ASB cases unless the case has reached crisis point. This could result in a residents unnecessarily facing eviction where early intervention through support could have prevented such action.

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As above through partnership working as well as Inside Housing, Resolve ASB and conferences.

Community Triggers

In the past two years, we have received 7 but only 2 of them have met the criteria. The challenge with Community Triggers is that each LA has different criteria and there is little in the way of repercussions for those agencies who won't engage with the process. FM has created its own 'trigger threshold' as part of its ASB pilot which means any ASB reports that we receive which we have previously refused to address under our new criteria will be reviewed if they hit the trigger of 3 separate reports in a week or 5 in a month.

Engagement of victims, witnesses and communities in work to address ASB and how they are kept informed

Although we provide a comprehensive support package to assist witnesses in ASB cases; we can experience difficulty in getting victims to engage in tackling ASB or to provide evidence due to fear of repercussions and a lack of confidence in police to protect them. This can cause issues in getting cases to court and also has cost implications where professional witnesses have to be employed.

Tenant Resident Associations (TRAs) are useful in tackling ASB, providing information and supporting victims as part of their community. TRAs can sometimes be created from ASB issues.

The Mayors commitment to putting an extra dedicated PC back on every ward and identification of ASB as a local priority in every London Borough

We do of course welcome this. But we need more information to be able to comment on this. For instance, when will the PC be working? Are they guaranteed not to be taken off to deal with other issues? What does making ASB a local priority really mean? Further consultation with key stakeholders would be needed to ensure that these resources are deployed in the most effective way to achieve the greatest impact.

What more can the Mayor do to address ASB?

- Introduce standardised information sharing protocols across all boroughs;
- Address inconsistencies in partnership working and available resources;
- Third party accountability – consequences for those agencies that don't engage in things such as Community Triggers, multi-agency meetings and Injunctions with positive requirements;
- Every borough to have an effective Community MARACs (preferably renamed as having two types of meetings referred to as MARAC – one for ASB and one for Domestic Abuse can cause confusion for front line staff)
- Ensure that Domestic Abuse and ASB are not treated the same way by housing providers (i.e. with differing policies/ procedures/ risk assessments). However are given as much credence as each other as the mortality rates for domestic abuse are so much higher but domestic abuse is not given the same priority or funding as ASB on a national scale.

Philip Herlihy

- Antisocial behaviours is a widespread concern in Waltham Forest. It ranges from the usual “minor” nuisances of littering, through late-night noise, vandalism, loitering with associated drug use and organised drug-dealing with associated intimidation. In particular, police have been working with partners on an organised gang selling Class-A drugs in Walthamstow (ref: Operation Teague). Fly-tipping costs the Borough significant amounts of money; prostitution subjectively seems to be on the rise. Street begging, sometimes aggressive begging, is an intractable problem in some areas of WF. ASB appears to have a disproportionate effect on more vulnerable people, including the disabled, and older people, who may lack the confidence and capacity to assert their rights to a peaceful life.
- This has got worse in the last three years, though the background of more minor ASB may not have.
- I’m not in a position to give details of how ASB is recorded and monitored, but it is clear from my attendance at meetings of our Community Safety Partnership (“SafetyNet”) that the Police and Borough Council work together on this.
- Again, you’d need to talk to the Police and Council for details, but the Council have developed an effective “Neighbourhoods” team in recent years who have certainly made their presence felt. Committed quality personnel have had a lot to do with this. Our Council has been quite creative in looking at ways of addressing a range of problems from spitting upwards and it is clear that ASB is taken seriously at all levels. New powers are being used.
- Yes, I think they are doing a good job within the resources available to them. There seems little doubt that more could be done were the resources available. Social landlords appear to be very variable in how helpful they are.
- My role as SNB Chair is primarily in making connections between community groups and the police (and council, where appropriate) and I’ve been devoting as much of my available time as possible to this. I should say, though that the time which can be spent by me on this “core business” is severely eroded by the requirement to administer funding for voluntary projects – while undoubtedly worthwhile, resourcing and volunteering levels within our SNB means I currently have to do everything (this is being addressed). I participate in our SafetyNet (CSP) meetings, with considerable mutual support, and I enjoy excellent support from our Borough Police. ASB is a constant thread of discussions. Once again, our Police and Council Community Safety Team are better placed than I am to give details of initiatives on prevention and enforcement. Partnership between agencies is well-developed in Waltham Forest.
- To update the community I make good use of Social media, as this does seem to be the best way of reaching large numbers of people – particularly using Facebook “groups” themed for particular localities (e.g. Walthamstow, Leytonstone). Such groups can have memberships of over 10,000 users, and re-transmission clearly amplifies that reach. Otherwise there are ward panels and other meetings. Reaching the wider community, particularly BAME groups, older people and those less likely to use Social Media is as yet an unsolved problem. I do have ambitions (and ideas) in this area, as I believe “engagement” is currently largely ineffective but the potential for development is there. I expect to be concentrating first on Ward Panels, Neighbourhood Watch (possibly with online communication services like “OWL” or “Tryvge”), expanding to other groups. Our SNB membership needs a “refresh” too.
- Of course, resources are a limiting factor. However, information campaigns are also important. There are offences which are believed to be under-reported (including the street harassment of women, teenagers congregating to smoke drugs, domestic violence and other problems) and it’s clear that persuading residents to be more ready to supply good-quality (intelligence-rich) reports would help police and other agencies significantly in targeting

existing resources. However, many residents seem content to complain vaguely on social media, or stay silent, in an apparent belief that “the police don’t do anything”. Combating this self-fulfilling prophecy will need an adjustment in the (stretched) police to better acknowledge (and so encourage) such reporting, but also the development of an understanding among the public that even when a report doesn’t seem to generate a response, “every report to 101 is a vote for more resources to be diverted”. It’s worth observing that as awareness of 101 has grown, waiting times have also grown to unacceptable levels, and that’s a problem which could soon be causing real damage.

Many of us look wistfully at what has been achieved with young people in recent years in Iceland, and committee members will surely be familiar with this article: <https://mosaicscience.com/story/iceland-prevent-teen-substance-abuse> The successful “socialisation” of young people, together with appropriate attention to mental health provision, obviously have direct relevance to ASB.

Please also consider open spaces. WF is lucky to have Walthamstow Marshes on one side and Epping Forest on the other, but both suffer from ASB, ranging from constant littering and fly-tipping to “raves” and even sexual offences. The responsible bodies (Lea Valley and Corporation of London) have insufficient resources to manage these problems, and inevitably make demands on the police.

In my view, three things matter above all. A sense of belonging/ownership of an area makes people less likely to abuse and more likely to defend an area they aspire to live in, so community cohesion (etc.) is important. Education, and confidence in the police, are also significant – potential victims need to feel confident that they will be treated appropriately, and police have made great strides in this area in recent years. But resourcing can’t be ignored. I hear many stories of families having lives made miserable by something so simple as noisy late parties. In WF we have a small and committed team, but a better-resourced team would reduce the misery endured.

The 101 “non-urgent” reporting number is obviously important when ASB is being considered, as some reports won’t have the urgency/severity appropriate to the use of 999. My experience of 101 has generally been good, with call-handlers demonstrating sensitivity and understanding. But I’m increasingly – universally – hearing that people are giving up after waiting for many tens of minutes. Obviously, the website is an alternative, but even though I see it as intuitive, intuition’s subjective, and many people apparently don’t. I believe the battle against ASB will be badly impacted if the 101 service isn’t given appropriate resourcing.

Policing and Crime Committee – Tackling anti-social behaviour in London

Royal Borough of Greenwich Response

1. To what extent is anti-social behaviour a concern to residents

Reported anti-social behaviour to the council has increased 10% in the last twelve months. The police ward priorities for half the borough wards, show anti-social behaviour as being a priority for residents.

The following tables show figures for the number of incidents reported to the police over the last three financial years, and for new cases opened by the Councils' Specialist Anti-Social Behaviour Team over the last four years.

Police ASB Incidents by Financial Year				
Financial Year	Nuisance	Personal	Environmental	Total
2014/15	4,665	744	206	5,615
2015/16	5,027	671	186	5,884
2016/17	5,224	682	219	6,125

Casework - ASB Team Cases by Financial Year	
Financial Year	Cases
2012/13	484
2013/14	326
2014/15	378
2015/16	483
2016/17	519

The case figures for the council ASB Team do not represent a total for all ASB reported to the council. The remit of the ASB Team is:

- Cases reported by tenants of private landlords, by owner-occupiers and in general residential streets/spaces (excluding council estates, but see second bullet point below) – the team deals with all cases, regardless of seriousness/complexity of issue.
- Cases affecting council tenants/estates, but only where the issue is sufficiently complex that it is referred to the team by tenancy management staff for their specialist input (typically those needing use of ASB legal powers or involving parties in other tenures). Tenancy staff deal with the larger proportion of more straight forward or lower-level cases themselves.
- Cases where the primary responsibility sits with a registered social landlord but they request the team's help, perhaps because not all parties are in their tenure or if the case may need a measure that the landlord is not empowered to use, such as a premises Closure Order.
- Work on issues that are not primarily ASB issues, but where it is identified (e.g. by police) that use of ASB powers may be effective.
- The team does not deal with noise related ASB as this is dealt with by Environmental Health Officers.

2. What types of anti-social behaviour are of most concern

The behaviour which concerns residents the most is drug related behaviour: use and dealing of all classes of drugs and the behaviour related to it, such as drug paraphernalia in public areas, noise and disturbance by drug users, abusive and threatening behaviour, and defecation and urination in public areas by users.

This is also reflected in the ward priorities listed on the Met's police Safer Neighbourhood Team web pages, with half of the 14 wards having drug-related behaviour as a concern.

Information from the Tenancy Enforcement Team shows that noise nuisance also features highly in complaints received from tenants. Although this has a serious impact on neighbours to a noise-generating property, it often affects only one or two households, whereas the issues relating to drugs often impact on a whole block or street.

Information from the Enviro-crime team highlights fly-tipping as a persistent problem and one that attracts more dumping if not removed promptly. Fly-tipping can have a detrimental effect on the locality concerned.

3. How is anti-social behaviour recorded and monitored

Reports of anti-social behaviour are recorded on computerised searchable case management systems; different systems are used by the ASB Team and by tenancy staff (as the latter is part of an overall tenancy management system). Cases which are believed to have been resolved are first kept open for monitoring and closed only where no further complaints are made.

Where cases are reopened or a new case is opened involving a previous victim and / or perpetrator by the Anti-Social Behaviour Team, the officer completing the entry is automatically informed and the cases linked by the case management system.

The Enviro-crime Team record data in respect of fly-tips removed from public highways.

4. Who leads the response to anti-social behaviour

- a) The Council's Safer Communities Team leads the co-ordination of responses to ASB in Greenwich.

- b) The Royal Borough of Greenwich splits the responsibility for dealing with complaints of anti-social behaviour between (primarily) the Tenancy Enforcement Team, which deals with complaints relating to council housing, and the tenure-neutral Specialist Anti-Social Behaviour Team which deals with any other complaint of anti-social behaviour within the borough. (See also the notes about the ASB Team's remit at the end of Q.1)

The Anti-Social Behaviour Team will assist the tenancy team where a case is referred to them if that case is considered particularly serious or complicated. The specialist team will also work with other providers of social housing, the police, mental health services and social services where appropriate, as do the tenancy team.

The council maintains a Noise and Nuisance Team, officers of which are qualified to identify and take action with regard to behaviour that constitutes a statutory nuisance, such as noise. The working arrangements for the team are;

Monday to Friday: 9am to 5pm

Sunday to Thursday: 7pm to 1am

Friday and Saturday: 7pm to 2am

If the problem is occurring outside the telephone line opening hours, a complaint can be made online.

The council also has an Enviro-Crime Enforcement Team, which investigates complaints such as fly-tipping, littering, dog fouling and abandoned vehicles.

- c) The borough holds a number of case panels to co-ordinate multi-agency responses to anti-social behaviour and crime. These are mostly led by the Council's Safer Communities Team. Referrals are accepted from any agency and attendees include various council departments, the police, social housing providers and mental health services. The most relevant panels are:

Anti-Social Behaviour GrIP (ASB Group Intervention Panel)

The panel looks at cases concerning *groups* of young people with problematic behaviour. The borough's Youth Offending Service provides out-reach services in areas highlighted as a problem at the panel. The panel meets every three weeks. This panel is relatively unusual in responding to group behaviour *at the level of the group* rather than by seeking to identify key individuals and dealing with them individually. Where complaints and resulting work with the group does identify "ringleaders", these are referred on to the borough's Youth Crime Prevention Panel for additional input, while the diversionary and enforcement work with the group continues.

HCCP (Hate Crime Case Panel)

The panel looks at hate-related cases that require a multi-agency response or are serious or complex in nature. The panel aims to determine the risk of harm posed by the perpetrator and the level of intervention the victim requires, and to provide support to victims, reduce the risk of harm and support action against the perpetrator whenever possible. The panel meets on a monthly basis, although emergency panel meetings can be arranged where a case is deemed serious enough to warrant immediate action.

18-25 Panel

The panel is specifically targeted at interventions for individuals and their families in this age group who are involved in anti-social behaviour, crime, gangs etc. The panel meets on a monthly basis.

High Risk Victim Panel

The panel looks at cases concerning victims of anti-social behaviour that are deemed to be at high risk or are repeat victims of anti-social behaviour. Cases are referred for a quick-time multi-agency, partnership approach to supporting the victim, looking at appropriate interventions, identifying other risks or concerns, information sharing and updating on the action being taken for both the victim and against the perpetrator. Where a *perpetrator* is identified to have vulnerabilities, e.g. mental health issues, appropriate support can be sought. The panel meets on a monthly basis, although emergency panel meetings can be arranged where a case is deemed serious enough to warrant immediate action.

d) *Anti-Social Behaviour Strategic Partnership Group*

The Council's Safer Communities Team lead a meeting between representatives from providers of social housing in the borough, police and relevant council services, to discuss matters of interest and concern and to share best practice ideas; the meeting also allows housing providers to share with council colleagues anything happening in their world and to interact with guest speakers (those invited are often those from other council services that may be of use to providers). The group meets every six months.

e) *Community MARAC*

We are aware of the Community MARAC model but have not adopted it, believing that the borough's current panel arrangements are more than adequate to respond appropriately and effectively to cases. The panels' specialisms enable more time to be given to individual cases than we believe a Community MARAC would afford, and means that specialist services can attend a meeting where all or most of the cases are relevant to them.

5. Has spending on anti-social behaviour changed over the past few years

The council has maintained staffing levels and resources at the same levels despite budget pressures, for the last five years.

6. How do you work with the local policing teams and local partners

The council hosts a co-located police Anti-Social Behaviour Team and Licencing Team. Each sub-team consists of two constables who are supervised by a sergeant and work closely with council officers. The police teams are responsible for responding to, and making, information exchange requests. Both the council tenancy and anti-social behaviour teams work

very closely with the co-located police teams, as well as the police Safer Neighbourhood and Local Policing Teams.

The co-located police team passes details of any cases logged on the Met's "Airspace" ASB-recording system, where they feel follow-up casework by another service could be useful in addition to the police response. The Anti-Social Behaviour Team Leader reviews the cases, identifies the tenure and which services need to be involved, and then sends the cases on and/or allocates them within his own team. This system means that cases benefit more readily from multi-agency input than would otherwise be the case – for example, front-line police officers are rarely able to identify easily which social landlord manages a property or to find the best route to a specialist support service.

The council part-funds the borough's police Violent and Organised Crime Unit (VOCU) which deals with gang issues, including joint work with the council Anti-Social Behaviour Team on cases of joint interest (such as residential premises causing ASB after being taken over for drug dealing).

The team leader for the Anti-Social Behaviour Team provides training once a year for police officers and PCSO's who are attached to wards as either Dedicated Ward Officers or Safer Neighbourhood Teams; the training covers council tools and powers, case panels and opportunities for partnership working that benefits both agencies.

The team leader is also presently working with the council's housing team, police VOCU and Kent police to obtain injunctions on gang members (to curtail their activity by a range of prohibitions including constraints on movements, associations and behaviour).

Tenancy Services staff hold bi-monthly meetings with the local police Safer Neighbourhood Teams to share information and to ensure tenancy staff are updated on area hotspots and specific case work.

Nine area-based quarterly Housing Panel Meetings are held to update tenants and leaseholders, and to allow them to inform tenancy officers of any issues they may have. The police Safer Neighbourhood Teams are invited

and attend where duties permit, otherwise they provide a written update to residents which includes anti-social behaviour issues. Some tenant representatives also attend the local Safer Neighbourhood ward panel meetings.

There is regular contact with the police and other agencies via e-mail, using authorised protocols/disclosure for information sharing.

Both Tenancy Services staff and officers from the Specialist Anti-Social Behaviour Team attend police Ward Panel Meetings.

Where complaints are made concerning the tenants of housing associations, the Specialist Anti-Social Behaviour Team will work with and assist the provider wherever possible.

The Enviro-crime team removes fly-tipping from public land and provides assistance in wider education, awareness and enforcement arrangements by way of programmed work on a monthly basis as part of Operation Stop It. Monthly scheduled road stops are carried out with the police, also as part of Operation Stop It. This enables the use of powers to stop, search and seize vehicles suspected of waste crime.

The Enviro-crime team carries out joint visits with the Private Rented Sector Housing Enforcement Team to educate and raise awareness, and to enforce legislative powers.

The Enviro-crime team also work with Town Centre Managers and the police to better engage with Licensed businesses to encourage improved environmental management around premises and to promote Duty of Care Inspection via the council's media team.

7. What preventative and enforcement powers are used

A number of early interventions are utilised by the councils' Anti-Social Behaviour and Tenancy Enforcement and Noise Teams including:

- a) Warning letters

- b) Interviews with alleged perpetrators
- c) Acceptable Behaviour Agreements (sometimes known as Acceptable Behaviour Contracts)
- d) Parental Control Agreements
- e) Good Neighbour Agreements
- f) Responsible Retailer Agreements
- g) Mediation
- h) Restorative Justice

Enforcement powers which may be used include:

- a) Injunction
- b) Premises Closure
- c) Community Protection Notice
- d) Criminal Behaviour Order
- e) Possession proceedings
- f) Public Spaces Protection Order
- g) Noise Abatement Notices

Other schemes in use to deal with specific ASB-generating situations are the borough's "BetWatch" scheme (involving betting companies in working collectively to address problematic customers) and the "Reducing the Strength" scheme, which encourages premises with "off" licenses to remove high-strength beers etc. from their stock, because of the link to problematic street drinking and behaviour.

8. To what extent have the new powers had an impact on anti-social behaviour

One Public Spaces Protection Order has been introduced in the borough to address alcohol-related anti-social behaviour. A survey was carried out over a period of two months, commencing five months after the order had been in place and respondents were asked if they thought that the order had improved the town centre. Of those questioned, 74.6% responded 'yes' and 25.4% responded 'no'.

Community Protection Notices (CPN's) are proving to be a very flexible power, enabling a number of behaviours to be addressed, such as begging, fly-tipping, littering and any unnecessary build-up of rubbish in gardens. A CPN has also been used to deal with anti-social behaviour generated by visitors to a commercial property.

Premises Closures have proved a very effective measure, especially as the new legislation allows evidence to be used of behaviour connected to a premises and not just that which occurs within it. Since the new legislation was introduced fourteen applications for Closure Orders have been made, all of which were successful at court – see details below:

2015

Six applications were made against private commercial properties on one site. The premises were subsequently repossessed by the landlord. The units were all unauthorised occupancies and the behaviour complained of included disturbance from noisy, commercially-run parties. (In the course of one of the parties there had been a murder.)

2016

Four applications were made, all against council tenanted properties, and three of the applications were subsequently extended. Two properties have already been repossessed and possession proceedings are pending for the other two.

In two cases the behaviour neighbours complained about involved drug or drug and alcohol misuse linked to noise, verbal abuse and drug paraphernalia being left in communal areas. In another cases the problems were similar but also involving drug *dealing*, and in the fourth case the Closure Order dealt with problems of persistent loud noise from amplified music and parties, along with related verbal abuse by visitors.

2017

Four Closure Orders have been obtained so far this year and all the applications have been made against council tenancies. Two of the applications have been extended and an application to extend a third is

pending. One property has already been repossessed and possession proceedings are pending on another three.

The behaviour neighbours complained of in all of the cases involved drug or drug and alcohol misuse and drug dealing, linked to noise, verbal abuse and drug paraphernalia being found in communal areas.

9. What evidence is collated on the effectiveness of interventions

The Safer Communities Team (of which the ASB staff form part) employs a Community Safety analyst who has access to council systems and also to the police data bases. The analyst produces reports on a monthly basis of the number of cases opened, reopened, being monitored and closed. The reports include information on the type of complaints made and how many, and the geographical spread of complaints made. The analyst is therefore able to highlight any 'hot spot' areas and provide evidential support for interventions such as Public Spaces Protection Orders.

Evidence is available about the effectiveness of individual interventions (as indicated below) but these are not collated in to an overview response.

The analyst has access to information relating to both statutory (such as Injunctions and Premises Closures) and non-statutory (such as Acceptable Behaviour Agreements and warning letters) interventions and can assess whether or not complaints have fallen since their use.

Officers remain in contact with residents where interventions are used. Where an intervention appears to have failed and complaints continue to be received other enforcement measures are then considered to address the behaviour complained of.

With regard to the introduction of the Public Spaces Protection Order, two surveys were conducted, one before the order was introduced (to gauge public opinion as to whether the proposal was supported and to confirm the nature of the behaviour the public wished to be addressed), and one post

introduction, to gauge the public's view on the success of the order to address the behaviour the order was introduced to address. See above at Q. 8.

10. What support is available to victims and witnesses

The victim or witness is provided with the direct contact details of the lead officer in their case, (where that officer is unavailable the team's telephone rota ensures calls are answered by another team member). There is also a generic team phone number and email address monitored by the team's administration officer.

The Specialist Anti-Social Behaviour Team provides an out of hours support service, whereby a vulnerable or high-risk witness or victim may contact an officer from the team if they need advice or assistance. This service operates 7 days a week, day and night through all non-office hours. Victims and witnesses are also supplied with the contact details of the national Victim and Witness Support Service.

Both Tenancy Services and the Specialist Anti-Social Behaviour Team visit victims, encouraging them to report issues to the council and police and referrals are made to support agencies where appropriate. Mediation and restorative justice are offered where it is felt it would be beneficial. Five of the six officers in the specialist team are trained in providing restorative justice.

Witnesses and victims are met at court by the lead officer and may use the court's witness room if they wish. They are informed of hearing dates directly and by letter. The letter reminds them of the contact details of the support agencies and also informs them of the criminal offence of interfering with witnesses, which is in place once proceedings are started, and which remains in place for a period of 12 months from the date of the end of the proceedings.

Where a victim is deemed vulnerable, a referral may be made to the High Risk Victim Panel (which is attended by a representative of the national

Victim and Witness Support Service) or Hate Crime Case Panel, as appropriate (see above) and may be referred to the national Victim and Witness Support Service.

11. How do you update the local community on what is being done to tackle anti-social behaviour

Local communities may be informed of actions taken by leaflet or letter drops in the local area. Also information is released through the council media team using the council's website and newspaper, 'Greenwich Information' and through posts on Facebook and Twitter.

Tenancy Enforcement Officers from Housing Services regularly meet and update their tenants who have reported anti-social behaviour. This will either be directly or through the Housing Panel Meetings with residents.

Both Tenancy and Anti-Social Behaviour Team officers provide updates to the public at Ward Panel meetings.

The Community Participation Team is currently reviewing the way Housing Services engage with residents. Service Panels are an option being considered and residents have suggested that anti-social behaviour is a service review they would like to see implemented if the proposals go ahead.

Witnesses and victims are updated directly by the lead officer in their case on the outcome of all actions taken, either by phone or email. This is followed by a letter thanking them for their assistance and reminding them of the contact details for the national Victim and Witness Support Service. The letter also reminds them of the criminal offence of interfering with witnesses, which remains in place for a period of twelve months from the date of the end of the case.

The Enviro-crime team provides advice, assistance and details of successful enforcement action through the use of local papers on a regular basis via the council's media team. Officers also carry out public engagement initiatives in specific hotspot areas.

12. What more can the Mayor do to support agencies responsible for tackling anti-social behaviour

It would be very helpful if the Mayor were to arrange for a free, quarterly pan-London anti-social behaviour managers forum to be hosted at City Hall for Local Authority, police, Housing Association leads and other interested parties. There is no such meeting at present. The use of tools and powers, innovative ideas and best practice etc. could be discussed and adopted London wide.

There was previously a similar arrangement, with meetings mostly held at New Scotland Yard as the organiser was a police sergeant (who had a specialist ASB role); it was also held at City Hall on occasion. Unfortunately the meetings stopped upon the sergeant's retirement from the service some years ago.

Presentations to the original group included the Crown Prosecution Service, leading barristers, expert practitioners, voluntary sector support organisations and the police. Whilst the meetings were London-based and focussed, they also attracted attendees from further afield, such as Kent and Sussex.

The only forum known to be operating currently in London is run by a legal practice on a subscription basis, the cost of which precludes a number of boroughs (including Greenwich) from joining.

PCC Call For Written Evidence

To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

As a large registered housing provider (part of the G15 group) we provides homes across the majority of London boroughs. Our employees deliver a high level of customer service to our residents and part of this service includes resolving reports of Anti-Social Behaviour (ASB). The number of reports of ASB that we receive informs us that it is a key concern for our customers; they want to live in safe communities and not in fear of what may be presented to them outside their front door, or in some cases within it.

The primary type of ASB reported is noise. According to the 2015/2016 ASB Benchmarking report produced by Housemark, '*noise continues to be the most reported form of ASB to social landlords, accounting for 35% of all incidents.*' This type of ASB is difficult for registered housing providers to resolve; as the noise reported does not often fit within the statutory definition of noise nuisance under the Environmental Protection Act 1990 and therefore falls outside the remit of Environmental Health's power. The majority of reports relate to living noises made by neighbours, if left, these reports often escalate to verbal abuse or violence.

In London there is also a well publicised fear of ASB surrounding the use of drugs, taking and dealing. Vulnerable persons and their properties are often involved and the fear of an identified deal or user and their associates is high amongst their immediate community. The police tend to heavily rely on registered social landlords to tackle issues surrounding crimes that occur within buildings or land that we own. We are often asked to evict problem residents with little supporting evidence provided by them to aid us in proving to a judge in the County Court that the breach of tenancy is so significant it is proportionate to make that person homeless.

How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?

We have recently implemented a new customer dynamics case management system that creates cases and activities for all types of communications with our residents, inclusive of ASB reports. The system was specifically designed to improve a customers experience, it allows all employees to see the latest communications with a customer at any time and be able to advise them accordingly. Data that is considered sensitive will have permission levels, restricting access to the information within it. The system can be easily interrogated to find specific reports of ASB and actions taken to resolve it. Once the data is input into the case management system we are then able to be report on the different types of ASB and volume per geographical area, the data can then be analysed for trends.

Appendix 1 provides our last 3 years of ASB data.

Who leads the response to antisocial behaviour in your borough/organisation?

If the ASB involves a registered housing providers property or land then there is an assumption by all partners that the registered housing provider leads. If an individual is participating in ASB away from their home or immediate community then often the police lead if it is a crime or local authority lead if it is low level ASB. The ASB, Crime and Policing Act 2014 was drafted to encourage partners to focus on the location of the ASB to decipher which partner should lead on taking action.

A specific example of this is demonstrated in the introduction of the civil injunction tool which gave registered providers the power to lead on tackling ASB that is occurring on their land or within their properties with a lower level burden of proof, on the balance of probabilities. This is comparative to ASB committed away from registered social landlords land or properties and subject to the higher threshold of, beyond all reasonable doubt, needing to be proven.

How has spending on antisocial behaviour changed over the past few years?

There have been well publicised cut backs in funding for both the police and local authorities (particularly local authority community safety teams). This has placed pressure on registered housing providers to investing more money to resolve ASB; budgets for new preventative action have been created for example, funding community centres in order to prevent local youth nuisance. Customers are also demanding that we invest more money in better quality CCTV on our land as the local authority are no longer interested on erecting new cameras on land they don't own. We have also had a rise in the amount of expenditure for legal action with most registered providers out sourcing this work to legal experts at a premium price.

How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?

The majority of registered housing providers attend regular meetings with local authorities they own land or properties within in order to holistically tackle any ASB that both partners are seeking to resolve. The meeting is also attended by a senior member of the local police team and a system for tasking resources to certain areas or subjects can also be decided at either this meeting or a further tasking meeting.

We also seek to build very good relationships with local neighbourhood police teams. This is often achieved by local housing staff building quick and effective communication links with them so that we can aid them with any policing issues they may be having and vice versa. We are often reliant on them attending evictions in order to ensure staff safety as it's the task often comes with a high breach of the peace risk attached.

A very good example of partnership work can be seen with the use of the new mandatory ground for possession, introduced by the ASB, Crime and Policing Act 2014. The new mandatory ground empowers registered providers to seek possession of a property if one of five conditions has been met. All 5 conditions include a finding of fact of ASB in another

court. Therefore if the Magistrates Court grants a closure order, pursuant to a police or local authority application and it concerns a registered providers property, the registered provider can utilise the new mandatory ground for possession relaying on the action the local authority or police had already taken. This allows swift and proportionate action to be taken with all partners effectively participating in resolving the ASB.

Due to the cutbacks made in the Metropolitan police there are less officers patrolling our communities and due to the lack of their visibility, public confidence in the police has decreased.

Cutbacks within the local government and police have seen registered housing providers ensure that they are incorporating budgets for services such as mediation, CCTV and tenancy enforcement action against perpetrators of ASB. Depending on the size of the registered housing provider depends on the budgets set, however most will range from £300,000 up to £1,000,000.

To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?

The Act has given registered housing providers more authority to tackle ASB within their communities (land and property) regardless of whether they have a contractual landlord and tenant relationship or not. For example it introduced a new power enabling registered providers to exclude any persons from a property where ASB is reported as occurring. This has seen a rise in registered providers leading in tackling DV within homes imminently and effectively.

The Act also made it clear to all of the partnerships involved in tackling ASB that communication between all partners is imperative. It clarified the need to ensure that there are effective protocols in place to share data responsibly. Relationships between partners have improved since the ASB, Crime and Policing Act 2014 came into force and in turn the ability to effectively tackle ASB has also improved. The issue that is still of concern in practice is that each organisation has its own IT infrastructure, this creates a hindrance for facilitating data sharing. Local authorities are actively trying to find ways around this, but progress being made is slow due to the scope of the change needed in order to expedite this. At present data sharing is completed in joint partnership meetings, hosted by local authorities, however due to registered housing providers owning dispersed housing stock across London it is often a challenge to ensure a representative attends every meeting across all London boroughs. This is why we would welcome an IT solution for sharing Intel between partners.

Registered providers have also seen a culture change within the police. The civil injunction has been a very powerful tool for registered housing providers and the police have realised this and are keen for us to use it to aid them with policing communities and/or to target key individuals or areas that would concern us.

What evidence do you collate on the effectiveness of interventions?

Before a case can be closed on Southern Housing Group's case management system, an employee has to specify a reason for the closure. Multiple options are available for selection upon the closure of a case including the category 'case resolved'. The group monitors the number of cases that have been closed as resolved and reviews any cases that are closed without this selection.

The majority of registered providers carry out satisfaction surveys with residents after closing an ASB case reported by a customer. Customers are asked to grade our services out of 5 on how effective the resolution to the ASB they reported was, and whether the customer had a good experience of reporting ASB to us. The results of the surveys are then shared amongst teams and any repeat issues or comments are either raised with individual staff members or our policy and operations team if the issue is not an isolated one.

What support is available to victims and witnesses of antisocial behaviour?

As a registered housing provider we realise the necessity of investing in support for victims and witnesses of ASB. The Group currently fund a team of Family Intervention Project (FIP) workers for families that are vulnerable and are experiencing ASB. If a victim or witness is deemed to be 'at significant risk of harm' they are also afforded protection with regards to a possible urgent management transfer. This process involves a panel agreeing an urgent move is necessary, the household is then placed on an AA banding and matched with any recent void properties available to let. The Group is also able to offer residents the option to engage with a mediation service - this offer could be made to an individual with a mediator supporting them to address any concerns or worries they may have within their immediate community.

Feedback from the ASB G15 meeting from the majority of registered housing providers has been the lack of generic support services. Victim support used fund support services for victims of ASB and crime, however recently the funding for ASB was cut and only victims of crimes are now entitled to Victim Supports aid. This has been a substantial loss to support services offered to victims of ASB.

How do you update the local community on what is being done to tackle antisocial behaviour?

We aim to promote any good casework examples to our customers so they are aware of the work that we are doing to tackle ASB within our communities. We maintain good relationships with local politicians so they are kept up to date on any strategies we have in place to tackle ASB in a certain area or with a specific individual. The group's website is also kept up to date on all ASB matters that our customers may want to be informed of. All employees have undertaken training on the Data Protection Act 1998 and are confident in knowing what information they can disclose and promote to victims in communities and what information is confidential. This allows victims to receive fast and effective updates on the progress of a case upon initial contact with the group.

What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?

The Mayor should seek to educate local communities about all the partnerships involved in tackling ASB and the powers that each partner has to offer, so that there is clarity as to who to report what to so that a response is not delayed. For example, loud music is a statutory noise nuisance and should be reported to a local authorities environmental health department, drug dealing is a crime and needs to be reported to the police and the correct numbers to contact for emergency and non-emergency crimes, neighbour disputes should be reported to your registered housing provider as well as other noise complaints that fall outside of environmental health's remit. Communities would benefit from communications on the above so that they have guidance on who they report different types of ASB to and examples of applicable instances.

The promotion of direct contact numbers for neighbourhood police teams is in need of being revived. It seems that the Met police website has removed direct contact details for each local neighbourhood police team. At present the alternative offered is to dial 101, this number is already over subscribed and the waiting time to a police operator is protracted and communities then lose faith in future reporting. There is a strong need within communities for the police to be as visible and accessible to their communities on a par with registered housing providers.

Tackling Antisocial Behaviour - Metropolitan Police Borough of Richmond upon Thames.

The lead for response to antisocial behaviour on our borough is Sergeant Medcalf, this is then over seen by The Borough Commander Parm Sandhu.

Our Objectives:

1. Reduce the number of anti-social behaviour incidents
2. Operate a system that will enable the consistent assessment of the victim's vulnerability.
3. Reduce vulnerability of victims
4. Identify those individuals and groups who cause ASB and deliver joined up services to reduce re-offending.
5. Increase amount of intelligence and analysis to help target offenders.
6. Create an effective structure to integrate the contribution of partner agencies.
- 7 Develop protocol across partnerships to help provide a shared perspective and increased accountability.
8. Comply with national guidelines for recording all incidents.
- 9 Raise the confidence and satisfaction of our community.

We regularly work with our partner agencies, housing agencies, borough council ASB team, social services, mental health teams, to achieve the above objectives.

How is this recorded and communicated?

Our main system that provides a response to ASB is called AirSpace; this is a system that provides a "one stop shop" for all but particularly Safer Neighbourhood Teams. It provides a variety of features that assist day-to-day work and in particular a task management facility function to record calls from the public and also record on going case management of ASB, including vulnerability and safeguarding.

Working with Partner Agencies.

Police attend various meetings with our housing partner agencies, local council ASB leads, community mental health teams. These meetings are problem solving to put in place strategies to help those who are subject to ASB or maybe causing ASB. From this all agencies can collate the effectiveness of interventions.

How do we update the community on what is being done to tackle antisocial behaviour.

We communicate to the community by means of social media. (Twitter, Face Book). Each local Policing Team has a website again this is used to publicise. Neighbourhood

Watch coordinators and members are regularly updated, and the safer neighbourhood board.

Anti Social Behaviour Crime and Policing Act 2014.

The new powers introduced in this act have been used on our borough effectively. The main one being closure orders where this has been very successful in two terms of either closing the house or flat completely where the subject causing ASB resides. Also partial closure where the subject remains who is vulnerable but others causing ASB and putting the subject at risk are prohibited from attending the venue.

Criminal behaviour orders have also been used.



Steve O'Connell AM
Chair of the Police and Crime Committee
London Assembly
City Hall
The Queen's Walk
London, SE1 2AA

July 2017

Dear Steve

Thank you for your letter of 13 June. We are grateful for the opportunity to take part in the Committee's investigation into tackling antisocial behaviour in London and I apologise for the delay in our submission.

As you will be aware, public transport is a very safe, low crime environment. The latest figures from the Police show that there were 7.5 crimes per million passenger journeys on the transport system last year. This is less than half the number in 2005/06. There is a need for constant vigilance to keep the network safe and much remains to be done.

Tackling antisocial behaviour on public transport and London's roads is a core priority for us and our transport policing partners. We recognise the negative impact antisocial behaviour can have on customers and road users, impacting on willingness to travel, travel choices, feelings of safety and security and their quality of life. It also affects our staff and can have a negative impact on the safety and reliability of the network.

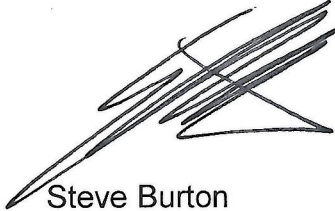
We have implemented a range of measures which have been successful in reducing levels of crime and antisocial behaviour including high-visibility policing and taking a problem-solving approach that addresses the causes of issues. This approach has seen crime fall by over 50 per cent since 2005/06 when crime and antisocial behaviour peaked combined with a 20 per cent reduction in Londoners being concerned about antisocial behaviour on public transport.

On London's roads we work with the police to tackle issues such as antisocial use of vehicles, cycling on the pavement and unlawful obstructions on the pavement that affect pedestrians with mobility issues.

Tackling antisocial behaviour across all forms of transport is an essential part of delivering the Mayor's vision for Healthy Streets, encouraging Londoners to walk, cycle or use public transport more often.

Our responses to the Committee's questions are set out in the attachment. We would be happy to provide the Committee with more information if that would be helpful.

Kind regards

A handwritten signature in black ink, consisting of several overlapping, diagonal strokes that form a stylized, somewhat abstract shape.

Steve Burton

Director of Enforcement and On-street Operations

Question 1

To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

Antisocial behaviour affects our customers in a range of ways, with the issues varying greatly between different transport services, times of the day and location. It also affects Londoners differently with some groups more concerned about antisocial behaviour than others. While the Crime and Disorder Act 1998 defines antisocial behaviour as that which causes harassment, alarm or distress, we know that customers' perception of what is 'antisocial' varies. This ranges from inconsiderate behaviour such as eating smelly food, talking loudly on a mobile phone, swearing, playing loud music, rowdiness, disputes over buggy and wheelchair space, begging and drunken behaviour to serious acts such as threatening and insulting behaviour, harassment, intimidation and criminal damage.

Antisocial behaviour can deter people from using public transport. While there have been significant reductions in transport crime and improvements in passenger safety over the last 12 years, we know that 30 per cent of Londoners are still currently deterred from travelling on public transport more often because of concerns about the antisocial behaviour of others. This has fallen over time from 54 per cent in 2005.

Our research showed that the most commonly mentioned forms of antisocial behaviour witnessed on public transport were noise-related: people speaking loudly on mobile phones or listening to loud music. This was followed by people eating hot food, pushing and shoving and littering.

Question 2

How do you record and monitor antisocial behaviour – please provide your antisocial behaviour data for the last three financial years?

Over the last decade we have made significant improvements to the way we collect, record and make use of data and we actively encourage our staff, contractors, customers and members of the public to report incidents and concerns to us.

Despite this, we know that antisocial behaviour is still largely underreported and we have much more to do. Our analysis draws on a variety of sources to help us better understand the nature and scale of antisocial behaviour. This intelligence is used to inform our enforcement, education/engagement and environmental measures.

Given the challenges in defining antisocial behaviour and the type of behaviour that it can cover, there is no standard measure of antisocial behaviour for the transport network. This is also true for the UK as a whole. For this reason we

developed a safety and security survey to track Londoners' concerns on a quarterly and annual basis.

Table 1 below shows the top deterrents to using public transport more often and provides results for the last three calendar years. Concern about antisocial behaviour was the fifth most common concern for Londoners.

Table 1

	%	2013	2014	2015
Overcrowded services	56	59	59	59
Slow journey times	38	41	41	41
Unreliable services	36	37	39	39
Cost of tickets	48	45	42	42
Concern about anti-social behaviour of others	35	34	32	32
Dirty environment on the bus/ train	26	28	25	25
Fear of crime getting to / from and waiting for the bus/ train	27	24	22	22
Fear of crime on the bus/ train	25	23	21	21
Fear about knife crime	24	20	19	19
Dirty environment getting to the bus/ train	17	18	18	18
Fear of terrorist attack	12	12	12	12
Risk of accidents	9	9	9	9
Lack of information about how to use public transport	10	10	9	9
Graffiti	9	10	8	8

Table 2 shows the most common forms of antisocial behaviour witnessed on public transport. The most commonly mentioned forms of behaviour witnessed were noise-related: people speaking loudly on mobile phones (84 per cent had witnessed this) or listening to loud music (71 per cent). The results indicate that behaviours such as children behaving badly, fare evasion, spitting and bullying became less commonly seen.

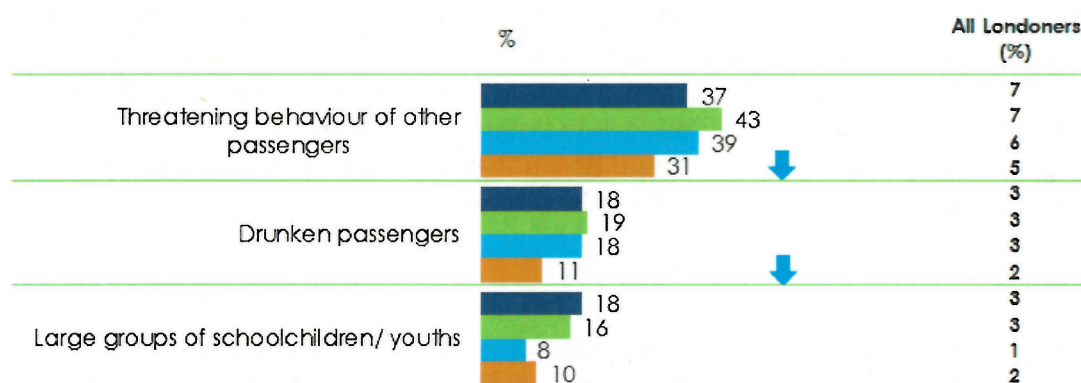
Table 2

	%	October 2013	October 2014	October 2015
Speaking loudly on a mobile phone	81	83	84	84
Listening to music loud enough that others can hear	71	73	71	71
Eating hot food	70	69	69	69
Pushing and shoving to get on or off the vehicle	64	65	66	66
Dropping litter on public transport	62	62	66	66
Taking up more than one seat	62	60	61	61

Being drunk on public transport	59	58	59
Begging	49	48	59
Drinking alcohol on public transport	50	50	52
Not vacating priority seating	54	55	55
Children/youths behaving badly on public transport	48	49	49
Shouting or swearing at other passengers	43	45	43
Shouting or swearing at the driver or other staff	38	43	39
Not paying their fare	38	39	39
Spitting on public transport	21	22	23
Bullying someone else	19	24	21
Smoking on public transport	10	13	9
None of these	4	4	4

We also asked Londoners whether they had experienced a recent worrying incident when using public transport in London in the last three months and what was the cause of this worry. The most common causes of worry were the threatening behaviour of other passengers, drunken passengers and large groups of schoolchildren or youths. While these causes of worry continue to be the most common, they have declined over recent years.

Table 3 - Last worrying incident (top 3 responses)



What made you feel worried (on the last occasion)?

Base: All who have felt worried in the last three months (2013 n=630; 2014 n=549; 2015 n=533; 2016 n=577)/ All Londoners (2013 n=4,122; 2014 n=4,005; 2015 n=4,002; 2016 n=4,001)

Question 3

Who leads the response to antisocial behaviour in your borough/organisation?

As the strategic authority for transport in London and a key provider of funding for policing services on the transport system, we have a central role in improving safety and security on the transport system in London. We work in partnership with the British Transport Police (BTP), City of London Police (CoLP) and the

Metropolitan Police Service (MPS) Roads and Transport Policing Command to deliver this.

Our Directorate of Enforcement and On-street Operations (EOS) has the strategic lead for transport crime and antisocial behaviour reduction and works alongside other operational areas to put the necessary interventions in place to prevent and reduce antisocial behaviour. EOS brings together compliance, community safety, enforcement and policing activities and undertakes a range of activity in respect to crime and antisocial behaviour reduction.

Question 4

How has spending on antisocial behaviour changed over the past few years?

We do not have a separate budget provision for tackling antisocial behaviour in TfL and spend is not tracked in this way. Expenditure would primarily be covered by policing and enforcement budgets or as part of our service operating costs, depending on the nature of the intervention or costs of repair. The safety and security of our transport system is paramount and we continue to invest significantly in contracted policing services from the BTP, MPS and the CoLP at over £170m per year - an increase of approximately £10m a year since the 2012/13 budget. We have also made a significant investment in our own on-street enforcement officers over recent years.

We are always seeking to improve the value delivered by our investment in this area and work to find sustainable solutions to crime and antisocial behaviour issues affecting our network. If left unaddressed, antisocial behaviour issues can result in negative impacts on our budget including a reduction in fare paying passengers if they choose not to travel on our networks, increased costs of infrastructure repairs or disruption to our services.

Question 5

How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?

As mentioned earlier, our significant investment in transport policing and enforcement and compliance activity along with our commitment to improving safety and security through a data-driven, problem-solving approach using a combination of education /engagement, enforcement and environmental interventions has ensured the transport network is a low crime and safe environment.

The local transport policing model we have implemented with the MPS Roads and Transport Policing Command (and its predecessors) and the BTP has been central to this. The teams are a locally based resource, with local knowledge, to tackle local road and transport priorities. They are focused on prevention and use

innovative problem and solution approaches to both identify and respond to local issues.

The local transport policing teams have helped to establish strong links across different stakeholder groups, including local authorities, policing teams, transport operators and local communities on local transport safety and security issues.

Examples of antisocial behaviour interventions are included below:

Enforcement

- High visibility policing and enforcement in hotspot locations
- Large scale policing and enforcement operations
- Byelaw enforcement
- Penalty fares for fare evasion
- Enforcement of Behaviour code for ZIP Oyster photocard travel concession for young people (including withdrawal of concession for serious and/or repeat breaches)
- Community Protection Notices
- Intervention plans for known persistent offenders
- Applications for travel bans and restrictions
- Prosecutions

Engagement / education

- Considerate travel messaging and Better Behaviours Campaign
- Safety and Citizenship Team school visit programme
- Engagement days and events involving transport police and TfL officers
- Notices publicising the rules
- Media and marketing
- Staff announcements
- Support for diversionary activities
- Working with schools
- Improving reporting

Environment

- Environmental crime audits by crime reduction specialists
- Designing out crime
- CCTV
- Systematic cleaning and rapid repair of damage
- Repositioning of bus stops (where this is a contributing factor to the antisocial behaviour)
- Improvements to transit logistics (including capacity and frequency of service)
- Changing school entry and exits to disperse youths
- Scratch resistant material for bus shelters
- Sacrificial coating on bus windows
- Anti-vandal CCTV domes
- Alcohol Ban on our public transport networks

We have also worked with the Police to accredit a number of our frontline enforcement staff with additional powers under the Community Safety Accreditation Scheme (CSAS) that are relevant to their roles. These additional powers are being used successfully to deal with antisocial behaviour issues on the road and public transport networks.

Question 6

To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?

We consider the powers under the Anti-Social Behaviour, Crime and Policing Act 2014, in particular the Criminal Behaviour Orders, Community Protection Notices and Public Space Protection Orders (PSPOs) to be an effective tool in helping to deal with a number of crime and antisocial behaviour issues affecting local communities and the transport system. Disappointingly, we do not currently have any powers under this Act (with the exception for the power to apply for an injunction) and have to work through local authorities or the police to use suitable provisions within the legislation to tackle transport-related antisocial behaviour. We believe it would be more effective and efficient for us to have powers under this Act to deal with issues affecting our network. We would welcome the Committee's support in engaging with Government on this issue.

There are also direct implications for us when local authorities and the police use this legislation to deal with local issues. A PSPO, for example, can impact on our ability to use our byelaws and we may need the PSPO to exclude our stations and bus shelters in the area so that our byelaws remain unaffected. It is important that we are involved in set up and enforcement arrangements for PSPOs that cover our premises.

We believe there is a strong case for giving our CSAS accredited enforcement officers some of these powers in law so they are well equipped to deal with a range of issues affecting London's roads and transport networks.

Question 7

What evidence do you collate on the effectiveness of interventions?

Evaluation is an essential element of our problem-solving approach to dealing with crime and antisocial issues on our network. Our problem solving approach systematically identify and analyse problems, develop specific responses to individual problems and subsequently assess whether the response has been successful. This approach underpins our aim to provide evidence led interventions to deal with these issues.

Not all interventions will require the same level of evaluation, we broadly categorise our evaluations efforts into strategic, tactical and operational

bandings. The depth of evaluation will depend on scale, impact, cost, level of resources, data and measurement options among other factors.

There is a great deal of expertise and experience within our organisation and across our policing partners, but we recognise that more needs to be done to capture this so it is more easily accessible to all those who have a role in developing responses to crime and antisocial behaviour on the network. Work is underway to develop a 'What Works' library of interventions for dealing with common crime, antisocial behaviour and noncompliance issues affecting the transport system.

Question 8

What support is available to victims and witnesses of antisocial behaviour?

We want to encourage the reporting of anti-social behaviour and for our customers to know that their concerns matter and that we will take action.

The support we provide to victims and witnesses of antisocial behaviour is wide ranging and will depend on the nature of the incident or concern, the impact on the victim or witness and how it was reported to us or our policing partners. For example a report of more serious antisocial behaviour may result in witness statements being taken and supporting the victim through an investigation and any subsequent judicial process.

More specifically, the Sarah Hope Line (SHL) provides support to individuals involved in incidents on all our transport services, which have resulted in fatalities or life changing injuries. We have a dedicated team on hand to make sure that those affected get the help they deserve, and work in partnership with organisations that can provide further specialised support. The SHL is available on 0343 222 5678, Monday-Friday 08:00-18:00. Alternatively, customers also contact us via email at SHL@tfl.gov.uk.

Question 10

How do you update the local community on what is being done to tackle antisocial behaviour?

Engaging with a large, diverse, and transient transport community is not without its challenges. We use a number of different channels to update the community on what we are doing to tackle crime and antisocial behaviour. The approach we use will depend on the nature and scale of the issue and who it affects. This could range from issuing press releases on London-wide initiatives or operations through to notices, use of social media channels, and liaison with stakeholder groups to very targeted and localised channels such as drop-in sessions for bus drivers at a local bus garage or a visit to a local community group or a school.

As part of our efforts to improve transport safety and security and confidence to travel, we undertake extensive engagement and community outreach activity. One of the most effective ways of engaging with the community has been through our local transport policing teams in the MPS Roads and Transport Policing Command and BTP and through our own on-street enforcement officers. The teams actively engage with our customers and local communities to help identify any issues, address their concerns, update them on activities and provide reassurance. With our policing partners we undertake regular days of engagement to reach out to the travelling public and local community groups about their concerns about particular issues such as hate crime and unwanted sexual behaviour. This gives us an opportunity to raise awareness of the wider work we are doing to improve the safety and security of travelling in London.

Question 11

What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?

The Mayor is fully supportive of the work we do with our policing partners to tackle crime and antisocial behaviour on the transport system. We work closely with the Deputy Mayors for Transport and for Policing to ensure that our work delivers on the Mayor's priorities and aligns with his vision for a safer and healthier London.

We are also working with the Mayor to ensure that we have appropriate and effective powers to deal with criminal and antisocial behaviour on our network. While we are making the best use of the powers available to us, and to our policing and enforcement partners, our work can be hindered by outdated legislation and a lack of appropriate powers.

We have long lobbied for byelaw making powers that cover our entire network so that we can more effectively deal with anti-social issues affecting it. We would welcome the Committee's support in lobbying the Department for Transport for byelaw powers over buses in replacement of the outdated Public Service Vehicle Regulations to implement London focused measures to help further reduce anti-social behaviour.

-ENDS-

Velvet Living Ltd.

- To what extent is antisocial behaviour an issue London? *The stabbing that occurred at our local Tesco Express is the most serious example in our immediate area - this was a real concern. There was also a fight/attack of some kind that happened at the end of Maskell Road, picked up by our CCTV cameras. This was handled promptly by an officer from Tooting who came round to speak with us/me. Otherwise antisocial behaviour is not something we are really troubled by directly.*
- What are the main concerns? *We have experienced the keying of cars, people using our bins and blocking our warehouse access but nothing more serious than this.*
- Has antisocial behaviour got better or worse over the last three years? *Difficult to say either way.*
- Does antisocial behaviour affect some communities more than others? If so why? *N/A when it comes to our workplace.*
- Are the police, local authorities and other partner agencies, such as housing providers, doing a good job in tackling antisocial behaviour? *2 police officers were present at the most recent gathering of representatives and listened to concerns. I am confident the same would apply to any other issues we might have moving forward.*
- What steps have been taken to address antisocial behaviour in London and how successful have they been? *N/A.*
- How can the Mayor support London's local agencies responsible for tackling antisocial behaviour? *N/A.*
- Has the Mayor allocated sufficient resource to support this work and address antisocial behaviour across London? *Again, this doesn't really apply to our warehouse as a place of work.*

GLA Police & Crime Committee - Tackling Anti-Social Behaviour

Introduction

The Victoria Business Improvement District (VBID) was established on 1 April 2010 following a successful ballot. Since then, VBID has been working tirelessly to improve the area and represent its business community to ensure positive change. Victoria BID represents over 250 businesses, based within Victoria area and has a key role in working to act as a collective voice for these businesses.

The BID has numerous advantages for the local business community including: economic growth and investment, improved social well-being for employees and residents, and improved public realm through sustainable investment for capital projects and services. Victoria BID aims to create a more appealing environment, market the area, provide a collective voice for local businesses and reduce crime rates.

Victoria is key to the South part of Westminster as it contains one of the busiest transport interchanges in the country and serves as a major transportation hub for both National and International connections. Consequently, it requires an appropriate sized dedicated policing team to support it adequately as it has the highest footfall of visitors in Westminster.

Over the last year, there has been a significant increase in the homeless population in Victoria compared to the previous year. Currently, the issue is controlled to an acceptable level by the existing policing team (Victoria Business Team) and Victoria BID's on-street Security personnel. However, Anti-Social Behaviour is consistently raised as one of the greatest concerns in the area and is reflected as a priority in local community safety strategies. Anti-Social Behaviour can be extremely distressing for victims and, a failure to deal with it appropriately can be interpreted as a sign of neglect of local communities. Following a survey of the business community, the BID has identified Anti-Social Behaviour as a priority for its action-plan and will set strategies and principles of best practice that aim to address the challenge. In order to realise this action-plan the BID needs to have the right resources and immense support of the Local Authorities and Law Enforcement Agencies.

Despite the tireless efforts of the BID, ASB has a detrimental impact on the local business community. There is a range of direct and indirect impacts on the business community ranging from financial losses and costs to social and reputational damage.

- **To what extent is antisocial behaviour an issue in London? What are the main concerns?**

Although we are not in position to comment for London as a whole, ASB has become a pressing issue over the last three years in Victoria. ASB is a very wide term ranging from

abandoned vehicles to trespassing. However, there are ASB types that are more acute in certain areas and which have gradually intensified over the last year or so. These are clearly the alcohol and substance abuse (with new drugs becoming available to street population like SPICE), begging and vagrancy, littering and harassment of the public. As a Business Improvement District, we are mainly concerned on the safety and security of the people working, living and visiting the area. The total figures might show a steady decline in ASB calls, however ASB incidents have increased 10% in the last year and especially the ones that are more detrimental to public health and safety.

- **Has antisocial behaviour got better or worse over the last three years?**

Absolute figures reveal a steady decline in London as a whole however ASB is massively underreported. Certain types of ASB like alcohol and substance abuse or begging and vagrancy have been persistent or even increased in certain areas across the capital. Our recent safety and security surveys plus evidence collected through our roving Security patrol, indicate that a large amount of ASB incidents are not reported to the authorities and/or a number of repeated ASB offenders are not dealt with robustly and are usually spat out by the system and back into their old habits.

- **Does antisocial behaviour affect some communities more than others? If so why?**

Anti-social Behaviour covers a wide spectrum of unacceptable activity that causes harm to an individual, to their community or to the environment. We feel that the negative effect of ASB on communities can differ and it depends on the type of ASB taking place in that particular community. There is a range of direct and indirect impacts on the communities ranging from financial losses and costs to social and reputational damage.

- **Are the police, local authorities and other partner agencies, such as housing providers, doing a good job in tackling antisocial behaviour?**

Local Police Team has greatly reduced in manpower over the past three years. In our case, Victoria Business Team now operates with only two PC's who are doing everything possible to deal with crime and ASB in the area. Despite the team being overstretched, they have managed to work in close partnership with the BID and WCC and take positive action against some prolific ASB offenders. It is imperative though, that the local SNT's are strengthened and better supported to deal with such a diverse form of anti-social activity.

- **What steps have been taken to address antisocial behaviour in London and how successful have they been?**

The Anti-Social Behaviour, Crime and Policing Act 2014 introduced a series of powers to tackle ASB. These were: Civil Injunction; Criminal Behaviour Order (CBO); Community Protection Notice (CPN); Public Spaces Protection Order (PSPO); Dispersal Power; Closure Powers. Despite

the introduction of these powers, some of them proved to be unsuccessful in practice or way too time consuming for the agencies to take forward with dubious outcome (e.g. CBO). Others which seem to be more efficient (PSPO) have been met with negativity from the public. We feel that a more consistent approach needs to be taken both in terms of the powers themselves and the end result of those powers (e.g. what action is to be taken when a CPN is breached and why local authorities do not follow up with those who breach their CPNs and no further action is taken?) On the other hand, CBOs prove to be more effective but need a vast amount of evidence gathering for low level ASB and take months until a case reaches the court; then the result might not be the one expected.

- **How can the Mayor support London's local agencies responsible for tackling antisocial behaviour?**

By providing the right amount of manpower and Police Officers to deal with ASB. Also, by putting together a set of policies that will put theory into practice and make the powers mentioned in the Anti-Social Behaviour, Crime and Policing Act 2014 have a positive impact. Furthermore, by providing the Business District wards with a much needed PCSO to deal with low level ASB and community engagement as, at the moment, BIDs try to fill in this gap by employing private security providers who do not have all the necessary powers to deal with the issues but move the problem on/around.

- **Has the Mayor allocated sufficient resource to support this work and address antisocial behaviour across London?**

We feel that more needs to be done from both GLA and local authorities. A more joined up approach between public and private sector (BIDs) could also see positive change across the capital. ASB, no matter how low level it might be, is enough to distress local communities disproportionately.

Sincerely yours,

Chris Tsíkolis

Policy & Security Manager
Victoria Business Improvement District



Policy and Strategy

Briefing Note

City of Westminster

In Westminster we are deeply aware of the risks posed by anti-social behaviour. There are immediate risks as people's lives are disrupted as a result of the inconsiderate actions of others, but there are also longer-term risks as perpetrator behaviour can spiral leading to serious criminality and victims can be vulnerable possibly leading to mental health problems or other enduring personal challenges.

Our local Community Safety Partnership (the Safer Westminster Partnership – SWP) has adopted a strategic approach to keeping the city and those who live, work or visit here safe. This represents a commitment to work in partnership to prioritise working with the most vulnerable within our communities to reduce crime and ASB across Westminster. In addition to a partnership focus on countering terrorism, the strategic approach focused on three priorities, all of which touch on anti-social behaviour and give us a different angle from which to address problems. These priorities are:

1. Identifying and working with repeat victims to reduce their vulnerability;
2. Working with the most problematic offenders to reduce their re-offending;
3. Reducing high harm crime in Queens Park and Church Street wards and the West End;

Our approach is deliberately focused on ensuring we address issues of vulnerability which are not only a driver of crime and anti-social behaviour, but also extremely difficult to resolve and costly if left ignored. Often vulnerability, crime and deprivation can come together creating a cycle of offending and victimisation. The SWP wants to work together to break that cycle and the rest of this response is provided in this context.

To what extent is antisocial behaviour a concern to residents in your borough? What types of antisocial behaviour are of most concern?

From our City Survey, we know that Westminster is considered a remarkably safe place to live and travel around, even at night. 90% of residents asked feel safe in the area where they live and 87% feel safe walking alone in their area they live after dark. Indeed, the second top ranked thing people say they like about living in Westminster (after public transport links) is that it feels safe. These are a remarkable set of facts given Westminster is in the centre of London and we score significantly higher than other city centres around the world. Despite this, we know that residents retain specific concerns about issues in their local area. 25% of residents say that their quality of life is affected by fear of crime, which may be linked to their perception of issues on street such as ASB. The top ASB issues in Westminster are not those which are directly linked to individual people or premises/can be 'case managed' in a traditional sense. When asked how much of a problem they think certain issues are, residents reported that their top ranked issues in the city are poor air quality, dog fouling on the pavement, rubbish and litter lying around and people using or dealing drugs.

Westminster City Council response to the London Assembly Police and Crime Committee investigation into anti-social behaviour in London

Our perspective on such findings is that these issues are important and must be addressed using city-wide actions, communications campaigns e.g. our current #dontbeidle air quality campaign, but our dedicated ASB resources should be focused on those cases which may not affect the population at large but the impact and harm caused can be lasting and lead to other problems in the long-term. This is why we prioritise action to deal with high risk, high harm cases both in terms of the victim and the perpetrator of ASB.

In addition to the above 'volume ASB issues', we also experience significant seasonal peaks in certain types of ASB or other activity that can lead to ASB. For example, the summer months produce spikes in ASB driven by street-based behaviour such as begging, drug-taking, street fouling etc. At a similar time of the year, we experience increases in disruption to businesses and residents from street entertainment as well as wider public order challenges derived from the large number of events, demonstrations and marches which can lead to ASB. On this note, consideration also needs to be given to the fact that, perhaps unlike any other London borough, Westminster imports ASB from other boroughs as much as it generates it locally. This requires a very different response and significant amounts of cross-border working.

How do you record and monitor antisocial behaviour – please provide your anti-social behaviour data for the last three financial years?

ASB and crime trends are addressed borough wide through a bi-monthly ASB partnership meeting, chaired by the Police ASB team embedded within the Council. Primarily, the police provide anti-social behaviour data for Westminster and analytical reports provide insight into the trends and hotspots, leading to intelligence led resource deployment. Community Triggers detailing ASB cases are managed by a Senior Practitioner in the Council's ASB Team. Oversight is provided to this process by the local Community Safety Partnership (the Safer Westminster Partnership) which scrutinises the performance of the ASB partnership and provides a forum for escalation where necessary.

Westminster Borough Police has recorded 2245 ASB incidents since January 1st 2017 (accurate to 13 July). This is the second highest in the MPS (after Tower Hamlets) and equates to roughly 7% of the MPS total. 72% of Westminster ASB incidents are recorded by officers as pertaining to 'No Victim.' This is the highest in London and relates to the unique type of ASB within Westminster which includes begging and associated noise from Westminster Evening and Night Time Economy.

In addition to MPS data, Westminster City Council also has its own data sets identifying ASB particularly linked to environmental issues in public spaces. Abandoned waste, noise and dog fouling are all types of high volume environmental issue that are considered anti-social. These issues are addressed through routine patrolling by street based City Inspectors and tasking of resources to focus on specific problems (explored in more detail below).

Westminster City Council response to the London Assembly Police and Crime Committee investigation into anti-social behaviour in London

Category	2012		2013		2014		2015		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Abandoned Waste	13394	46.39%	21626	58.08%	21129	52.74%	15927	48.07%	72076	51.74%
Noise	14447	50.04%	13905	37.35%	17592	43.92%	16312	49.23%	62256	44.69%
Dog Fouling	782	2.71%	1505	4.04%	1133	2.83%	823	2.48%	4243	3.05%
Abandoned Vehicles	248	0.86%	197	0.53%	205	0.51%	73	0.22%	723	0.52%
Total	28871		37233		40059		33135		139298	

Who leads the response to antisocial behaviour in your borough/organisation?

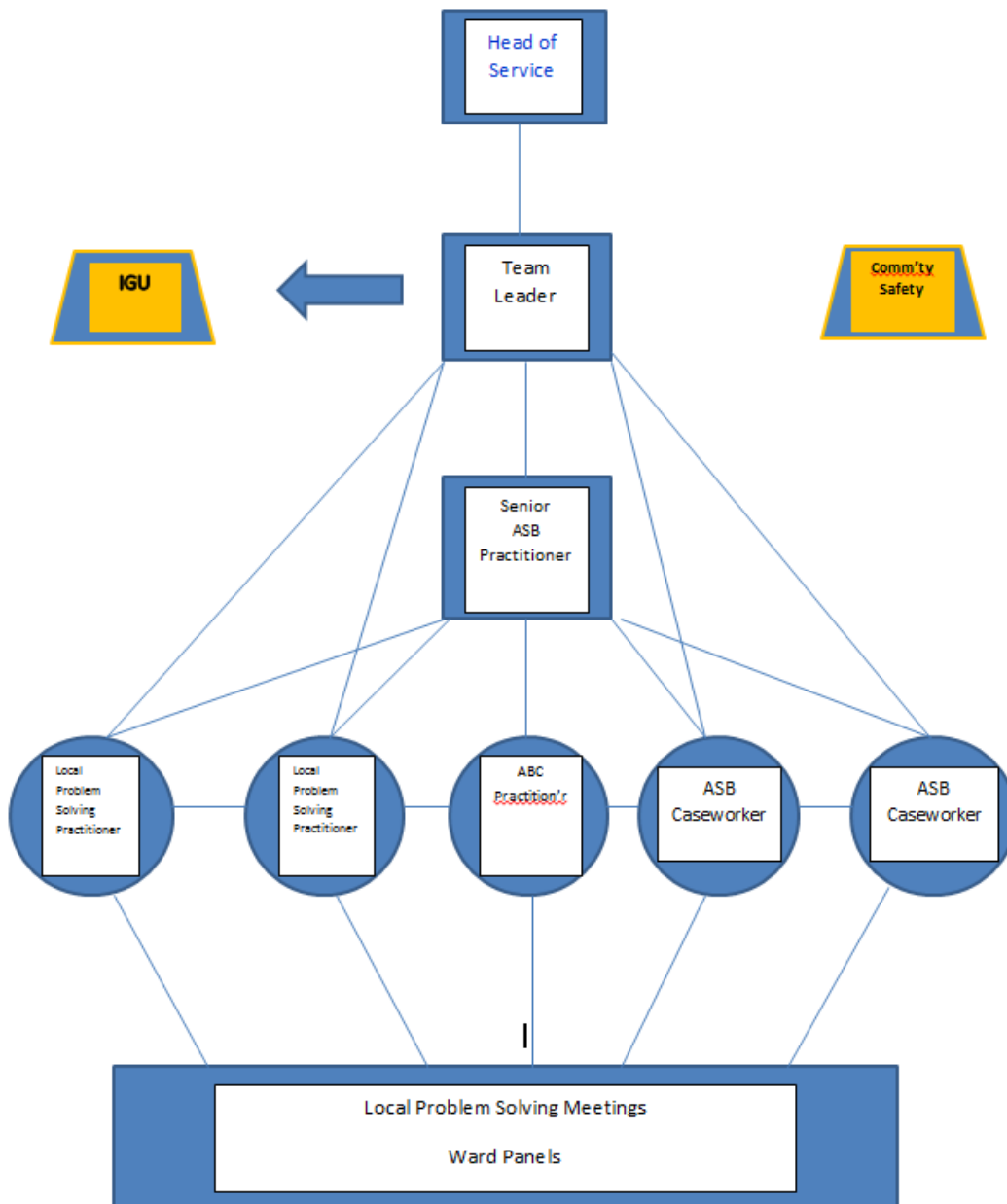
The Metropolitan Police lead on the response to ASB in Westminster as reports primarily come through the MPS reporting system. The council does however, support this process and takes the lead on certain ASB issues which are the primary responsibility of local authorities.

Anti-social behaviour is addressed on an area basis through the Council's Neighbourhood Problem Solving approach which leads the way in developing solutions for identified ASB issues.

The Head of Community Safety oversees and process, protocol and policy for ASB in collaboration with a Team Leader. The Team Leader is the council's identified lead for ASB and works with a Senior Practitioner to ensure quality and efficiency of delivery. The Team Leader also has a dual role with the Council's Integrated Gangs Unit, which includes wider responsibility for tackling youth disorder with partners, including the Youth Offending Team and probation services. The Senior Practitioner is responsible for delivering agreed responses to ASB through the agreed policy and protocols to ensure city-wide consistency. The resources at the disposal of the Senior Practitioner include Local Problem Solving Practitioners, ASB Caseworkers and an 'ABC Practitioner' as well as partnership arrangements with the local MPS ASB Team. The Neighbourhood Problem Solving Coordinators work with a range of partners including, the Police, registered social landlords (RSLs), other housing providers, the health sector, voluntary sector and local stakeholders to deliver the response to cases of ASB and wider trends which may emerge. Cases involving medium to high risk victims, as well as those cases bound for enforcement, are referred to the specialist ASB Case management team who continue to work closely with the entire partnership to deliver the best outcome for the victim and wider community. The Council uses a case management system 'Ecins', which allows partners to share intelligence and case documents.

Westminster City Council response to the London Assembly Police and Crime Committee investigation into anti-social behaviour in London

The process is also supported by a range of frontline resources such as the Council's City Inspectors which are engaging with businesses and residents on a daily basis, picking up and dealing with instances of ASB. This provides us with an additional layer of intelligence gathering capability and the interventions used are also different as we deal with problems which we fundamentally 'anti-social' but not necessarily traditionally considered 'anti-social behaviour' as the concept is usually applied e.g. noise from licensed premises.



How has spending on antisocial behaviour changed over the past few years?

Funding from MOPAC to deliver ASB casework management has been consistent in recent years but the Westminster is acutely aware of the likelihood of forthcoming changes in the funding envelope available to the council to deliver ASB work in the same way. As a result of changes to the London Crime Prevention Fund (LCPF), Westminster will see a 56% reduction in funding directly available to the council from 2018/19. This does however, have to be understood in the context of the decision taken by MOPAC to top-slice 30% of the LCPF fund to commission services across wider geographical areas and in collaboration with different partners. Westminster is engaged in the process of design for this 'co-commissioning fund' and will bid for funding but it remains unclear to what extent the fund will be able to be used to support ASB work. Some of the funding Westminster currently receives directly delivers the ASB casework management function and, as such, the impact of such any reduction is likely to result in a loss of posts within the ASB case management team which could reduce our capability and ability to delivery at the same level.

There has been an increase in legal costs associated with enforcing the new ASB toolkit introduced under the 2014 Act. In particular this has been driven by action required to address enforcement surrounding street-based ASB, where Council-led ASB prosecutions are often utilised due to inability of the MPS to arrest individuals for a crime. The council has borne the full costs for this at a time where there are other significant financial pressures against the backdrop of an increase in demand for ASB support services.

As with others areas of council activity and in line with a wider trend in local government, due to reduction in budgets we are also currently exploring new and innovative ways such as external funding opportunities to undertake crime prevention measures and initiatives.

How do you work with local policing teams and other local partners to tackle antisocial behaviour – what preventative and enforcement activities are undertaken?

As noted above, the local Community Safety Partnership (the Safer Westminster Partnership) provides the overarching partnership governance for the local response to ASB in Westminster. The Partnership is currently structured to address three areas of priority focus – victims, offenders and locations. ASB cuts across all three of these but we are acutely focused on the needs of victims in tackling ASB as well as ensuring that the highest risk and highest harm cases are tackled in a way that is sustainable for the community as a whole.

In order to deliver this overarching ambition, and again as noted above, we have a dedicated ASB partnership meeting – hosted jointly with the Metropolitan Police. Local Police teams engage in the partnership response through monthly problem solving meetings with partners and daily communication with Neighbourhood Problem Solving Coordinators. Cluster

Westminster City Council response to the London Assembly Police and Crime Committee investigation into anti-social behaviour in London

Inspectors attend the monthly problem solving meetings to address blockages within local teams and considered issues for escalation if necessary.

The Metropolitan Police have embedded their local ASB team into the Council. This is particularly effective when it comes to case escalation to court, disclosure provision and coordination with local, neighbourhood Policing teams.

Quarterly Ward panels enable joint representation from the Police and Council to engage with the public and address their concerns through ward panel priorities.

The operational tasking process allows for directed, intelligence led resource deployment to address ASB, in particular operations addressing immigration offences and street population issues.

Legislative tools used include the Anti-social Behaviour, Crime & Policing Act 2014, namely Community Protection Notices (CPN), Criminal Behaviour Orders, closures, Acceptable Behaviour Contracts and Community Triggers. Injunctions are also utilised but mainly through Housing Associations due to cost implications.

To what extent have the new powers introduced in the Anti-Social Behaviour, Crime and Policing Act 2014 had an impact on antisocial behaviour?

As noted in answer to the previous question, the Council has experience in using the range of tools set out in the 2014 Act. The Community Protection Notice has proved to be the most versatile tool due to its ability to stop behaviour that has been evidenced through victim impact statements.

We have utilised the CPN process to control ASB successfully and where behaviour has not ceased we have obtained Criminal Behaviour Orders (CBOs) within a Court setting which allow breach to be treated as a criminal offence, even if the original behaviour was not deemed a criminal offence in and of itself. We have particularly seen success when applying positive conditions as part of measures to control anti-social behaviour such as CBOs.

We have also utilised CBOs to tackle rogue landlords. The CBO provisions have allowed the Council to apply conditions to control bad business practice, driven from a victim centred approach and ultimately saving duplication of work and financial savings for repeat offences.

A Public Space Protection Order (PSPO) has been authorised to tackle the impact of street gambling and we are currently working with another Authority on the logistics for implementation.

Westminster City Council response to the London Assembly Police and Crime Committee investigation into anti-social behaviour in London

What evidence do you collate on the effectiveness of interventions?

Our method for managing ASB includes a robust approach to evidence gathering and evaluation. Perhaps the most practical examples of our approach to evidence gathering are as follows:

- We gather extensive victim feedback as part of community triggers before the case is closed.
- We produce analytical reports which review the effectiveness of our complex cases dealt with through our problem solving process. This follows and builds on an initial baseline report which informs the action plans taken to address ASB.

What support is available to victims and witnesses of antisocial behaviour?

The Council takes its responsibilities for victims of ASB extremely seriously. Our approach is victim-centred and the first principle of our adopted ASB policy is putting the victim first. This means that we put the victim or witness at the centre of everything we do. We support the individuals affected by anti-social behaviour or crime in the way they wish to be supported and do our best to achieve the outcome they want to reach, understanding that may not always be enforcement. We aim to build an environment where victims and witnesses feel confident and safe in coming forward to report anti-social behaviour. We will actively try to understand the victim's experience and improve our service accordingly.

In practical terms the Council's ASB Case Management team based within the Community Safety team prioritises & leads on the response to victims & witnesses of ASB.

All medium & high risk victims as defined through the Risk Assessment Matrix form are referred to this team. A Victim action plan is created in conjunction with the victims. This will detail the type of communication and regularity of such that they require. If additional or more specialist support is required, caseworkers will expedite referrals. The provision of peer support will also form part of the individual action plan for victims or witnesses where this is appropriate and relevant.

Where victims are assessed as low risk, the Caseworkers will also advise the Neighbourhood Problem Solving Coordinators as to relevant actions required.

In terms of future planning, this team will be working with the Registered Social Landlords to look at ensuring a consistent approach to victim and witness support across the city regardless of tenure.

How do you update the local community on what is being done to tackle antisocial behaviour?

As part of their role our teams work closely with local communities and the personal relationships that exist and word of mouth are an important means of sharing information on the Council's activity. This is particularly the case where resident's associations exist, where we are engaging with ward panels or where individual residents or groups have raised specific concerns.

At a more formal level, communications take place with residents and businesses through various channels including reports to local ward Councillors; housing provider newsletters, appeals and bulletins driven through the local problem solving meetings and proactive city-wide communications for major issues of concern to the community. This includes use of the Westminster Reporter, a direct mailing to all households in the city, other council managed channels and partner publications. We consider that our approach is effective since 73% of our residents have heard about what is being done in their area to tackle anti-social behaviour and 74% agree that the police and council are dealing with issues that matter in their community (2016 City Survey).

As well as receiving information, local ward councillors also act as a vital link with local stakeholders and neighbourhoods in providing information on local ASB issues and the response that is underway to address these.

What more can the Mayor do to support the agencies responsible for tackling antisocial behaviour in London?

The main area where the Mayor can add value is in managing ASB associated with people who spend significant amounts of time on the streets. These individuals may not be rough sleepers but are often involved with behaviour commonly associated with a street lifestyle such as drug-taking, street fouling and low-level intimidation. Such behaviour can have a serious impact on residential communities and business interests.

The Mayor may wish to consider options for funnelling more money into social care support for such individuals, particularly those who should be accessing drug and alcohol or mental health services but say they don't because the services can't meet their individual needs. In this circumstance, increased investment in services that are not considered "core ASB services", the improvements would be reduced levels of ASB, improved economic output in areas where businesses have been negatively affected by street-based ASB and improved residential satisfaction. This is of particular concern in areas such as Westminster where the users of such services are not local residents and it is therefore not easy for Public Health teams to finance such services since funding for Public Health services is linked to resident population.

Westminster City Council response to the London Assembly Police and Crime Committee investigation into anti-social behaviour in London

The Mayor should also consider the gap we perceive in analytical capability that exists within the Metropolitan Police at a local level. This could be remedied by access to more consistent approach to access to data as currently pushed by London Councils. This issue poses significant partnership working challenges as the ability of the Met to respond to requests for insight and participate in strategic discussions on ASB trends, is nowhere near the level required to meet demand.

Finally, we strongly support the Mayor's calls for more control of the Criminal Justice Service to be passed to a London level. If this were to happen, we would suggest that the Mayor may wish to consider or push partners to consider a review of sentencing for ASB to strengthen the action taken against problematic individuals and repeat offenders.

Police and Crime Committee

By e-mail: policeandcrimecommittee@london.gov.uk

12 July 2017

Dear Sir/Madam,

Subject: Tackling Anti-Social Behaviour in London

Thank you for inviting submissions from the Youth Justice Board for England and Wales (YJB) and others regarding your investigation into tackling anti-social behaviour in London. I am writing to you in an open letter as we may share our views with stakeholders.

To provide some background on the YJB and our interest in your consultation; the YJB is the non-departmental public body which oversees the youth justice system in England and Wales. Our vision is for every child and young person to live a safe and crime-free life, and make a positive contribution to society. To progress towards this vision, the YJB and colleagues in the youth justice system work in partnership with other organisations and agencies supporting children and young people. You can find out more about the YJB at www.gov.uk/yjb.

The YJB wishes to advise that it has no comment to make in respect to the specific questions detailed in the call for evidence due to the focus on individual boroughs. However, given the opportunity to respond, we would seek to draw your attention to the following high level points for your consideration.

- Anti-social behaviour carried out by young people can have a significant impact on communities. It may therefore be beneficial for MOPAC to consult with children's services on a strategy to tackle anti-social behaviour through routes such as the Association of London Directors of Children's Services or the London YOT Assistant Director? Network.
- Young people coming to police attention for low level anti-social behaviour is often an early indicator of vulnerability to exploitation or gang association. It is important to identify those young people who are vulnerable to and/or at risk at the earliest possible stage in order for their particular needs to be identified and tackled, and to avoid a solely punitive approach.
- There is a need for a more joined up approach between agencies when defining the conditions of anti-social behaviour legislation such as criminal behaviour orders, especially in youth cases. This should include a full and proper consultation process whereby achievable restrictions can be discussed with the YOT. Restrictions contained

within a criminal behaviour order which are too onerous or ineffective in addressing the root cause of their behaviour can lead to young people becoming further criminalised, by breaching their order with behaviour which wouldn't ordinarily result in arrest. This can actually be counter-productive in reducing anti-social behaviour and result in increased criminalisation.

- There is a disproportionate picture across London in relation to the use of Criminal Behaviour Orders (CBO)/Gang injunctions in particular areas. This shows that civil legislation is being applied differently in different areas. Consideration should be given to cross borough working and how this can be facilitated in order to deliver a consistent approach to applying restrictions and to avoid silo working.
- Positive requirements are rarely deployed as part of the requirements of a CBO; these could be used as a tool to address underlying causes of offending behaviour or to improve overall outcomes for a young person.

If you would like to discuss my comments please do feel free to contact us (CEO@yjb.gsi.gov.uk).

Yours sincerely,



Louise Falshaw

Director of Partnerships & Performance
Youth Justice Board for England and Wales

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